

This contract entered into this day the 12th of August, 2024, by **Diversity Travel**, located at 1530 Wilson Blvd. Suite 113, Arlington, VA 22209, hereinafter called the “Contractor” and Commonwealth of Virginia, **Radford University**, called the “Purchasing Agency or Radford University”, located at 801 East Main Street, Radford, VA. 24142.”

1. **WITNESSETH** that the Contractor and Radford University, in consideration of the mutual covenants, promises and agreements contained, agree as follows:
2. **SCOPE OF CONTRACT:** The Contractor shall provide **Travel Management Services** to Radford University as set forth in the Contract Documents.
3. **TERM OF CONTRACT:** From **Execution of Contract** through **October 31, 2027** with three (3) three-year renewal options or as negotiated, to include all contractual provisions contained herein.
4. **THE CONTRACT DOCUMENTS SHALL CONSIST OF:**
  - A. This signed Radford University Standard Contract. Document;
  - B. Radford University’s Request for Proposal (RFP) R23-015 dated October 25, 2023, Addendum One, dated December 1, 2023 and Addendum Two, dated December 18, 2023.
  - C. General Terms and Conditions
  - D. Contractor’s Proposal signed and dated January 10, 2024
  - E. Clarification and Negotiation Questions Responses dated (Round One) April 15, 2024 and (Round Two) June 26, 2024.
5. **FINANCIAL COMPENSATION AND METHOD OF PAYMENT:** The Contractor shall be paid by Radford University in accordance with the contract documents
  - A. The contractor agrees to provide the services in compliance with the scope of services and terms and conditions at the firm-fixed rates identified in the table below.

SERVICE	ONLINE	AGENT
Domestic air ticket	\$9	\$23
Domestic free ticketing	N/A	\$23
International air ticket	\$9	\$32
International free ticketing	N/A	\$32
Air changes	N/A	\$32
Air name changes	N/A	\$32 + airline fee
Air voids & cancellations	No fee	No fee
Air refunds	N/A	\$32
Air upgrades	N/A	\$32
Hotel Pre-paid	No fee	\$10
Non-commissionable hotels	\$5	\$10
Hotel changes & refunds	\$10	\$10

SERVICE	ONLINE	AGENT
Amtrak	N/A	\$23
International rail	\$9	\$23
Rail changes & refunds	N/A	\$23
Car rental	N/A	\$23
Car changes & Refund	N/A	\$23
Out of hours calls	No fee	
Systems integration	\$150 per hour for non-standard requirements	
Implementation & Online Setup	No fee	
Reporting - standard	No fee	
Reporting – non- standard	One-time setup fee \$150 per hour	
Duty of Care – Mobile App	No fee	
Travel Insurance -Optional	Third party fee	
Visa & Passport Services - Optional	Third party fee	

- b. **INVOICES and PAYMENT:** Invoices for goods or services provided under any contract resulting from this contract where the university is required to pay the contractor directly should be submitted by email to [acctspayable@radford.edu](mailto:acctspayable@radford.edu). Invoices shall be identified with the assigned contract number. Invoices shall identify contract pricing for all good/services payment is being requested. If submitting invoices by mail use the following address. Email is the preferred method of invoice receipt.

RADFORD UNIVERSITY  
ACCOUNTS PAYABLE  
POST OFFICE BOX 6906  
RADFORD, VA 24142-6906

Payment will be made thirty days after receipt of proper invoice for the amount of payment due, or thirty days after receipt of goods / services, whichever is later, in accordance with the **Commonwealth of Virginia Prompt Pay Act**.

**UNIVERSITY AIR TRAVEL CARD:** Fees for air travel should be charged to the university's air travel card and not invoiced to the university. Coordination of these charges will be made between the contractor and the Radford University Contract Administrator.

6. **IMPLEMENTATION TIMELINE:** All phases of the implementation process shall be completed in order to go live in production on November 1, 2024.
7. **ORDER OF PRECEDENCE:** This Standard Contract identifies terms as negotiated and as agreed by both parties. In the event there is a conflict between the 1) Standard Contract, 2) General, 3) Special Terms and Conditions, 4) Request for Proposal (R23-015), 5) Contractor's Proposal and 6) Clarification and Negotiation questions and responses, the Standard Contract shall prevail.

Travel Management Services  
Page 2 of 3 Contract  
#RU25003

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

**DIVERSITY TRAVEL**

**Print Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**RADFORD UNIVERSITY**

**Print Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_



**REQUEST FOR PROPOSAL # R23-015**

**TRAVEL MANAGEMENT SERVICES**

**OCTOBER 25, 2023**

**REQUEST FOR PROPOSAL (RFP)**  
**RFP # R23-015**

**GENERAL INFORMATION FORM**

**QUESTIONS/INQUIRIES:** All questions/inquiries for information regarding this solicitation should be directed to:

Name: Austin Eads  
Phone: (540) 831-5634  
Email: [ateads@radford.edu](mailto:ateads@radford.edu).

Written questions (Request for Information) to be submitted via email no later than: November 8, 2023 at 3 PM Eastern Standard Time (EST)

**DUE DATE:** Sealed Proposals will be received until January 10, 2024 up to and including 3:00 PM Eastern Standard Time (EST). **This is a sealed receipt process emails or fax responses will not be accepted.**

**LATE PROPOSALS:** To be considered for selection, proposals must be received by Radford University's Procurement and Contracts Department by the due date and time identified in this solicitation document. The official time used in documenting the receipt of proposals is that time identified on the automatic time stamp machine located in the Procurement and Contracts Department in the David E. Armstrong building on the main campus of Radford University. Proposals received in the Procurement and Contracts Department after the date and time designated are automatically deemed non-responsive and will **not** be given consideration. **The University is not responsible for delays in delivery conducted by the U.S. Postal Service, private couriers, or the intra university mail system. It is the sole responsibility of the Offeror to ensure their proposal reaches the Procurement and Contracts Department at Radford University by the designated date and time**

**ADDRESS:** Proposals should be mailed or hand delivered to:

Radford University, Procurement and Contracts Department  
P. O. Box 6885 (if via mail)  
David E. Armstrong Complex, 501 Stockton St. (if via courier)  
Radford, VA 24142-6885.

Identify the envelope package as instructed in section 10.G.

**PRE-PROPOSAL CONFERENCE:** A pre-proposal conference will be held on November 15, 2023 at 3 PM. The pre-proposal conference will be conducted in a hybrid in-person/Zoom setting. Those who wish to attend in person may. Those who wish to attend via Zoom can access the meeting through the invitation contained in Section 13.

**UNIVERSITY CLOSINGS:** If the University is closed as a result of an act of God or an emergency situation, the University's website shall post notices of said closings. It is the responsibility of the vendor to check the website at [www.radford.edu](http://www.radford.edu) for said notifications. If the University is closed on the day proposals are due, proposals will be accepted same time the next scheduled business day the University is open. If the University is closed on the day of a scheduled pre-proposal conference a written addendum will be issued to officially reschedule the conference.

**TYPE OF BUSINESS: (Please check all applicable classifications).** In order to qualify for assigned Small, Women and Minority (SWaM) points your business must be certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), provide your assigned SBSBD certification number. For assistance with SWaM certification, visit the SBSBD website at <https://www.sbsd.virginia.gov/>

\_\_\_\_\_ **Large**

\_\_\_\_\_ **Small business** – A business that is at least 51% independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of these individual owners shall control both the management and daily business operations of the small business.

\_\_\_\_\_ **Women-owned business** – A business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity

ownership interest in owned by one or more women who are citizens of the United States or legal resident aliens, and both the management and daily business operations are controlled by one or more women.

**Minority-owned business** – A business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals, or any historically black college or university, regardless of the percentage ownership by minority individuals or, in the case of a corporation, partnership, or limited liability company or other entity, the equity ownership interest in the corporation, partnership, or limited liability company or other entity.

**COMPANY INFORMATION/SIGNATURE:** In compliance with this Request for Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal inclusive of all addenda, if applicable, and as mutually agreed upon by subsequent negotiation.

<b>FULL LEGAL NAME (PRINT)</b> (Company name as it appears with your Federal Taxpayer Number)		<b>FEDERAL TAXPAYER NUMBER (ID#)</b>	
<b>BUSINESS NAME /DBA NAME/TA NAME</b> (If different than the Full Legal Name)		<b>BILLING NAME</b> (Company name as it appears on your invoice)	
<b>PURCHASE ORDER ADDRESS</b>		<b>PAYMENT ADDRESS</b>	
<b>CONTACT NAME/TITLE (PRINT)</b>		<b>EMAIL ADDRESS</b>	
<b>TELEPHONE NUMBER</b>	<b>TOLL FREE TELEPHONE NUMBER</b>	<b>FAX NUMBER</b>	<b>EVA VENDOR ID NUMBER</b>
			<b>VIRGINIA STATE CORPORATION COMMISSION REGISTRATION NUMBER</b>

I acknowledge that I have received the following addenda posted for this solicitation.

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_ 6 \_\_\_\_\_ (Please check all that apply.)

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

1. **PURPOSE:**

The intent and purpose of this Request for Proposal (RFP) is to establish a contract with a qualified contractor, through competitive negotiations for Travel Management Services for Radford University hereinafter referred to as “the University” or “RU”, located at 801 East Main Street, Radford, Virginia 24142, an agency of the Commonwealth of Virginia.

The primary focus of this RFP is an on-line booking tool (OBT); however, Offerors are encouraged to submit an offering of all goods or services available they currently perform in their normal course of business.

2. **SMALL, WOMEN-OWNED AND MINORITY OWNED - SWaM BUSINESS PARTICIPATION:**

The mission of Radford University is to ensure strategic business development practices are in place to promote Small, Women-Owned and Minority-Owned (SWaM) businesses to the maximum extent. Radford University encourages prime suppliers, Contractors, and service providers to facilitate the participation of small businesses, and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other inclusive and innovative relationships.

Radford University has established SWaM goals that are posted on the Procurement and Contract website. Links to the University’s SWaM initiative can be located at: [Procurement and Contracts | Radford University](#).

3. **CONTRACT PERIOD:**

The initial term of this contract is for three years, or as negotiated. There will be an option for (3) three - three-year renewal options, or as mutually negotiated.

4. **BACKGROUND**

**Radford University Background:**

Radford University is a comprehensive public university of 7,531 students that has received national recognition for many of its undergraduate and graduate academic programs, as well as its sustainability initiatives. Well known for its strong faculty/student bonds, innovative use of technology in the learning environment and vibrant student life on a beautiful 211-acre American classical campus, Radford University offers students many opportunities to get involved and succeed in and out of the classroom. With over 250 clubs and organizations, Radford University offers many opportunities for student engagement, leadership development and community service. In addition to robust academic offerings and engaging student experiences on the main campus located in Radford, Virginia, Radford University also offers a clinical-based educational experience for some 1,000 students living and learning in Roanoke, Virginia as part of Radford University Carilion, a public-private partnership focused on the cutting-edge delivery of health sciences programming, outreach, and service. Radford University joins several institutions in offering degree programs and continuing education opportunities at the Roanoke Higher Education Center in Roanoke, the Southwest Higher Education Center in Abingdon, and flexible online offerings through its virtual campus. Radford University joins several other institutions in offering degree programs and continuing education opportunities at the Roanoke Higher Education Center in Roanoke, the Southwest Virginia Higher Education Center in Abingdon, and flexible online offerings through its virtual campus.

**Specific Background:**

Radford University employees approximately 1300 faculty/staff. Radford University policy requires all university funded travel to be purchased via the university’s contracted travel agency. This may be done through an online booking tool or directly with an agent of the current provider. In the calendar year 2022, 60% of airfare was purchased through the online booking tool and 40% using an agent. All airfare and vendor fees are charged to the university’s air travel credit card (managed by the Virginia Department of Accounts) and paid on one monthly bill. The university currently utilizes Chrome River as the tool to request travel authorization and submit expense reports. A feed from Chrome River creates traveler profiles in the current online booking tool. The online booking tool is accessed by employees via single sign-on integration. Current functionality allows employees to have delegates that can book airfare on behalf of university employees, students, and guests. The university currently has a contractual agreement with Enterprise for rental vehicles. Rentals are billed directly to the university and cannot be charged to the university’s air travel card.

Fiscal year 2023 spend:

Airfare: \$291,123.41

Enterprise vehicle rental: \$94,700

Fiscal year 2022 spend:  
Airfare: (charged to BoA travel card) \$157,399.81  
Enterprise vehicle rental: \$74,271.18

Fiscal year 2019 spend (historical reference prior to COVID-19 pandemic)  
Airfare: \$223,332.28  
Enterprise vehicle rental: \$154,656.93

5. **EVA BUSINESS-TO-GOVERNMENT ELECTRONIC PROCUREMENT SYSTEM:** The eVA internet electronic procurement solution streamlines and automates government purchasing activities within the Commonwealth of Virginia. Radford University, and other state agencies and institutions, have been directed by the Governor to maximize the use of this system in the procurement of goods and services. We are therefore requesting that your firm register as a **self-registered** vendor in the eVA system.

There are transaction fees involved with the use of eVA. These fees must be considered within the provision of quotes, bids, and price proposals offered to Radford University. Failure to register within the eVA system may result in the quote, bid or proposal from your firm being rejected and the award made to another vendor who is registered in the eVA system.

Registration in the eVA system is accomplished on-line. Your firm must provide the necessary information. Please visit the eVA website portal at <https://eva.virginia.gov/register-now.html> and register with eVA. This process needs to be completed before Radford University can issue your firm a Purchase Order or contract. If your firm conducts business from multiple geographic locations, please register these locations in your initial registration.

For registration and technical assistance, reference the eVA website at <http://www.eva.virginia.gov>, or call eVA Customer Care at 866-289-7367 or 804-371-2525. Email [eVACustomerCare@DGS.Virginia.gov](mailto:eVACustomerCare@DGS.Virginia.gov)

6. **CONTRACT PARTICIPATION-COOPERATIVE PURCHASING/USE OF AGREEMENT BY THIRD PARTIES**  
Under the authority of §6 of the Rules Governing Procurement of Goods, Services, Insurance and Construction by a Public Institution of Higher Education of the Commonwealth of Virginia (see <https://vascupp.org/rules.pdf>), it is the intent of this solicitation and resulting contracts to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institutions or lead issuing institution's affiliated corporations may access any resulting contract if authorized by the Contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor, the resultant contract may be extended to the entities indicated above to purchase at contract prices in accordance with the contract terms. The Contractor shall notify Radford University in writing of any such entities accessing the contract. No modification of this contract or execution of a separate contract is required to participate; however, the participating entity and the Contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor. The Contractor will provide semi-annual usage reports for all entities accessing the contract. Participating entities shall place their own orders directly with the Contractor and shall fully and independently administer their use of the contract to include contractual disputes, invoicing, and payments without direct administration from Radford University. Radford University shall not be liable for any costs or damages incurred by any other participating entity due to any authorization by the Contractor to extend the contract. It is understood and agreed that Radford University is not responsible for the acts or omissions of any entity and will not be considered in default of the contract no matter the circumstances.

Refer to **Attachment C, Zone Map**, if the Offeror wishes to submit a separate pricing structure based on approved zones for cooperative institutions. All VASCUPP institutions of higher education are identified. If no other prices are offered, the pricing provided will apply to all zones in the Commonwealth of Virginia. If you wish to provide pricing for a zone other than which this solicitation originated, please indicate you are doing so in the response. If you anticipate pricing differentials for different zones, a separate pricing sheet must be submitted for each zone that includes appropriate pricing for that zone.

Use of this contract does not preclude any participating entity from using other contracts or competitive processes as the need may be.

7. **CONTRACT ADMINISTRATION:** RADFORD University assigns Contract Administrators to each contract awarded. The Contract Administrator shall be the initial point of contact for the Contractor. Contract Administrators are charged with ensuring the terms and conditions of the contract are followed, payments are made in accordance with the contractual pricing schedule,

and reporting noncompliance issues to the Procurement and Contracts Department at Radford University. Contract Administrators **do not** have the authority to authorize changes and/or modifications to the contract. Should noncompliance issues exist and cannot be resolved at this level or changes/modifications to the contract are required, the assigned Procurement Officer in the Procurement and Contracts Department must be notified immediately by the Contract Administrator. The assigned Contract Administrator is the **Assistant Operations Controller**.

8. **DEFINITIONS:** Intentionally left blank.

9. **STATEMENT OF NEEDS:**

This section describes Radford University's requested goods and/or service and the areas to be addressed in the Offeror's Proposal. Mandatory requirements are noted with words such as "shall" and "must."

A. Contractor shall provide a comprehensive travel management services program which will include the following as set forth in great detail below:

1. General Travel services with fulfillment through full agent services.
2. Specialty Travel services such as group travel, charter transportation, or airline voucher redemption points.
3. Online Booking Tool (OBT)
4. Complete Duty of Care
5. Assistance with Vendor Negotiations for group travel rates, etc.
6. Comprehensive Reporting
7. Policy and Data Security Compliance. The contractor must be Payment Card Industry (PCI) compliant and meet all data security requirements of Radford University.

B. **GENERAL TRAVEL SERVICES**

1. **Ticketing for air and rail transportation:**

- a. Ticketing for domestic and international air and rail transportation by common carriers at the lowest appropriate and available fare; most direct and practicable routes; within the arrival/departure times and locations specified by the requestor.
- b. Explanation of any applicable penalties or restrictions prior to booking.
- c. Ticketing within 24 hours of purchase request by RU. Purchase requests will be made through the Online Booking Tool or with agent assistance.
- d. Coach and/or economy class tickets are standard. Business class tickets are allowed pursuant to RU policy parameters.
- e. Ticketing through ultra-low-cost carriers, such as Spirit, etc. is not allowed.
- f. Free, automatic common carrier and/or flight insurance for all travelers. The minimum shall be \$200,000 per employee that is traveling.
- g. A list of at least three available air or rail departures/arrival options within a reasonable timeframe of requested and corresponding lowest fares for selection by the traveler.
- h. Advance seat assignment and issuance of boarding passes when available from the airlines or railways.
- i. Air tickets for university funded travel shall be charged to the university travel card, which is paid centrally.

2. **Reservations for lodging should Radford University implement this requirement:**

- a. Reservation request for lodging as specified by the requestor in accordance with Federal GSA rate schedule and Radford University [Travel Policy](#). If lodging is not specified, the location of the arranged reservation should be reasonably close to the required destination and should be cost effective.

3. **Ground Transportation should Radford University implement this requirement:**

- a. Reservations for vehicle rentals at the lowest available rate, utilizing established Radford University contracts when cost-effective.
  1. When utilizing Radford University contracts, no additional insurance or service options are allowed beyond what are included in the established contract; and
  2. When utilizing non-contracted firms, insurance options such as Collision Damage Waiver, Loss Damage Waiver, or any other are not allowed. The Commonwealth of Virginia is self-insured for these coverages. Additional service options (e.g., GPS, prepaid fuel options, etc.) are not allowed.
- b. Other Ground Transportation: The Contractor should provide other ground transportation options (e.g., free hotel shuttles, airport shuttles, taxis) as requested or when available as alternatives to vehicle rentals.

4. **Other Services:**
  - a. The Contractor should provide travel cost estimates and trip planning advice upon request. The Contractor should provide cost savings opportunities in regard to bundling air, lodging, and /or rental car reservations or any other applicable savings for each trip.
  - b. The Contractor should communicate to the traveler and/or the travel arranger when the reservation takes the traveler to locations requiring immunizations, including information as to what immunizations are required and the deadlines for which immunizations need to be taken to travel.
  - c. The Contractor should communicate entry requirements for a country such as visa, letter of invitation, or the like. The Contractor should also communicate any issues that may prevent entry into another country (e.g., passport stamps to a specific country, etc.) and provide guidance on resolution.
  - d. The Contractor should communicate current TSA restrictions to traveler and/or travel arranger.
  
5. **Traveler Profile Management:**
  - a. The Contractor should provide traveler profile management, accessible by the traveler and travel arranger through the online booking tool. Agents should also make updates to the profiles when applicable. The contractor should have the ability to pass travelers' information from Chrome River to create profiles that must be completed by the traveler. Information to be held in the profile should include the following:
    - Personal information/contact details (i.e., name, home address, phone, etc.)
    - Business address
    - Employee RU identification number (R#) and email address for RU employees
    - Emergency contact information
    - Passport information
    - Travel preferences and memberships
    - Seat preference.
    - Food requirements
    - Award program numbers
    - Hotel preferences (e.g., Non-smoking, ground floor, etc.)
    - Delegate information
    - Payment information
    - Any information as required by TSA; and
    - Other items Contractor feels would be beneficial to university travelers
  - b. Please describe Offeror's ability to provide General Travel Services as outlined above in Section B. General Travel Services. Propose any additional services that may not be specifically requested that Offeror deems of value for Radford University's consideration. Please specify how air/rail tickets are held prior to booking.
  - c. Please provide details on options for booking spousal or dependent travel on the same itinerary as a RU employee but with the spousal/dependent portion paid by means other than university-liability credit card.

### C. SPECIALTY TRAVEL SERVICES

1. Conference and meeting planning services should the University implement this requirement:
  - a. The contractor should arrange conference and meeting planning services upon request.
  - b. Arrangements may include, but are not limited to:
    - Group transportation
    - Reservation of meeting space
    - Lodging
    - Meals
    - Ground transportation; and
    - All other related services
  - c. When providing this service, Contractor should seek best pricing available.
  
2. Chartered transportation
  - a. The contractor should provide arrangements for chartered flights or chartered bus service upon request. When such chartered transportation is requested, Contractor should seek the most favorable rates, routing, and service for the University.
  
3. International Group Travel
  - a. Contractor should arrange international group travel upon request. Arrangements may include, but are not limited to:

- Ground transportation
  - Lodging reservations
  - Meals
  - Meeting space/classroom facilities
  - Regional air transportation
  - Museum/cultural event coordination and ticketing
  - Assistance in obtaining passports, visas, and documents regarding health requirements upon request. Contractor should also provide ability to prepay international hotel and/or ground transportation bookings as needed; and
  - All other related services.
- b. Please describe the Offeror's ability to provide Specialty Travel Services as outlined in this Section C. Specialty Travel Services. Propose any additional services that may not be specifically requested that Offeror deems of value for Radford University's considerations.

#### D. ONLINE BOOKING TOOL (OBT)

1. Contractor must provide a comprehensive, intuitive, user-friendly online booking tool which should include the following features:
  - a. OBT should have a wide range of features and functionalities that include, but are not limited to, providing services in accordance with the Statement of Needs, Section A. "General Travel Services."
  - b. The OBT shall meet the security management standards as required by Radford University's Information Technology Security Department.
  - c. When requested security assessment reports must be provided to Radford University.
  - d. OBT shall have a secure log-in process. Contractors should have or should develop a single sign-on capability that works with Radford University's internal security systems.
  - e. At a minimum, the OBT should require a Chrome River pre-approval number.
  - f. OBT should have a delegate option. A delegate is defined by Radford University as those individuals authorized to make travel arrangements and purchases on behalf of a RU employee or student.
  - g. OBT should have a Guest Traveler option. A Guest Traveler option is defined by RU as an additional feature added to specific delegate's tools within the OBT that allows authorized individuals to make travel arrangements and purchases for non-employees (e.g., speakers, employment candidates, etc.).
  - h. RU should have administrative rights to OBT. Administrative rights include content updates, addition of new users, addition of new departments, customization, etc.
  - i. OBT should be customizable, including but not limited to, RU policy, preferred vendors, reporting information needs, and payment methods.
  - j. OBT should have the following capabilities: ability to copy an itinerary; ability to provide a travel arranger with a portal view of their travelers; ability to accommodate group travel; ability to book spousal/dependent travel on the same itinerary without charging to a university-liability card; ability to charge university air travel card for employee flights.
  - k. OBT should have mobile application capability.
  - l. Contractor should demonstrate advanced knowledge of online booking tool technology in order to provide a high level of service to RU travelers. Contractor must provide implementation services for the OBT upon award of contract.
  - m. Services shall include, but not limited to, an organized roll-out plan, orientation, and training for Radford University administrative team as well as orientation and training of users, etc.
  - n. OBT must be able to charge university air travel card for university funded flights.
  - o. OBT must be able to accept personal credit cards if an employee also books a flight for their companion.
2. Provide RU with all available OBT options and enough information about each OBT for RU to make an informed decision about which tool best meets the needs of the University. Please make a recommendation of the tool that, in the Offeror's opinion, best meets the needs of the University.
3. Provide a detailed description of the features/functionalities of all OBT options, including, but not limited to, ability to comply with each item as outlined in the Statement of Needs, Section A. General Travel Services, and C. Online Booking Tool. Please include any additional features or services that Offeror deems of value for RU's consideration.
4. Please describe the capability of integrating with Chrome River expense management tool, including the cost of integration and any resources needed by RU or Chrome River for the integration. If the OBT does not integrate with Chrome River, then please describe any lost functionality.

5. Provide detailed information about the type of personal information stored in the OBT (e.g., full name, birth date, Social Security Number, employee ID, email, etc.). Data security reports must be provided when required by Radford University.
6. Prior to awarding of contract, Offeror must complete a RU assessment of data security practices. Assessment results must be acceptable to RU before an award is issued. Please confirm acknowledgement and acceptance of this requirement.
7. Provide detailed information regarding the data types the Offeror's employees access through the OBT, or otherwise in providing services. Describe Offeror's procedures for ensuring that information is protected and is used as intended, and that Offeror's employees are trained in data security practices. Provide any relevant documentation addressing the data security standards and procedures of the Offeror.

#### E. DUTY OF CARE

1. The Contractor should provide any available services in regard to duty-of-care. Services should include:
  - a. Ability to track travelers at any time during travel status.
  - b. Ability to integrate travel itineraries with any selected software.
  - c. Ability to communicate with travelers and RU administration, any travel alerts or warnings issued by the U.S. Government and/or destination area, including travel restrictions to sanctioned countries in times of natural disaster.
  - d. Ability to record that traveler made it to their destination and/or provide a 2-way communication between travelers and the duty-of-care administrators.
2. Please describe the Offeror's ability to provide Duty of Care as outlined in the Statement of Needs, Section E. Duty of Care.

#### F. CUSTOMER SERVICE

1. Excellent customer service is expected from the Contractor for University travelers/travel arranges at all times. The Contractor should:
  - a. Assign experienced travel agents.
  - b. Maintain regular business hours between Monday-Friday, from 8 to 6 PM.
  - c. Provide emergency and after-hours support.
  - d. Return non-emergency phone calls and emails **within three business hours.**
  - e. For emergency phone calls and emails, what is your standard response time?
  - f. Communicate the method preferred by the travel arranger (phone, mail, etc.).
  - g. Be proactive in asking what travel needs are.
2. Notify travelers of all scheduling/itinerary changes/cancellations. The Contractor should keep traveler up to date on airport closings, canceled or delayed flights, trains, and buses. In the case of such an occurrence, the Contractor should:
  - a. The university should not incur trip cancellation fees.
  - b. Make every effort to notify any travelers which may be affected by such events.
  - c. Arrange alternate travel bookings whenever a carrier defaults or cancels a scheduled departure.
  - d. Provide effective procedures for complaint resolution.
  - e. Be able to measure customer services performance of all agents assigned to RU and report performance to RU quarterly.
3. Please describe the Offeror's ability to provide Customer Service as outlined in the Statement of Needs, Section F. Customer Service.
4. Please include a response to each item listed and propose any additional services that Offeror deems of value to RU.
5. Please state the number of agents assigned to RU's account; whether the agents are dedicated (100% RU account) or designated (more than just RU's account); how many other accounts they will have if designated; and percentage of time allocated to RU.
6. Please include resumes of all agents assigned to RU's account and state years of corporate travel agency experience.
7. Please detail how customer service satisfaction is measured.

- G. **ASSISTANCE WITH VENDOR NEGOTIATIONS:** The Contractor should negotiate, coordinate, and manage RU's participation in corporate awards programs and/or corporate rate agreements with airlines, hotel, and car rental companies to include redemption assistance. Provide examples of negotiated discounts the Offeror has had success in achieving for other clients.
- H. **REPORTING:** Contractor should provide comprehensive, customizable reports accessible by RU management or submitted electronically to include, but not limited to:
1. **Monthly Reports:**
    - a. Total spend
    - b. Spending by category (e.g., air travel, car rental, hotel bookings, etc.)
    - c. Ticketing fees
    - d. Compliance reports
    - e. Reservation method report (online booking tool, email, phone, after hours support services, etc.)
    - f. Unused ticket reports
    - g. Sustainability reports (e.g., carbon footprint)
  2. **Annual Reports:**
    - a. University savings from rebates, negotiated discounts with airlines, rental car companies, and/or lodging; and
    - b. Recommendations to the University on how to reduce travel costs for the following year.
  3. Describe Offeror's ability to provide Reporting as outlined in Statement of Needs, Section H. Reporting. Please detail other reports that the Offeror can provide that would add value to RU.
- I. **RADFORD UNIVERSITY POLICY AND DATA SECURITY COMPLIANCE:**
1. It is the Contractor's responsibility to stay current on RU [Travel Policy](#).
  2. Contractor must comply with RU's information security policies and standards. See **Attachment E**.
  3. Acknowledge compliance with policies as outlined in the Statement of Needs and section I, Policy Compliance. Please explain how the Offeror will train agents and ensure that the agents remain current on RU policy. Explain how policies will be incorporated into the Online Booking tool, as applicable.
10. **SPECIFIC REQUIREMENTS:** Proposals should be as thorough and detailed as possible so that Radford University may properly evaluate your capabilities to provide the required goods or services. Offerors are required to submit the following information/items as a complete proposal:
- A. **Complete and sign:** The return of the completed RFP inside cover sheet, with addenda acknowledge, if any. This document should be filled out and signed at the bottom (Page 3).
  - B. **Experience and Qualifications:** Please provide the following deliverables within the body of your proposal:
    1. Experience of the firm in providing services described herein.
    2. Names, qualifications, and experience of personnel to be assigned to the project, including an organizational chart, individual qualifications, and duties, etc.
    3. Resume of key employees to be assigned to the project.
  - C. **Financial Proposal: Provide** a complete fee schedule for the goods/services proposed in this RFP. Clearly identify all fees as well as applicable discounts. Categorize the various elements of your travel management services clearly identifying fees associated with each functionality.
  - D. **Implementation Timeline:** If awarded a contract provide a clearly defined timeline from notification of award to implementation of your proposed product. Identify areas of responsibilities/expectations of Radford University.
  - E. **References: Provide** four (4) references, either educational (preferred) or governmental, for those who you have provided the type of services described here. Include the date(s) services were furnished, the client's name, address, and the name and phone number of the individual Radford University has your permission to contact. See **Attachment D**.

**F. Participation of Small, Women-owned and Minority-owned business (SWaM) Business:** If your business cannot be classified as SWaM, describe your plan for utilizing SWaM subcontractors if awarded a contract. Describe your ability to provide reporting on SWaM subcontracting spend when requested. If your firm or any business that you plan to subcontract with can be classified as SWaM, but has not been certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), it is expected that the certification process will be initiated no later than the time of the award. If your firm is currently certified, you agree to maintain your certification for the life of the contract. For assistance with SWaM certification, visit the SBSB website at <http://www.sbsd.virginia.gov>.

**G. Identification of Proposal Envelope:** The signed proposal should be returned to the University to the attention of the identified Procurement Officer in a sealed envelope or package with the following identifying information on the outside of the sealed envelope/package:

**FROM:**

<b>Name of Offeror:</b>	<b>RFP # R23-015</b>
<b>Address:</b>	<b>Due date: January 10, 2024</b>
	<b>RFP Title: Travel Management Services</b>
<b>City, State, Zip Code;</b>	
	<b>Procurement Officer: Austin Eads</b>

If the signed proposal is not contained in a sealed envelope or package, the Offeror takes the risk that the envelope, even if marked as described above, may be inadvertently opened and the information compromised, which may cause the proposal to be disqualified. Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other offers should be placed in the envelope.

**11. SELECTION CRITERIA AND AWARD:**

**A. Selection Criteria:**

Proposals will be evaluated by Radford University using the following weighted evaluation criteria.

	<b>Evaluation Criteria</b>	<b>Percentage of Points</b>
1	Qualifications and experience of Offeror in providing the goods/services.	25%
2	Quality of products/services offered and suitability for the intended purposes.	25%
3	Specific plans or methodology to be used to provide the products/services.	20%
4	Financial (Cost)	20%
5	Participation of Small, Women-Owned and Minority-Owned (SWaM) Businesses.	10%
	<b>TOTAL</b>	<b>100%</b>

**B. Award:**

Selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals based on the evaluation criteria included in the Request for Proposals, including price, if so, stated in the Request for Proposals. Negotiations shall be conducted with the offers so selected. Price shall be considered but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, Radford University shall select the Offeror which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. Radford University may cancel this Request for Proposal or reject proposals at any time prior to award. Should Radford University determine in writing and in its sole discretion that only one Offeror has made the best proposal a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Contractor’s proposal as negotiated. See **Attachment B** for sample contract form. Radford University reserves the right to award multiple contracts as a result of this solicitation.

12. **PROPOSAL PREPARATION AND SUBMISSION:**

**A. GENERAL INSTRUCTIONS:**

1. **RFP Responses:** To be considered for selection, Offerors shall submit a complete response to this RFP to include.
  - a. **One (1) original paper copy of the entire proposal, INCLUSIVE OF ALL ATTACHMENTS.** Any proprietary information should be clearly marked in accordance with section 12.A.1.c below.
  - b. **One (1) electronic copy** in WORD format or searchable PDF (USB/Flash Drive) of the entire proposal as one document, **INCLUSIVE OF ALL ATTACHMENTS** mailed along with the hard copy above. Any proprietary information should be clearly marked in accordance with 12.A.1.c below.
  - c. Should the proposal contain **proprietary information**, provide **one (1) redacted** electronic copy in WORD format or searchable PDF (USB/Flash Drive) of the entire document **INCLUSIVE OF ALL ATTACHMENTS. All identified proprietary information should be blacked out.** This USB/Flash Drive should be marked **“Redacted Copy”**
  - d. Response shall be submitted to:

Radford University  
**Procurement and Contracts Department**  
**Attn: Austin Eads**  
P.O. Box 6885  
David E. Armstrong Complex  
501 Stockton Street  
Radford, VA 24142-6885

**B. PROPOSAL PREPARATION:**

1. **Sign and Complete:** Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in Radford University requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by Radford University. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
2. **Concise & Clear:** Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
3. **Organization:** Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the attachment, paragraph number, sub letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub letter should be repeated at the top of the next page. The proposal should contain a table of contents, which cross-references the RFP requirements. Information which the Offeror desires to present that does not fall within any of the requirements of the RFP should be inserted in an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find the RFP requirements are specifically addressed.
4. **Word Usage:** As used in this RFP, the terms “must”, “shall”, “should” and “may” identify the criticality of requirements. “must” and “shall” identify requirements whose absence will have a major impact on the suitability of the proposed solution. Items labeled as “should” or “may” are highly desirable, although their absence will not have a large impact and would be useful but are not necessary. Depending on the overall response to the RFP, some individual “must” and “shall” items may not be fully satisfied, but it is the intent to satisfy most, if not all, “must” and “shall” requirements. The inability of an Offeror to satisfy a “must” or “shall” requirement does not automatically remove that Offeror from consideration; however, it may seriously affect the overall rating of the Offeror's proposal.

5. **Binding:** The original proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.
6. **Ownership:** Ownership of all data, materials and documentation originated and prepared for Radford University pursuant to the RFP shall belong exclusively to Radford University and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia of Freedom of Information Act. However, to prevent disclosure the Offeror must invoke the protections of Section 2.2-4342F of the Code of Virginia, in writing either before or at the time the data or other materials is submitted. The written request must specifically identify the data or other materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret proprietary information. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and may result in the rejection of the proposal.
7. **Legal Agreement:** Unless noted in the proposal, a signed and submitted proposal certifies that the firm's principals or legal counsel has reviewed the Request for Proposal General Terms and Conditions and the Special Terms and Conditions and agrees that these provisions will become a part of any final agreement, and that the principals or legal counsel has reviewed and approved the firm's entire proposal prior to submission to the University.

- C. **ORAL PRESENTATIONS:** Offerors who submit a proposal in response to this RFP may be invited to give an oral presentation of their proposal to Radford University. This will provide an opportunity for the Offeror to clarify or elaborate on the proposal but in no way will change the original proposal. The University will schedule the time and location of these presentations. Oral presentations may be conducted at the option of Radford University; therefore, proposals should be complete.

### 13. OPTIONAL PRE-PROPOSAL CONFERENCE

- A. An optional pre-proposal conference will be conducted in a hybrid in-person/Zoom setting. Those who wish to attend in person may. Those who wish to attend via Zoom can access the meeting as indicated below. The pre-proposal conference is scheduled for **November 15, 2023 at 3 PM (EST Time)**

**IN-PERSON ATTENDANCE:**

For those who wish to attend in person, you may do so by coming to the Armstrong Complex, Conference Room #231. The street address is 501 Stockton Street, Radford, VA 24142.

**OPTIONAL ZOOM ATTENDANCE (Registration is Required):**

You are invited to a Zoom meeting

When: **November 15, 2023 at 3:00 PM (EST Time)**

Register in advance for the Zoom meeting:

[https://radford.zoom.us/meeting/register/tJcrfuyogT4vHNLH\\_53\\_YsPzi0aWKCL8ZjGN](https://radford.zoom.us/meeting/register/tJcrfuyogT4vHNLH_53_YsPzi0aWKCL8ZjGN)

***After registering, you will receive a confirmation email containing information about joining the meeting. Please allow a few extra minutes prior to the Pre-Proposal Conference to complete the registration and to obtain the link to the meeting via email.***

While attendance at this conference will not be a prerequisite to submitting a proposal, Offerors who intend to submit a proposal are encouraged to attend. It is recommended that you have a copy of the solicitation readily available to review during the conference.

- B. The purpose of the pre-proposal conference is to allow potential Offerors an opportunity to present questions and requests for clarification, with final responses provided in an RFP Addendum that will be published on [eVA - Virginia's eProcurement Portal](#). The Addendum will include any updates to the RFP, including changes as well as responses to questions presented.

14. **INVOICES and PAYMENT:** Invoices for goods or services provided under any contract resulting from this solicitation where the university is required to pay the contractor directly should be submitted by email to [acctspayable@radford.edu](mailto:acctspayable@radford.edu) . Invoices shall be identified with the assigned contract number. Invoices shall identify contract pricing for all good/services payment is being requested. If submitting invoices by mail use the following address. **Email is the preferred method of invoice receipt.**

**RADFORD UNIVERSITY  
ACCOUNTS PAYABLE  
POST OFFICE BOX 6906  
RADFORD, VA 24142-6906**

Payment will be made thirty days after receipt of proper invoice for the amount of payment due, or thirty days after receipt of goods / services, whichever is later, in accordance with the [Commonwealth of Virginia Prompt Pay Act](#) .

**UNIVERSITY AIR TRAVEL CARD:** Fees for air travel should be charged to the university's air travel card and not invoiced to the university.

15. **ADDENDUM:** Any **ADDENDUM** issued for this solicitation may be accessed on Virginia Business Opportunities by going to [www.eva.virginia.gov](http://www.eva.virginia.gov) . Since a paper copy of the addendum will not be mailed to you, we encourage you to check the web site regularly.
16. **COMMUNICATIONS:** Communications regarding this solicitation shall be formal from the date of issue, until either a Contractor has been selected or the Procurement and Contracts Department at Radford University rejects all proposals. Formal communications will be directed to the Procurement Officer listed on this solicitation. Reference General Information – Questions/Inquiries. Informal communications, including but not limited to request for information, comments or speculations regarding this solicitation to any University employee other than a Procurement and Contracts Department representative may result in the offending Offeror's proposal being rejected.
17. **TERMS AND CONDITIONS:** This solicitation and any resulting contract/purchase order shall be governed by the attached terms and conditions. See **Attachment A**.
18. **ATTACHMENTS:**
- Attachment A – Terms and Conditions
  - Attachment B – Sample of Standard Contract Form
  - Attachment C – Zone Map for Cooperative Contracts
  - Attachment D – Vendor Data Sheet (References)
  - Attachment E – Data Security and Compliance

TERMS AND CONDITIONS

GENERAL TERMS AND CONDITIONS:

See:

[GENERAL TERMS AND CONDITIONS](#)

ADDITIONAL TERMS AND CONDITIONS

1. **ADDITIONAL GOOD AND SERVICES:** The University may acquire other goods or services that the supplier provides other than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services, under the same pricing, terms and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services newly introduced during the term of the contract.
2. **AUDIT:** The Contractor hereby agrees to retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. Radford University, its authorized agents, and/or state auditors shall have full access and the right to examine any of said materials during said period.
3. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that Radford University shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this contract.
4. **CANCELLATION OF CONTRACT:** Radford University reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 120 days written notice to the Contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 120 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
5. **CONTRACT DOCUMENTS:** The contract entered into by the parties shall consist of the Request for Proposal including all addendums thereof, the proposal submitted by the Contractor, the written results of negotiations, the University Standard Contract Form, all of which shall be referred to collectively as the Contract Documents.
6. **NOTICES:** Any notices to be given by either party to the other pursuant to any contract resulting from this solicitation shall be in writing, hand delivered, mailed, or electronically submitted to the address of the respective party at the following address:

**If to the Contractor:** Address Shown on the RFP Cover Page  
**Attention:** Name of Person Signing RFP

**If to Radford University:**

RADFORD UNIVERSITY  
Procurement and Contracts Department  
Attn: Procurement Officers Name  
P.O. Box 6885  
501 Stockton Street  
Radford, Virginia 24142

7. **PUBLIC POSTING:** Radford University maintains a web-based contract database with a public gateway access. Any resulting cooperative contract(s) to this solicitation will be posted to the publicly accessible website. Contents identified and mutually negotiated, as proprietary information will not be made public.
8. **SEVERAL LIABILITY:** Radford University will be severally liable to the extent of its purchase made against any contract resulting from this solicitation. Applicable entities described herein will be severally liable to the extent of their purchases made against any contract resulting from this solicitation.

## **SPECIAL TERMS AND CONDITIONS:**

1. **ACCEPTANCE PERIOD:** Any proposal received in response to this solicitation shall be valid for 90 Days. At the end of the 90 Days the proposal may be withdrawn at the written request of the Offeror. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is cancelled.
2. **ADVERTISING:** In the event a contract is awarded for supplies, equipment, or services resulting from this solicitation, no indication of such sales or services to Radford University will be used in product literature or advertising. The Contractor shall not state in any of the advertising or product literature that Radford University has purchased or uses its products or services, and the Contractor shall not include Radford University in any client list in advertising and promotion materials without the express written consent of the University.
3. **CONFIDENTIALITY OF PERSONALLY IDENTIFIABLE INFORMATION:** The Contractor assures that the information and data obtained as to personal facts and circumstances related to faculty, students or staff and affiliates will be collected and held confidential, during and following the term of this contract, and will not be divulged without the individual's and the University's written consent and only in accordance with federal law or the Code of Virginia. This shall include FTI, which is a term of art and consists of federal tax returns and return information (and information derived from it) that is in contractor/agency possession or control which is covered by the confidentiality protections of the Internal Revenue Code (IRC) and subject to the IRC 6103(p)(4) safeguarding requirements including IRS oversight. FTI is categorized as sensitive but unclassified information and may contain personally identifiable information (PII). Contractors who utilize, access, or store personally identifiable information as part of the performance of a contract are required to safeguard this information and immediately notify the University of any breach or suspected breach in the security of such information. Contractors shall allow the University to both participate in the investigation of incidents and exercise control over decisions regarding external reporting. Contractors and their employees working on this project may be required to sign a confidentiality statement.
4. **CONTRACTOR PERSONNEL:** All employees of the Contractor shall comply with the rules, regulations, policies and procedures of Radford University and shall maintain proper conduct. In the event the University finds, at its sole discretion, that an employee of the Contractor is objectionable to the University that employee shall be removed by the Contractor from University grounds and shall not again be employed by the Contractor on University grounds until approved by the University.
5. **CONTINUITY OF SERVICES:**
  - A. The Contractor recognizes that the services under this contract are vital to the University and must be continued without interruption and that, upon Contract expiration, a successor, either the University or another Contractor, may continue them. The Contractor agrees:
    - a. To exercise its best efforts and cooperation to affect an orderly and efficient transition to a successor.
    - b. To make all University owned facilities, equipment, and data available to any successor at an appropriate time prior to the expiration of the Contract to facilitate transition to successor; and
    - c. That the University Procurement Officer shall have final authority to resolve disputes related to the transition of the contract from the Contractor to its successor.
  - B. The Contractor shall, upon written notice from the Procurement Officer, furnish phase-in/phase-out services for up to ninety (90) days after this Contract expires and shall negotiate in good faith a plan with the successor to execute the phase-in/phase-out services. This plan shall be subject to the Procurement Officer's approval.
  - C. The Contractor shall be reimbursed for all reasonable, pre-approved phase-in/phase-out costs (i.e., costs incurred within the agreed period after Contract expiration that result from phase-in/phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this Contract. All phase-in/phase-out work fees must be approved by the Procurement Officer in writing prior to commencement of said work.

## **6. INSURANCE:**

By signing and submitting a proposal under this solicitation, the Offeror certifies that if awarded the contract, it will have the following insurance coverages at the time the contract is awarded. The Offeror further certifies that the Contractor and any subcontractors will maintain these during the entire term of the contract and that all insurance coverages will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

### INSURANCE COVERAGES AND LIMITS REQUIRED:

- Worker's Compensation - Statutory requirements and benefits.
- Employers Liability - \$100,000.00
- Commercial General Liability - \$1,000,000.00 per occurrence and \$2,000,000.00 in the aggregate to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. Radford University shall be named as an additional insured to the policy by endorsement.
- Automobile Liability - \$1,000,000 combined single limit.
- Builders Risk – For all renovation and new construction projects under \$100,000 Radford University will provide All Risk – Builders Risk Insurance. For all renovation contracts, and new construction from \$100,000 up to \$500,000 the Contractor will be required to provide All Risk – Builders Risk Insurance in the amount of the Contract and name Radford University as additional insured. All insurance verifications of insurance will be through a valid insurance certificate.  
\*The Contractor agrees to be responsible for, indemnify, defend and hold harmless Radford University, its officers, agents and employees from the payment of all sums of money by reason of any claim against them arising out of any and all occurrences resulting in bodily or mental injury or property damage that may happen to occur in connection with and during the performance of the Contract, including but not limited to claims under the Worker's Compensation Act. The Contractor agrees that it will, at all times, after the completion of the work, be responsible for, indemnify, defend, and hold harmless Radford University, its officers, agents and employees from all liabilities resulting from bodily or mental injury or property damage directly or indirectly arising out of the performance or nonperformance of the Contract.

o **Provide a summary of other insurances associated with the services defined in your proposal**

7. **PCI COMPLIANCE:** Contractor represents and warrants for the life of the Contract that it is responsible for the security of payment card information in its possession including all functions relating to storing, transmitting, and ensuring the security of Cardholder Data (CHD). The Contractor agrees that it and any Third-Party provider that Contractor engages, complies with the current version of the Payment Card Industry (PCI) Data Security Standard (PCI DSS) and will maintain compliance with the PCI DSS or any successor certification established by the PCI Security Standards Council (PCI SSC). Contractor agrees that all Payment Applications used are compliant with the Payment Application Data Security Standard (PA DSS), or any successor certification established by the PCI SSC. The contractor will immediately notify the University if it learns it is, or can reasonably expect to be, no longer PCI DSS compliant and will provide the University with the steps being taken to remediate the non-compliance status.

The Contractor agrees to provide the University at least annually or on written request with a current (no more than 2 months old) and complete a copy of their Attestation of Compliance (AOC) signed by a duly authorized officer of the Contractor. Further, Contractor agrees to provide to the University proof of current (no more than 3 months old) passing external vulnerability scan as submitted by an Approved Scanning Vendor (ASV).

Contractor will keep data confidential and not copy, publish, sell, exchange, disclose, or provide to others or use any information, documents, or data provided or disclosed to the Contractor or any account information related to payment cards or cardholders for any purpose other than performing the Contractor’s obligation under this Contract.

The contractor will inform the University within twenty-four hours if it has knowledge or can reasonably expect that a security breach has occurred. Contractor takes responsibility for the payment of fines, penalties, lawsuits, and other costs incurred that result from a breach that can be traced to the action or inaction of the Contractor and will assume 100% of those costs assuming no contributory negligence on the part of the University, merchant acquirer, merchant bank, or other negligent third-party.

8. **RENEWAL OF CONTRACT:** This Contract may be renewed by Radford University for a period of 3 Three Year Periods or as negotiated, only under the term and conditions of the original Contract excepted as stated in A, B, & C below. Price increases may be negotiated only at the time of renewal. Written notice of Radford University’s intention to renew shall be given (approximately 90 days) prior to the expiration date of each Contract period.

**FOR LABOR ONLY:**

- A. If Radford University elects to exercise the option to renew the Contract for an additional one-year period, the Contract price(s) for the additional year shall not exceed the contract prices of the original Contract increased/decreased by no more than the percentage increase/ decrease of the “Services” category of the CPI section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.
- B. If during the first one-year renewal Radford University elects to exercise the option to renew the Contract for the second additional one-year period, the Contract price(s) for the second additional one-year period shall not exceed the contract

price(s) of the first one-year renewal period increased/decreased by no more than the percentage increase/decrease of the “Services” category of the CPI section for the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.

- C. If during the second one-year renewal Radford University elects to exercise the option to renew the Contract for the third additional one-year period, the Contract price(s) for the third additional one-year period shall not exceed the contract price(s) of the second one-year CPI renewal period increased/decreased by no more than the percentage increase/decrease of the “Services” category of the section for the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.

**ATTACHMENT B**

**SAMPLE CONTRACT FORM**  
Standard Contract form for reference only  
Offerors do not need to fill in this form.



**STANDARD CONTRACT**  
Contract Number: **RUxxxxx**

This contract entered into this \_\_\_ day of \_\_\_\_\_, 20\_\_\_, by \_\_\_\_\_, located at (insert complete physical address), hereinafter called the “Contractor” and Commonwealth of Virginia, **Radford University**, called the “Purchasing Agency or Radford University”, located at 801 East Main Street, Radford, VA. 24142.”

1. **WITNESSETH** that the Contractor and Radford University, in consideration of the mutual covenants, promises and agreements contained, agree as follows:
2. **SCOPE OF CONTRACT:** The Contractor shall provide \_\_\_\_\_ to Radford University as set forth in the Contract Documents.
3. **TERM OF CONTRACT:** From \_\_\_\_\_ through \_\_\_\_\_ with \_\_\_\_\_ **(number of years) year renewal options or as negotiated, to include all contractual provisions contained herein.**
4. **THE CONTRACT DOCUMENTS SHALL CONSIST OF:**

This signed Radford University Standard Contract. Document;

Radford University’s Request for Proposal (RFP) **Rxx-xxx** dated \_\_\_\_\_, Addendum **xxx** dated \_\_\_\_\_  
**(list all addendums in this format).**

Contractor’s Proposal signed and dated \_\_\_\_\_

Negotiation Summation: **(List each document by title and execution date)**

5. **COMPENSATION AND METHOD OF PAYMENT:** The Contractor shall be paid by Radford University in accordance with the contract documents. **(\*Note: If advantageous you can list compensation here.)**

**IN WITNESS WHEREOF**, the parties have caused this Contract to be duly executed intending to be bound thereby.

**CONTRACTOR:**

**RADFORD UNIVERSITY**

**Print Name:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

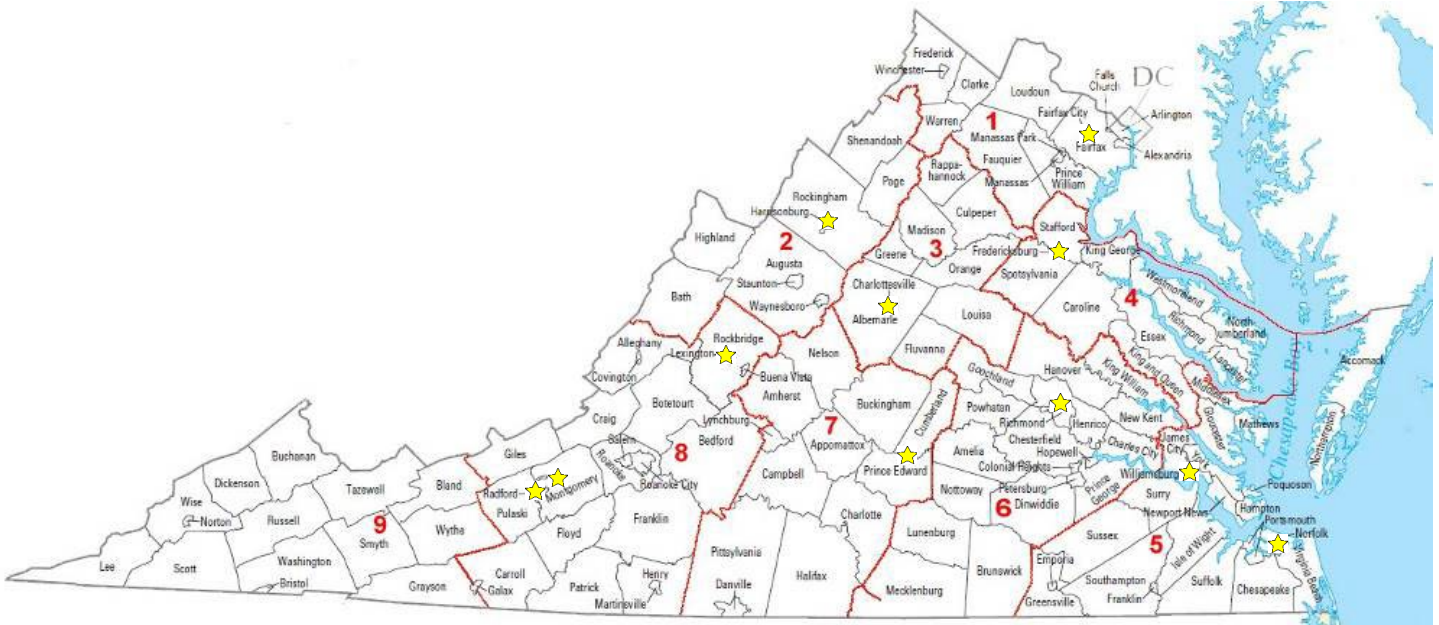
**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**ATTACHMENT C**

**Zone Map**



**Virginia Association of State College & University Purchasing Professionals (VASCUPP)**

**List of member institutions by zones**

<p><b><u>Zone 1</u></b>  <b>George Mason University (Fairfax)</b></p>	<p><b><u>Zone 2</u></b>  <b>James Madison University (Harrisonburg)</b></p>	<p><b><u>Zone 3</u></b>  <b>University of Virginia (Charlottesville)</b></p>
<p><b><u>Zone 4</u></b>  <b>University of Mary Washington (Fredericksburg)</b></p>	<p><b><u>Zone 5</u></b>  <b>Christopher Newport University (Hampton)</b>  <b>College of William and Mary (Williamsburg)</b>  <b>Old Dominion University (Norfolk)</b>  <b>Norfolk State University (Norfolk)</b></p>	<p><b><u>Zone 6</u></b>  <b>Virginia Commonwealth University (Richmond)</b></p>
<p><b><u>Zone 7</u></b>  <b>Longwood University (Farmville)</b></p>	<p><b><u>Zone 8</u></b>  <b>Virginia Military Institute (Lexington)</b>  <b>Virginia Tech (Blacksburg)</b>  <b>Radford University (Radford)</b></p>	<p><b><u>Zone 9</u></b></p>

The zone map is provided for the Offeror to determine appropriate pricing structures based on approved zones for cooperative institutions. If no other prices are offered, pricing provided will apply to all zones in the Commonwealth of Virginia. If you wish to provide pricing for a zone other than which this solicitation originated, please indicate you are doing so in the response. If you anticipate pricing differentials for different zones, a separate pricing sheet must be submitted for each zone that includes appropriate pricing for that zone.

**ATTACHMENT D – VENDOR MUST COMPLETE & RETURN WITH PROPOSAL  
VENDOR DATA SHEET**

\*Note: The following information is required as part of your response to this solicitation. Failure to complete and provide this sheet may result in finding your offer nonresponsive.

**QUALIFICATIONS:** The vendor must have the capability an capacity in all respects to satisfy fully all of the contractual requirements as the time of submission of their proposal.

**VENDOR’S PRIMARY CONTACT:**

Name	Title	Phone #	Email:

**YEAR’S IN BUSINESS:** Indicate the length of time you have been in business providing this type of good and/or service:

Year’s	Months

**REFERENCES:** Indicate below a listing of at least (4) four current or recent accounts, either commercial or governmental, that your company is or has serviced providing similar goods/services. Include the length of service, the name, address, email, and telephone number of the point of contact.

<b>Company:</b>	<b>Contact:</b>
<b>Phone No.</b>	<b>Email Address:</b>
<b>Project</b>	<b>Dates of Service</b>
<b>Dollar Value of Project</b>	<b>Additional Comments:</b>

<b>Company:</b>	<b>Contact:</b>
<b>Phone No.</b>	<b>Email Address:</b>
<b>Project</b>	<b>Dates of Service</b>
<b>Dollar Value of Project</b>	<b>Additional Comments:</b>

<b>Company:</b>	<b>Contact:</b>
<b>Phone No.</b>	<b>Email Address:</b>
<b>Project</b>	<b>Dates of Service</b>
<b>Dollar Value of Project</b>	<b>Additional Comments:</b>

<b>Company:</b>	<b>Contact:</b>
<b>Phone No.</b>	<b>Email Address:</b>
<b>Project</b>	<b>Dates of Service</b>
<b>Dollar Value of Project</b>	<b>Additional Comments:</b>

**COMPLIANCE:**

The Contractor warrants that the service it will provide to the University is fully compliant with and will enable the University to be compliant with relevant requirements of all laws, regulation, and guidance applicable to the University and/or the Contractor, including but not limited to: the Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health Act (HITECH), Gramm-Leach-Bliley Financial Modernization Act (GLB), Americans with Disabilities Act (ADA), and Federal Export Administration Regulations.

**CONFIDENTIALITY:**

Radford University agrees that neither it nor its employees, representatives, or agents shall knowingly divulge any proprietary information with respect to the operation of the software, the technology embodied therein, or any other trade secret or proprietary information related thereto, except as specifically authorized by the Contractor in writing or as required by the Freedom of Information Act or similar law. It shall be the contractor's responsibility to fully comply with rule Governing Rule §34 – *"Public Inspection of certain records"* located in the Rules Governing Procurement of Goods, Services, Insurance and Construction by a Public Institution of Higher Education of the Commonwealth of Virginia. All trade secrets or proprietary information must be identified in writing or other tangible form and conspicuously labeled as "proprietary" either prior to or at the time of submission to the University.

The contractor assures that information and data obtained as to personal facts and circumstances related to patients or clients will be collected and held confidential, during and following the term of this agreement, and will not be divulged without the individual's and the agency's written consent. Any information to be disclosed, except to the agency, must be in summary, statistical, or other form which does not identify particular individuals. Contractors and their employees working on this project will be required to sign the Confidentiality Statement in this Proposal.

**DATA AUTHENTICITY, INTEGRITY AND AVAILABILITY:**

The Contractor will take reasonable measures, including audit trails, to protect University Data, as stated in the Proposal, against deterioration or degradation of data quality and authenticity. The Contractor shall be responsible for ensuring that University Data, per the Virginia Public Records Act, "is preserved, maintained, and accessible throughout their lifecycle, including converting and migrating electronic data as often as necessary so that information is not lost due to hardware, software, or media obsolescence or deterioration."

The Contractor will ensure backups are successfully completed at the agreed interval and that restoration capability is maintained for restoration to a point-in-time and/or to the most current backup available.

The Contractor will maintain an uptime of 99.99% or greater, as agreed to for the contracted services via the use of appropriate redundancy, continuity of operations and disaster recovery planning and implementations.

**DATA PRIVACY:**

The Contractor will use University Data only for the purpose of fulfilling its duties under this Contract and will not share such data with or disclose it to any third party without the prior written consent of the University, except as required by this Contract or as otherwise required by law.

University Data will not be stored outside the United States without prior written consent from the University.

The Contractor will provide access to University Data only to its employees and subcontractors who need to access the data to fulfill obligations under this Contract. The Contractor will ensure that the Contractor's employees who perform work under this Contract have read, understood, and received appropriate instruction as to how to comply with the data protection provisions of this Contract. If the Contractor will have access to the University's Education records as defined under the Family Educational Rights and Privacy Act (FERPA), the Contractor acknowledges that for the purposes of this Contract it will be designated as a "school official" with "legitimate educational interests" in the University Education records, as those terms have been defined under FERPA and its implementing regulations, and

the Contractor agrees to abide by the limitations and requirements imposed on school officials. The Contractor will use the Education records only for the purpose of fulfilling its duties under this Contract for University's and its End User's benefit, and will not share such data with or disclose it to any third party except as provided for in this Contract, required by law, or authorized in writing by the University.

**DATA TRANSFER UPON TERMINATION OR EXPIRATION:**

The Contractor's obligations shall survive termination of this Contract until all University Data has been returned or Securely Destroyed, meaning taking actions that render data written on media unrecoverable by both ordinary and extraordinary means. These actions must meet or exceed those sections of the National Institute of Standards and Technology (NIST) SP 800-88 guidelines relevant to data categorized as high security.

Upon termination or expiration of this Contract, the Contractor will ensure that all University Data are securely transferred, returned or destroyed as directed by the University in its sole discretion within 60 days of termination of this Contract. Transfer/migration to the University or a third party designated by the University shall occur without significant interruption in service. The Contractor shall ensure that such transfer/migration uses facilities and methods that are compatible with the relevant systems of the University or its transferee, and to the extent technologically feasible, that the University will have reasonable access to University Data during the transition.

In the event that the University requests destruction of its data, the Contractor agrees to Securely Destroy all data in its possession and in the possession of any subcontractors or agents to which the Contractor might have transferred University data. The Contractor agrees to provide documentation of data destruction to the University and to complete any required Commonwealth of Virginia documentation regarding the destruction of University Data.

The Contractor will notify the University of impending cessation of its business and any contingency plans. This includes immediate transfer of any previously escrowed assets and data and providing the University access to the Contractor's facilities to remove and destroy University-owned assets and data. The Contractor shall implement its exit plan and take all necessary actions to ensure a smooth transition of service with minimal disruption to the University. The Contractor will also provide a full inventory and configuration of servers, routers, other hardware, and software involved in service delivery along with supporting documentation, indicating which if any of these are owned by or dedicated to the University. The Contractor will work closely with its successor to ensure a successful transition to the new equipment, with minimal downtime and effect on the University, all such work to be coordinated and performed in advance of the formal, final transition date.

**DATA SECURITY:**

The Contractor will store and process University Data in accordance with commercial best practices, including appropriate administrative, physical, and technical safeguards, to secure such data from unauthorized access, disclosure, alteration, and use. Such measures will be no less protective than those used to secure the Contractor's own data of a similar type, and in no event less than reasonable in view of the type and nature of the data involved.

The Contractor will store and process University Data in a secure site and will provide a SAS 70, SAS 70 Type II, SSAE 16, SOC 2 or SOC 3 security report from a third-party reviewer along with annual updated security reports. The Contractor will use industry-standards and up-to-date security tools, technologies and practices such as network firewalls, anti-virus, vulnerability scans, system logging, intrusion detection, 24x7 system monitoring and third-party penetration testing in providing services under this Contract.

Without limiting the foregoing, the Contractor warrants that all electronic University Data will be encrypted in transmission (including via web interface) and stored at no less than 128-bit level encryption.

The University may inspect the data center used to store and process University Data annually or at any time upon request.

**LATEST SOFTWARE VERSION:** Any software product(s) provided under the Contract shall be the latest version available to the general public as of the due date of this solicitation.

**LIMITATION OF USE:** The University's right to use computer software developed entirely at private expense may be limited by the contractor as stipulated in this Contract. Notwithstanding any provision to the contrary however, the University shall have at a minimum: unlimited use of the software on the equipment for which it is purchased; use of the software on a secondary system for backup purposes should the primary system become unavailable, malfunction, or is otherwise rendered inoperable; use of the software at another University site should the system be entirely transferred to that location; the right to make a backup copy for safekeeping; the right to modify or combine the software with other programs or materials at the University's risk; and the right to reproduce any and all documentation provided such reproduction is for the sole use of the University. These rights are perpetual and irrevocable; in the event of any actual or alleged breach by the University, the Contractor's sole remedy shall be to pursue a monetary claim in accordance with § 2.2-4363 of the Code of Virginia.

**NO END USER CONTRACTS:** This Contract is the entire Contract between the University (including University employees and other End Users) and the Contractor. In the event that the Contractor enters into terms of use contracts or other contracts or understandings, whether electronic, click-through, verbal or in writing, with University employees or other End Users, such contracts shall be null, void and without effect, and the terms of this Contract shall apply.

**NONVISUAL ACCESS TO TECHNOLOGY:** All information technology which, pursuant to this Contract, is purchased or upgraded by or for the use of any state agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with the following nonvisual access standards from the date of purchase or upgrade until the expiration of this Contract.

1. Effective, interactive control and use of the Technology shall be readily achievable by nonvisual means;
2. The Technology equipped for nonvisual access shall be compatible with information technology used by other individuals with whom any blind or visually impaired user of the Technology interacts;
3. Nonvisual access technology shall be integrated into any networks used to share communications among employees, program participants or the public; and
4. The technology for nonvisual access shall have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.
  - Compliance with the foregoing nonvisual access standards shall not be required if the head of the using agency, institution or political subdivision determines that (i) the Technology is not available with nonvisual access because of the essential elements of the Technology are visual and (ii) nonvisual equivalence is not available.
  - Installation of hardware, software or peripheral devices used for nonvisual access is not required when the Technology is being used exclusively by individuals who are not blind or visually impaired, but applications programs and underlying operating systems (including the format of the data) used for the manipulation and presentation of information shall permit the installation and effective use of nonvisual access software and peripheral devices.
  - If requested, the Contractor must provide a detailed explanation of how compliance with the foregoing nonvisual access standards is achieved and a validation of concept demonstration.
  - The requirements of this Paragraph shall be construed to achieve full compliance with the Information Technology Access Act, 2.2-3500 through 2.2-3504 of the *Code of Virginia*.
  - All information technology which, pursuant to this Contract, is purchased or upgraded by or for the use of any Commonwealth agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended.

If requested, the Contractor must provide a detailed explanation of how compliance with Section 508 of the Rehabilitation Act is achieved and a validation of concept demonstration (<http://www.section508.gov/>). The requirements of this paragraph along with the Non-Visual Access to Technology term shall be construed to achieve full compliance with the Information Technology Access Act § 2.2-3500 through 2.2-3504 of the *Code of Virginia*.

**OWNERSHIP OF INTELLECTUAL PROPERTY:** All copyright and patent rights to all papers, reports, forms, materials, creations, or inventions created or developed in the performance of this Contract shall become the sole property of the University. On request, the Contractor shall promptly provide an acknowledgment or assignment in a tangible form satisfactory to the University to evidence the University's sole ownership of specifically identified intellectual property created or developed in the performance of the Contract.

**REQUESTS FOR DATA, RESPONSE TO LEGAL ORDERS OR DEMANDS FOR DATA:**

1. Except as otherwise expressly prohibited by law, the Contractor will:
  - a. Immediately notify the University of any subpoenas, warrants, or other legal orders, demands or requests received by the Contractor seeking University Data;
  - b. Consult with the University regarding its response;
  - c. Cooperate with University requests in connection with efforts by the University to intervene and quash or modify the legal order, demand or request; and
  - d. Upon University request, provide said with a copy of its response.
2. The Contractor will make itself and any employees, contractors or agents assisting the Contractor in the performance of its obligations under the Contract available to the University at no cost to the University based upon claimed violation of any laws relating to security and/or privacy of the data that arises out of this contract. This shall include any data preservation or eDiscovery required by the University.
3. The University may request and obtain access to University Data and related logs at any time for any reason.

**SECURITY BREACH:**

1. Response. Immediately (within one calendar day) upon becoming aware of a Security Breach, or of circumstances that could have resulted in unauthorized access to or disclosure or use of University Data, the Contractor will notify the University, fully investigate the incident, and cooperate fully with the University's investigation of and response to the incident. Except as otherwise required by law, the Contractor will not provide notice of the incident directly to individuals whose Personally Identifiable Information was involved, regulatory agencies, or other entities, without prior written permission from the University.
2. Liability. In addition to any other remedies available to the University under law or equity, the Contractor will pay for or reimburse the University in full for all costs incurred by the University in investigation and remediation of such Security Breach, including but not limited to providing notification to individuals whose Personally Identifiable Information was compromised and to regulatory agencies or other entities as required by law or Contract; providing one year's credit monitoring to the affected individuals if the Personally Identifiable Information exposed during the breach could be used to commit financial identity theft; and the payment of legal fees, audit costs, fines, and other fees imposed by regulatory agencies or contracting partners as a result of the Security Breach. The Contractor agrees to indemnify, hold harmless and defend the University from and against any and all claims, damages, or other harm related to such Security Breach.

**SERVICE REPORTS:** Upon completion of any maintenance call, the Contractor shall provide the agency with a signed service report that includes, at a minimum: a general statement as to the problem, action taken, any materials or parts furnished or used, and the number of hours required to complete the repairs.

**SOFTWARE UPGRADES:** The University shall be entitled to any and all upgraded versions of the software covered in the Contract that becomes available from the Contractor. The maximum charge for upgrade shall not exceed the total difference between the cost of the University's current version and the price the Contractor sells or licenses the upgraded software under similar circumstances.

**SOURCE CODE:** In the event the Contractor ceases to maintain experienced staff and the resources needed to provide required software maintenance, the University shall be entitled to have, use, and duplicate for its own use, a copy of the source code and associated documentation for the software products covered by the Contract. Until such time as a complete copy of such material is provided, the University shall have exclusive right to possess all physical embodiments of such Contractor owned materials. The rights of the University in this respect shall survive for a period of twenty years after the expiration or termination of the Contract. All lease and royalty fees necessary to support this right are included in the initial license fee as contained in the pricing schedule.

**THIRD PARTY ACQUISITION OF SOFTWARE:** The Contractor shall notify the University in writing should the intellectual property, associated business, or all of its assets be acquired by a third party. The Contractor further agrees that the contract's terms and conditions, including any and all license rights and related services, shall not be affected by the acquisition. Prior to completion of the acquisition, the Contractor shall obtain, for the University's benefit and deliver thereto, the assignee's agreement to fully honor the terms of the Contract.

**WARRANTY AGAINST SHUTDOWN DEVICES:** The Contractor warrants that the equipment and software provided under the Contract shall not contain any lock, counter, CPU reference, virus, worm, or other device capable of halting operations or erasing or altering data or programs. Contractor further warrants that neither it, nor its agents, employees, or subcontractors shall insert any shutdown device following delivery of the equipment and software.

**GENERAL TERMS AND CONDITIONS**

**This solicitation and any resulting contract are subject to the provisions of the *Commonwealth of Virginia's Purchasing Manual for Institutions of Higher Education and their Vendor's* and any revisions thereto, and the *Governing Rules*, which are hereby incorporated into this contract in their entirety. A copy of both documents is available for review at [www.vascupp.org](http://www.vascupp.org).**

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1. **ADMINISTRATIVE APPEALS PROCEDURE:** Although Radford University is authorized to establish an administrative appeals procedure, it has chosen not to develop such procedures, but rather will rely on legal action for such determinations. (Governing Rule §55). However, Radford University reserves the right to use Alternative Dispute Resolution (ADR) for hearing appeals from decisions on disputes arising during the performance of a contract or when it is deemed to be in the best interest of the University. (Governing Rule §56).
2. **ANTI-DISCRIMINATION:** By submitting their bids/proposals, (bidders/offerors) certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians with Disabilities Act, the Americans with Disabilities Act and §10 of the Governing Rules. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (Governing Rule §36).

In every contract over \$10,000 the provisions in 1 and 2 below apply:

1. During the performance of this contract, the contractor agrees as follows:
  - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
  - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
  - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
2. The contractor will include the provision of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
3. **ANTITRUST:** By entering into a contract, the contractor conveys, sells, assigns, and transfers to Radford University, and the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
4. **ANNOUNCEMENT OF AWARD:** Upon award or the announcement of the decision to award a contract over \$50,000 as a result of this solicitation, Radford University will publicly post such notice on the DGS/DPS eVA web site ([www.eva.virginia.gov](http://www.eva.virginia.gov)) for a minimum of ten (10) days.

5. **APPLICABLE LAWS AND COURTS:** This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth.
6. **ASSIGNMENT OF CONTRACT:** A contract shall not be assignable by the contractor in whole or in part without the written consent of Radford University, an agency of the Commonwealth.
7. **AUTHORIZATION TO CONDUCT BUSINESS IN THE COMMONWEALTH:** A contractor organized as a stock or non-stock corporation, limited liability company, business, trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the *Code of Virginia* or as otherwise required by law. Any business entity described above that enters into a contract with a public body shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required by Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the contract. A public body may void any contract with a business entity if the business fails to remain in compliance with the provisions of this section.
8. **CHANGES TO THE CONTRACT:** Changes can be made to the contract in any of the following ways:
  1. The parties may agree to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
  2. The University may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the University a credit for any savings. Said compensation shall be determined by one of the following methods:
    - a. By mutual agreement between the parties in writing; or
    - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the University's right to audit the contractor's records and/or to determine the correct number of units independently; or
    - c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the University with all vouchers and records of expenses incurred and savings realized. The University shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the University within thirty (30) days from the date of receipt of the written order from the University. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract, or if there is none, in accordance with the dispute's clause provisions of the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and Their Vendors (Governing Rule §53). Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the University or with the performance of the contract generally.
9. **CONTROLLING VERSION OF SOLICITATION:** The original version of the solicitation and any addenda issued by Radford University's Procurement and Contracts Department is the mandatory controlling version of the document. Any modification to the solicitation by the bidder or offeror shall not modify the original version of the solicitation issued by Radford University's Procurement and Contracts Department. Such modifications or additions to the solicitation by the bidder or offeror may be cause for rejection of the bid or proposal; however, Radford University reserves the right to decide, on a case-by-case basis, in its sole discretion, whether to reject such a bid or proposal.
10. **DEBARMENT STATUS:** By submitting their bids/proposals, bidders/offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.

11. **DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the University, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.
12. **DRUG-FREE WORKPLACE:** During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees: (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibitions: (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, possession or use of any controlled substance or marijuana during the performance of the contract. (Governing Rule §11).

13. **EO/AA STATEMENT:** If this contract is a covered government contract or subcontract, contractors and subcontractors shall abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability. Radford University does not discriminate against employees, students, or applicants on the basis of age, color, disability, gender, gender identity, gender expression, national origin, political affiliation, race, religion, sexual orientation, genetic information, or veteran status; or otherwise discriminate against employees or applicants who inquire about, discuss, or disclose their compensation or the compensation of other employees, or applicants; or any other basis protected by law.
14. **ETHICS IN PUBLIC CONTRACTING:** By submitting their bids/proposals, bidders/offerors certify that their bids/proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other bidder/offeror, supplier, manufacturer or subcontractor in connection with their bid/proposal and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment; loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
15. **eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS:** The eVA Internet electronic procurement solution, website portal [eVA Electronic Virginia Portal](#) streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth should participate in the eVA internet e-procurement solution by completing the free eVA Vendor Registration. All bidders or offerors should self-register in eVA and pay applicable vendor transaction fees. Failure to register may result in the bid/proposal being rejected.
16. **E-VERIFY REQUIREMENT OF ANY CONTRACTOR:** Any contractor with more than an average of 50 employees for the previous 12-months entering into a contract in excess of \$50,000 with the University to perform work or provide services pursuant to such contract shall register and participate in the E-Verify program to verify information and work authorization of its newly hired employees performing work pursuant to any awarded contract.
17. **FEDERAL GRANTS:** The following provisions apply to a contract made under a federal grant: Appendix II C.F.R. 200§§200.317-200.326.
18. **FORCE MAJEURE:** The performance of the contract by either party shall be subject to force majeure, including but not limited to acts of God, fire, flood, natural disaster, war or threat of war, acts or threats of terrorism, civil disorder, unauthorized strikes, governmental regulation or advisory, recognized health threats as determined by the World Health Organization, the Centers for Disease Control, or local government authority or health agencies (including but not limited to the health threats of

COVID-19, H1N1, or similar infectious diseases), curtailment of transportation facilities, or other occurrence beyond the control of the parties, where any of those factors, circumstances, situations, or conditions or similar ones prevent, dissuade, or unreasonably delay the Event, or where any of them make it illegal, impossible, inadvisable, or commercially impracticable to hold the Event or to fully perform the terms of the contract. The contract may be cancelled by either party, without liability, damages, fees, or penalty, and any unused deposits or amounts paid shall be refunded, for any one or more of the above reasons, by written notice to the other party.

19. **IMMIGRATION REFORM AND CONTROL ACT OF 1986:** By entering into a contract with the Commonwealth of Virginia, the contractor certifies that the contractor does not, and shall not during the performance of this contract for goods and services in the Commonwealth, knowingly employ an unauthorized illegal alien as defined in the federal Immigration Reform and Control Act of 1986.
20. **INDEMNIFICATION:** Contractor agrees to indemnify, defend and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the contractor; or any services of any kind or nature furnished by the contractor, provided that such liability is not attributable to the sole negligence of the using agency or failure of the issuing agency to use the material, goods, or equipment in the manner already and permanently described by the contractor on the materials, goods or equipment delivered.
21. **MANDATORY USE OF RADFORD UNIVERSITY'S FORM AND TERMS AND CONDITIONS:** Failure to submit a response on Radford University's form provided for that purpose may be a cause for rejection of the response. Modification of or additions to the General Terms and Conditions of the solicitation may be cause of rejection of the response; however, the University reserves the right, on a case by case basis, in its sole discretion, whether or not to reject such a response.
22. **NONDISCRIMINATION OF CONTRACTORS:** A bidder/offeree, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the bidder or offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of the objection, access to equivalent goods, services, or disbursements from an alternative provider.
23. **PAYMENT:**
  1. **Prime Contractor:**
    - a. Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number, social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
    - b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. However, this shall not affect offers of discounts for payment in less than 30 days.
    - c. All goods and services provided under this contract or purchase order, that are to be paid with public funds shall be billed by the contractor at the contract price, regardless of which public agency is being billed.
    - d. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
    - e. **Unreasonable Charges.** Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable the

Commonwealth shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve the University of its prompt payment obligations with respect to those charges which are not in dispute (*Governing Rule §53. Contractual disputes*).

2. To Subcontractors:

a. A contractor awarded a contract under this solicitation is hereby obligated:

- 1) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the Commonwealth for the proportionate share of the payment record for work performed by the subcontractor(s) under the contract; or
- 2) To notify the University and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason.

b. The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise prohibited under the terms of the contract) on all amounts owed by contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U.S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth.

3. Each prime contractor who wins an award in which provision of a SWaM procurement plan as specified in the contract documents and is a condition to the award, shall deliver to the contracting agency or institution, on or before request for final payment, evidence and certification of compliance (subject only substantial shortfalls and to shortfalls arising from subcontractor default) with the SWAM procurement plan. Final payment under the contract in question may be withheld until such certification is delivered and, if necessary, confirmed by the University or institution, or other appropriate penalties may be accessed in lieu of withholding such payment.

24. **PRECEDENCE OF TERMS:** The following paragraphs of these General Terms and Conditions shall apply in all instances: **Virginia Purchasing Manual for Institutions of Higher Education and Their Vendors, Applicable Laws and Courts, Anti-Discrimination, Ethics in Public Contracting, Immigration Reform and Control Act of 1986, Debarment Status, Antitrust, Mandatory Use of Radford University's Form and Terms and Conditions, Clarification of Terms, and Payment.** In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.

25. **PRICING CURRENCY:** Unless otherwise stated in the solicitation, bidder/offeror shall state bid/offer in U.S. dollars.

26. **QUALIFICATIONS OF (BIDDERS/OFFERORS):** The University may make such reasonable investigations as deemed proper and necessary to determine the ability of the bidder/offeror to perform the services/furnish the goods and the bidder/offeror shall furnish to the University all such information and data for this purpose as may be requested. The University reserves the right to inspect bidder/offeror's physical facilities prior to award to satisfy questions regarding the bidder/offeror's capabilities. The University further reserves the right to reject any bid/proposal if the evidence submitted by, or investigations of, such bidder/offeror fails to satisfy the University that such bidder/offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.

27. **SUPREMACY CLAUSE:** Notwithstanding any provision in the bidder's/offeror's response to the contrary, the bidder/offeror agrees that the terms and conditions contained in Radford University's bid/offer prevail over contrary terms and conditions in the bidder's/offeror's response.

28. **TAXES:** Sales to the Commonwealth of Virginia and Radford University are normally exempt from state sales tax. State sales and use tax certificates of exemption ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The appropriate University Sales and Use Tax of Exemption number is as follows: RU 10-546001789F-001; FIN 54-6001789

29. **TESTING AND INSPECTION**: The University reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to specifications.
30. **TRANSPORTATION AND PACKAGING**: By submitting bids/offers, all bidders/offerors certify and warrant that the price offered for FOB destination includes only the actual freight rate costs at the lowest band best rate upon the actual weight of the goods to be shipped. Except as otherwise specified herein standard commercial packaging, packing and shipping containers shall be used. All shipping containers shall be legibly marked or labeled on the outside with purchase order number, commodity description and quantity. **(NOT NORMALLY REQUIRED FOR SERVICE CONTRACTS.)**
31. **USE OF BRAND NAMES**: Unless otherwise provided in this solicitation, the name of a certain brand, make or manufacturer does not restrict bidders/offerors to the specific brand, make or manufacturer name, but conveys the general style, type, character, and quality of the product desired. Any product which the public body, in its sole discretion, determines to be the equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The bidder/offeror is responsible to clearly identify the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable the University to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Normally in competitive sealed bidding only the information furnished with the bid will be considered in the evaluation. Failure to furnish adequate data for evaluation purposes may result in declaring the bid as nonresponsive. Unless the bidder clearly indicates in its bid that the product offered is an equal product, such bid will be considered to offer the brand name product referenced in the solicitation. **(NOT NORMALLY REQUIRED FOR SERVICE CONTRACTS.)**



## Addendum Number - One

Date: December 1, 2023

Reference Request for Proposal Number:	R23-015
Commodity:	Travel Management Services
Dated	November 16, 2023
For Delivery To:	Radford University Agency, Commonwealth of Virginia 501 Stockton Street Radford, Virginia 24142
Proposal Due Date/Time:	January 10, 2024 – 3:00 PM EST

### Radford University Procurement and Contracts Solicitation Process Questions and Responses:

1. **Written Questions, Page (2) is changed to read as follows:** *“Written questions (Request for Information) to be submitted via email no later than **December 8, 2023 at 3:00 PM Eastern Standard Time (EST).**”*

2. **Question:** Would Radford University consider accepting a soft copy of the RFP rather than a full print copy?

**Response:** At present Radford University has not implemented electronic or digital receipt of proposals deemed as an original. Section 12.A.1 of the Request for Proposal requires one paper copy original.

3. **Question: Would** you award individual services of the Statement of Needs?

**Response:** The intent of the RFP is to award a contract for 100% of the services to one Contractor. For vendors wanting to connect with other vendors you can use the B2B Connect feature on Virginia Business Opportunities. Go to [www.eva.virginia](http://www.eva.virginia) and click on “Business Opportunities” then click on “Virginia Business Opportunities – VBO.” On the top ribbon select “B2B Connect” to identify services you provide. This is used by other vendors when seeking potential subcontracting opportunities.

4. **Question:** What type of cushion should I consider if I am submitting my proposal via next day delivery?

**Response:** The proposal must be received as defined in the RFP document, Page (2) **LATE PROPOSALS**. Radford University’s Procurement and Contracts Department is located in the David E. Armstrong Building. The official date/time stamper for receipt of bids/proposal is located in the Procurement and Contracts Department. USPS and courier deliveries are made to the department daily by warehouse; however, outside factors can delay deliveries. It is the vendors sole responsibility to ensure their proposal is received by the due date and time.

5. **Question:** Can the proposal be delivered in person?

**Response: Yes.** The physical address for in-person deliveries is identified on page (2) of the RFP document.

6. **Question: What** about inclement weather?

**Response:** Page (2) – **UNIVERSITY CLOSINGS** of the RFP details how university closings are communicated.

7. **Question:** How do I locate **Virginia Business Opportunities (VBO)**?

**Response:** The website is [www.eva.virginia.gov](http://www.eva.virginia.gov). When you get to the homepage click on BUSINESS OPPORTUNITIES then Virginia Business Opportunities – VBO. Go to the advanced search feature to locate the solicitation or just type in the solicitation number in the search feature.

**Offeror Statement of Needs Questions and Responses:**

1. **Question:** Could you please provide the spending breakdown for Radford University?
  - A. What percent is Faculty & Staff?
  - B. What percent is Study Abroad?
  - C. What percent is Athletics

**Response:**

Study Abroad	9.04%
Athletics	19.49%
Faculty & Staff	71.46%

2. **Question:** What percent of your travel is domestic vs. international?

**Response: A** very small percentage of overall travel, less than 3%, is international.

3. **Question:** What percentage of your travel is rail? International vs Amtrak?

**Response:** An immaterial amount of travel is conducted via rail.

4. **Question:** Charter Services – What percentage of your travel requires charter services? Air? Bus?

**Response:** A very small portion of travel involves chartered services.

5. **Question:** What is your anticipated Air, Hotel and Car rental for 2024?

**Response:** Travel spend is expected to stay relatively flat for 2024.

6. **Question:** Does the University have a faculty and staff travel insurance policy? Or does this fall under the insurance of the Commonwealth of Virginia?

**Response:** Faculty and staff travel insurance falls under the Commonwealth of Virginia policy. We have an additional contract for student international travel insurance.

7. **Question:** Do you have preferred supplier agreements with air/hotel/car suppliers and if so with whom? What percentage of your travel spend is through preferred supplier agreements?

**Response:** The university has a contract with Enterprise Rent-A-Car to provide all rental car services. We do not have preferred supplier agreements for air or hotel.

8. **Question:** On Contract Spend – What percent of your travel spend is contract spend? What is your online adoption rate?

**Response:** The university mandates procurement of all airfare through the contracted travel management vendor.

9. **Question:** Do you currently have access to Academic Fares?

**Response:** We do not.

10. **Question:** If you are not awarding the contract until March or April of 2024, we would not see business until May of 2024?

**Response:** Correct.

11. **Question:** There are several on-line tools. Is Radford University currently using one?

**Response:** We use Concur.

12. **Question:** Are you looking to improve on Concur? Why did you go out for this RFP?

**Response:** Radford University made a business decision to execute an RFP that defined the specific business needs of the university.

13. **Question:** Would the university require an on-site representative?

**Response:** No.

**This Addendum will be followed by a second addendum that will include additional requests for information regarding this RFP.**



**Addendum Number - Two**

**Date: December 18, 2023**

<b>Reference Request for Proposal Number:</b>	R23-015
<b>Commodity:</b>	Travel Management Services
<b>Dated</b>	November 16, 2023
<b>For Delivery To:</b>	Radford University Agency, Commonwealth of Virginia 501 Stockton Street Radford, Virginia 24142
<b>Proposal Due Date/Time:</b>	January 10, 2024 – 3:00 PM EST

**Radford University Procurement and Contracts Solicitation Process Questions and Responses:**

1. **Question:** Group Travel – What percentage of your travel consists of 10 or more people on the same flight?

**Response:** The exact percentage is unknown currently, but group travel is not the majority of travel.

2. **Question:** What are the University’s top 10 city pairs?

**Response:** In lieu of city pairs below are the top 5 frequent destinations.

**Top Five Frequent Locations**

- Washington, DC
- Charlotte, NC
- Orlando, FL
- New Orleans, LA
- Atlanta, GA

3. **Question:** What percentage of your travel must comply with the Fly America Act?

**Response:** A small percentage of our travel is federal grant or contract funded.

4. **Question:** Are you using third-party Risk Management?

**Response:** No. Our current travel management solution incorporates risk management components into the solution to notify travelers and administrators of security incidents, weather risks, etc.

5. **Question:** Could you please advise - re: **Duty of Care Section 1.b.** Is this referring to third party risk management such as International SOS?

**Response:** We are not referring to an additional third-party risk management provider.

6. **Question:** How crucial is seamless integration with existing systems like SAP Concur? Are there specific functionalities within SAP Concur that the new Travel Management Service should complement or enhance?

**Response:** It is important for any system to integrate with the university's existing systems. Please make reference to **Section D.4.** where it is requested for the offeror to describe their systems capability to integrate and function.

7. **Question:** What primary pain points or limitations are you facing with the current SAP Concur system?

**Response:** The pre-proposal conference's sole purpose is to provide clarity on the RFP Document. We are not in a position to discuss current system processes at this time.

8. **Question:** Are there any specific features or capabilities missing in the current system that you wish to see in the new Travel Management Service?

**Response:** The offerors are encouraged to provide a proposal that includes the required services as well as their potential to provide additional services.

9. **Question:** What security measures or compliance standards (e.g., GDPR, HIPAA) must the new software adhere to?

**Response:** The software must be PCI compliant and meet all data security requirements of Radford University.

10. **Question:** Are there any specific data privacy requirements or protocols that you expect the new system to comply with?

**Response:** All specific data privacy and security requirements can be found in Attachment E of the RFP Document.

11. **Question:** Are you interested in tiered user access to the system?

**Response:** The offerors are encouraged to describe all options available for systems in their proposal.

12. **Question:** How scalable should the proposed Travel Management Service be to accommodate potential growth or changes in the university's needs?

**Response:** Please see **Section 1. Purpose.** The primary focus at this time is the OBT, but as the university grows, we will consider other features.

13. **Question:** Is there a need for customizable features or workflows within the software to align with specific university processes?

**Response:** This is referenced throughout **Section 9.D** of the RFP document where features are referenced, the offeror should describe their ability to provide those features.

14. **Question:** What kind of technical support and training resources do you expect from the vendor during implementation and afterward?

**Response:** Please see **Section 9.F** of the RFP document that speaks to implementation.

15. **Question:** Is there a preference for on-site training or remote learning resources?

**Response:** No preference has been specified. The offeror should define their strategy for training end users.

16. **Question:** Are you able to provide more detail on the budget allocation and payment structure for this project?

**Response:** Budget allocations are not being provided at this time.

17. **Question:** What are the key milestones or deliverables expected and their associated payment schedules?

**Response:** Please make reference to **Section 9. Statement of Needs and Section 10. Specific Requirements**. Offerors are required to review these sections and provide their proposal to best fulfill the statement of needs and financial and implementation strategy.

18. **Question:** What is the desired timeline for the implementation of the new Travel Management Service?

**Response:** **Section 10. Specific Requirements. Subsection D**. It is the offeror's responsibility to provide a timeline.

19. **Question:** What other applications are you currently using and what business functionalities do they provide for the following categories?

- Employee management (HR, Payroll)
- Student Management
- Student Learning (Quizzes, Grading)

**Response:** There are applications in use by the university for these categories, but they are on separate contracts and are not included in this Request for Proposal.

20. **Question:** Do you need the new travel management system to integrate with the university portal?

**Response:** Please see **Section 9.D.4; and 9.E.1.b** that speak to integration.

21. **Question:** You already indicated that you are using Concur, do you need any reporting capacity?

**Response:** Please see **Section 9.H** that speaks to reporting.

22. **Question:** CodeCrafters can provide SAP SuccessFactors integration. Are you interested in integrating other SAP products?

**Response:** As this is not relevant to this RFP, no.



# Diversity Travel

Response to Radford University – RFP R23-015

January 2024

Strictly Commercial in Confidence



## Accreditations:





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**Confidentiality and non-disclosure**

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**Company Information/Signature:**

In compliance with this Request for Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal inclusive of all addenda, if applicable, and as mutually agreed upon by subsequent negotiation.

<b>FULL LEGAL NAME (PRINT)</b> (Company name as it appears with your Federal Taxpayer Number) <b>Diversity Travel Inc.,</b> 1530 Wilson Blvd. Suite 113 Arlington, VA 22209		<b>FEDERAL TAXPAYER NUMBER (ID#)</b> 82-3486814	
<b>BUSINESS NAME /DBA NAME/TA NAME</b> (If different than the Full Legal Name) N/A		<b>BILLING NAME</b> (Company name as it appears on your invoice) Diversity Travel Inc	
<b>PURCHASE ORDER ADDRESS</b> <b>Diversity Travel Inc.,</b> 1530 Wilson Blvd. Suite 113 Arlington, VA 22209		<b>PAYMENT ADDRESS</b> <b>Diversity Travel Inc.,</b> 1530 Wilson Blvd. Suite 113 Arlington, VA 22209	
<b>CONTACT NAME/TITLE (PRINT)</b> Beverly Weir, SVP, Sales & Account Management		<b>EMAIL ADDRESS</b> bwier@diversitytravel.com	
<b>TELEPHONE NUMBER</b> 703-440-7964	<b>TOLL FREE TELEPHONE NUMBER</b> N/A	<b>FAX NUMBER</b> N/A	<b>EVA VENDOR ID NUMBER</b> VA00243339 <hr/> <b>VIRGINIA STATE CORPORATION COMMISSION REGISTRATION NUMBER</b> N/A

I acknowledge that I have received the following addenda posted for this solicitation.

1  2  3  4  5  6  (Please check all that apply.)

**SIGNATURE:** *Beverly Weir*

**DATE:** January 10, 2024

## The Global Academic Travel Experts

### Executive Summary

Diversity Travel is pleased to have the opportunity to respond to the Radford University RFP for Travel Management along with our capabilities and travel management solutions. We would be delighted to work with you and would welcome the opportunity to provide you with a demonstration of our highly customizable online travel portal and booking platform.

Our entire business has been built around the non-profit and supporting communities. We work exclusively with academic institutions, NGOs, and faith-based organizations similar in scope to the Radford University. **We work with over 1,100 partners in both the US and around the globe such as World Learning, University of Richmond, Roanoke College, and Fordham University.** Our people are highly trained and have experience in supporting travel programs for organizations whose research, programs, and projects are focused on tackling today's most challenging issues in efforts to improve our world.

### Mission & Values

At Diversity Travel we are passionate about what we do, and our people care about playing a part in supporting organizations who are dedicated to changing the lives of others and the world in which we all live.

Our mission is to provide travel management services of such high quality that we become the global leader in serving the non-profit community.

Our values are:

- We are **proud and passionate** about what we do
- We **embrace diversity** and treat everyone with **respect and trust**
- We always look to **improve our products, services, and ourselves**
- We keep the **customer at the heart of everything** we do.

### Scale & Expertise

Established by Harish Sodha, who brought together a team of travel experts with a combined have experience of over 100 years servicing the non-profit community. Diversity Travel is the leading global travel management company supporting the unique and complex travel needs of global non-profits and academic institutions with expert advice, high touch service, and specialist airfares alongside a market-leading online platform and duty of care technology.

Today, Diversity Travel operates on a global scale, twenty-four hours a day, seven days a week, 365 days a year to serve our partners. We work with organizations in over sixty different countries and run wholly owned operations in three distinct global regions, Arlington, VA, Manchester, UK and Dublin, Ireland all working from a single platform which ensures consistency in the delivery of our value proposition and service.

It is clear from your RFP that consolidating your travel to one Travel Management Company who offers a robust online booking platform is your main objective.

Our proprietary online booking tool was co-created with **DataArt, a global software engineering firm** with the specific and complex needs of universities and global organizations in mind, and our content has been developed to provide cost effective solutions to academic institutions similar to the Radford University.

Further, our Academic Travel Specialists are trained specifically to support complex and varying travel programs and deliver client centric solutions.

They have experience in working with universities who have a similar travel profile to the Radford University and will think outside the box; going the extra mile to provide creative itineraries within policy parameters while providing exceptional customer service.

## The Global Academic Travel Experts

### Executive Summary Continued

As a specialist in serving the academic community, we will work you to reduce costs and realize savings. With a combination of products including our Academic Airfares, access to multiple points of sales and NDC content we will ensure the Radford University is always getting the best fare available.

Our Account Management Team is a highly experienced in partnering with the academic community. Your Account Manager will be available to work with you to consult on and develop your integrated travel program; providing analysis and advice on how to drive greater efficiency, increase on contract spend, online adoption, value for money, and support supplier negotiations.

**As a forward-thinking Travel Management Company, we do not limit our traveler tracking to GDS bookings. Our InstaQuote platform allows us to capture all itineraries booked through Diversity Travel regardless of booking channel including low-cost carries, third-party hotels, Mystify, and NDC. This allows us to provide fully accurate reporting and traveler tracking ensuring no web booking nor NDC reservation is overlooked.**

We are not a \$1bn+ conglomerate therefore you do not get lost as a client or become a number. At the same time, we are not a 'Mom & Pop' agency – we are a small-medium sized, full-service travel management company with true international scale, focused entirely on the non-profit market. As defined by the Small Business Administration, Diversity Travel is a self-certified small business.

### Financial Stability

Clearly, COVID proved to be challenging for the entire travel industry. Travel Management Companies especially were affected by the pandemic and the effective shutdown of global travel. Some TMCs were forced to close their doors and many jobs were eliminated. Fortunately, Diversity Travel remained financially stable such that we made the decision to make significant investments in our first-class people, products, and processes much of which is outlined throughout our proposal submission.

### Summary

We are confident that our commitment to the academic and non-profit community, alongside our highly experienced people, high touch service, and cutting-edge technology will provide Radford University with the best value travel management solution in the marketplace and would welcome the opportunity to invest in a long-term partnership.

Yours sincerely,

A handwritten signature in black ink that reads "Beverly Weir".

Beverly Weir  
SVP, Sales & Account Management  
T: 240-452-9834  
E: [bweir@diversitytravel.com](mailto:bweir@diversitytravel.com)

## **9. STATEMENT OF NEEDS:**

*This section describes Radford University's requested goods and/or service and the areas to be addressed in the Offeror's Proposal. Mandatory requirements are noted with words such as "shall" and "must."*

### **A. Contractor shall provide a comprehensive travel management services program which will include the following as set forth in great detail below:**

1. *General Travel services with fulfillment through full agent services.*
2. *Specialty Travel services such as group travel, charter transportation, or airline voucher redemption points.*
3. *Online Booking Tool (OBT)*
4. *Complete Duty of Care*
5. *Assistance with Vendor Negotiations for group travel rates, etc.*
6. *Comprehensive Reporting*
7. *Policy and Data Security Compliance. The contractor must be Payment Card Industry (PCI) compliant and meet all data security requirements of Radford University.*

### **B. GENERAL TRAVEL SERVICES**

#### **1. Ticketing for air and rail transportation:**

*a. Ticketing for domestic and international air and rail transportation by common carriers at the lowest appropriate and available fare; most direct and practicable routes; within the arrival/departure times and locations specified by the requestor.*

Diversity Travel's policy is to always offer the lowest price available within the parameters of the travel requested as well as the policy for all airfare and rail. We accomplish this utilizing our specialist Academic airfares as well as negotiated, published and New Distribution Capability (NDC) fares.

We always take into consideration the lowest appropriate and available fare, within the arrival/departure times and locations as well as taking into consideration the most direct and practicable routes specified by the requestor.

*b. Explanation of any applicable penalties or restrictions prior to booking.*

Diversity Travel offers flexible and transparent travel services for academic institutions. That is why we strive to minimize the penalties or restrictions that may have a negative affect your travel budget. We always inform you of the applicable penalties or restrictions prior to booking, and we advise you on the best options for your travel needs. We also provide you with the full terms and conditions of your travel services, and we will answer any questions or concerns you may have.

*c. Ticketing within 24 hours of purchase request by RU. Purchase requests will be made through the Online Booking Tool or with agent assistance.*

Diversity Travel offers fast and convenient ticketing services for domestic and international air and rail transportation by common carriers. We guarantee ticketing within 24 hours of purchase request.

*d. Coach and/or economy class tickets are standard. Business class tickets are allowed pursuant to RU policy parameters.*

Diversity Travel understands that there may be times when a business class ticket is required and falls within RU's policy parameters. When applicable and permissible by policy, we will offer business class tickets.

Otherwise, as standard, we will offer economy/coach class service.

*e. Ticketing through ultra-low-cost carriers, such as Spirit, etc. is not allowed.*

The exclusion of ultra-low-cost carriers such as Spirit will be adhered to.

During the implementation process, we will incorporate RU's policy within our **InstaQuote** platform and online booking tool. We can block any RU blocked airlines from visibility or have them visible but not bookable.

*f. Free, automatic common carrier and/or flight insurance for all travelers. The minimum shall be \$200,000 per employee that is traveling.*

Diversity Travel partners with battleface, a licensed insurance provider. battleface allows for individualized insurance policies for each traveler or specific group.

Benefits can include:

- Trip Cancellation
- Trip Interruption
- Cancel for Any Reason
- Medical Expenses
- Medical Evacuation
- Accidental Death & Dismemberment

Insurance options can be accessed and purchased via an online, user-friendly portal which clearly outlines the benefits available, and the cost of each benefit selected and would be in addition to the cost of the ticket.

Further, the Federal Aviation Administration (FAA) requires all U.S. direct air carriers, including commuter air carriers and air taxi operators, and foreign direct air carriers to have Aircraft Accident Liability Insurance coverage. The minimum amounts of coverage required by this part may be provided either by insurance policies or by self-insurance plans. However, it is important to note that the amount of coverage required may vary depending on the type of carrier and the number of passengers they carry.

*g. A list of at least three available air or rail departures/arrival options within a reasonable timeframe of requested and corresponding lowest fares for selection by the traveler.*

Diversity Travel will always provide a minimum of three quotes based on cost, convenience, flexibility, and travel policy.

*h. Advance seat assignment and issuance of boarding passes when available from the airlines or railways.*

Diversity Travel can provide advance seat assignment and issuance of boarding passes for your travelers when these services are available from the airlines or railways.

- i. Air tickets for university funded travel shall be charged to the university travel card, which is paid centrally.*

Diversity Travel will facilitate the payment of air tickets funded by the University utilizing RU's central travel card.

### **2. Reservations for lodging should Radford University implement this requirement:**

- a. Reservation request for lodging as specified by the requestor in accordance with Federal GSA rate schedule and Radford University Travel Policy. If lodging is not specified, the location of the arranged reservation should be reasonably close to the required destination and should be cost effective.*

Diversity Travel will arrange lodging for your travelers in accordance with the Federal GSA rate schedule and the Radford University Travel Policy. We can access and compare lodging rates and availability that comply with these requirements. We can assist your travelers in finding alternative lodging options, by using our expertise and network of preferred suppliers to identify properties that are close to the required destination and cost effective. We will provide your travelers with relevant information such as distance, amenities, ratings, and reviews for these alternative lodging options.

### **3. Ground Transportation should Radford University implement this requirement:**

- a. Reservations for vehicle rentals at the lowest available rate, utilizing established Radford University contracts when cost-effective.*

Diversity Travel will assist your travelers in finding alternative vehicle rental options, if the Radford University contracts are not cost-effective, by using our network of preferred suppliers to identify vehicles that meet your travel needs and budget.

- 1. When utilizing Radford University contracts, no additional insurance or service options are allowed beyond what are included in the established contract; and*

Diversity Travel will comply with the Radford University contracts and avoid any additional insurance or service options that are not included in the established contract. We will verify and apply the Radford University contracts to your travelers' bookings as well as prevent or reject any additional insurance or service options that are not included in the established contract.

- 2. When utilizing non-contracted firms, insurance options such as Collision Damage Waiver, Loss Damage Waiver, or any other are not allowed. The Commonwealth of Virginia is self-insured for these coverages. Additional service options (e.g., GPS, prepaid fuel options, etc.) are not allowed.*

Diversity Travel agrees to comply with the Commonwealth of Virginia's self-insurance policy and avoid any additional insurance or service options that are not allowed when utilizing non-contracted firms.

- b. Other Ground Transportation: The Contractor should provide other ground transportation options (e.g., free hotel shuttles, airport shuttles, taxis) as requested or when available as alternatives to vehicle rentals.*

Diversity Travel will provide other ground transportation options for your travelers, as requested or when available, as alternatives to vehicle rentals. We will assist your travelers in choosing the best ground transportation option for their needs, by providing them with relevant information such as availability, frequency, duration, and convenience. This service includes all free hotel/airport shuttles that are relevant to the traveler's needs.

#### 4. Other Services:

*a. The Contractor should provide travel cost estimates and trip planning advice upon request. The Contractor should provide cost savings opportunities in regard to bundling air, lodging, and /or rental car reservations or any other applicable savings for each trip.*

Diversity Travel has extensive experience in providing travel cost estimates and trip planning advice for academic clients. We use a variety of sources and tools to research and compare the best travel options for each destination, considering factors such as travel dates, duration, purpose, budget, preferences, and policies.

We will provide travel cost estimates and trip planning advice upon request. We will also provide detailed reports and invoices for each trip, as well as monthly or quarterly summaries of travel expenses and savings.

We are committed to finding cost savings opportunities for our Academic Partners and we have access to exclusive deals and discounts from our network of travel partners including Academic Airfares with over 25 airlines and over 2 million hotel options through our hotel partners such as Expedia, Teldar and Hotelbeds.

*b. The Contractor should communicate to the traveler and/or the travel arranger when the reservation takes the traveler to locations requiring immunizations, including information as to what immunizations are required and the deadlines for which immunizations need to be taken to travel.*

Diversity Travel partners with SHERPA as our trusted source for travel health requirements and documentation. Sherpa provides us with real-time information on immunization requirements and recommendations as well as the deadlines, for different countries and regions, based on the traveler's nationality and destination.

We always include visa and health requirements on all quotes and include a link to Sherpa to provide easy access to any required documentation. By using Sherpa, we can ensure that our travelers are well-informed and prepared for their trips.

*c. The Contractor should communicate entry requirements for a country such as visa, letter of invitation, or the like. The Contractor should also communicate any issues that may prevent entry into another country (e.g., passport stamps to a specific country, etc.) and provide guidance on resolution.*

At the time of quotation, our academic Travel Specialists will advise travelers on all passport and visa requirements including transit visas, in line with their nationality. Where a visa is required, the university will benefit from our partnership with CIBT. As the world's leading Visa service, we consider them to be an excellent fit to support Radford University's global travel needs.

*d. The Contractor should communicate current TSA restrictions to traveler and/or travel arranger.*

Diversity Travel will provide the most current TSA restrictions and guidelines for air travel such as the prohibited items list, the 3-1-1 rule for liquids, the REAL ID requirements, the mask mandate, and the COVID-19 testing and vaccination requirements. We monitor and track the changes and updates in the TSA restrictions and guidelines and notify the traveler and/or the travel arranger as soon as possible if there are any new or revised requirements.

### 5. Traveler Profile Management:

a. *The Contractor should provide traveler profile management, accessible by the traveler and travel arranger through the online booking tool. Agents should also make updates to the profiles when applicable. The contractor should have the ability to pass travelers' information from Chrome River to create profiles that must be completed by the traveler. Information to be held in the profile should include the following:*

- *Personal information/contact details (i.e., name, home address, phone, etc.)*
- *Business address*
- *Employee RU identification number (R#) and email address for RU employees*
- *Emergency contact information*
- *Passport information*
- *Travel preferences and memberships*
- *Seat preference.*
- *Food requirements*
- *Award program numbers*
- *Hotel preferences (e.g., Non-smoking, ground floor, etc.)*
- *Delegate information*
- *Payment information*
- *Any information as required by TSA; and*
- *Other items Contractor feels would be beneficial to university travelers*

We confirm we will provide traveler profile management, accessible by the traveler and travel arranger through the online booking tool.

Traveler profiles are stored in real-time and locked down in our own secure proprietary booking systems and can be updated by travelers offline or online using the Travel Profile Manager Tool within the university's travel portal. This information is automatically added to all bookings to ensure any special requirements are catered for, and ensure we have the emergency contact details for all travelers. All requirements listed above are included in our Traveler Profile Manager Tool online and offline. In further detail Diversity Travel provides:

#### Creating new profiles

All the following methods can be used to create new traveler profiles:

**Mass upload** – this is generally used at the implementation stage.

**Single sign-on** – this automates the process for both adding new users and blocking access to staff who leave the organization.

**Automated travel profile request** – this allows travel arrangers to invite travelers to complete the information required to create a profile. This option sends a secure link to the traveler via email.

**Create a travel profile online** – the traveler can log into the portal and complete a new booker registration form to capture their basic information. The traveler receives an email asking them to choose a password and then to verify the information captured in their profile.

**HR integration** – this provides a way for HR departments to send us data files securely from their systems to ours via SFTP, so traveler profiles are created/removed automatically.

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### 5. a. Travel Profile Management Continued:

#### Managing profiles online

Traveler profiles can be conveniently updated by the university's travelers online using the travel profile manager tool within the online portal. Options also exist for guest traveler profiles and to manage profiles on behalf of others.

*b. Please describe Offeror's ability to provide General Travel Services as outlined above in Section B. General Travel Services. Propose any additional services that may not be specifically requested that Offeror deems of value for Radford University's consideration. Please specify how air/rail tickets are held prior to booking.*

Please refer to our response above addressing Radford University's General Travel Services requirements.

In addition to our ability to service all your general travel requirements, we are pleased to offer RU the following specialized services:

#### Holding tickets prior to booking:

Where an academic fare is available, we can hold the fare for a considerable amount of time, sometimes as much as 11 months in advance and 24 hours prior to departure. This allows you to secure a lower fare without commitment nor payment until which time you are ready to make the booking and purchase the ticket.

With published fares, the "hold" period is often much shorter. The typical hold time for a published fare is 24 to 72 hours during which time the fare is not guaranteed until ticketing.

Diversity Travel's group fares will enable you to achieve significant savings by booking up to eleven months in advance (and we may be able to book even further ahead where volumes allow). You can then:

- ✓ Hold seats for two weeks before a deposit is required
- ✓ Continue to hold seats without passenger names and full payment until eight weeks prior to departure
- ✓ Make name changes for a small fee even after tickets have been issued.

Most domestic and international rail tickets are instant purchases meaning they cannot be held without ticketing.

#### Monitoring of Fares:

As airfares continuously fluctuate, our innovative software monitors the availability of all airline inventory for bookings made on and offline. This means we do not need to waitlist for lower booking classes that are not currently available to try and reduce the cost of tickets.

If a suitable lower fare becomes available after reservation, we can rebook the itinerary at the lower price. If the ticket has already been issued, we will cancel the existing reservation and rebook, provided the savings outweighs any cancellation costs (if applicable)

[REDACTED]

Radford University will benefit greatly from access to our market-leading academic airfare program, used by global educational institutions such as The School for International Training, the University of Richmond and Roanoke College.

Due to our market share in managing travel programs in the academic sector, we have established excellent relationships with many airlines. This means we frequently have early visibility of academic and charity fares which at times will be exclusive to Diversity Travel. Our over 25 specially developed academic

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### 5. b. Additional Services Continued

contracts account for almost half of our total airfare bookings and offer a significant level of value-added content, giving each university cost-effective and fully flexible airfare options.

Benefits of our academic and negotiated fares include:

- |              |              |
|--------------|--------------|
| • [REDACTED] | • [REDACTED] |
| • [REDACTED] | • [REDACTED] |
| • [REDACTED] | • [REDACTED] |
| • [REDACTED] | • [REDACTED] |

### VIP Services

Your dedicated Travel Specialists will build one-on-one relationships with your travelers and bookers so that we can best support their needs of your VIPs. To support this, we can include a dedicated phone line if required which can be configured so that the booker's name appears, allowing our greeting to them to be both personal and brief.

We can provide a range of services suited to this type of traveler as follows:

- Limousine transfer
- Online check-in on their behalf
- Communication with suppliers and airline representatives directly so that VIP status is noted
- Airport lounges
- 'Meet and Greet' service to help travelers through check-in
- Hotel loyalty programs delivered via our suppliers to ensure room upgrades are applied
- Private aircraft charter

All VIPs will have a 'Commercially Important Passenger' remark entered into their traveler profile allowing our staff to immediately recognize when to offer this extended range of services.

### Diversity Study Trips

Since 2007, we've been working with academics, lecturers, teachers, and trip leaders within educational institutions who share our passion for travel. Our dedicated team is made up of educational travel experts and ex-teachers, who among them have travelled to all corners of the globe. We use the latest technology to make every stage of trip management run smoothly and offer a thorough approach to risk management to help you protect your travelers and manage your duty of care.

As the experts in Group Study Trips, we make it easy for trip leaders to provide their students with the life-changing benefits of educational and meaningful travel. We are dedicated to creating the best experiences for student groups in some of the world's most culturally and environmentally diverse locations.

We provide an educational groups service that specializes in tailoring your student field trips around specific subject areas, with the ability to embed as little or as much into your field trip itineraries as required. Diversity Study Trips can facilitate all your study trip requirements. From a simple accommodation reservation to a rail or flight-only booking to transport your students from A to B. However, if a fully immersive travel itinerary is what you require, including talks, workshops, visits, and activities tailored around the specific needs of your students, then our dedicated educational travel team is here to support you.

*c. Please provide details on options for booking spousal or dependent travel on the same itinerary as a RU employee but with the spousal/dependent portion paid by means other than university-liability credit card.*

Diversity Travel confirms acceptance and understanding that ticket cost and any associated fees will not be charged to a University account and confirms that University corporate discounts will not be applied. All costs for family members shall be paid for by the traveler.

We recognize that there are often instances where travelers choose to combine business with personal travel or when family members are accompanying University Travelers on official business travel. When a trip may include personal travel elements. We will then take payment for the authorized business travel portion on your corporate credit card whilst taking payment via the traveler's personal card for the personal travel amount or spouse or partner's ticket.

### C. SPECIALTY TRAVEL SERVICES

#### **1. Conference and meeting planning services should the University implement this requirement:**

*a. The contractor should arrange conference and meeting planning services upon request.*

We confirm that we will arrange conference and meeting planning services upon request.

Our experienced groups team are highly skilled and have exceptional global group travel knowledge. They specialize in managing group arrangements and tours (9+ travelers) for domestic and international travel for our academic and non-profit partners. Most recently the team have arranged various conference and group trips for **World Learning** within the USA, plus conferences for up to 150 travelers for some of our key humanitarian and academic partners.

*b. Arrangements may include, but are not limited to:*

- *Group transportation*
- *Reservation of meeting space*
- *Lodging*
- *Meals*
- *Ground transportation; and*
- *All other related services*

We confirm that conference and meeting planning services will include all of the above arrangements plus any other related services as required by the university.

*c. When providing this service, Contractor should seek best pricing available.*

We confirm that when the university requests a group booking, fares will be negotiated on a one-off basis with our airline partners to ensure best pricing available. Our Specialists are committed to achieving maximum value for money to ensure important funding goes further for you. The team will always make recommendations on potential cost savings through fare negotiation, creative ticketing methods such as split ticketing, and utilizing group and local airfares. Additionally, they will always check our individual negotiated and academic fares to ensure the group rates offered are the best rates available.

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### 2. Chartered transportation

*a. The contractor should provide arrangements for chartered flights or chartered bus service upon request. When such chartered transportation is requested, Contractor should seek the most favorable rates, routing, and service for the University.*

We confirm that we will provide arrangements for chartered flights or chartered bus service as required by the university. When such transportation is requested, we will seek the most favorable rates, routing, and service to ensure best value for money is offered.

### 3. International Group Travel

*a. Contractor should arrange international group travel upon request. Arrangements may include, but are not limited to:*

- Ground transportation*
- Lodging reservations*
- Meals*
- Meeting space/classroom facilities*
- Regional air transportation*
- Museum/cultural event coordination and ticketing*
- Assistance in obtaining passports, visas, and documents regarding health requirements upon request. Contractor should also provide ability to prepay international hotel and/or ground transportation bookings as needed; and*
- All other related services.*

As outlined above in our response to C. 1a, we will arrange conference and meeting planning services which includes provision for international group travel and all the above elements as required by the university.

*b. Please describe the Offeror's ability to provide Specialty Travel Services as outlined in this Section C. Specialty Travel Services. Propose any additional services that may not be specifically requested that Offeror deems of value for Radford University's considerations.*

As described above, when Specialty Travel Services are required for group, class trip or conference travel, Radford University will benefit from the experience of our specialist Groups and Conferences Team supported by proven processes and procedures that ensure you achieve best value accompanied by an efficient, high-quality service.

Our experienced groups team are highly skilled and have exceptional global group travel knowledge. They specialize in managing group arrangements and tours (9+ travelers) for domestic and international travel for our academic and non-profit partners. Most recently the team have arranged various conference and group trips for **World Learning** within the USA, plus conferences for up to 150 travelers for some of our key humanitarian partners.

Vast sector experience ensures the team understand the many challenges that group, class trip and conference travel can present, such as navigating complex multifaceted travel itineraries, country entry requirements, short notice arrangements and itinerary changes and emergency responses.

When the university request a group booking, fares will be negotiated on a one-off basis with our airline partners. Our Specialists are committed to achieving maximum value for money to ensure important funding goes further for you. The team will always make recommendations on potential cost savings through fare negotiation, creative ticketing methods such as split ticketing, and utilizing group and local airfares.

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### 3. b. International Group Travel Continued

Additionally, they will always check our individual negotiated and academic fares to ensure the group rates offered are the best rates available.

#### Group Travel Support Includes:

**Discovery Meetings:** working closely with university stakeholders to gain a detailed understanding of requirements, with specific information stored on the university's client profile to facilitate all group enquiries.

**Research:** undertaking detailed research in order to provide options based on your specific requirements. The team will ensure that price, location and added value options are at the forefront of each quotation.

**Quotations:** enabling the university make an informed decision, every quotation will include all relevant trip information.

**Negotiations:** utilizing our knowledge and expertise in negotiating the best value fares and rates for you. We will always work in a consultative way with your trip organizers to ensure the best value from every itinerary.

Diversity Travel's group fares will enable Radford University to achieve significant savings by booking up to eleven months in advance (and we may be able to book even further ahead where volumes allow).

You can then:

- Hold seats for up to two weeks before a deposit is required
- Manage requirements and communications between internal and external travelers
- Continue to hold seats without passenger names and full payment until eight weeks prior to departure
- Make name changes for a small fee even after tickets have been issued.

## D. ONLINE BOOKING TOOL (OBT)

### 1. Contractor must provide a comprehensive, intuitive, user-friendly online booking tool which should include the following features:

*a. OBT should have a wide range of features and functionalities that include, but are not limited to, providing services in accordance with the Statement of Needs, Section A. "General Travel Services."*

We confirm that we will provide Radford University with access to our proprietary OBT which will ensure services are delivered in accordance with the Statement of Needs, Section A. "General Travel Services".

We partnered with global software engineering firm, *Data Art*, to create our award-winning OBT and developed an intuitive, user-friendly tool that delivers powerful academic focused content with a seamless user experience. We invest significantly to introduce improvements that enhance online bookings with our latest release, launched in May 2023. This features a refined user experience, increased content, and wider selection of booking add-ons in line with our focus on continuous improvement.

Your OBT will be configured to present travel options that comply with RU individual travel policy, displaying the lowest available fares and rates in a user-friendly format. An extensive range of filters mean users can streamline results to match their preferences including filtering by CO2 to compare and select sustainable travel options. Our OBT will empower your travelers with direct control while ensuring policy and federal funding adherences.

### D.1.a. OBT Continued

Key benefits include:

- Access to the same academic Airfare content as your dedicated Travel Specialists
- Display of lowest available fares/rates in a user-friendly format
- High availability/reliability with average uptime of 99.82%
- Streamlined bookings completed in under three minutes and eight clicks.

*b. The OBT shall meet the security management standards as required by Radford University's Information Technology Security Department.*

We confirm that our OBT is PCI compliant and meets all data security requirements of Radford University as set out in *Attachment E* of the RFP document.

*c. When requested security assessment reports must be provided to Radford University.*

We confirm that security assessment reports will be provided to the university as required.

*d. OBT shall have a secure log-in process. Contractors should have or should develop a single sign-on capability that works with Radford University's internal security systems.*

We confirm that we will provide capability that works with Radford University's internal security systems to ensure a secure log-in process. During implementation we will work with you to enable access to the portal via single sign-on. This can be a link via your Radford University intranet or other relevant site to provide ease of access for your users.

*e. At a minimum, the OBT should require a Chrome River pre-approval number.*

We confirm that we will configure our OBT to ensure all relevant accounting data items (ADI) will be recorded before a booking can be confirmed, including your Chrome River pre-approval number.

All ADI can either be pre-loaded with relational links between them, or free-format fields can be validated to ensure correct alpha/numeric logic is applied.

*f. OBT should have a delegate option. A delegate is defined by Radford University as those individuals authorized to make travel arrangements and purchases on behalf of a RU employee or student.*

We confirm that Radford University's authorized users will have access to the OBT that will enable them to make delegate travel arrangements and purchases on behalf of an RU employee or student.

*g. OBT should have a Guest Traveler option. A Guest Traveler option is defined by RU as an additional feature added to specific delegate's tools within the OBT that allows authorized individuals to make travel arrangements and purchases for non-employees (e.g., speakers, employment candidates, etc.).*

We confirm that Radford University's authorized users will have access to the OBT that will enable them to make guest travel arrangements and purchases on behalf of non-employees.

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*h. RU should have administrative rights to OBT. Administrative rights include content updates, addition of new users, addition of new departments, customization, etc.*

We confirm that Radford University will be provided with administrative rights to our OBT.

We are able to integrate our proprietary tools with RU's systems to provide a way for your HR department to send us data files securely. Files can be transferred via Secure File Transfer Protocol (SFTP) so departments, users and traveler profiles are created/removed automatically.

*i. OBT should be customizable, including but not limited to, RU policy, preferred vendors, reporting information needs, and payment methods.*

We understand each university is different and our flexible online technology enables us to build solutions tailored to your unique requirements. This will include integration of RU policy, preferred vendors, reporting information needs, and payment methods.

Additionally, our technology allows the university to partition your set-up, for individual, department, and office requirements. This is particularly useful if for example, senior staff are permitted to book higher classes of travel.

Additional customization options include:

- **Language** - We provide English, French, Spanish, Portuguese, German and Dutch versions (additional languages can be catered for if required)
- **FAQ's** – customized section which can be mirrored on our mobile app
- **Banner messages** - on the landing page to deliver information/guidance
- **Travel policy/expense guidance** for ease of access and reference
- **University negotiated fares/rates** - loaded into our [REDACTED] platform to enable on/offline access
- **Accounting Data Items (ADIs)** - can either be pre-loaded with relational links between them, or free-format fields can be validated to ensure correct alpha/numeric logic is applied
- **Approval workflows** - can be customized to suit specific requirements and set-up to meet specific departmental needs
- **Declarations/Pre-Trip Approval Process** – pre-trip messaging can be included, such as the need for user to tick a declaration box to confirm they have understood policy or guidance

### Embedding complex travel and risk policies / Expense rules

Our systems can offer RU a choice of travel and risk policy management options that include (but is not limited to):

- Option 1: Only display content that falls within policy parameters
- Option 2: Display out of policy content but prevent booking
- Option 3: Display out of policy content but allow booking via approver workflow
- Option 4: Display out of policy content allowing bookings to proceed but the booker will be required to provide a reason, via a dropdown box, for booking out of policy.

### Flexible travel policy rules

Our user-friendly, intuitive proprietary online booking tool (OBT) will give RU users the ability to book multimodal trips including flights and hotel in one single basket transaction. Travel policy rules that can be incorporated into our systems to include the following:

### D.1.i OBT Continued

- Class of travel based on flight duration
- Removal of all premium class, business, or first-class travel in line with your policy that flights/rail tickets must only be booked in coach/preferred seating
- Restrict airline use by destination or by carrier (such as ultra-low cost carriers)
- Restrict travel due to risk
- Organizational preferred suppliers for air by destination
- Your preferred suppliers for hotel country or city
- Rate caps for hotels in line with your policy of up to 200% maximum of the Federal GSA rate plus associated taxes and fees

*j. OBT should have the following capabilities: ability to copy an itinerary; ability to provide a travel arranger with a portal view of their travelers; ability to accommodate group travel; ability to book spousal/dependent travel on the same itinerary without charging to a university-liability card; ability to charge university air travel card for employee flights.*

We confirm that our intuitive and flexible OBT meets your capability requirements:

**Ability to copy an itinerary:** Authorized users can view all confirmed travel arrangements in the 'My Trips' section of the OBT where they can replicate the trip should they need to copy an itinerary.

**Ability to provide a travel arranger with a portal view of their travelers:** Authorized users will have access to traveler profiles via the profile manager section of the site. Travel arrangers that book on behalf of others will be able to select from all traveler profiles to which they have been given access.

**Ability to accommodate group travel:** Our OBT was designed for ease of use and facilitates streamlined bookings completed in under three minutes and eight clicks. This means that tool is the ideal solution for simple travel bookings for groups of up to 9 travelers.

**Ability to book spousal/dependent travel on the same itinerary:** We confirm that users will be able to book travel for spouses or dependents on the same itinerary without charging to a university-liability card. We will take payment for the authorized business travel portion on your corporate credit card whilst taking payment via the traveler's personal card for the spouse or dependent's ticket.

**Ability to charge university air travel card for employee flights:** as outlined above we confirm that we will charge the costs for employee's flights to the university's air travel card as required.

*k. OBT should have mobile application capability.*

We confirm that our OBT is compatible with all browsers and has mobile application capability. The platform is responsive and device intuitive so bookers can access and making bookings on the go from a smartphone or tablet is just as easily as a laptop or PC.

Your staff and students can also book or amend routine or urgent travel via our mobile application.

*l. Contractor should demonstrate advanced knowledge of online booking tool technology in order to provide a high level of service to RU travelers. Contractor must provide implementation services for the OBT upon award of contract.*

We confirm that our proprietary OBT will demonstrate Diversity Travel's advanced understanding of online booking tool technology in order to provide a high level of service to RU travelers

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### D.1.I OBT Continued

We understand that the university requires a require a secure centralized booking platform that allows your staff to book travel quickly and efficiently. Our proprietary online booking tool (OBT) offers university users the ability to book flights, hotels and corporate rental programs through one convenient portal.

Upon contract award, we confirm we will provide full implementation services for the OBT as outlined below.

*m. Services shall include, but not limited to, an organized roll-out plan, orientation, and training for Radford University administrative team as well as orientation and training of users, etc.*

On contract award, we will immediately launch an implementation roll-out plan which will include orientation, and training for Radford University administrative team as well as orientation and training of users.

Both our Director of Marketing, Jamie Anderson, and SVP Of Sales & Account Management, Beverly Weir have vast experiences in working with universities to create awareness of new vendor partners as well as increasing on contract spend. They will work closely and collaboratively with the respective departments and stakeholders within RU to ensure a complete understanding of the university's goals as it relates to your travel program. With a clear understanding of these objectives, we will conduct customized presentations both in person and virtual that will be tailored to the needs of each department.

These activities will not be limited to the onset of our partnership, rather, they will be ongoing to ensure we are providing the assistance and support necessary to achieve new initiatives, continue to increase awareness and on contract spend as well as other university goals such as increased Duty of Care, online booking adoption, and policy compliance.

*n. OBT must be able to charge university air travel card for university funded flights.*

We confirm that our OBT is able to charge university funded flights to the university air travel card.

We offer multiple payment methods to accommodate each organizations unique requirements including:

- Company lodged card account
- Individual purchasing card payments
- Personal debit/credit card payment
- On account via individual invoice
- On account via consolidated invoice

*o. OBT must be able to accept personal credit cards if an employee also books a flight for their companion.*

We confirm that we are able to accept personal credit cards if an employee also books a flight for their companion. When required, we will split payments to allow travelers to combine business with personal travel or when travelers may have an accompanying companion. We will take payment for the authorized business travel portion on your corporate credit card whilst taking payment via the traveler's personal card for the personal travel amount or spouse or partner's ticket.

**2. Provide RU with all available OBT options and enough information about each OBT for RU to make an informed decision about which tool best meets the needs of the University. Please make a recommendation of the tool that, in the Offeror's opinion, best meets the needs of the University.**

Diversity Travel's proprietary OBT was developed in consultation with our university and non-profit clients to ensure we provide a single platform that fully meets the diverse needs of academic travel management.

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### D.2. OBT Continued

Our OBT is the only tool which allows access to academic airfares in all markets, enabling our clients to take full advantage of the convenience of 24/7 online booking and eliminating the need for users to visit multiple online portals.

**3. Provide a detailed description of the features/functionality of all OBT options, including, but not limited to, ability to comply with each item as outlined in the Statement of Needs, Section A. General Travel Services, and C. Online Booking Tool. Please include any additional features or services that Offeror deems of value for RU's consideration.**

Please see our above responses to each of the individual criteria, which describe our ability to comply with each item as outlined in the Statement of Needs, Section A. General Travel Services, and C. Online Booking Tool.

### Additional Features for Added Value

Features include:

- Access to traveler profiles/profile manager
- Customizable area for university travel policy/guidance documents
- Support resources including video tutorials and password reset functions
- Bookings/quotes repository including visibility of those made offline through the team
- Real-time travel restrictions information supported by Sherpa technology, supporting country entry, quarantine, visa, and vaccine requirements
- Contact information for your dedicated offline Travel Specialists/Account Manager
- Web chat online feature, plus feedback and contact form
- Traveler tracking (mTrip), security, and risk alert system for authorized users
- PowerBI MI self-serve reporting tool access for authorized users

**Farecompare Technology:** In addition to always providing the lowest available fares on each journey, our OBT will guide your travelers with their flight selection using our FareCompare technology.

Once the user has searched and selected a flight option, they will be prompted by our systems, highlighting any cheaper options or those with added-value benefits, such as academic fares, with longer hold periods, lower cancellation fees or increased baggage allowance. This will help your staff drive down the hidden costs associated with cancellation and change fees and additional baggage, because your users can quickly evaluate any added value benefits.

**Lowest Price Assurance:** As airfares continuously fluctuate, our innovative software monitors availability of all airline inventory, for bookings made online and offline.

If a suitable lower fare becomes available after reservation, we will rebook the itinerary at the lower price. If the ticket has already been issued, we will cancel the existing reservation and rebook, provided the savings outweighs any applicable cancellation costs.

**4. Please describe the capability of integrating with Chrome River expense management tool, including the cost of integration and any resources needed by RU or Chrome River for the integration. If the OBT does not integrate with Chrome River, then please describe any lost functionality.**

Our in-house software development team have the expertise and ability to integrate with a variety of finance tools and HR databases including Agresso, Jagger and Workday for example, to make invoicing and reporting simpler for RU.

### D.4. OBT Continued

Because Diversity Travel's systems have been built in-house, we have both the expertise and flexibility to be able to offer custom solutions for our clients. We already have data integrations with many other academic customers, and we would welcome the opportunity as part of our partnership, to explore integrating with Chrome River to enable greater visibility of information related to your travel program.

As such, any integration requirements or areas for process efficiency will be fully scoped as part of the Discovery and Design stages of the implementation with RU. Our Development Team and Implementation Manager will work alongside your relevant stakeholders to establish and test any connections to ensure all information flows in accordance with requirements.

#### **5. Provide detailed information about the type of personal information stored in the OBT (e.g., full name, birth date, Social Security Number, employee ID, email, etc.). Data security reports must be provided when required by Radford University.**

We confirm that Data security reports will be provided when required by Radford University.

All profile information is securely stored on our secure servers and displayed only to those authorized members of their team or network when booking travel. In line with European GDPR legislation, we do not capture data that will not be used, for example the traveler will not be asked to provide their passport details if they are going to be exclusively booking rail travel.

As a minimum we recommend the following is captured within a profile:

- Full name as it appears on the passport
- Title (as required by airlines)
- Date of birth
- Passport details/nationality
- Email address
- Mobile phone number
- Emergency contact information
- Any special requests such as mobility requirements

In addition to the above, the following fields can also be captured:

- Position / Job Title
- Alternative contact options such as personal cell and email address
- Frequent flyer details
- Hotel loyalty programs and preferences
- Seating and meal preferences
- Fitness to travel Information

**Data encryption** - All data held is encrypted when at rest and during transition. All data transfer between systems is secured via HTTPS connections or utilizing VPN connectivity (L2TP) to ensure adequate protection against tampering and eavesdropping, ensuring data integrity and confidentiality.

#### **6. Prior to awarding of contract, Offeror must complete a RU assessment of data security practices. Assessment results must be acceptable to RU before an award is issued. Please confirm acknowledgement and acceptance of this requirement.**

We confirm acknowledgement and acceptance of this requirement.

**7, Provide detailed information regarding the data types the Offeror's employees access through the OBT, or otherwise in providing services. Describe Offeror's procedures for ensuring that information is protected and is used as intended, and that Offeror's employees are trained in data security practices. Provide any relevant documentation addressing the data security standards and procedures of the Offeror.**

We take our data security obligations very seriously and as such, alongside strict adherence with GDPR, we have implemented Cyber Essentials Plus and gained *ISO 27001* certification for our Information Security Management System.

### Data types

Our reservations staff can access personal data relating to travel via our electronic **InstaQuote** mid-office platform and secure access is via Windows login with username and password.

Only our IT staff can access our cloud-based servers directly and this is tightly controlled and monitored by Server Role restrictions using secure username and password.

Our Account Managers and our Management Team have access to data via our reporting suite with secure access via Windows login with username and password. Our reporting system is set up using hierarchal functionality which means authorized staff are restricted to access relevant reporting only.

### Ensuring that information is protected

We manage our data using SQL Databases all of which are in a tightly controlled Microsoft based environment, access control is role based using Username and Password with Multi Factor Authentication. We have a strong Password Policy, and all our staff undergo Information Security and GDPR training as discussed below in further detail. Further role-based controls are in place for our proprietary booking system and access to Profiles for our Online Booking Tools.

We have a data Retention Policy and Schedule and our data is irreversibly anonymized at the appropriate time by automated procedures we have implemented. Our Compliance Officer checks compliance with GDPR during internal audits, and overall responsibility for adherence to GDPR lies with our Director of Finance.

As well as having policies and procedures in place we use a variety of technical measures to protect our data, including a firewall, network segregation, email cyber security to help protect against malware and phishing attacks, all data held is encrypted when at rest and during transition. All data transfer between systems is secured via HTTPS connections or utilizing VPN connectivity (L2TP) to ensure adequate protection against tampering and eavesdropping, ensuring data integrity and confidentiality.

Our Software Development is also run in testing and staging environments before going live and we have policies covering our Secure System Engineering Principles and I.T. Change Management.

**Rackspace Cloud Storage:** Data is stored with Rackspace, an external data hosting supplier who use extensive security systems both technical and physical to ensure confidentiality, integrity and availability in line with our Information Security requirements, we have achieved and maintained ISO27001 Information Security certification for five years.

**Disposing of data:** If a Traveller Profile needs to be deleted before, then members can request to do so. The retention period we apply to data depends on the purpose of the data for example:

- Booking data is anonymized a year after the end of travel
- Member reporting data after three years
- Data required for invoicing may be kept for up to seven years for HMRC auditing purposes.

### D.7. OBT Continued

All media that we dispose of is destroyed in accordance with WEEE and our ISO 14001 processes. This is conducted by an approved third party who provides us with certificates of destruction and disposal.

#### Training on data security

All new employees complete mandatory initial Data Security induction training and must confirm acceptance of our Data Security Breach Notification Policy and processes.

Annually, all our staff undertake online audited courses through GRC e-learning to reinforce the importance of compliance and security, and to help our staff develop good habits, and ensure we maintain our accreditations, such as the PCI DSS and ISO 27001.

Staff tests include GDPR, Information Security and Phishing during induction, with mandatory annual renewal and certification to help ensure data security across the business.

#### Data Security Standards

We hold various certifications against security standards, including *ISO 27001* Information Security (Data), *PCI DSS* compliance and *Cyber Essentials* and *Cyber Essentials Plus: CEP-INT-00137*.

Please find evidence of our certification included in the appendices section at the end of our proposal. Please note that our *Cyber Essentials Plus*: certifications are in the process of being reviewed and we will supply evidence of the updated certificates once we are in receipt of these.

**ISO27001 Accreditation:** We hold the highly credited '*ISO27001 Information Security*' certification, demonstrating our commitment to delivering high-quality data security for our clients.

In-line with our ISO 27001 certification, we take the following steps to ensure our clients' data is secure:

- All external interfaces are protected by a fully managed firewall which are provided by our internet service provider
- All machines that connect to our domain have Sophos Anti-Virus installed or updated on connection
- We use an accredited external provider to run penetration testing on our networks which are all completely segregated
- We use systems that have access to our servers that have additional role-based security
- All our staff are required to follow our strong password policy
- All our emails are protected by a secure email gateway.

**Cyber Essentials Plus:** Adding to our secure IT security, we implemented Cyber Essentials Plus in March 2018 and have received recertification every year since. This includes an annual review overseen by Diversity's IT Infrastructure Manager, where we are security tested by a NCSC approved member of the CHECK Scheme.

**PCI DSS Compliance:** We also conduct quarterly testing for PCI DSS Compliance via approved supplier, Security Metrics.

### E. DUTY OF CARE

#### 1. The Contractor should provide any available services in regard to duty-of-care. Services should include:

##### a. Ability to track travelers at any time during travel status.

We confirm that we will provide Radford University with the ability to track travelers at any time during travel status. To fully support your Duty of Care obligations, we offer a comprehensive Duty of Care module which includes:

- Country briefs and risk assessments
- Emergency GPS location functionality – RU can identify a travelers' precise location when this is enabled
- Travel Alerts and Security Notifications - Travelers will be alerted of potential trip disruptions allowing to plan alternatives or prepare themselves in advance. Notifications will be relevant to the locations the traveler is travelling to or from within five days of the start and end-date.
- Traveler tracking by PNR and GPS – our [REDACTED] platform allows us to capture all itineraries regardless of the booking channel, including non GDS content such as low-cost carries, third-party hotels, Mystifly, and NDC
- Two-way communications between safety manager and travelers.

Our traveler tracking tool is accessed through our online travel portal and provides real-time critical intelligence on your traveler's global locations, country risk levels and risk profiles through a global interactive map and alerting system.

Within the tracking tool, our *Traveler Location Summary* reports will provide RU with details on your traveler's whereabouts which allow the user to report on a traveler's location 24/7/365.

##### b. Ability to integrate travel itineraries with any selected software.

We confirm that we have the ability to integrate travel itineraries with any selected software.

Our in-house software development team have the expertise and ability to integrate with a variety of tools and HR systems including Agresso, Jaggaer and Workday for example.

Because Diversity Travel's systems have been built in-house, we have both the expertise and flexibility to be able to offer custom solutions for our clients. We already have data integrations with many other academic customers, and we would welcome the opportunity as part of our partnership, to explore integrating with RU's own systems to enable greater visibility of information related to your travel program.

##### c. Ability to communicate with travelers and RU administration, any travel alerts or warnings issued by the U.S. Government and/or destination area, including travel restrictions to sanctioned countries in times of natural disaster.

We confirm that we will communicate with travelers and RU administration, any travel alerts or warnings issued by the U.S. Government and/or destination area, including travel restrictions to sanctioned countries in times of natural disaster

As aforementioned our Duty of Care module includes Travel Alerts and Security Notifications, whereby travelers will be alerted of potential trip disruptions allowing to plan alternatives or prepare themselves in advance. Notifications will be relevant to the locations the traveler is travelling to or from within five days of the start and end-date.

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*d. Ability to record that traveler made it to their destination and/or provide a 2-way communication between travelers and the duty-of-care administrators.*

As referenced in the above response, our Duty of Care module enables 2-way communications between RU's duty-of-care administrators and your travelers. Authorized users can contact a single traveler, members of a trip, everyone or multiple travelers, and can send push notifications to the traveler's mobile app, and by email or SMS.

**2. Please describe the Offeror's ability to provide Duty of Care as outlined in the Statement of Needs, Section E. Duty of Care.**

Please see our above responses to each of the individual criteria, which describe our ability to provide Duty of Care as outlined in the Statement of Needs, Section E. Duty of Care.

## F. CUSTOMER SERVICE

**1. Excellent customer service is expected from the Contractor for University travelers/travel arranges at all times. The Contractor should:**

*a. Assign experienced travel agents.*

We confirm that we will assign experienced travel agents to ensure excellent customer service is provided to Radford University at all times. During the hours of 8 to 6 PM, Monday-Friday, all offline pre and post-trip travel requirements will be handled by your dedicated Travel Specialists, all of whom are experts in booking policy-compliant travel. Their level of expertise means there is no need for bookers to deal with multiple teams for different types of enquiries, for example, when complex international fares or trip amendments or cancellations are required.

*b. Maintain regular business hours between Monday-Friday, from 8 to 6 PM.*

As outlined above, we confirm that we will maintain regular business hours for RU between Monday-Friday, from 8 to 6 PM.

*c. Provide emergency and after-hours support.*

Outside of our standard business hours and on holidays, RU will be supported by our in-house, Out of Hours Team, operating 24/7/365 in a 'follow the sun' method, ensuring there is always a Diversity Travel Specialist on duty.

*d. Return non-emergency phone calls and emails within three business hours.*

We confirm that non-emergency phone calls and emails will be responded to within three business hours.

The three-hour response time allows our Travel Specialists to 'go the extra mile' for our clients by providing multiple options and advice to travelers on the areas they are visiting, such as visa and health requirements or a location that requires additional security arrangements.

*e. For emergency phone calls and emails, what is your standard response time?*

In case of emergencies or urgent matters, we recommend travelers call rather than use email whenever possible. Calls are answered within 6 rings. If a traveler does not have the ability to call, they should add "URGENT" to the subject line of their email.

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*f. Communicate the method preferred by the travel arranger (phone, mail, etc.).*

We confirm that we communicate with each RU travel arranger by their preferred method.

**Calls and Emails:** During our regular business hours calls will be answered within six rings and the inquiry dealt with at that time unless the caller requests the response and/or quote by email. Email requests will be responded to within three hours of receipt in line with your requirements.

**Webchat:** Our live online Webchat service provides a convenient way for your travel arrangers to get in touch. This service will enable your users to access online booking, change or cancellation support, connecting them to dedicated expert travel consultants rather than a chatbot or automated response.

**WhatsApp:** Users can contact us toll free, from anywhere in the world. This is ideal for your global travelers and will complement our webchat facilities.

*g. Be proactive in asking what travel needs are.*

We confirm that our travel specialists will provide RU travel arrangers with a proactive and efficient service to ensure every travel need is fully accommodated.

Diversity Travel's Specialists pride themselves on providing courteous, prompt and proactive support, developing positive relationships with your bookers and travelers alike.

Going the extra mile is simply part of their DNA.

**2. Notify travelers of all scheduling/itinerary changes/cancellations. The Contractor should keep traveler up to date on airport closings, canceled or delayed flights, trains, and buses. In the case of such an occurrence, the Contractor should:**

*a. The university should not incur trip cancellation fees.*

If there is a cancellation of a flight or train, the university will not be charged a fee by Diversity Travel.

*b. Make every effort to notify any travelers which may be affected by such events.*

We provide a combination of leading technology solutions and offline support services to ensure communication is provided to RU and your travelers in the event of disruptions to travel and/or in an emergency. This includes:

- **Traveler tracking solution** –includes real time GPS and mobile tracking
- **Mobile Application** –includes travel risk alerts, push, email and SMS messaging and live itinerary updates. The app has the functionality to notify passengers automatically in the case of travel disruptions such as delays or cancellations.
- **Emergency Support Plan (ESP)** –includes real time agent support

All of our emergency response systems and processes have been developed specifically for our academic clients, and are shared through regular training sessions, best practice workshops and communication and support materials available on your online portal. We will ensure your staff remain fully informed and aware of strategies in staying safe when travelling, and how to respond if something does go wrong.

*c. Arrange alternate travel bookings whenever a carrier defaults or cancels a scheduled departure.*

We confirm that our reservations team will pro-actively contact bookers and/or travelers in the event of scheduling/itinerary changes or cancellations, to provide advice and make alternative arrangements when required.

*d. Provide effective procedures for complaint resolution.*

We confirm that we have clear *ISO9001*-certified processes for tracking and resolving customer service issues.

Our Customer Care team logs all customer service issues on our CRM system at the point of receipt, categorizing issues so we can identify any trending areas of weakness. The CRM system provides automated tracking and resolution reporting and has a scheduling feature to help us resolve service issues in-line with agreed service levels. All service issues are reviewed during weekly operational meetings and at monthly Directors meetings.

*e. Be able to measure customer services performance of all agents assigned to RU and report performance to RU quarterly.*

We confirm that we will measure customer services performance of all agents assigned to RU and report performance to RU quarterly.

Diversity Travel has been ISO 9001 accredited since 2008, and this supports our internal Quality Assurance and Complaint Resolution processes.

We use a variety of methods to assess performance and ensure all our staff are consistently delivering to our high-quality standards, and to identify any ongoing training needs.

These include:

- Confirmed booking checks
- Call recording
- Coaching
- Post-ticketing checks
- Cancelled booking checks
- University courtesy calls

Across all these checks, feedback is documented then discussed between the Learning and Development department, the individual and the Team Manager; any identified training needs or support is then immediately put in place. This ensures that all our consultants are constantly able to present insightful travel options and the most competitive fares for each enquiry. Any consistent underperformance will be addressed with the Specialist and development measures implemented.

**3. Please describe the Offeror's ability to provide Customer Service as outlined in the Statement of Needs, Section F. Customer Service.**

Please see our above responses to each of the individual criteria, which describe our ability to provide Customer Service as outlined in the *Statement of Needs, Section F. Customer Service*.

**4. Please include a response to each item listed and propose any additional services that Offeror deems of value to RU.**

Please see our above responses to each of the individual items listed, which describe our ability to provide Customer Service as outlined in the *Statement of Needs, Section F. Customer Service*.

For additional services of value to RU, please see our above response to section B – General Travel Services, 5.b for full details of our extensive value-added services.

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**5. Please state the number of agents assigned to RU’s account; whether the agents are dedicated (100% RU account) or designated (more than just RU’s account); how many other accounts they will have if designated; and percentage of time allocated to RU.**

Our staffing plan is to provide RU with a designated team of five Academic Travel Specialists with an average of 8 years travel industry experience and a deep understanding of academic travel needs and how they differ from corporate. They are led by an experienced Team Manager, **Kahalia Reis** and further supported by a Team Administrator. This ample staffing level ensures a consistent service with the ability to handle multiple incoming travel requests when made on behalf of RU. A timely response to meet agreed service levels is assured and will be maintained in case of spikes in demand or in the event of absences or illness.

**6. Please include resumes of all agents assigned to RU’s account and state years of corporate travel agency experience.**

[REDACTED] started her journey majoring in Hotel and Lodging Management at Johnson & Wales University in Providence, Rhode Island. Since graduating she has held various roles, initially in hospitality and then moving to business travel in 2017 where she was responsible for arranging travel for a large portfolio of clients who were predominately academic institutions and NGOs. She joined Diversity Travel in 2019, and her role as the Senior Team Manager of RU’s designated Team reflects her range of experience, knowledge and understanding of the academic sector. Kahalia reports directly to the US Senior Vice President of Operations and has the autonomy to make decisions for her team.

[REDACTED] started her career in the travel and hospitality industry as a flight attendant and has served in many customer facing positions since. Today she a leading force on our Academic Specialist Team ensuring that we perform not only within our Service Level Agreement, rather we exceed our SLA and wow our clients’ travelers and bookers. She oversees day to day quote reviews and service metrics as well as providing travel request and booking services to our partner clients.

[REDACTED] received an Associate’s of Applied Sciences degree in Travel and Tourism Operations from Penn Central College and has over 15 years’ experience in the travel industry. His passion for travel runs deep and he wants to share that with others by supporting travelers and bookers alike, providing consultative services, ensuring travelers are prepared for their journeys whether it be across the country or around the world.

Jennifer holds a bachelor’s degree in cyber security from Purdue Global. With her love of travel exceeding her passion for information technology, Jennifer recently joined Diversity Travel. Her technology background made her a quick study with our GDS and proprietary technology infrastructure. She is an integral part of our Academic Specialist Team committed to ensuring travelers are always getting the best policy compliant fares and hotel rates while going the extra mile to make the booking journey the best experience possible.

[REDACTED] experience in account management and negotiations. Anna works diligently to ensure our academic partners receive the best group airfare and hotel block rates with free concessions. Anna also works closely with our Supplier Relations Team to ensure we close the gap on any product requirements that might not currently be readily available to our partner clients.

### 7. Please detail how customer service satisfaction is measured.

We have been ISO9001 accredited since 2008 which supports our internal Quality Assurance and Complaint Resolution processes. Your Reservations Team Manager, SVP of Operations, and our Learning and Development Team will continuously monitor our performance against our SLAs (which include both quantitative and qualitative KPIs) to ensure all our staff are consistently delivering to our high-quality standards, and to identify any ongoing training needs.

These include:

- Surveys – emailed with every quote
- Annual client tailored surveys
- SLA/KPI reporting - Daily
- Quarterly review meetings
- Weekly Reservations Team Manager courtesy calls
- A range of quality checks that are carried out daily by our Learning and Development Team.
  - Booking checks
  - Call recording
  - Post-ticketing checks
  - Cancelled booking checks.

Results relating to Radford University are presented to you by your Account Manager during quarterly review meetings or more frequently as needed.

## G. ASSISTANCE WITH VENDOR NEGOTIATIONS:

*The Contractor should negotiate, coordinate, and manage RU's participation in corporate awards programs and/or corporate rate agreements with airlines, hotel, and car rental companies to include redemption assistance. Provide examples of negotiated discounts the Offeror has had success in achieving for other clients.*

We confirm that Diversity Travel will negotiate, coordinate, and manage RU's participation in corporate awards programs and/or corporate rate agreements with airlines, hotel, and car rental companies to include redemption assistance.

### Corporate Rates

Our Supplier Relationships team work tirelessly to ensure our clients are provided with the very best deals in the marketplace, whether this be for flights, hotel, rail or car rentals. Our approach to continuous improvement means that we will always look for ways to save you money. This could be negotiating discounts on your most frequently used airlines, securing a hotel deal because volumes have increased or implementing corporate loyalty programs.

We continuously work with all carriers to increase discounts and improve benefits and flexibility of all contracts to increase savings for RU. Our regular negotiations and product reviews ensure delivery of benefits introduced specifically to support academic travelers such as discounted fares, enhanced academic baggage allowance or the first amendment offered free of charge.

### Corporate awards programs

As academic travel specialists we recognize the value that enrolment in principal airline corporate loyalty schemes and airline incentive schemes can represent. For some organizations our management of airline loyalty and incentive programs on their frequently used carriers has a huge impact, saving them up to as much as \$25,000 in a year.

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### G. Assistance with Vendor Negotiations Continued

To maximize the benefit of this service for RU, we will ensure that all applicable bookings made through Diversity Travel will gain points where eligible. When sufficient levels have been achieved, your Account Manager Tammy will help you identify how to leverage the points to gain best value, and how this will be managed. Depending on the scheme and airline, in some instances, your dedicated team is able to make these bookings on behalf of the organization.

## H. REPORTING:

*Contractor should provide comprehensive, customizable reports accessible by RU management or submitted electronically to include, but not limited to:*

### 1. Monthly Reports:

#### a. Total spend

Diversity Travel leverage a range of systems to facilitate rapid, detailed reporting for our clients which includes a total spend report giving you full oversight of the university's travel expenditure.

Our management Information (MI) Tool is powered by PowerBI technology. PowerBI is used by over 115 million users globally, for self-service and enterprise business intelligence (BI). **We also utilize Apache Airflow reporting technology (originally developed by Airbnb)** to provide our customers with live, real time data. The MI tool is easy-to-use and delivers powerful, self-service reporting with 24/7 availability. For added convenience, it is accessible via your online travel portal using a secure username and password, allowing university users to instantly download ad-hoc reports that highlight travel patterns, usage and behaviors, with the aim of driving efficiencies, best booking practices and savings across your program.

#### b. Spending by category (e.g., air travel, car rental, hotel bookings, etc.)

As outlined above, RU will benefit from 24/7 access to our user-friendly and intuitive MI reporting tool through Power BI, which will be accessible to your authorized users through the GateWay portal. All reports can be downloaded in excel or PDF format.

Users will be able to view a suite of 20 standard MI reports, which can be used to analyze all travel types, destinations, individual and group activities, carbon emissions, supplier and booker behavior and more - the reports can be run across any desired date range.

Reports include:

- CO2 Emissions
- Air Fare Spend Summary
- Air, Rail and Hotel Booking Summary
- Booking Time Management
- Hotel Spend Summary
- Insurance Summary Report
- Online/Offline Overview
- Passengers Currently in Country (Traveler Tracking)
- Top Bookers
- Top Destinations
- Top Passengers

### H. 1. b. Monthly Reports Continued

Each report can be saved and re-run using the desired date range. Reports can be downloaded and saved instantly in a wide choice of formats, e.g. .pdf, .xlsx, .xlsm or .csv, for ease of importing into local systems. Alternatively, automated emails can be setup to send these reports directly to a nominated email inbox at a frequency of your choice.

#### c. *Ticketing fees*

Ticketing and booking fees are broken down and clearly itemised on all booking confirmations and invoices. In our reporting this detail is contained within the *Spend Summary* and shown as a percentage, and a fully itemized detail of fees is included with our *Customer Spend Report*.

#### d. *Compliance reports*

To enable compliance reporting, our proprietary **InstaQuote** system equips us with the capability to capture and record a reason for booking out of policy which can be chosen from a RU pre-approved drop-down list. Our MI will then show the exception reason along with other accounting data items (ADIs) for reporting and audit purposes.

#### e. *Reservation method report (online booking tool, email, phone, after hours support services, etc.)*

As mentioned above, our *Overview* report will inform your users of the method in which the reservation was created.

#### f. *Unused ticket reports*

When non-refundable tickets are canceled resulting in ticket credits, we will report on the available credits monthly. There is no additional fee for this service.

This reporting service is provided by our partner, **Magnatech**, a web-based solution that automatically tracks, updates and reports on unused ticket credits including open segments and expiration dates.

#### g. *Sustainability reports (e.g., carbon footprint)*

We recognize that CO2 emissions produced from air travel are a major contributor to climate change and provide our clients with reporting that supports their sustainability goals and help them reduce their carbon footprint. We track and report on a vast range of data sets, which we capture throughout the booking process automatically, including CO2 emissions on every option.

## 2. **Annual Reports:**

### a. *University savings from rebates, negotiated discounts with airlines, rental car companies, and/or lodging; and*

We confirm that we will support the university with annual reports that detail savings from rebates, negotiated discounts with airlines, rental car companies, and/or lodging.

As outlined in our previous responses, Diversity Travel will provide regular reports to give RU full visibility of your travel spend and identify immediate areas which might need to be addressed. We will also provide more in-depth quarterly and annual reports which your Account Manager will present to you with analysis of successes, any causes for concern, and recommendations for further developments.

## The Global Academic Travel Experts

### *b. Recommendations to the University on how to reduce travel costs for the following year.*

As a leader in academic travel management, much of our time is invested in helping our clients save money. To facilitate this, a fundamental element of our service and our pro-active Account Management strategy is our focus on continuous improvement to drive further developments to improve both efficiencies, and cost savings.

We are committed to reducing travel costs for RU facilitated through improvements to existing contracts. These savings will be achieved by the ongoing enhancement of our sector leading humanitarian contracts. We are constantly negotiating with key airlines to improve both terms and conditions, as well as fare levels. These savings will be documented and detailed and presented as part of quarterly reviews.

**Increasing online adoption:** This is a key objective for many of our clients, as pushing travel spend online saves both time and money.

By utilizing the online booking tool for simple reservations such as hotels or point-to-point flights, RU can improve booking efficiencies and booker satisfaction while also saving on delivery costs linked to transaction fees. We will work with you to understand your needs and ensure you can get the most from our online tool while maintaining control on your travel policy and spend with custom integrated authorization processes where required.

**Advanced Booking Window:** A fundamental of reducing travel costs is to drive improvement of advance booking windows to enable further savings for RU across the life of the contract.

Our evidence shows that academic clients can achieve significant savings by reducing advance booking periods to take advantage of lower fares and improved availability.

The ability to hold our academic contracts allows bookers to book further in advance, without financial commitment, accessing fares and availability earlier and reducing cost. Appreciating that plans change these fares can be released from hold, without penalty at any time prior to ticketing.

We will work with you to identify opportunities to change behavior by educating bookers and travelers through a collaborative approach to drive change across the university.

### **3. Describe Offeror’s ability to provide Reporting as outlined in Statement of Needs, Section H. Reporting. Please detail other reports that the Offeror can provide that would add value to RU.**

Please see our above responses to each of the individual criteria, which describe our ability to provide Reporting as outlined in *Statement of Needs, Section H. Reporting*.

## **I. RADFORD UNIVERSITY POLICY AND DATA SECURITY COMPLIANCE:**

### *1. It is the Contractor’s responsibility to stay current on RU Travel Policy .*

We confirm that Diversity Travel will stay current on RU Travel Policy.

As part of our quarterly account management meetings, will review your travel program and policy to ensure we stay abreast of any developments or changes. Any updates required as a result of the review will be mutually agreed and actioned and subsequently communicated to the relevant staff/ teams at Diversity Travel.

2. *Contractor must comply with RU's information security policies and standards. See Attachment E.*

We confirm that Diversity Travel will comply with RU's information security policies and standards as per your document 'Attachment E'

3. *Acknowledge compliance with policies as outlined in the Statement of Needs and section I, Policy Compliance. Please explain how the Offeror will train agents and ensure that the agents remain current on RU policy. Explain how policies will be incorporated into the Online Booking tool, as applicable.*

We acknowledge that Diversity Travel must comply with RU's policies as set out in the *Statement of Needs* and *section I*, and the *University Travel Policy* document.

### Ensuring Policy Compliance

We implement a variety of automated and manual quality control strategies and a series of quality checkpoints throughout the reservation process to ensure we provide our clients with the highest level of service and ensure continued compliance.

Our clients' negotiated rates and fares, preferred supplier contracts and travel policies are documented in their company profiles. These electronic profiles are housed in a proprietary, centralized database that feeds all of our technology systems, including our automated quality control system, consultant desktop tools and online booking tools. This ensures that the options available to travelers, via both offline and online channels, comply with company policy and support our customers' preferred supplier contracts.

Because no reservation can be made without first consulting the company profile, policy compliance is assured. Regardless of where or when a reservation is made, our consultants have immediate access to this data.

#### How we will train agents and ensure that the agents remain current on RU policy

As part of our implementation processes, prior to go-live, your offline team will be fully trained on the university's specific policies and procedures. The Team Manager will be fully involved in the implementation project as a whole, and during this time, will develop a deep understanding of your unique needs.

The Team Manager will be passing this knowledge on to your team via a team briefing session, additionally they will document all learnings in detail using our *client details template* which will be stored for all our reservations team to access and refer to as needed.

The policies and procedures will also be loaded into our **InstaQuote** system to guide your dedicated and Out-of-Hours teams as they process your bookings, ensuring they comply with your requirements. This includes in-built controls that will enforce elements of your travel policy automatically for our consultants.

**Ongoing training:** Our employees routinely participate in a variety of training programmes hosted by our dedicated Learning and Development and Human Resource teams. These programmes include Client-specific training (i.e., client policies, procedures and preferred suppliers) which forms an integral component of the strategy for client-dedicated staff.

#### How policies will incorporated into the Online Booking tool

As outlined previously in our detailed response to section *D Online Booking Tool, Criteria I*, our proprietary online booking tools will be configured to align with all elements of RU policy ensure

Travelers booking online have a variety of viable, cost-saving options from which to choose, all of which comply with our your policies and support any negotiated contracts you may have in place. Beyond the point of purchase, our mid-office quality control and low-fare search systems cross-check bookings with travel policy to ensure compliance.

## The Global Academic Travel Experts

### I.1 Radford University Policy and Data Security Compliance Continued

Using sophisticated automation, our online booking tools ensure policy compliance and support of preferred suppliers on all fronts.

We employ a fully automated quality control process to ensure:

- Support of and adherence to client travel policy
- Support of preferred suppliers and negotiated contracts
- Lowest rates and fares in policy
- Fulfilment of traveler preferences
- Ticketing accuracy and completeness
- Data accuracy for meaningful management reports.

Automated checkpoints are integrated throughout the booking and fulfilment process to ensure these results are achieved both on and offline.

## 10. SPECIFIC REQUIREMENTS:

*Proposals should be as thorough and detailed as possible so that Radford University may properly evaluate your capabilities to provide the required goods or services.*

*Offerors are required to submit the following information/items as a complete proposal:*

**A. Complete and sign: The return of the completed RFP inside cover sheet, with addenda acknowledge, if any. This document should be filled out and signed at the bottom (Page 3).**

Please refer to page three of this document for our completed and signed cover sheet including acknowledgement of the addenda.

**B. Experience and Qualifications: Please provide the following deliverables within the body of your proposal:**

*1. Experience of the firm in providing services described herein.*

Established in 2007 with the purpose of supporting the entire non-profit community including higher education, our foundation of people, products and our systems were built to support universities like Radford. We are global specialists in the provision of travel management services to the academic sector, therefore supporting business travel in this environment is a primary focus as well as an area of expertise for Diversity Travel.

We are proud to offer our clients unique services, specialist airfares, expert travel specialists and a proprietary online platform all designed and tailored specifically for the academic market.

We already provide over 150 global academic institutions with versatile, cost-effective travel solutions enabling them to accommodate their travelers' own service preferences while maximizing limited travel funds. We work closely with many leading academic institutions [REDACTED]

supporting cost containment and suggesting improvements to travel policy procedures. We are familiar with the challenges that institutions experience across the academic sector, and support our partners with expense management, purchase to pay and duty of care, so that the optimum return on investment for travel spend is achieved.



[Redacted content]

Please refer to the *Appendix – Organizational Chart* for the organizational chart of the Diversity Travel team.

3. *Resume of key employees to be assigned to the project.*

Please see above for brief resumes and key roles of the Diversity Travel team that will be responsible for supporting RU and this contract.

**C. Financial Proposal: Provide a complete fee schedule for the goods/services proposed in this RFP. Clearly identify all fees as well as applicable discounts. Categorize the various elements of your travel management services clearly identifying fees associated with each functionality.**

Our objective is always to provide clear and simple pricing models for our clients.

Being privately owned and with such a close affinity with the academic and non-profit community means we do not seek to profiteer from our clients. Rather, we price fairly and competitively at a level that provides benefits to all our stakeholders. Considering this, we believe our fees are competitive and provide extremely good value for money.

**Transaction (booking) fee model**

Our pricing model is based on transactional pricing; therefore, there are no one-off setup costs or annual management charges within our proposal. The fees we charge don't just cover the reservations resource, it covers all aspects of our service delivery, such as:

- Account management support
- Power BI reporting
- 24/7 global service
- On-line booking technology & maintenance
- Implementation costs
- Duty of care & mobile app

For our clients, transaction fees can represent less than 2% of the total cost of travel, the rest being made up of the air fares or hotel rates that are paid to the airlines and hotel providers.

10.C Specific Requirements Continued

Fully inclusive 24/7 support

Unlike most TMCs who charge a ‘per call’ fee for out of hours service, our emergency support function will be provided at no charge. This is vital for providing a lifeline to your travelers should their flights be cancelled or in the event of a major incident. Further, we do not charge a higher transaction fee for out of services, urgent or last-minute reservations.

SERVICE	ONLINE	AGENT
Domestic air ticket	\$9	\$23
Domestic free ticketing	N/A	\$23
International air ticket	\$9	\$32
International free ticketing	N/A	\$32
Air changes	N/A	\$32
Air name changes	N/A	\$32 + airline fee
Air voids & cancellations	No fee	No fee
Air refunds	N/A	\$32
Air upgrades	N/A	\$32
Hotel Pre-paid	No fee	\$10
Non-commissionable hotels	\$5	\$10
Hotel changes & refunds	\$10	\$10
Amtrak	N/A	\$23
International rail	\$9	\$23
Rail changes & refunds	N/A	\$23
Car rental	N/A	\$23
Car changes & Refund	N/A	\$23
Out of hours calls	No fee	
Systems integration	\$150 per hour for non-standard requirements	
Implementation & Online Setup	No fee	
Reporting - standard	No fee	
Reporting – non- standard	One-time setup fee \$150 per hour	
Duty of Care – Mobile App	No fee	
Travel Insurance	Third party fee	
Visa & Passport Services	Third party fee	

**Group Fees**

Groups, as defined by the airlines is ten or more people on the same flights from departure through the return. For simple group needs that require only air and/or hotel reservations our fees are as outlined above.

For full-service groups, tours, and conferences, we charge 10% and is carried out on a 'price on application' basis.

The reason for approaching conferences in this way, is because each request can be very different, and our price will depend on the amount of resource the team are required to commit to deliver your requirement and the complexity of it. For example, we may be required to manage excursions, catering or exhibition passes alongside more common booking options such as air and hotel. You will be provided with a

## The Global Academic Travel Experts

### 10.C Specific Requirements Continued

comprehensive quotation which outlines our applicable booking fee for each booking at the first stage of the buying process.

**D. Implementation Timeline: If awarded a contract provide a clearly defined timeline from notification of award to implementation of your proposed product. Identify areas of responsibilities/expectations of Radford University.**

The success of our partnership with RU will begin with a clearly defined and seamlessly executed implementation project proposal.

A high-level overview of the process for proposing and controlling changes to the proposed work processes is included below.

Our Client Implementations Team is dedicated to delivering implementation projects of all scopes and size including very large and complex universities. Most recently completing implementations for **World Learning** with multiple departments each having their own travel policy and method payment and the International Fund for Animal Welfare who required SSO. As is commonplace with many of our partners, both organizations, required integration with third-party risk management providers.

Your experienced and knowledgeable proposed Project Manager, Kayte Williams will play an important role in the process, by providing insight and a wealth of experience that will add value to RU' transition and implementation project. Kayte manages our Client Implementations Team, overseeing all transition projects. Both Kayte and her team members are all experienced and trained project managers, with a deep understanding of the PRINCE2 methodology, which we base our implementation processes on.

With full accountability for the success of your implementation, Kayte will coordinate the efforts of our internal teams and resources. A detailed communication plan and implementation timeline with strategic milestones will guide their efforts and serve as a roadmap.

Kayte will be supported your Account Manager and our Marketing Director to facilitate communications and training among RU staff and our operational teams to ensure adherence to the timeline and your satisfaction by executing each task at pace in line with our detailed Implementation Project Plan.

A sample implementation timeline is listed below:

Stage	Activities	Outputs
<p><b>Stage 1: Project Initiation/Discovery</b></p> <p><b>Weeks 1 -2</b></p>	<p>At the announcement of our successful proposal, we'll mobilize a RU Implementation Team. We will setup a project initiation meeting with you so the Implementation Team can liaise closely with key stakeholders within RU.</p> <p>We'll discuss in granular detail the requirements for your:</p> <ul style="list-style-type: none"> <li>✓ Organization structure for reporting</li> <li>✓ Integration requirements</li> <li>✓ Travel policy and information collation</li> <li>✓ Approval process</li> <li>✓ Travel profile management</li> <li>✓ End-user accessibility - offline &amp; online services</li> <li>✓ Management Information data capture and accessibility</li> <li>✓ Finance process</li> <li>✓ Online system configuration</li> </ul>	<p>Agreement around core timescales and milestones regarding the Implementation process.</p> <p>A detailed Implementation Plan including timescales for the Letter of Agreement.</p> <p>A specification document confirming your detailed requirements.</p>

	<ul style="list-style-type: none"> <li>✓ Travel risk assessment configuration and accessibility</li> <li>✓ Carbon emission and environmental reporting setup</li> <li>✓ Ongoing Account Management, KPI setup, SLA reporting and quarterly review deck</li> <li>✓ Communications plan and user training.</li> <li>✓ From here the final Project Plan will be drawn-up, crucial milestones and action owners agreed. The final plan is signed-off ready for Implementation to commence immediately.</li> </ul>	
<p><b>Stage 2: Design</b></p>	<p>Once the specification document has been drawn up, we will map out RU's structure for the travel program and how this affects the structure of:</p> <ul style="list-style-type: none"> <li>✓ HR feed - Traveler/booker/approver profiles</li> <li>✓ Integrations with third-parties</li> <li>✓ Workflows, including authorization processes.</li> <li>✓ Reporting requirements (Power BI and SLA/KPI)</li> <li>✓ Invoicing requirements.</li> </ul> <p>We'll also design your online portal including any unique requirements for brand and contents for sign-off.</p> <p>A training and communications plan spanning your first year of service will also be designed, agreed and signed-off in this phase.</p>	<p>A detailed booking-flow for both online and offline travel inquiries to illustrate your custom reservation process from start to finish is signed-off.</p> <p>KPIs have been agreed to measure progress of the implementation project and for the business as usual (BAU) service.</p>
<p><b>Stage 3: Build</b></p> <p><b>Weeks 2-5</b></p>	<p>During this phase we will be working on setting up our systems and processes. This will include the setup and configuration of GateWay along with all relevant online booking tools for air and hotel.</p> <p>Along with configuring the key components of our online systems, we'll also ensure that your dedicated offline team for bookings are fully briefed on your requirements. They will be able to see all your policy requirements, and they will not be able to process any bookings without obtaining any mandatory codes and approval, as advised by yourselves.</p> <p>At this stage we'll also set up and automate your Power BI reporting requirements and accessibility. These will be configured to specifically target your areas of focus, such as, carbon emission and environmental reporting, deactivated activity code spend, booking windows and missed savings.</p>	<p>Clearly defined systems have been built-around RU's specific requirements including all booking-flows for the online and offline service.</p> <p>Tailored Power BI reporting requirements including content and format have been set-up Power BI.</p>



<p><b>System 4: Testing and sign-off</b></p> <p><b>Weeks 6-7</b></p>	<p>We will commence our comprehensive training plan for Power BI and our online bookings tools with key RU staff as part of user acceptance testing (UAT). Once sign-off is achieved, we will compile a comprehensive step-by-step user-guide for our online booking tool. This and other training and reference materials will be added to your RU Gateway.</p> <p>Communication and training on new processes and tools will form an essential part of the migration and implementation process. Experience has shown that this is an action that both partners need to be fully engaged with and that jointly branded communications along with clear and consistent internal messaging across RU using established internal procedures is vital in helping to gain buy-in and traction to a new Travel Management partner.</p>	<p>Initial staff training of online tools rolled-out</p> <p>User-guides ready on portal</p> <p>Communications released</p>
<p><b>Stage 5: Operational Readiness / Go-live</b></p> <p><b>Week 8</b></p>	<p>Full training will be rolled out to all RU travel bookers using Microsoft Teams meetings. GateWay is made live, so staff can access user-guides, their travel policy and other useful information. Welcome emails will be issued to travelers and bookers inviting them to login to the portal and complete their traveler profiles.</p> <p>The dedicated Travel Specialists will be trained on your booking processes and travel policy ready for go-live.</p> <p>Once sign-off of all deliverables has been received from RU, we can commence to go-live.</p>	<p>All RU bookers will be fully trained on using our online tools as appropriate.</p> <p>Welcome emails issued, and traveler profiles completed.</p> <p>The portal is made live, so information can be accessed.</p> <p>Offline Team is ready for RU.</p>

**E. References: Provide four (4) references, either educational (preferred) or governmental, for those who you have provided the type of services described here. Include the date(s) services were furnished, the client’s name, address, and the name and phone number of the individual Radford University has your permission to contact. See Attachment D.**

Please refer to Attachment D.

## The Global Academic Travel Experts



[Redacted text block]

<https://www.sbsd.virginia.gov/>

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[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
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[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]



January 10,2024

## Diversity Travel Organizational Chart

# The Global Academic Travel Experts



## Appendices

ISO27001 Certificate



**RFP #R23-015 Travel Management Services  
NEGOTIATION QUESTIONS  
DIVERSITY TRAVEL**

As allowed in **Section [11.B]** – *Award of Contract*, of the subject RFP, the University is conducting negotiations. We are requesting a response to the negotiation questions listed below.

**CONTRACTUAL TERMS, CONDITIONS AND TEMPLATES:**

1. **RADFORD UNIVERSITY:** Are you in agreement with the terms and conditions as published in the RFP document shall govern the contract if a contract is awarded to your company?

**VENDOR:** Yes.

**RADFORD UNIVERSITY:** Agreed.

2. **RADFORD UNIVERSITY:** If awarded a contract, do you agree the standard two-party contract made available in the RFP document will be the only document used to award the contract? If your response is no, provide any additional forms or documents that you will require to be incorporated into the contract document.

**VENDOR:** Yes. However, we have provided a copy of our Letter of Agreement which outlines our Service Level Agreement for Radford University for you review. We consider our LOA and SLA to be proprietary information.

3. **RADFORD UNIVERSITY:** Do you agree that the initial contract term is for a period of three years?

**VENDOR:** Yes.

**RADFORD UNIVERSITY:** Agreed.

4. **RADFORD UNIVERSITY:** Upon completion of the initial contract period, does Diversity Travel agree that the contract may be renewed by Radford University upon written agreement by both parties for (3) three – three-year renewal options or as mutually negotiated, under the terms of the current contract?

**VENDOR:** Yes.

**RADFORD UNIVERSITY:** Agreed.

5. **RADFORD UNIVERSITY:** Please affirm that if awarded the contract, all sections identified in your proposal can be made public since Radford University is a state agency and our records are available for public review.

**VENDOR:** Yes, except for the redacted proprietary information.

**RADFORD UNIVERSITY:** Agreed.

6. **RADFORD UNIVERSITY:** Please affirm that your company is registered with and willing to participate in the eVA internet procurement solution described in the terms and conditions of the RFP?

**VENDOR:** Yes.

**RADFORD UNIVERSITY:** Agreed.

7. **RADFORD UNIVERSITY:** Do you acknowledge, agree, and understand that Radford University cannot guarantee a minimum amount of business if a contract is awarded to your company?

**VENDOR:** Yes.

**RADFORD UNIVERSITY:** Agreed.

8. **RADFORD UNIVERSITY:** As stated in the RFP Document, Radford University requires a completed Educause HECVAT (See Attachment A), as well as your most recent SOC2 and PCI attestation reports. If you are selected as contractor, please confirm you can provide these upon request.

**VENDOR:** We have included the HECVAT assessment. The SOC2 and PCI attestations are not applicable to the service that we will be providing. If needed, we can provide a copy of our Cyber Essentials certification.

**RADFORD UNIVERSITY:** Agreed.

9. **RADFORD UNIVERSITY:** Please confirm your agreement to the terms and conditions set forth in the RFP under Attachment E, Data and Security Compliance.

**VENDOR:** Yes. Where the compliance is applicable to the services we will be providing.

**RADFORD UNIVERSITY:** Agreed.

10. **RADFORD UNIVERSITY:** Do you agree that you will be performing services as an Independent Contractor, Company, Corporation, or other business entity and are not an employee of Radford University or any other Commonwealth Entity?

**VENDOR:** Yes.

**RADFORD UNIVERSITY:** Agreed

**FINANCIAL CONSIDERATIONS:**

1. **RADFORD UNIVERSITY:** Are there any additional financial or value-added incentives you would like to offer at this time? (i.e., signing bonus, scholarships, program support, SWaM sponsorship, etc.)

**VENDOR:** No.

**RADFORD UNIVERSITY:** Agreed.

2. **RADFORD UNIVERSITY:** Please affirm that you are in agreement with the Commonwealth of Virginia's Prompt Payment Act (§2.2-4347 Code of Virginia).

**VENDOR:** Yes. Where applicable.

**RADFORD UNIVERSITY:** Agreed.

3. **RADFORD UNIVERSITY:** If awarded a contract, are you willing to hold prices firm for the initial contract period?

**VENDOR:** Yes.

**RADFORD UNIVERSITY:** Agreed.

**SCOPE IMPLEMENTATION:**

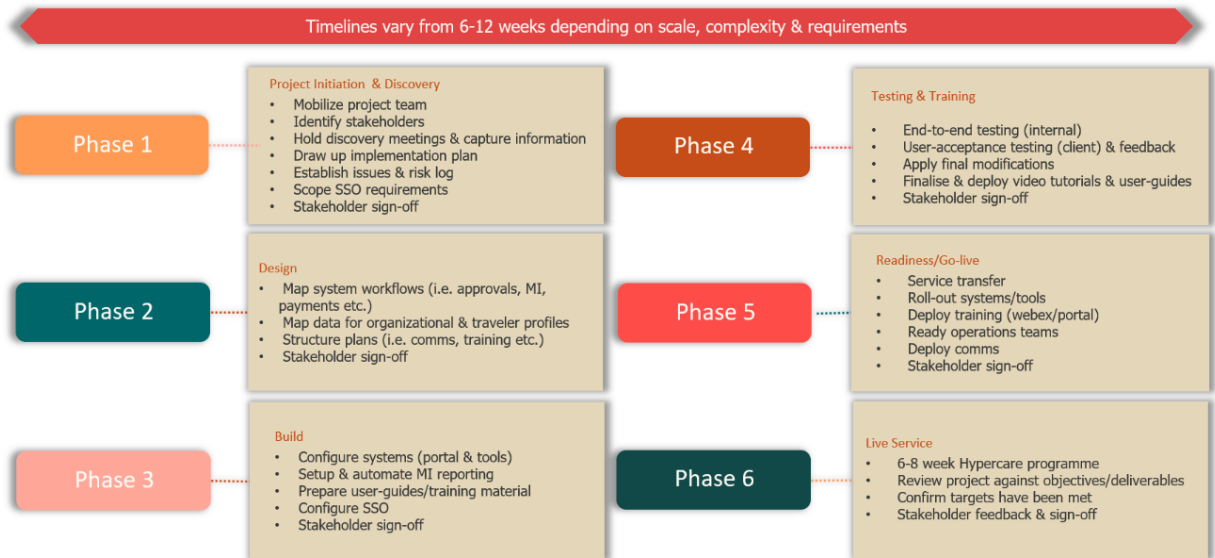
1. **RADFORD UNIVERSITY:** If awarded a contract, identify all employees that will be working with Radford University to achieve the requirements of the contract.

**VENDOR:**

- Beverly Weir, SVP of Sales, Executive Sponsor
- Rebecca Diamond, VP of Account Management, Account Manager
- Kayte Williams, Client Implementation Manager
- Daniel Lloyd, SVP of Operations
- Quinton Cada, Operations Team Manager
- Kahalia Reid, Senior Team Manager
- Helena Ruiz, Assistant Team Manager
- Yemani Ruiz, Senior NGO & Academic Travel Specialist

2. **RADFORD UNIVERSITY:** If awarded the contract, please address specific implementation steps, inclusive of a timeline, and include what your expectations are of Radford University personnel.

**VENDOR:**



3. **RADFORD UNIVERSITY:** Please list any expectations you have of Radford University should you be awarded the contract.

**VENDOR: The estimated implementation resources needed from**

Radford University include but might not be limited to:

- A copy of your travel policy
- Travel and emergency points of contact
- Approvers and approval process
- Bookers and travelers list
- Accounting data items
- Third party risk management contact if applicable
- SSO – IT support
- Whitelisting of Diversity Travel communications email address

4. **RADFORD UNIVERSITY:** Describe how training and assistance would be provided to university departments during implementation process.

**VENDOR:** Our marketing and training plans include numerous activities which will be customized for specific areas or stakeholders within the university:



**Customized “introduction” and “welcome” emails** - communicating our partnership and launch date



**Briefing and introductory presentation sessions** - for all bookers and travelers. Your Account Manager will introduce Diversity Travel and the products and services we provide



**Booking best practice sessions** - to demonstrate the benefits of booking via Diversity Travel, how to increase cost savings through advance booking and unlocking our charity airfare benefits



**Hands-on training workshops** for the online tools being implemented



**Webinars** – we record sessions for those unable to attend workshops in-person, allowing users to access the recorded training via the online portal



**One-to-one meetings and training** – tailored and delivered to specific departments or teams as required to meet their specific needs



**Travel clinics** - answering questions your community may have on any aspects of the booking/travel process. This particularly promotes confidence with any users that may have experienced previous travel booking related issues



**Newsletters** – We deliver varied and targeted messaging towards your different groups, such as travelers, finance staff or executive assistants. We can easily message as many or as few for university’s staff members dependent on the nature of the message. We use this method to share product/service updates, as well as our monthly client newsletter.



**OBT** - provides online additional user guides for the portal and its various features such as the flight and hotel search/booking functions.



We also offer **PDF User Guides** for our online tools and Duty of Care platform.

Additional resources and tailored guidance will be saved under the ‘FAQ’ section of the OBT including links to the university’s own reference materials, such as travel policies and procedures.

5. **RADFORD UNIVERSITY:** In order to have a go live date of July 1, 2024, please provide a date you would require a contract to be signed to support all aspects of the contract and required transition?

**VENDOR:** We would suggest that implementation start no later than May 6<sup>th</sup>, 2024.

## END OF CONTRACT TRANSITION TERM(S):

1. **RADFORD UNIVERSITY:** End of Contract Service Transition Expectations: If or when a transition of service to another provider is required (end of contract life or otherwise), the university would require the incumbent firm to cooperate fully in a successful



transition of services. Explain any requirements your firm might have in preparing for such a transition of services. Additionally, please indicate your willingness to establish a transition plan alongside the new provider of service which may include but not be limited to sharing important data and/or existing service information via a cooperative knowledge transfer process.

**VENDOR:** Agreed.

**RADFORD UNIVERSITY:** Agreed.

**Diversity Travel**

\_\_\_\_\_ Beverly Weir \_\_\_\_\_  
Print Name

\_\_\_\_\_ SVP, Sales \_\_\_\_\_  
Title

\_\_\_\_\_ *Beverly Weir* \_\_\_\_\_  
Signature

\_\_\_\_\_ 4/15/2024 \_\_\_\_\_  
Date



**RFP #R23-015 Travel Management Services  
NEGOTIATION QUESTIONS  
DIVERSITY TRAVEL**

As allowed in **Section [11.B]** – *Award of Contract*, of the subject RFP, the University is conducting negotiations. We are requesting a response to the negotiation questions listed below.

1. **RADFORD UNIVERSITY:** If awarded a contract, do you agree the standard two-party contract made available in the RFP document will be the only document used to award the contract? If your response is no, provide any additional forms or documents that you will require to be incorporated into the contract document.

**VENDOR:** Yes. However, we have provided a copy of our letter of agreement which outlines our Service Level Agreement for Radford University for you to review. We consider our LOA and SLA to be proprietary information.

**RADFORD UNIVERSITY RESPONSE:** If awarded a contract, do you agree to rescind the Letter of Agreement and that the terms and conditions of the Radford University Standard Contract would be govern in its place?

**VENDOR:** Yes.

**RADFORD UNIVERSITY:** Agreed.

1. **RADFORD UNIVERSITY:** In order to have a go live date of July 1, 2024, please provide a date you would require a contract to be signed to support all aspects of the contract and required transition?

**VENDOR:** We would suggest an implementation start of no later than May 6, 2024.

**RADFORD UNIVERSITY RESPONSE:** Due to some internal obstacles, Radford University has amended its go live date to October 1, 2024. In order to meet that date, what would your implementation start date recommendation be?

**VENDOR:** We would suggest that we start the implementation process no later than August 1, 2024. We do have the ability to fast track; however, some dependencies such as single sign on will require availability from both Radford University and Diversity Travel IT teams which is why we recommend 8 weeks.

**RADFORD UNIVERSITY:** Agreed.

**Diversity Travel**

Beverly Weir

\_\_\_\_\_

Print Name

\_SVP, Sales\_\_\_\_\_

Title

\_\_\_\_\_ *Beverly Weir* \_\_\_\_\_

Signature

\_\_\_\_\_ June 26, 2024 \_\_\_\_\_

Date