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| RFP Attachments  (Separate Files) | File Name | Input Required |
| A | Supplier’s Question Form | For completion |
| B | Intent to Respond | For completion |
| C | Supplier Information & RFP Questionnaire | For completion |
| D | General Services Agreement | For review |
| E | Pricing Spreadsheet | For completion |
| F | Signature Pate | For completion |

## 1.0 PROPOSAL INVITATION

The (“University”) seeks proposals from qualified Suppliers of Travel Fulfillment Services. Suppliers responding to this RFP must have a preferred supplier relationship with Concur. The major goal of this project is to select a company to provide travel fulfillment services that include web and agent assisted booking services that are user-friendly, cost effective and capable of utilizing the University’s travel and agency discounts to ensure best pricing for our travelers.

The proposal must be comprehensive by including all services and costs necessary to meet the business and technical requirements of the University as outlined in this RFP. In addition, the proposal must specify a detailed approach/methodology, supplier and University staffing requirements, and any other assumptions to complete the proposed work

The University is not liable in any manner or to any extent for any cost or expense incurred by the supplier in the preparation, submission, presentation or any other action connected with proposing or otherwise responding to this RFP. Such exemption from liability applies whether such costs are incurred directly by the supplier or indirectly through the supplier’s agents, employees, assigns or others, whether related or not to the supplier.

In submitting a proposal, Supplier agrees that all materials associated with, attached to, or referenced by the submitted proposal will become the property of the University and may be incorporated into a subsequent contractual agreement between the successful supplier and the University in an order of precedence as follows: (1) Contract Terms and Conditions; (2) Statement of Work; and (3) RFP.

The University expects to enter into an agreement with the successful supplier for a three (3) year period with an option to extend for two (2) additional one (1) year periods for as mutually agreed upon between the University and the supplier. Response to this RFP confirms an understanding that

this is *not* a contract or offer of business by the University. The University’s standard terms and

conditions will apply to the contract as a result of this RFP, and are included in Attachment D

– “General Services Agreement.”

## 2.0 PLANNED PROCUREMENT SCHEDULE

The planned procurement schedule is as follows:

|  |  |
| --- | --- |
| **Milestones** | **Dates / Details** |
| RFP Issue Date | Wednesday, 9/12/12 |
| Submission of Written Questions from Supplier | Tuesday, 9/18/12 by 4pm (EST) sent to |
| Written Questions Response from UM | Friday, 9/21/12 |
| Submission of Intent to Respond Form | Tuesday, 9/25/12 by 4pm (EST) |
| Proposal Due Date | Friday, 10/12/12 by 4pm (EST) |
| Supplier Presentations (Round #1) | Week of 10/29/12 (by invitation only) |
| Supplier Presentations (Round #2) | Week of 11/12/12 (by invitation only) |
| Selection of Preferred Supplier(s) | December 2012 |

Selected suppliers may be required to make oral presentations. Failure of a supplier to conduct a presentation on the date scheduled may result in rejection of the supplier’s proposal. In addition, the University may decide to make site visits to the selected suppliers’ reference sites or other sites provided by the supplier.

The University reserves the right to change this schedule as needed. All information provided by the University in this RFP is offered in good faith. Individual items are subject to change at any time. The University makes no certification that any item is without error.

## 3.0 BACKGROUND ON THE UNIVERSITY

The primary scope of this RFP includes (locations).

The mission of the University is to serve the people of Michigan and the world through preeminence in creating, communicating, preserving and applying knowledge, art, and academic values, and in developing leaders and citizens who will challenge the present and enrich the future. The University has over 42,000 under-graduate and graduate students enrolled at 19 schools and colleges on the Ann Arbor campus. The College of Engineering, LS&A (Literature, Science and the Arts) College, and the Ross School of Business are the schools with the highest enrollments.

The Health Center is a major non-profit medical center and teaching hospital comprising the Medical School and its Faculty Group Practice (FGP), three (3) Hospitals and Community Health Centers (HHC), 120 outpatient clinics and the Michigan Health Corporation. In addition to the Alfred Taubman Health Care Center, the central facility for outpatient activity, the Hospitals and Health Centers owns and operates a growing number of satellite clinics located throughout Michigan. Operation statistics for HHC include 913 licensed beds, more than 43,000 admissions (excluding deliveries), 80,000 ER/urgent care visits, 45,000 surgical cases, 3,900 deliveries, and 1.6 million clinic visits yearly. In addition, the FGP has 1,600 physician members from 19 clinical departments.

The University’s current travel fulfillment service provider contract expires March 31, 2013. While we are in a better position of compliance with a dedicated agency, there are still many opportunities and challenges ahead in reaching a higher percentage of the use of our booking tool.

One of the reasons that compliance is low is because the University does not mandate that travelers use the designated Travel Fulfillment provider; however, it is strongly encouraged.

Considering this, it is important to note that approximately 17% of the University’s current spend with airlines, hotels and car rental companies goes through the designated Travel Fulfillment provider.

The following is an approximate, annual breakdown of this spend:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Airline Car Rentals Hotel Total** | | | |
| Spend with Travel Fulfillment Provider | $7,000,000 | $150,000 | $1,000,000 | **$8,150,000** |
| Transactions with Travel Fulfillment Provider | 11,552 | 1,135 | 2,745 | **15,432** |
| Total University Travel Spend | $26,500,000 | $7,000,000 | $13,500,000 | **$47,000,000** |
| Percent with Current Travel Fulfillment Provider | 26% | 2% | 7% | **17%** |

## PROJECT SCOPE AND REQUIREMENTS

* 1. Scope of Opportunity:

The University is seeking proposals to select a Travel Fulfillment provider that can best meet the needs of the University traveler, travel arrangers and central procurement and travel office; and one that has the ability to work effectively with Concur, the University’s travel and expense tool provider. The awarded supplier will successfully provide travel related services to all University departments and campuses, which shall include Ann Arbor, Flint and Dearborn.

Compliance with travel policy as well as conformance with all federal, state, and local laws is essential. Compliance with NCAA rules and regulations is also essential for any Athletics travel booked through the University’s designated Travel Fulfillment provider.

The dedicated agency will be the only approved provider of travel fulfillment services and the only agency within our booking tool with access to University-negotiated discounts. However, since the use of suppliers is not mandated at the University, the agency will not have exclusive rights to all travel bookings.

* 1. Requirements and Specifications

The following represent minimum requirements that interested suppliers must meet to be considered for this opportunity. Additional requirements may be required at the University’s discretion. While these are the University’s identified requirements, agencies will also be evaluated on the specifications itemized in Attachment C – “Supplier Information & RFP Questionnaire.”

* + 1. Proven University travel experience working in a non-mandated environment.
    2. Electronic Fulfillment. The University has an Agreement with Concur Technologies, Inc. to provide a hosted solution for online booking of business travel, entry and reconciliation of expense reports, and auditing. The supplier selected through this RFP process must be Concur enabled, have extensive experience using Concur (formerly Cliqbook) with organizations similar in size to the University, and the ability to provide the following services, among others to be determined:
       - Production and delivery of tickets and itineraries in both electronic and paper formats
       - 24/7 Toll-free telephone domestic and international customer service and support for travelers planning a trip
       - 24/7 Online emergency assistance for travelers en route who need to change and reschedule existing travel arrangements
       - Access to the most economical fares available, considering schedule and convenience of the traveler
       - Ability to load the University’s negotiated discounts, Big 10 discounts, and consortium discounts and ensure that they are always available to travelers
       - Consultative services relative to passports and foreign visas which includes providing services for individuals on travel status in remote destinations
    3. Offer both on-line and agent assisted travel services.
    4. Proven experience and ability to assist with group travel reservations.
    5. Because federal funding can be used for all or portions of University travel, the designated Travel Fulfillment provide must be familiar with the Fly America Act and be able to assist with compliance.

## RFP REQUIREMENTS

The following requirements must be met when responding to this RFP:

* 1. A comprehensive solution to achieve the objectives listed above.
  2. A statement acknowledging the supplier’s understanding of the scope of this RFP.
  3. The supplier must provide a comprehensive price proposal that outlines costs of products or services, rates by individual, travel expenses and any other costs incurred as well as all assumptions.
  4. The supplier must warrant its services to the requirements and objectives in this RFP.
  5. The supplier is expected to complete all content and documents in the format described in Section 9.0 of this document, “Proposal Submission Format”.
  6. The supplier must comply with University invoicing and payment terms as highlighted in Exhibit B (“Financial Arrangement”) of Attachment D – “General Agreement.”
  7. Suppliers submitting a proposal agree to work with the University to develop a detailed Statement of Work that will be part of the contract at no cost to the University.
  8. Prices quoted will be firm for a minimum of three (3) years.

## SUBMISSION DIRECTIONS

* 1. Any questions regarding this RFP must be directed to the primary UM contact noted on the cover of this RFP utilizing the template provided in Attachment A – “Supplier’s Question Form”. All questions must be submitted by email as per the timetable in Section 2.0 Planned Procurement Schedule of this RFP. Questions submitted after this deadline may not receive a response by the University.
  2. Intent to Respond. The “Intent to Respond” Form, Attachment B, must be completed and received by Procurement Services by the date specified in Section 2.0 of this document.

*Suppliers who fail to submit the “Intent to Respond” form on time risk disqualification from the RFP process.* Receipt of the form will allow the University to also notify the supplier of any additional information or addenda. The fully completed “Intent to Respond” form must be faxed or e-mailed to the Procurement Services representative on the cover of this RFP.

* 1. A legally authorized representative of the supplier must sign the proposal.
  2. Proposals must be received (1) by the time specified in Section 2.0 Planned Procurement Schedule and (2) at the office indicated on the front cover of this RFP. Carefully review the Planned Procurement Schedule in Section 2.0 for due dates for submittal of important documents and for the University’s response dates. Each supplier is solely responsible for the timely delivery of its proposal. Faxed and/or late proposal responses will not be accepted. **Receipt of the proposal by the University mail system does not constitute receipt of a proposal by the Purchasing Services/Contracts and Procurement.**
  3. The proposal must be submitted as follows:
     1. One (1) signed printed original proposal and two (2) printed copies of the proposal should be mailed or delivered to the University to the individual and address named on the front cover of this RFP.
     2. Include one (1) copy of the entire proposal on a flash drive or cd. All Excel attachments must be submitted in Excel format. Label flash drive or cd with the RFP number and supplier name.
  4. The ability of the University to “open” all electronic information submitted must be verified by the University Procurement Services prior to being accepted.
  5. A supplier may withdraw a proposal prior to the closing time on the due date. After the closing time, submitted proposals constitute an offer by the supplier and shall remain irrevocable for a period of 120 days.

## RIGHTS RESERVED BY THE UNIVERSITY AND RESTRICTIONS ON RFP PROCESS

* 1. The University reserves the right to reject any or all proposals, including by way of example only and without limitation, any proposal that does not contain all the requested information.
  2. The University reserves the right to negotiate with any supplier considered qualified or to make an award without further discussions. The University highly recommends that a supplier’s initial proposal reflect supplier’s terms most favorable to the University.
  3. The University retains the right to select, request further information from, and negotiate with respondents it deems qualified for this program. The University also reserves the right to reject any quotations submitted and to terminate negotiations at any time without incurring liability.
  4. The University reserves the right to select the most responsive Supplier(s) without further discussion, negotiation, or prior notice.
  5. The University may presume that any proposal is a best-and-final offer.
  6. The University reserves the rights to award in part, in whole, or not at all.
  7. Suppliers who offer prices on all items may be given preference; however, the University reserves the right to delete specific line items in order to provide a basis for an evaluation of the prices quoted by all suppliers.
  8. The University will not pay for any information requested nor is it liable for costs incurred by the supplier in responding to this request.
  9. Any discussions with University personnel, other than as listed above, regarding this RFP while the RFP is in progress (from the time supplier receives this RFP until final award is made) are strictly prohibited. Such contact and discussion may result in disqualification of Supplier’s proposal.
  10. The University is the sole owner of all data and information contained within the RFP document and accompanying attachments. Supplier shall use this information exclusively to prepare a proposal. Supplier should not disclose this information to any other firm or use it for any other purpose unless required by law or legal process.
  11. Supplier proposals will be opened and reviewed at the convenience of the University; there is no public opening.
  12. All proposals submitted become the property of the University; they will not be returned and may be subject to disclosure under the STATE OF MICHIGAN FREEDOM OF INFORMATION ACT (“FOIA”) or other legal process. As such, proposal may be released to third parties, without prior notice to Supplier, as required to comply with legal requirements.

## 

## EVALUATION CRITERIA

Proposals will be evaluated on the basis of the most competitive offer considering quality of services offered, cost, responsiveness to the RFP requirements, and the most responsiveness in meeting those requirements.

The major criteria that will be used to evaluate proposals will include, but not be limited to the following:

* + - Supplier’s ability to meet the functional requirements of this RFP.
    - Supplier’s financial stability.
    - Supplier’s willingness to comply with the proposed agreement with no objections.
    - Supplier’s commitment and experience in successfully performing similar agreements.
    - Supplier’s adherence to industry standards.
    - Supplier’s compliance to the schedule of events including participation in pre-bid conference, RFP review meeting and walk through if applicable.
    - Acceptability of services to the internal customer.
    - Cost data (price, price protection and total cost of ownership).
    - Lead times.
    - Ability to supply complete services as outlined.
    - Value added proposals.
    - Demonstrated compliance with Code of Conduct.

## PROPOSAL SUBMISSION FORMAT

The following table is a summary of the required proposal submission format for this RFP. Please structure your proposal submission per the content and sequence below. Where noted under “Template for Submission”, utilize the attachments provided with this RFP for inputting your responses.

|  |  |  |
| --- | --- | --- |
| **Proposal Section** | **Section Title** | **Template for Submission** |
| Pre- Proposal | Questions on the RFP | Attachment A – Supplier’s Question  Form |
| Intent to Respond | Attachment B – Intent to Respond Form |
| Intro | Title Page | Open-Ended Responses  (see proposal response guidelines below for overview of content required) |
| Table of Contents |
| Letter of Transmittal |
| 1.0 | Executive Summary |
| 2.0 | Scope of Proposed Solution |
| 3.0 | Comprehensive List of Assumptions |
| 4.0 | Company Background/Customer List |
| 5.0 | Supplier Code of Conduct |
| 6.0 | Supplier Relationships or Potential  Conflicts with the University |
| 7.0 | Exceptions to the University’s Terms and  Conditions | Attachment D – General Services  Agreement |
| 8.0 | Project Staffing/Resumes |  |
| 9.0 | Response to Supplier Information & RFP  Questionnaire | Attachment C – Supplier Information &  RFP Questionnaire |
| 10.0 | Cost Proposal | Attachment E – Pricing Spreadsheet |
| 11.0 | Signature Page | Attachment F – Signature Page |

An overview of the proposal response guidelines are below for your review. Detailed instructions have also been included within all attachments.

## PROPOSAL RESPONSE GUIDELINES

The following are detailed guidelines for the format and content of your proposal submission. Please review the guidelines below in full prior to beginning your proposal.

**Letter of Transmittal** *(Maximum Length=1 page)*

The letter should briefly list the name of the company, address of corporate headquarters, contact information of account executive, confirm major components of the work being proposed, validity of proposal (i.e., 120 days) and be signed by an individual that is authorized to bind the firm.

**Proposal Section 1.0 – Executive Summary** *(Maximum Length=3 pages)*

This part of the response to the RFP should be limited to a brief narrative highlighting the supplier’s proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The summary should describe the following:

* + - Key differentiators in service offerings, account management, and value added services proposed by your company.
    - Your understanding of the scope of requirements and the level to which your proposal has met the requirements.
    - The summary should also specify the names of similar sized higher education/healthcare and other comparably sized clients that have used the services being proposed.
    - High level project execution plan.
    - Risk management considerations.
    - Value and outcomes delivered to University.

**Proposal Section 2.0 - Scope of Proposed Solution** *(Maximum Length=5 pages)*

Provide a description of the overall solution or methodology for providing travel fulfillment services to grow compliance with the University’s booking tool. Include a high level description of the steps of how the services will be provided and any associated value added services solution that meets the requirements. Confirm that the solution being provided is comprehensive as defined in Section 4.0 of the Request for Proposal (Project Scope and Requirements). In addition, describe the methodology for solution delivery. Finally, describe the client relationship management approach.

**Proposal Section 3.0 - Comprehensive List of Assumptions** *(Maximum length = 2 pages)*

Rather than have assumptions be scattered throughout the proposal, University requires that all assumptions be listed and explained in this section. Please ensure that all assumptions listed reference the appropriate section of the RFP and/or associated services.

**Proposal Section 4.0 - Company Background/Customer List** *(Maximum Length=5 pages)*

Supplier must provide the following information about its company so that the University can evaluate the supplier’s financial stability and ability to support the commitments set forth in response to the RFP.

The supplier should describe the company’s background, including:

* + - How long the company has been in business?
    - A brief description of the company size and organizational structure as it relates to services proposed.
    - How long the company has been working with a) higher education clients; b) government clients; and c) commercial clients.
    - Most recent industry analyst reports about your firm’s services (this information would not count against the page limit)
    - Describe any current lawsuits, legal actions or governmental investigations against your company including, but not limited to, parties of dispute, any equipment affected, cause of action, jurisdiction and date of legal complaint.

## Proposal Section 5.0 -Supplier Code of Conduct

The university has a longstanding commitment to sound, ethical and socially responsible practices. To ensure that such practices are codified for the University's suppliers, the President’s Task Force on Purchasing Ethics and Policies has developed a [Code of Conduct](http://www.finance.umich.edu/procurement/supplierinfo/coc) for Suppliers.

To promote socially responsible purchasing, U-M and suppliers will aspire to follow the Code of Conduct. The Code of Conduct is not a contractual document but preference may be given to suppliers, when all other criteria are equal, who demonstrate compliance with the Code.

University employees are prohibited from accepting any gifts, services or gratuities from suppliers or potential suppliers. Respondent and supplier conformance to this standard is expected.

Please confirm in your proposal that you have read and agree to the University’s Supplier Code of Conduct.

## Proposal Section 6.0 - Supplier Relationships or Potential Conflicts with the University

Describe any business relations that Supplier currently has or has had with the University; include relationships any parent, subsidiary, or other affiliate company may have with the University.

Please indicate if any employees, officers, directors, members, agents or consultants of Supplier are also an employee of the University. Please refer to the [University’s Conflict of Interest Policy](http://www.finance.umich.edu/procurement/howtobuy/policies/coi) available on the Procurement Services Web page.

**Proposal Section 7.0 - Exceptions to the University’s Terms and Conditions** *(No maximum page length)*

This RFP and any subsequently offered contracts will be governed by the laws of the State of Michigan. Any and all applicable valid executive orders, Federal, State or local laws, ordinances or rules or regulations shall apply to any contract if and when offered and are deemed incorporated herein.

While it is the University’s preference that the supplier sign the standard template “as is” and in fact the University may consider extensive changes to the agreement as a reason to exclude a supplier from further consideration; Suppliers may take select exception to terms and conditions (Attachment D – “General Services Agreement”). The supplier must clearly set forth each exception in its proposal, referencing the affected RFP section, paragraph and page. The supplier must set forth the reason(s) for the exception and indicate what (if any) alternative is being offered by the supplier. University shall determine (in its sole discretion) the acceptability of any proposed exception(s).

## Proposal Section 8.0 – Signature Page

Please refer to the RFP Template Attachment F – “Signature Page” and provide your responses in the space provided.

## Proposal Section 9.0 – Response to Supplier Information & RFP Questionnaire

Please refer to the RFP Template Attachment C – “Supplier Information & RFP Questionnaire”.

The Supplier Information tab is for capturing general information about your company, including RFP contact information and supplier diversity programs. This tab also includes a template for entering client reference information. Please enter your responses in the space provided (blue cells). Note that completion of all content on this tab is required as part of your proposal submission.

The questions on the General and Professional Services RFP Questionnaire tab relate specifically to your qualifications and proposed solution for fulfilling the requirements of this RFP initiative. Please enter your responses in the space provided (blue cells).

**Proposal Section 10.0 – Project Staffing/Resumes** (*Maximum Length = 10 pages*)

Describe your proposed Project Organization Chart and provide resumes for the Project Manager and all proposed staff on the Organization Chart. University will require interviews for Key Personnel prior to project start. Each resume should not exceed two pages.

Note: Since project staffing/resumes will be evaluated across suppliers, it is in the supplier’s interest to customize the resumes/staffing to the skill sets and experiences required to do this work. Individuals proposed will be required to be available to do the work in the time period that we have provided in this RFP.

**Proposal Section 11.0 – Cost Proposal** *(Maximum length = 5 pages)*

Please refer to the Excel spreadsheet Attachment E – “Pricing Spreadsheet” and provide your responses in the space provided.

Note: There is a second tab to this spreadsheet to allow for an alternative pricing proposal. This is an optional tab and should be in addition to the first tab.