



Des Moines Public Schools
Request for Proposal
RFP6981

NOTICE TO BIDDERS

Des Moines Public Schools will receive sealed proposals to for travel management services until 9:00 a.m. on April 22, 2014. Proposals will be received by the District's purchasing agent at his office: 1915 Prospect Road, Suite 1200 Des Moines, Iowa 50310.

Proposers are requested to submit a signed original as well as an electronic copy (preferably in a PDF format). Inquiries regarding interpretation of this request and other questions shall be addressed to Mark Mattiussi via email: mark.mattiussi@dmschools.org.

Calendar of Events

Issuance Date	4/02/14
Inquiries Deadline	4/09/14
Due Date	4/22/14
Tabulations Completed	4/23/14
Committee Review & Evaluation	4/28/14
Submitted for Board Approval	4/29/14
Anticipated Award	5/06/14
Services Initiated	7/01/14

For a complete set of documents please visit our web site at:

<http://www.dmschools.org/departments/operations/purchasing-central-stores/purchasing/open-proposals>

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I. INTRODUCTION

In order to ensure the efficient utilization of public funds the Des Moines Public Schools (District) is soliciting proposals for travel management services. It is the District's intent to select a travel management service which will maximize the District's ability to achieve the lowest costs for air, hotel accommodations and transportation services for its administration and staff while on off site visits.

II. BACKGROUND

The District is located in Des Moines, Iowa, the capital city of the state and employees approximately 5,000 teachers and staff. The Des Moines Public School District has 65 schools, including 38 elementary schools, 12 middle schools, 5 comprehensive high schools, and 10 schools that provide a range of specialized and alternative educational programs. It educates approximately 32,000 students annually and has provided education services for the past 100 years. The District average annual travel expense varies from \$100,000.00 - \$250,000.00 per fiscal year. It is the District's intent to lower these costs by contracting with a travel management service which will insure the District has received the lowest costs possible for all travel accommodations.

III. GENERAL TERMS AND CONDITIONS

A. General

- 1) Bidders shall make all investigations necessary to thoroughly inform themselves regarding the delivery of services as required by the solicitation. No plea of ignorance by the Bidder of conditions that exist or that may hereafter exist as a result of failure to fulfill the requirements of the contract documents will be accepted as the basis for varying from the requirements of the District or the compensation to the Bidder. All information regarding this RFP will be posted on the District website @: www.dmschools.org/departments/operations/purchasing-central-stores/purchasing/open-proposals/
- 2.) The terms and conditions of the Request for Proposal, the resulting contract(s) or activities based upon this Request for Proposal shall be construed in accordance with the laws of Polk County, Iowa. Wherever differences exist between Federal and State statutes or regulations affecting this procurement, interpretation shall be in the direction of that which is most beneficial to the interests of the District.
- 3.) Bidders are required to state exactly what they intend to furnish to the District via this solicitation and must indicate any variances to the terms, conditions, and specifications of this Bid; no matter how slight. If variations are not stated in the Bidder's Proposal, it shall be construed that the Bidder's Proposal fully complies with all conditions identified in this bid.
- 4.) Bidders are advised that the District endorses the participation and utilization of local contractors in its purchasing effort. Accordingly, Bid Proposals of equal price and quality will be awarded to Bidders residing within the geographic area when available. This policy does not prohibit Bidders who reside outside of the area from participating in the purchasing process as long as these Bidders can offer services at competitive pricing.

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B. Clarification and Modifications

- 1.) Where there appears to be variances or conflicts between the General Terms and Conditions and the Scope of Services outlined in this Bid solicitation, the Scope of Services shall prevail.
- 2.) The apparent silence or omissions within this Bid solicitation regarding a detailed description of the services to be provided shall be interpreted to mean that only the best commercial practices are to prevail and that only workmanship of first quality are to be used.
- 3.) If any Bidder contemplating submitting a Proposal under this solicitation is in doubt as to the true meaning of the requirements, the Bidder must submit a written request for clarification to the District's Purchasing Agent by the date designated by the Calendar of Events by email @: mark.mattiussi@dmschools.org.
- 4.) The Purchasing Agent for the District will work with the authorized agent of the District to respond to all inquiries and will render an official interpretation of the question in writing. The District shall not be responsible for verbal interpretations offered by employees of the District who are not agents of the District's Purchasing Department. A list of all inquiries and responses will be posted online.
- 5.) The District shall issue a written addendum if substantial changes, which impact the technical submission of Proposals, are required. A copy of the addenda will be posted online at our website: www.dmschools.org. The Bidder shall certify its acknowledgement of the addendum by signing the addendum and returning it with their proposal. In the event of a conflict with the original contract documents, addenda shall govern all other contract documents to the extent specified. Subsequent addenda shall govern over prior addenda only to the extent specified.

C. Pricing

- 1.) If the Bidder is awarded a contract under this Bid solicitation, the prices proposed by the Bidder shall remain fixed and firm during the term of the solicitation review and any subsequent contract; provided, however, that the bidder may offer incentive discounts from this fixed price to the District at any time during the contractual term.
- 2.) Bidders will neither include Federal, State nor applicable local excise or sales taxes in bid prices, as the District is exempt from payment of such taxes. An exemption certificate will be provided where applicable upon request
- 3.) The Bidder, by affixing its signature to this Proposal, certifies that its Proposal is made without previous understanding, agreement, or connection either with any persons, firms or corporations offering a Bid Proposal for the same services, or with the District. The Bidder also certifies their proposal is in all respects fair, without outside control, collusion, fraud, or otherwise illegal action.

D. Bid Preparation and Submission

- 1.) This document is a Request for Proposal. It differs from a Request for Bid in that the District is seeking a solution as described herein, not a bid meeting firm specifications for the lowest price. As defined by the American Bar Association Model Procurement Code, Competitive Sealed Proposals will be evaluated based upon criteria formulated around the most important features of the service, of which quality, references, and availability or capability, may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal evaluation criteria should be viewed as standards, which measure how well a Bidder's approach meets the desired requirements and needs of the District.
- 2.) The Proposal must be typed or legibly printed in ink, on the Form of Proposal supplied; use of pencil or erasable ink is not permitted. The authorized agent of the Bidder must initial all corrections made by the Bidder in ink.
- 3.) Bid Proposals must contain the signature of an authorized agent of the Bidder. If the Bidder's authorized agent fails to sign the Proposal, it shall be considered a non-responsive offer and shall not be considered.
- 4.) Proposals should be as thorough and detailed as possible so that DMPS may properly evaluate the Bidder's capabilities to provide the required products and services.
- 5.) Unit prices shall be provided by the Bidder on their proposal. Where there is a discrepancy between the unit price and the extension of prices, the unit price shall prevail.
- 6.) The Bidder must include all information and supplemental documentation required in conjunction with this Proposal. If the Bidder fails to supply any required information or documents, its Proposal shall be considered non-responsive and shall not be considered
- 7.) The accuracy of the Bid Proposal is the sole responsibility of the Bidder. Bidder will not be allowed to make changes to their Proposal after the date and time of the Bid opening due to error by the Bidder.
- 8.) Information packages should not contain promotional or display materials unless specifically required in The Scope of Services section. Informational packages must address the requirements as explained to aid the evaluation. All questions posed by the Request for Proposal must be answered clearly and concisely.
- 9.) This solicitation does not commit the District to pay any cost incurred by the Bidder or any other party in preparation and / or submission of proposals or in making necessary studies or designs for the preparation thereof, nor is the District obligated to procure or contract for such product and services.
- 10.) The District reserves the right to waive any and all informalities in information packages if such waiver does not substantially change the offer or provide a competitive advantage to any bidder.

D. Bid Preparation and Submission

11.) To facilitate the evaluation of Bidder's proposal, Bidder is to number all pages of its proposal and provide tabs as indicated below.

- a. **Tab # 1** **Services:** Address all areas detailed in Section IV completely
- b. **Tab # 2** **Qualification:** Complete the vendor qualification statement attached.
- c. **Tab # 3** **References:** Provide references as requested below.
- d. **Tab # 4** **Exceptions/Alternatives:** Detail any exception with this request.
- e. **Tab # 5** **Form of Proposal:** Complete and sign the Form of Proposal.

E. Conflicts of Interest

- 1.) It shall be understood and agreed that Bid Proposals submitted are offered independently of any other proposals.
- 2.) In the event that an independent contractor or firm in conjunction with the District developed this RFP, neither this contractor, nor its principals or subsidiaries, shall be allowed to submit a proposal for this solicitation.
- 3.) In the event that this proposal request requires consulting services which may ultimately lead to the purchase of other products or services in the future, neither the selected consultant, nor its principals or subsidiaries, will be allowed to participate in the acquisition of these specific goods and services in the future
- 4.) Chapter 722 of the Code of Iowa provides that it is a felony to offer, promise or give anything of value or benefit to a person serving in a public capacity including a school district employee with intent to influence that employee's acts, opinions, judgment or exercise indiscretion with respect to the employee's duties. Section 68B.22 governs the solicitation and acceptance of gifts by public officials.

F. Modifications or Withdrawals of Bid Proposal

- 1.) Bids may only be modified in the form of a written notice on company letterhead and must be received prior to the time and date set for the Bid opening. Each modification submitted to the District's Purchasing Office must have the Bidder's name and return address and the applicable proposal number and title of the bid clearly marked on the face of the envelope. If more than one modification is submitted, the modification bearing the latest date of receipt by the District's Purchasing Department will be considered the valid modification. All requests for bid modifications must be signed by a duly authorized agent of the submitting company
- 2.) Bids may be withdrawn prior to the time and date set for the Bid openings. Such requests must be made in writing on company letterhead and signed by a duly authorized agent of the submitting company.

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G. Evaluation of Bid Proposal

- 1.) The District reserves the right to reject any and/or all bid proposals or parts thereof, to waive informalities or irregularities in the information packages, and to enter into such contract or contracts as shall be deemed in the *best interests of the District*.
- 2.) The District reserves the right to reject proposals or parts thereof for the following reasons:
 - a. The Bidder misstates or conceals any material fact in their Proposal.
 - b. The Bidder's Proposal does not strictly conform to the law or requirements of the RFP.
 - c. The Bid Proposal does not include documents including, but not limited to, certificates, licenses, information or specification sheets, bonds, and/or samples, which are required for submission with the Bid Proposal in conjunction with the General Terms and Condition or Scope of Services.
 - d. The Bid has not been properly executed by signature of an authorized representative of the Bidder.
- 3.) A proposal may not be accepted from, nor any contract be awarded to, any person or firm which is in arrears to the District upon any debt or contract or which is a defaulter as surety or otherwise upon any obligation to the District.
- 4.) A proposal may not be accepted from, nor any contract awarded to, any person or firm, which has failed to perform faithfully any previous contract with the District, local, state or federal governmental agency for a minimum period of one (1) year after the previous contract, was terminated for cause.
- 5.) A proposal may be rejected if the Bidder is currently under suspension or debarment by any local, state or federal government, and if the Bidder cannot so certify, then it shall submit along with the proposal a written explanation of why it cannot make such certification.
- 6.) A proposal may not be accepted from, nor any contract awarded to, any person or firm, which has pending litigation against the District on the date and time that the bid opens.
- 7.) The award will be made to the Bidder that best meets the needs of the District based upon the evaluation criteria. The District is not required to award the lowest cost proposal.
- 8.) The District reserves the right to:
 - a. Reject any and all Bid Proposals submitted by prospective Bidders.
 - b. Re-advertise this solicitation
 - c. Postpone or cancel the Bid process for this solicitation
 - d. Determine the criteria and process whereby proposals are evaluated and awarded.

H. Selection Process

- 1.) The following criteria may be used to assist in selecting the successful contractor:
 - a. **Completeness:** Each response will be reviewed prior to the selection process for completeness and adherence to format.
 - b. **Evaluation Process:** The District will rely on its staff to formally evaluate each complete proposal. The evaluation process will objectively grade the proposal on their merit and responsiveness. The District will develop and employ a grading scale when evaluating proposals, the criteria will be the sole responsibility of the District.
- 2.) The District reserves the right to select the successful Bidder based upon the original response along with whatever other evaluation methodology the District chooses to pursue, in accordance with the District policy.
- 3.) Preliminary evaluations will be performed by the District's Purchasing and Business departments to determine if all the mandatory requirements have been met. Failure to meet the mandatory requirements may result in the proposal being rejected.
- 4.) Site visits *may* be required by District selected Bidder(s) to clarify proposals. The District will make every attempt to work with the selected Bidder(s) to schedule a date and time for each presentation agreeable to the bidder(s). Failure to accept the District's invitation for a presentation may be grounds to reject the Bidder's proposal.

I. Award of Contract

- 1.) Contract: This acceptance of a proposal is predicated on the total dollar amount to complete the project and the District's ability to secure adequate funding. In the event adequate funding is not available the District will not award a contract. If funding is available the Board of Directors for the District shall award a contract to the successful Bidder.
- 2.) The General Terms and Conditions, The Scope of Services, the Bidder's Proposal, written letters, addenda and the Purchase Order are collectively an integral part of the contract between the District and the successful Bidder. The Awardee will be asked to enter into a contract with the District after the Board's approval at the conclusion of the process.
- 3.) The District shall select the Bidder which, in its opinion, has made the best proposal, (*not necessarily the lowest cost provider*) and shall award the contract to that Bidder.
- 4.) Insurance Requirements: Successful Bidder shall submit to the District certificates of insurance, prior to beginning work under this contract and no later than ten (10) days after award of the contract. All policies of insurance required herein shall be written by insurance companies licensed to conduct the business of insurance in Iowa, and acceptable to the District, and shall carry the provision that the insurance will not be cancelled or materially modified without thirty days (30) prior written notice to the District. The certificates of insurance shall list the Des Moines Public Schools as the additional insured for the specified project as outlined in this RFP.

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I. Award of Contract

Insurance Requirements:

Successful bidder must provide evidence of insurance coverage for professional liability insurance to cover all of the areas for which they are submitting a proposal. This professional liability shall be written on claims made form with a retroactive date no later than the date of their proposed contract with the Des Moines Independent Community School District. The coverage shall be written with a limit not less than \$3 million for any one claim, with an aggregate not less than \$3 million for all claims in a policy period. The successful Bidder must provide a statement saying that such coverage shall be written exclusively to cover the Des Moines contract or as an alternative guarantee that the aggregate has not already been impaired by other claims if this policy covers other activities or services for other clients. Other forms of insurance which must be maintained during the entire term of the contract and any extensions shall be of the following forms and limits:

<u>Forms</u>	<u>Limits</u>
Workers' Compensation	Statutory
Automobile Liability	\$1,000,000 Combined Single Limit
Commercial General Liability, (Including Contractual Liability & Products Completed Operations Coverage)	\$1,000,000 Combined Single Limit
Umbrella/Excess Liability	\$2,000,000

The establishment of minimum limits of insurance by the Des Moines Public Schools does not reduce or limit the liability or responsibilities of the Successful Bidder.

- 5.) Indemnification: The successful Bidder shall assume the entire responsibility and liability for any and all damages caused by or resulting from the negligent or willful unauthorized disclosure of any confidential information or the use of trademarked / patented product without the proper authorization or permission on the part of the successful Bidder, its subcontractors, agents or employees under or in connection with this contract. The successful Bidder shall also, upon written demand by the District, assume and defend, at the successful Bidder's sole expense, any and all such suits or defense of claims alleging unauthorized disclosures of confidential information or improper use of product. Any negligent or willful unauthorized disclosure of confidential information or improper use of product on the part of the successful Bidder, its subcontractors, agents or employees under or in connection with this contract shall constitute a breach of the terms of this contract. The District may proceed by appropriate court action, including seeking injunctive relief, to prevent continuing unauthorized disclosures or uses, and successful Bidder shall hold harmless and indemnify the District for court costs, litigation expenses and attorney's fees that it may pay or incur as the result of seeking to prevent or stop any and all unauthorized disclosures or improper use of product or information.

The successful bidder shall hold harmless, indemnify, and save the District, its officers, employees, and agents, from any and all liability claims, losses or damages arising or alleged to arise during the performance of the work described herein by reason of any negligent act or omission of the successful Bidder or any of its agents, employees, or representatives. The indemnity applies to either active and passive negligent acts or other conduct.

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I. Award of Contract

6.) Award Requirements

- a. Successful Bidders shall be familiar and comply with all local, state, and federal directives, ordinances, rules, orders, and laws as applicable to, and affected by, this contract including but not limited to Equal Employment Opportunity Commission (EEOC), the Occupational Safety, Health Act (OSHA), and Title I and Title II of the Americans with Disabilities Act (ADA) regulations. No Bidder shall be excluded from consideration for award in conjunction with this solicitation on the basis of race, color, creed, national origination, handicap or sex or be subjected to discrimination under any contractual award administered by the District.
- b. The Bidder shall not assign, transfer, convey, sublet or otherwise dispose of this contract, including any or all of its right, title or interest therein, or its power to execute such contract to any person, company or corporation without prior written consent of the District.
- c. All employees of the Bidder shall be considered to be, at all times, employees of the Bidder under its sole direction and not an employee or agent of the District. The successful Bidder shall supply competent and physically capable employees in a number that is consistent with the service requirements. Where required, employees shall be licensed and accredited. The District may require the successful Bidder to remove an employee it deems careless, incompetent, insubordinate or otherwise objectionable and whose continued employment on District property is not in the best interest of the District. In accordance with the District's policy regarding the use of tobacco and alcohol products and/or illegal drugs, no employee of the successful Bidder shall be permitted to use these substances when performing work on District property.
- d. The successful Bidder shall certify that all employees employed in support of this contract who have direct contact with students, which is defined to mean being in the presence of students during regular school hours or during school-sponsored activities, have not been convicted of (i) a felony; (ii) any offense involving the sexual molestation, physical or sexual abuse or rape of a child; or (iii) a crime of moral turpitude.
- e. The Bidder will be responsible for the cost of all the equipment, accessories, labor, materials in order to the work as detailed in the Scope of Services
- f. The names of all subcontractors known, or contemplated, shall be listed. The District may approve all subcontracts.

7.) Payment

- a. To be eligible for payment, all labor, equipment and materials covered under successful Bidders invoice must be completed and accepted by the District. The District agrees to make payments under this contract within forty five (45) days after receipt of a correct invoice for such payment. Where payment is made by mail, the date of postmark shall be deemed to be the date of payment.
- b. Any amounts due the District under the terms of this or any other agreement may be applied against successful Bidder's invoices with documentation for the basis of the adjustment attached. In no event shall any interest penalty or late fee accrue when payment is delayed because of disagreement between the District and successful Bidder regarding the quantity, quality, time of delivery, or other noncompliance with the contract requirements for any product or service or the accuracy or correctness of any invoice.

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I. Award of Contract

7.) Payment

- c. Successful Bidder shall submit to the District all invoices promptly upon completion of the requirements for installation, delivery, and acceptance of the products and services required under this contract. Invoices shall not include any costs other than those identified in the executed District purchase order awarding this contract or any subsequent change orders issued by the Purchasing Department. All other costs are the Bidder's responsibility, except to the extent such charges are identified in the executed District purchase order or change orders. Successful Bidders invoices shall provide at a minimum:
 - Type and description of the product or service installed, delivered and accepted; Quantity delivered; Charge for each item
 - Extended total (unit costs x quantity)
 - This RFP number and / or the DMPS Purchase Order number
- d. Payment terms offering a "prompt payment discount" of 20 days or greater will be considered in the evaluation of proposals. All other payment terms shall be net forty- five (45) calendar days or greater.
- e. Special Educational or Promotional Discounts: Successful Bidder shall extend any special educational or promotional sale prices or discounts immediately to the District during the term of the contract. Such notice shall also advise the duration of the specific sale or discount price.

J. Termination or Cancellation

- 1.) In order to protect the vested interests the District, and to ensure the efficient utilization of dollars, the successful Bidder shall comply with all contractual obligations contained in the General Terms and Conditions, Special Conditions and The Scope of Services. With respect to these obligations, the District will report any non-compliance issues to the successful Bidder for corrective action. Continued non-compliance by the successful Bidder shall be the District's justification for placing the Bidder's contract on probation status or termination.
- 2.) In the event that the successful Bidder defaults on its contract or the contract is terminated for cause due to performance, the District reserves the right to re-procure the products or services from the next lowest Bidder or from other sources during the remaining term of the terminated/defaulted contract.
- 3.) In the case of termination, costs shall be prorated to the date of termination and the parties shall execute a settlement agreement to specify the terms. Failure to agree on a settlement may be subject to arbitration.
- 4.) With the mutual agreement of both the contractor and the District, upon receipt and acceptance of not less than thirty days written notice, the contract may be terminated on an agreed date before the end of the contract without penalties to either party.

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J. Termination or Cancellation

- 5.) Either party may terminate the contract because of the failure of the other party to carry out the provisions of the contract. In such case, the party terminating the contract shall give thirty days' notice of conditions endangering performance and if after notice the offending party fails to remedy the violation of the terms to the satisfaction of the other party, the contract may be terminated.
- 6.) In the event the filing of a Petition in Bankruptcy by or against the successful Bidder, the District shall have the right to terminate the contract by providing fifteen days' notice of its intentions to terminate.
- 7.) If funds anticipated for these products or services do not become available for any reason, the District shall have the right to terminate the contract without penalty by giving not less than 20 days written notice documenting the lack of funding.

K. Severability

If for any reason, any provision hereof shall be determined to be invalid or unenforceable, the validity and effect of the other provisions hereof shall not be affected thereby.

L. Bribery, Corruption and Gifts

Chapter 722 of the Code of Iowa provides that it is a felony to offer, promise or give anything of value or benefit to a person serving in a public capacity with intent to influence that employee's acts, opinions, judgment or exercise indiscretion with respect to the employee's duties. Section 68B.22 governs the solicitation and acceptance of gifts by public officials.

M. Disclosure of Information Content

The laws of Iowa require that at the conclusion of the selection process the contents of the information packages be placed in the public domain and be open for inspection by interested parties. The District will treat all information submitted by a Bidder as public information. The District's release of information is governed by Iowa Code chapter 22. Bidders are encouraged to familiarize themselves with chapter 22 before submitting a Bid. Bidders are advised that the District does not wish to receive confidential or proprietary information and bidders are not to supply such information except when it is absolutely necessary. Pricing information cannot be considered confidential information. Finally, identification of the entire Bid as confidential will be deemed non-responsive and disqualify the Bidder's proposal.

N. Disposition of Information Packages

All Bids become the property of the District and will not be returned to the Bidder at the conclusion of the selection process; the contents of all Bids will be in the public domain and be open to inspection by interested parties subject to exceptions provided in Iowa Code Chapter 22 or other applicable laws.

O. Audit or Examination of Contract

Bidder agrees that any authorized auditor, the Office of Auditor of the State and where federal funds are involved, the Comptroller of the United States or a representative of the United States Government, shall have access to and a right to examine, audit, excerpt, and transcribe any directly pertinent books, documents, papers, and records of the bidder relating to the orders, invoices, or payment of this contract.

P. Copyrights

By submitting a Bid, the Bidder agrees that the District may copy the Bid for purposes of facilitating the evaluation of the Bid or to respond to requests for public records. The Bidder consents to such copying by submitting a Bid and warrants that such copying will not violate the rights of any third party. The District shall have the right to use ideas or adaptations of ideas that are presented in the Bids.

Q. Release of Claims

By submitting a Bid, the Bidder agrees that it will not bring any claim or cause of action against the District based on any misunderstanding concerning the information provided herein or concerning the District's failure to provide the Bidder with pertinent information as intended by this bid request.



IV. SCOPE OF SERVICES

Contract Period:

The initial contract period will be for one (1) year July 1 2014 to June 30, 2015 with the option to renew the contract annually. The District reserves the option to renew the contract with the successful Bidder for up to four additional years. The amount of the contract for the second through the fifth year shall be negotiated at the close of each preceding year. The renewal option may not be exercised if it is not in the District's best interest.

General:

The purpose of this RFP is to evaluate and select a professional travel management service to procure transportation, lodging, and other travel related services at the greatest savings and benefit to the District, its Administration, students and employees. The District intends to award this service to one provider, but reserves the right to issue multiple awards, whichever is in the best interest of the District. The District's annual expenditure for such services ranges from \$100,000.00 - \$250,000.00 annually. This is only an estimate and the District makes no guarantee of future expenditures or volume of business activity. The services will be provided on an "as needed" basis, there is no minimum guarantee.

Required Services:

In order to be considered the Bidder must be able to provide the following services.

- 1.) Provide quotations and make bookings for individual or group travel (airfare, hotel accommodations, ground transportation arrangements) for the faculty, professional staff and students traveling for approved programs in support of the District's educational purposes, ensuring such bookings at the most favorable rate. ***Competitive type pricing, in comparison to self-service sites (Expedia, Priceline and others) is expected.***
- 2.) Any funds charged to Bidder's credit as an expense on behalf of the District will be reimbursable with proper documentation and invoicing.
- 3.) The District expects minimum hours of operation to be 8:00 a.m. to 5:00 p.m., CST, Monday through Friday, year round. In addition to standard business hours, the District requires 24/7 supplementary travel services through a toll free number. Evening and weekend reservation services must be available. Agent must identify all fees and/or costs for supplementary "after-hours" calls and reservations.
- 4.) Create and deliver detailed travel itinerary documents for each traveler, including advance seat assignment, and if applicable, hotel information, hotel confirmation number, hotel address/phone number, and any ground transfer arrangements.

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Required Services:

- 5.) Provide and deliver electronic tickets and/or travel vouchers for domestic and/or international air travel. Authorizations to purchase such vouchers or e-tickets will be in the form of a Completed District Approval Form. The travel agent shall not make any confirmed bookings without receipt of a Completed District Approval Form. All charges will be made directly to the District. NOTE: If fare changes require additional funding, the bidder must receive additional District Approval prior to issuing a ticket.
- 6.) Obtain and maintain traveler(s) profile(s) for future travel arrangements. Traveler profile should include traveler's preferences and other information to identify traveler's preferred travel accommodations.
- 7.) Insure maximum use of governmental and other corporate discounts and/or special rates. Indicate how the District will pay the lowest available fare, and how it will be verified and reported.
- 8.) Manage frequent traveler program and any other discount programs to be utilized for overall cost savings to the District's Administration, students and staff. All discounts shall be for the benefit of District's Administration, students and staff, and not for personal gain of any District personnel. No discounts may be applied that are in violation of State and Federal Ethics regulations.
- 9.) Negotiate special fares and rates on behalf of the District.
- 10.) Must have a process to guarantee the lowest hotel rates available at the time of booking.
- 11.) Assign an account manager or higher level employee to manage and/or oversee the account for the District. The assigned account manager must be at managerial level, will be the point of contact to coordinate District travel requirements and will handle any problems or inquiries that may arise. This person must have authority to act on and make decisions to resolve any issues, including contractual issues, without need for extensive consultation within the Agent's organization.
- 12.) Assign skilled staff to service the account with a minimum of 2 years of corporate or large public sector organization travel experience, experience with public sector policies and procedures, group travel experience, and a willingness to learn and adapt to the District's policies and procedures.
- 13.) Must be able to customize billing.
- 14.) Describe method of reimbursement to the District for canceled travel arrangements, in the event the District's employee/student cannot travel.

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Required Services:

- 15.) Provide optional travel insurance as described but not limited to the coverage listed below:
 - i. Trip cancellation, delay and interruption insurance
 - ii. Medical Insurance including medical evacuation coverage
 - iii. Luggage/Car Rental protection

Management Reports:

- 1.) Concept for developing management and financial data reports required for all facets of travel. This is to include monthly air, hotel and fee reports which show activity, class of service provided, discounts available and obtained, etc.
- 2.) The following monthly management reports may be required:
 - i. Comprehensive transaction report for airlines and hotels, including rejected fare offers for the current month and year-to-date.
 - ii. Discount airfare comparison, usage and exception report
 - iii. Year-to-date sales monthly summary of air volume and how it compares to previous years.
 - iv. Chart of monthly air volume.
 - v. Chart of yearly air volume.
 - vi. Ticket report-details all transactions by passenger, issue date, invoice/ticket number, routing and amount. Include separate debit and credit sections.
 - vii. Validation report.
 - viii. Savings report as agreed upon by the District and successful Bidder.
 - ix. Monthly report of unused District tickets.
 - x. Other reports as requested from time-to-time by the District



V. COMPANY QUALIFICATIONS

Executive Summary: Please include an executive summary detailing your understanding of the requirements for this requests, as well as a brief (one – two paragraphs) outline on how your services will address those requirements.

Contact Information

Please complete these sections below indicate the structure of your organization, its ability to conduct business in the State of Iowa, as well as provide the financial and insurance information requested.

RFP Contact: _____

Title: _____

Name of Firm: _____ Check One _____ Corporation

Address: _____ _____ Partnership

_____ _____ Individual

_____ _____ Joint Venture

Phone: _____ _____ Other

Fax: _____

Years in business: _____ Years the organization has been under its present name: _____

Former names used by your organizations: _____

Corporations:

Date of incorporation: _____ State of incorporation: _____

President's Name: _____

Vice President's Name: _____

Secretary's Name: _____

Treasurer's Name: _____

Individuals / Partnerships:

Date of organization: _____

Names and Addresses of all individuals and partners: _____

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Qualified States & Business:

Is your company qualified to do business in Iowa? _____

If yes, what is your Contractor Registration Number? _____

List the states in which partnership or trade name is filed: _____

Organizational Structure & Personnel:

Provide an organizational chart indicating the individuals or positions that would work on and have knowledge of the project with the District. Provide the resumes of the key individuals of your organization who will managerially oversee and directly work this account, include their professional qualifications and ability to perform the required services as well as the numbers of years' experience providing the required service.

Questionnaire:

What is the primary scope of your organization's operation (What areas does your company excel)? _____

Indicate the total number of years your firm has provided the requested services _____

Detail:

Detail your organizations current contracts with public entities that have the same characteristics and complexities as the DMPS *(The names of the entities are not required at this point however we reserve the right to contact the organizations during our evaluation process)* _____

Detail any / all judgments, pending, or expected litigation or other real or potential financial reversals that might materially affect the viability or stability of the proposing organization or warrant that no such conditions exist. _____

Provide information about the organizations policies, practices, and standards for maintaining the confidentiality and integrity of the client's data, and information. _____

Provide information on how the organizations regarding dispute resolution _____

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Insurance:

List the name, address and contact of the organization's insurance agent(s):

Financial Information:

List the name, address and contact of your organizations bank(s) or your D&B #:

The District may, at any time, investigate a bidder's ability to perform the work. The District may ask for additional information about a company and its work on previous contracts. Please be aware that the District may use sources of information not supplied by the bidder concerning the abilities to perform this work. Such sources may include, for instance, current or past customers of the organization; current or past suppliers; articles from communications and related publications; articles from other published sources such as industry newsletters or from non-published sources made available to the District.

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VI. REFERENCES

Provide a listing of at least three (3) references for which the company has provided similar services within the last five (5) years, and whose complexities are similar to those presented in this proposal:

Customer name: _____

Address: _____

City / State / Zip: _____

Contact name: _____

Contact title: _____

Telephone: _____

E-mail address: _____

Customer name: _____

Address: _____

City / State / Zip: _____

Contact name: _____

Contact title: _____

Telephone: _____

E-mail address: _____

Customer name: _____

Address: _____

City / State / Zip: _____

Contact name: _____

Contact title: _____

Telephone: _____

E-mail address: _____



VIII. FORM OF PROPOSAL

The proposal shall clearly state all of the costs associated with the service requested. No other costs post award will be accepted:

Transactional Fee Schedule for the following services:

Domestic Airline Ticket	\$ _____
International Airline Ticket	\$ _____
Hotel Booking	\$ _____
Airline Ticket Refund/credit	\$ _____
Airline Ticket Exchange	\$ _____
Airline Ticket Void	\$ _____
Airline Name Change	\$ _____
Optional Insurance Purchase	\$ _____
Paper Tickets	\$ _____
24/7 Service Assistance	\$ _____
Ground Transportation	\$ _____
Implementation Fees	\$ _____
Report Fees	\$ _____
Traveler Profile Fees	\$ _____
Additional Fees (list as needed)	\$ _____

Company Name: _____

Street Address _____

City / State/ Zip _____

Contact Phone Number _____

Contact Fax Number _____

Contact Email Address _____

Authorized Representative Signature _____

Representative Name (print) _____

THIS FORM AND EACH ADDITIONAL FORM OF PROPOSAL, IF ANY, MUST BE SIGNED. BY SIGNING THIS DOCUMENT THE BIDDER UNDERSTANDS AND AGREES TO COMPLY WITH ALL PROVISIONS AND REQUIREMENTS AS DETAIL IN THIS REQUEST FOR PROPOSAL, UNLESS NOTED IN THE EXCEPTIONS TAB. THEY AGREE TO PROVIDE ALL SERVICES AS DEFINED IN THE SCOPE OF SERVICES AND THE TERMS AND CONDITIONS AS SPECIFIED IN THIS DOCUMENT. BIDDER AGREES TO COMPLY WITH ALL LOCAL, STATE AND FEDERAL LAWS. THE BIDDER ASSURES TO THE BEST OF THEIR ABILITY THAT ALL INFORMATION SUBMITTED IS ACCURATE AND WAS SUBMITTED WITHOUT COLLUSION WITH ANOTHER PARTY. BY SIGNING THIS PROPOSAL THE SIGNATORY CERTIFIES LEGAL AUTHORITY TO BIND THE PROPOSING ENTITY TO THE PROVISIONS OF THIS PROPOSAL AND ANY CONTRACT AWARD PURSUANT TO IT. BY SIGNING THIS DOCUMENT, THE BIDDER DECLARES THERE ARE NO CONFLICTS OF INTEREST BETWEEN THE BIDDER AND THE DISTRICT. FURTHERMORE THE BIDDER CERTIFIES THAT NEITHER THEY NOR THEIR SUBCONTRACTORS HAVE EVER BEEN DISBARRED BY ANY FEDERAL, STATE, OR LOCAL GOVERNMENTAL AGENCY.



IX. ATTACHMENTS

Offender Acknowledgement

_____ (“Bidder’s Company Name”) is providing services to the Des Moines Public School District (“District”) as a vendor, supplier, contractor or subcontractor and/or is operating or managing the operations of a vendor, supplier or contractor. The services provided by the Company may involve the presence of the Company’s employees upon the real property of the schools of the District.

The Company acknowledges that Iowa law prohibits a sex offender who has been convicted of a sex offense against a minor from being present upon the real property of the schools of the District. The Company further acknowledges that, pursuant to law, a sex offender who has been convicted of a sex offense against a minor may not operate, manage, be employed by, or act as a contractor, vendor or supplier of services or volunteer at the schools of the District.

The Company hereby certifies that no one who is an owner, operator or manager of the Company has been convicted of a sex offense against a minor. The Company further agrees that it shall not permit any person who is a sex offender convicted of a sex offense against a minor to provide any services to the District in accordance with the prohibitions set forth above.

This Acknowledgment and Certification is to be construed under the laws of the State of Iowa. If any portion hereof is held invalid, the balance of the document shall, notwithstanding, continue in full legal force and effect.

In signing this Acknowledgment and Certification, the person signing on behalf of the Company hereby acknowledges that he/she has read this entire document that he/she understands its terms, and that he/she not only has the authority to sign the document on behalf of the Company, but has signed it knowingly and voluntarily.

Dated: _____

_____ [Company’s Name]

By: _____

Printed Name: _____

Title: _____