

VCU Procurement Services

SECOND AMENDMENT TO CONTRACT NO. 5571168MB
BY AND BETWEEN
VIRGINIA COMMONWEALTH UNIVERSITY
AND
CHRISTOPHERSON BUSINESS TRAVEL

This Second Amendment to Contract No. 5571168MB by and between Virginia Commonwealth University, hereafter referred to as "VCU", and Christopherson Business Travel, hereinafter referred to as "Contractor", is entered into as of the 24 day of March, 2023.

WHEREAS, VCU and Contractor entered into Contract No. 5571168MB, dated April 23, 2014 ("the Contract");

WHEREAS, VCU desires to continue to obtain the goods and services that Contractor offers;

WHEREAS, Contractor agrees to continue to provide the goods and services to VCU;

WHEREAS, the Contract provides for changes to the terms of the Contract through a changes provision set forth at Section O, in the General Terms and Conditions; and

WHEREAS, VCU and Contractor desire to revise the Contract in accordance with Section O in the General Terms and Conditions,

NOW THEREFORE, VCU and Contractor agree to enter into this Amendment to allow the following changes and additions to the Contract:

A. VCU and Contractor agree that

1. The Contract shall be extended from May 1, 2023 through September 30, 2023.

This Amendment shall become effective upon execution of this Amendment by VCU and Contractor. All other terms and conditions of the Contract shall remain in full force and effect.

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

Virginia Commonwealth University

Contractor

By: _____

By: Kathleen Roberts

Printed Name: John McHugh

Printed Name: Kathleen Roberts

Title: Director, Procurement Services

Title: CRO

Date: _____

Date: March 24, 2023



VCU

Procurement Services

FIRST AMENDMENT TO CONTRACT NO. 5571168MB
BY AND BETWEEN
VIRGINIA COMMONWEALTH UNIVERSITY
AND
CHRISTOPHERSON BUSINESS TRAVEL

This First Amendment to Contract No. 5571168MB (this "Amendment") by and between Virginia Commonwealth University, hereafter referred to as "VCU", and Christopherson Business Travel, hereinafter referred to as "Contractor", is entered into as of the date the last signature is affixed hereto.

WHEREAS, VCU and Contractor entered into Contract No. 5571168MB, dated April 23, 2014 (the "Contract");

WHEREAS, VCU desires to continue to obtain the goods and services that Contractor offers as revised herein;

WHEREAS, Contractor agrees to continue to provide the goods and services to VCU as revised herein;

WHEREAS, the Contract provides for changes to the terms of the Contract through a changes provision set forth at Section O. in the General Terms and Conditions; and

WHEREAS, VCU and Contractor desire to revise the Contract in accordance with Section O. in the General Terms and Conditions.

NOW THEREFORE, VCU and Contractor agree to enter into this Amendment to allow the following changes and additions to the Contract:

1. The Contract shall be renewed for the period of May 1, 2020 through April 30, 2023. This represents renewal is the second of two (2) optional three (3) year renewals.
2. Contractor shall allow three (3) additional VIP, high-touch travelers to be serviced at the normal transactions fees during the May 1, 2020 through April, 30, 2023 renewal term. Therefore, a total of fifteen (15) VIP, high-touch travelers will be serviced at the normal transactions fees during the May 1, 2020 through April 30, 2023 renewal term.

This Amendment shall become effective upon execution of this Amendment by VCU and Contractor. All other terms and conditions of the Contract shall remain in full force and effect.


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

VIRGINIA COMMONWEALTH
UNIVERSITY

Signed by:
By: Mark E. Roberts
B96F5DB034864FC...

Mark Roberts
Interim Director of
Procurement Services
Date: 3/6/2020

CHRISTOPHERSON BUSINESS TRAVEL

By: 
Name Printed: Matthew J Cameron
Title: COO
Date: 3/4/2020



March 15, 2017

Mr. Mike Cameron
Chief Executive Officer
Christopherson Business Travel
5588 S. Green Street
Salt Lake City, UT 84123

Procurement Services
University Purchasing

912 W Grace St.
P.O. Box 980327
Richmond, Virginia 23298-0327

804 828-1077
Fax: 804 828-7837
TDD: 1-800-828-1120
www.vcu.edu/procurement

RE: Contract #: 5571168MB
Renewal No.: 1
Current Purchase Order: N/A

Dear Mr. Cameron,

Your firm's contract with Virginia Commonwealth University (VCU) for travel management services expires on April 30, 2017. VCU intends to exercise the renewal of this contract in accordance with Section IX, item I of Contract #: 5571168MB. Your signature constitutes your firm's acceptance of this renewal.

Services shall be provided in accordance with the contract for the renewal period: April 30, 2017 through April 30, 2020.

Pricing remains the same as the previous contract period.

Attached is the revised pricing in accordance with the contract terms.

By signing and submitting this contract renewal letter Contractor certifies that it will maintain the insurance coverages required at the time the contract was awarded.

Please return this document to me no later than April 1, 2017. Your response may be emailed to me at nbfetzer@vcu.edu or faxed to me at (804) 828-7837. If you have any questions, please contact me at (804) 828-3409.

Sincerely,

Nicholas Fetzer
Travel and Events Contract Administrator



VCU

Procurement Services

University Purchasing

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Richmond, Virginia 23298-0327

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Fax: 804 828-7837
TDD: 1-800-828-1120
www.vcu.edu/procurement

RESPONSE:

Name of Firm

Christopherson Business Travel

Signature

Name Printed

Michael A. Cameron

Title

Chief Executive Officer

Date

3/28/2017

**Procurement Services**

University Purchasing

912 W Grace St.
P.O. Box 980327
Richmond, Virginia 23298-0327804 828-1077
Fax: 804 828-7837
TDD: 1-800-828-1120
www.vcu.edu/procurement**Revised Pricing Terms**

- The agent booked international air ticketing fee will be reduced from \$35 to \$33.50.
- The agent booked air ticketing fee for tickets issued via rewards or points programs will be reduced from \$50 to \$40.
- For Amtrak trains that are unavailable for booking in the Concur online booking tool and therefore require contact with a Christopherson travel agent, booking fees will be reduced from \$24 to \$9. The following are the trains/routes impacted:
 - Sunset Limited 1/2
 - Southwest Chief 3/4
 - California Zephyr 5/6
 - Coast Starlight 11/14
 - Texas Eagle 21/22/421/422
 - Capitol Limited 29/30
 - Lake Shore Limited 48/49/448/449
 - Cardinal 50/51
 - Carolinian 79/80
 - Palmetto 89/90
 - Silver Star 91/92
 - Silver Meteor 97/98
 - Hoosier State 850/851

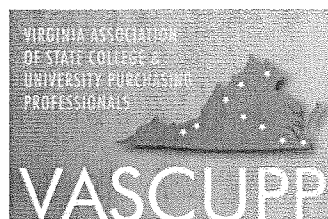


Request for Proposals

RFP #: 5571168MB

RFP Title: Virginia Commonwealth University
Travel Management Services

Date: 7/19/2013



College of William and Mary
George Mason University
James Madison University
Old Dominion University
Radford University
The University of Virginia
Virginia Commonwealth University
Virginia Military Institute
Virginia Tech

A VASCUPP Member Institution

Request For Proposals RFP # 5571168MB

Issue Date: 7/19/2013

Title: Virginia Commonwealth University Travel Management Services

Issuing and Using Agency: Virginia Commonwealth University
Attention: Mary L Bulger
10 S 6th St., 2nd floor
POB 980327
Richmond, Virginia 23298-0327

Period of Contract: Three (3) year initial term with two (2) successive three (3) year renewal options, or as negotiated.

Proposals For Furnishing The Services Described Herein Will Be Received Until: 12:00 PM (EST) local time on 8/16/2013.

All Inquiries For Information Should Be Directed To: ISSUING AGENCY, address listed above or to Phone: (804) 828-0904, VOICE TDD: (800) 828-1120.

This solicitation & any addenda are posted on the eVa website at: <http://www.eva.virginia.gov>

HARD-COPY, ORIGINAL PROPOSALS MUST BE RECEIVED IN VIRGINIA COMMONWEALTH UNIVERSITY'S DEPARTMENT OF PROCUREMENT SERVICES ON OR BEFORE THE DATE AND TIME DESIGNATED ON THIS SOLICITATION. ELECTRONIC SUBMISSIONS AND FACSIMILE SUBMISSIONS WILL NOT BE ACCEPTED IN LIEU OF THE HARD-COPY, ORIGINAL PROPOSAL. VENDORS ARE RESPONSIBLE FOR THE DELIVERY OF THEIR PROPOSAL. PROPOSALS RECEIVED AFTER THE OFFICIAL DATE AND TIME WILL BE REJECTED. THE OFFICIAL DATE AND TIME USED IN RECEIPT OF RESPONSES IS THAT TIME ON THE CLOCK OR AUTOMATIC TIME STAMP IN THE DEPARTMENT OF PROCUREMENT SERVICES.

IF PROPOSALS ARE MAILED, SEND DIRECTLY TO VIRGINIA COMMONWEALTH UNIVERSITY, PROPOSAL PROCESS DEPARTMENT, POB 980327, RICHMOND, VA 23298-0327. **IF PROPOSALS ARE HAND DELIVERED OR SENT BY COURIER, DELIVER TO:** VIRGINIA COMMONWEALTH UNIVERSITY, DEPARTMENT OF PROCUREMENT SERVICES, 10 S 6TH ST., 2nd FLOOR, RICHMOND, VA 23219. THE RFP NUMBER, DATE AND TIME OF PROPOSAL SUBMISSION DEADLINE, AS REFLECTED ABOVE, MUST CLEARLY APPEAR ON THE FACE OF THE RETURNED PROPOSAL PACKAGE.

In Compliance With This Request for Proposals And To All Conditions Imposed Therein and Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services Described Herein In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation. Furthermore, The Undersigned Agrees Not To Start Any Work Relative To This Particular Solicitation Until A Resulting Formal Signed Purchase Order Is Received By The Contractor From University Purchasing. Any Work Relative To This Solicitation Performed By The Contractor Prior To Receiving A Formal Signed Purchase Order Shall Be At The Contractor's Own Risk And Shall Not Be Subject To Reimbursement By The University. **Signature below constitutes acknowledgement of all information contained through links referenced herein.**

NAME AND ADDRESS OF FIRM:

_____	Date: _____
_____	By (Signature In Ink): _____
_____ Zip Code _____	Name Typed: _____
E-Mail Address: _____	Title: _____
Telephone: (____) _____	Fax Number: (____) _____
Toll free, if available	Toll free, if available
DUNS NO.: _____	FEI/FIN NO.: _____

REGISTERED WITH eVA: () YES () NO	SMALL BUSINESS: () YES () NO
VIRGINIA DMBE CERTIFIED: () YES () NO	MINORITY-OWNED: () YES () NO
DMBE CERTIFICATION #: _____	WOMEN-OWNED: () YES () NO

A Pre-Proposal teleconference will be held. See Section V. Pre-Proposal Teleconference herein.

THIS SOLICITATION CONTAINS 23 PAGES.

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I. PURPOSE:

The intent and purpose of this Request for Proposals (RFP) is to establish a contract(s) with a qualified source(s) for the provision of comprehensive travel management services for Virginia Commonwealth University (the lead issuing institution and hereafter referred to as "the University" or "VCU"), an agency of the Commonwealth of Virginia. The initial contract term is anticipated to be three (3) years from date of award with two (2) successive three (3) year renewal options.

VCU intends for the resulting contract(s) to be mandatory-use for University travelers. "Mandatory-use" is defined as requiring all University employees to book air and rail through the contracted agency(ies) if using University funds. Guests are encouraged to use the contracted agency(ies) but are not required. Hotel and car rental reservations are encouraged to be booked through the contract agency but are not required. "Mandatory-use" excludes Athletics and group travel at the discretion of Procurement Services. Other exclusions may apply. VCU will determine single or dual award during the evaluation process.

It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institution or lead-issuing institution's affiliated foundations may access any resulting contract(s) if authorized by the contractor.

Additional information is available at:

[http://procurement.vcu.edu/files/RFP Website Link Cooperative Procurement.pdf](http://procurement.vcu.edu/files/RFP%20Website%20Link%20Cooperative%20Procurement.pdf)

II. THE UNIVERSITY:

Information is available at:

[http://procurement.vcu.edu/files/RFP Website Link The University.pdf](http://procurement.vcu.edu/files/RFP%20Website%20Link%20The%20University.pdf)

III. REPORTING AND DELIVERY REQUIREMENTS:

Information is available at:

[http://procurement.vcu.edu/files/RFP Website Link Reporting Delivery Requirements.pdf](http://procurement.vcu.edu/files/RFP%20Website%20Link%20Reporting%20Delivery%20Requirements.pdf)

IV. PRE-PROPOSAL TELECONFERENCE:

An optional pre-proposal teleconference will be held on Thursday, August 1, 2013 at 2:00pm EST. The purpose of the teleconference is to allow potential Offerors an opportunity to ask questions and obtain clarification relative to any facet of this solicitation.

Offerors should submit questions/clarifications to be addressed during the teleconference in advance (via email) to mlbulger@vcu.edu by Wednesday, July 31, at 5:00pm. There will be an opportunity for additional questions/clarifications during the teleconference.

While participation in the teleconference will not be a prerequisite to submitting a proposal, Offerors who intend to submit a proposal are encouraged to participate. Any changes resulting from this teleconference will be issued in a written addendum to the solicitation.

Offerors who participate in the teleconference shall submit an email to Mary Lou Bulger at mlbulger@vcu.edu within one (1) business day of the pre-proposal teleconference, confirming the Offerors participation and the Offeror's contact information.

To access the teleconference:

- Dial 866-842-5779
- Enter the Conference Code when prompted, followed by the #: **5021476348**

V. OVERVIEW OF VCU'S CURRENT TRAVEL PROGRAM:

A. Current Contract

VCU's current contract will end on August 30, 2013. The contract is a non-mandatory use, single award contract.

B. Payment Method

An Agency Travel Card (ghost card) and individual-liability travel cards were the primary methods of payment through the contract until April 2013. In April, the Agency Travel Card (ATC) was eliminated, and VCU travelers were allowed to use university-liability purchasing cards (P-cards) to book air and rail. Travelers are still permitted to use individual-liability travel cards or personal cards to book travel. VCU's card provider is Bank of America (Visa).

Number of cards as of June 2013:

Card Type	Active Accounts	Number of Cardholders
University Liability P-Card	359	303
Individual Liability Travel Card	137	137

C. Online Booking Tool

VCU does not have an online booking tool (OBT).

D. Expense Management

VCU implemented Chrome River for pre-trip approval and expense reimbursement in April 2013.

E. Duty-of-Care:

Currently, VCU does not have a comprehensive duty-of-care program. VCU Insurance Services has a contract with Global Rescue for medical and political evacuation services.

F. Policy and Procedures: VCU's travel policy and procedures are found on: <http://procurement.vcu.edu/i-want-to/travel/>

G. Air/Rail Spend

The numbers below are for airfare and rail spend on the ATC and P-card from 4/14/2012 - 5/15/2013. Agent fees are not included. Upgrades and baggage fees are included since they were charged to the card at the time of transaction.

Contract air spend: \$3,330,000

Non-contract air spend: \$482,300

Total air spend: \$3,812,300

VCU does not have reporting capabilities to provide city pair or domestic vs. international information.

VCU has a campus in Doha, Qatar. Roundtrip travel originating in the US is arranged by VCU. Spend with Qatar Airways from 4/14/12-5/15/13 was \$562,000. Roundtrip travel originating in Qatar is arranged by established contracts with travel agencies in Qatar.

Rail (Amtrak): \$45,000

I. Car Rental

VCU uses the established VASCUPP Enterprise Rental Car contract. VCU spend for calendar year 2012 was \$188,000.

J. Hotel Program

Currently, VCU does not have a local or national hotel program in place, although local hotels usually charge the government rate for VCU bookings. VCU travelers often stay in conference hotels when applicable.

VI. DESCRIPTION OF REQUESTED GOODS/SERVICES AND PROPOSAL RESPONSE REQUIREMENTS AND SUBMISSION INSTRUCTIONS:

This section describes VCU's requested goods and/or services and the areas to be addressed in Offeror's proposal. **The areas to be addressed in the Offeror's proposal are italicized and in bold.** Proposal response must be written in the same order as outlined below. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities. Emphasis should be placed on completeness and clarity of content. Failure to submit all information requested may result in the elimination of the proposal from consideration. Proposals which are substantially incomplete or lack key information may be rejected by VCU.

A. Description of Requested Goods/Services and Proposal Response Requirements

1. Statement of Needs

Contractor(s) shall provide a comprehensive travel management services program which will include, but not be limited to: general and specialty travel services with fulfillment through full-agent services and an online booking tool; overall first-class customer service; complete duty of care; comprehensive reporting; and assistance with vendor negotiations. Contractor(s) must be PCI compliant and meet all data security requirements of VCU.

A. General Travel Services

Contractor should provide the following services through full-agent services or online booking tool:

- i. 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 VCU. Purchase requests will be made through the Online Booking Tool, phone, email, or fax;
 - d) Coach and/or economy class tickets are standard. Business class tickets are allowed per policy parameters;
 - e) Ticketing through low cost airlines, such as Air Tran/Southwest and Jet Blue, or any others as requested by VCU throughout the contract period, as the first option whenever scheduling, pricing, and funding sources allow;
 - f) Free, automatic common carrier and/or flight insurance for all travelers. The minimum shall be \$200,000;
 - g) A list of at least three available air or rail departures/arrivals 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.

ii. Reservations for lodging

- a) Reservations for lodging as specified by the requestor in accordance with the GSA rate schedule and VCU 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; and
- b) Reservations should take advantage of: the greatest of any available government, corporate, or travel agency discounts, whichever results in the lowest price for VCU.

iii. Ground transportation

- a) Reservations for vehicle rentals at the lowest available rate, utilizing established VCU contracts when cost beneficial.
 - (1) When utilizing VCU contracts, no additional insurance or service options are allowed beyond what are included in the 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 (GPS, prepaid fuel options, etc.) are not allowed.
- b) Other Ground Transportation: The Contractor should provide other ground transportation option (e.g. free hotel shuttles, airport shuttles, taxis) as requested or when available as alternates to vehicle rentals.

iv. Other services

- a) The Contractor should provide travel cost estimates and trip planning advice upon request. The Contractor should provide cost savings opportunities in regards to bundling air, lodging, and/or rental car reservations or any other applicable savings for the trip(s) in question.
- 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 immunization are required and when the immunizations will be needed by in order to travel.
- c) The Contractor should communicate entry requirements for a country (visa, letter of invitation, etc.). The Contractor should also communicate any issues that may prevent entry into another country (passport stamps to a specific country, etc.) and provide guidance on resolution.
- d) The Contractor should be able to obtain visas for travelers upon request.
- e) The Contractor should communicate current TSA restrictions to traveler and/or travel arranger.

v. Traveler profile management

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. Information to be held in the profile should include, but not limited to:

- (1) Personal information/contact details (name, home address, phone, etc.);
- (2) Business address;
- (3) Employee VCU identification number (V#) and email address for VCU employees;
- (4) Emergency contact information;
- (5) Passport information;

- (6) Travel preferences and memberships;
- (7) Seat preference;
- (8) Food requirements;
- (9) Award program numbers;
- (10) Hotel preferences (e.g. Non-smoking, ground floor, etc.);
- (11) Delegate information;
- (12) Notification information;
- (13) Payment information;
- (14) Any information as required by TSA; and
- (15) Other items Contractor feel would be beneficial to University travelers.

Please describe Offeror's ability to provide General Travel Services as outlined in Statement of Needs, A. General Travel Services. Propose any additional services that may not be specifically requested that Offeror deems of value for VCU's consideration. Please specify how long air/rail tickets are held prior to booking? Please provide details on options for booking spousal or dependent travel on the same itinerary as a VCU employee but with the spousal/dependent portion not paid for with a university-liability credit card.

B. Specialty Travel Services

i. Conference and meeting planning services

- a) The Contractor should arrange conference and meeting planning services upon request;
- b) Arrangements may include, but are not limited to:
 - (1) Group transportation;
 - (2) Reservation of meeting space;
 - (3) Lodging;
 - (4) Meals;
 - (5) Ground transportation; and
 - (6) All other related services.
- c) When providing this service, Contractor should act as the University's agent and should seek best pricing available.

ii. Chartered transportation

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

iii. International group travel

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

- (1) Group transportation;
- (2) Lodging reservations;
- (3) Meals;
- (4) Ground transportation;
- (5) Meeting space/classroom facilities;
- (6) Regional air transportation;
- (7) Museum/cultural event coordination and ticketing;
- (8) 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
- (9) All other related services.

Please describe Offeror's ability to provide Specialty Travel Services as outlined in Statement of Needs, B. Specialty Travel Services. Propose any additional services that may not be specifically requested that Offeror deems of value for VCU's consideration.

C. Online Booking Tool

Contractor must provide a comprehensive, intuitive, user-friendly online booking tool which should include, but not limited to the following features:

- i. 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", item "A." "General Travel Services."
- ii. The OBT shall meet the following information security management standards:
<http://www.ts.vcu.edu/kb/mc-docs/standard-business-associates-contracted-sites.pdf>
- iii. Copies of requested security assessment reports must be provided to VCU.
- iv. OBT shall have a secure log-in process. Contractor should have or should develop for a single sign-on capability that works with the Jasig Central Authentication Service (CAS).
- v. OBT should integrate with Chrome River. Integration should include a feed of pre-approval information to the OBT as well as travel expenses from the OBT to Chrome River.
- vi. OBT should have a delegate option. A delegate is defined by VCU as those individuals authorized to make travel arrangements and purchases on behalf of a VCU employee or student.
- vii. OBT should have a Guest Traveler option. A Guest Traveler option is defined by VCU 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 (speakers, candidates, etc.).
- viii. VCU should have administration rights to the OBT. Administration rights include content updates, addition of new users, addition of new departments, customization, etc.
- ix. OBT should be customizable, including but not limited to: VCU policy, preferred vendors, reporting information needs, and payment methods.
- x. 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.
- xi. OBT should have mobile application capability.
- xii. Contractor should demonstrate advanced knowledge of online booking tool technology in order to provide a high level of service to VCU travelers.
- xiii. Contractor should provide implementation services for the OBT upon award of contract. Services should include, but not be limited to: organized roll-out plan, orientation and training for VCU Procurement Services, orientation and training for users, etc.

Provide VCU with all available Online Booking Tool (OBT) options and enough information about each OBT for VCU 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. Provide detailed description of the features/functionalities of all OBT options, including, but not limited to, ability to comply with each item as outlined in Statement of Needs, A. General Travel Services, and C. Online Booking Tool. Please include any additional features or services that Offeror deems of value for VCU's consideration. Please describe capability of integrating with

Chrome River expense management tool, including the cost of integration and any resources needed by VCU or Chrome River for the integration. If the OBT cannot integrate with Chrome River, then please describe any lost functionality.

Provide VCU with the following information for an assessment of data security:

- i. Provide detailed information about the type of personal information stored in the OBT (for example: full name, birth date, Social Security Number, employee ID, email, etc.).**
- ii. Provide data security reports that show OBT options meet stated data security standards: <http://www.ts.vcu.edu/kb/mc-docs/standard-business-associates-contracted-sites.pdf>**

Reports should include:

 - **SSAE 16 report**
 - **SAS70 report**
 - **Service Organization Control report**
 - **PCI verification report**
- iii. Prior to award of contract, Offeror must complete an assessment of data security. VCU will provide the link during negotiations. Survey results must be acceptable to VCU before an award is issued. Please confirm acknowledgement and acceptance of this requirement.**
- iv. Provide detailed information regarding what data the Offeror's employees have access to through the OBT. Describe firms' procedures for ensuring that information is protected and is used as intended. Provide any relevant documentation addressing the data security standards and procedures of the Offeror.**

D. Duty of Care

VCU intends to develop a comprehensive duty-of-care advisory committee with representatives from Risk Management, Global Education, Procurement Services, and VCUQatar. The Contractor should provide any available services in regard to duty-of-care. Services should include:

- i. Ability to track travelers at any time during travel status;**
- ii. Ability to integrate travel itineraries with any selected software;**
- iii. Ability to work with existing Global Rescue contract;**
- iv. Ability to communicate any travel alerts or warnings issued by the U.S. Government and/or destination area, including travel restrictions to sanctioned countries;**
- v. Ability to record that travelers made it to their destination, and/or provide 2 way communication between travelers and the duty-of-care administrators.**

Please describe Offeror's ability to provide Duty of Care as outlined in Statement of Needs, D. Duty of Care. Please describe the Offeror's ability to integrate with iJet, SoS, Global Rescue, or any other provider. Please outline the process and resources needed to integrate and work with iJet, SoS, Global Rescue, or any other provider.

E. Customer Service

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

- i. Assign experienced travel agents;
- ii. Maintain regular business hours between 7:00 a.m. and 6:00 p.m., Monday through Friday;
- iii. Provide emergency and after-hours support;
- iv. Return phone calls and emails within three business hours;
- v. Communicate in the method preferred by the travel arranger (phone, email, etc.);
- vi. Be proactive in asking travel needs;
- vii. Give at least three flight options around stated arrival/departure times, including the lowest available fare;
- viii. Notify travelers of all scheduling/itinerary changes/cancellations. The Contractor should keep up to date on airport closings, cancelled or delayed flights, trains, buses. In the case of such an occurrence, the Contractor should:
 - a) Make every effort to notify any travelers which may be affected by such events; and
 - b) Arrange alternate travel bookings whenever a carrier defaults or cancels a scheduled departure;
- ix. Provide effective procedures for complaint resolution;
- x. Be able to measure customer service performance of all agents assigned to VCU.

Please describe Offeror's ability to provide Customer Service as outlined in Statement of Needs, E. Customer Service. Please include a response to each item listed and propose any additional services that Offeror deems of value.

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

Please include resumes of all agents assigned to VCU's account and state years of corporate travel agency experience.

Please provide method of measuring customer service.

F. Firm representation/Account Management

- i. The Contractor should assign one or more representative(s) to VCU's account at the management level. These representative(s) should:
 - a) Meet with VCU Procurement Services on a quarterly basis, or as requested;
 - b) Provide reports as requested by VCU;
 - c) Identifying trends and cost-savings opportunities;
 - d) Provide complaint resolution and corrective action as necessary.

Please describe Offeror's ability to meet the requests as outlined in Statement of Needs, F. Firm Representation/Account Management. Firm should provide detailed information regarding how account manager's customer service is measured and monitored. Firm should also explain how complaints are addressed and by whom, average response time for complaint resolution, and any other information to relay customer service levels provided to VCU. Please include resumes of any account manager(s) potentially assigned to VCU's account.

G. Assistance with Vendor Negotiations

The Contractor should negotiate, coordinate, and manage VCU's participation in corporate awards programs and/or corporate rate agreements with airlines, hotels, and car rental companies to include redemption assistance;

Please describe Offeror's ability to negotiate, coordinate, and manage VCU's participation in corporate awards programs and/or corporate rate agreements with vendors as described in Statement of Needs, G. Assistance with Vendor Negotiations. Please provide examples of negotiated discounts the Offeror has had success in achieving for other clients.

H. Reporting

Contractor should provide comprehensive, customizable reports accessibly by VCU management or submitted electronically to include:

- i. Monthly Reports:
 - a) Total spend;
 - b) Spend by category (e.g. air travel, car rental, hotel bookings);
 - c) Ticketing fees;
 - d) Compliance reports;
 - e) Trip cancellation fees;
 - f) Reservation method report (online booking tool, email, phone, after hours support service, etc);
 - g) Unused ticket reports;
 - h) Top/Bottom 20 Destinations;
 - i) Top/Bottom 20 City Pair;
 - j) Top/Bottom Departments/Travelers;
 - k) Low cost carrier usage; and
 - l) Sustainability reports (carbon footprint).
- ii. 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.
- iii. Contractor should provide additional reports on as-needed basis as requested by VCU.

Describe Offeror's ability to provide Reporting as outlined in Statement of Needs, H. Reporting. Please detail other reports that the Offeror can provide that would add value to VCU.

I. Policy Compliance

- xi. It is the Contractor's responsibility to stay current on VCU Travel policy and procedures (currently posted at: <http://procurement.vcu.edu/i-want-to/travel/>)
- xii. Contractor must comply with VCU's information security policies and standards, or a comparable set of policies or standards that are based on industry recognized and accepted information security standards and best practices. The standards should address, among other things, PCI compliance and Data Destruction (see Special Terms and Conditions Q, R, S).

- xiii. It is the Contractor's responsibility to advise VCU travelers and travel arrangers on the Fly America Act.
- xiv. It is the Contractor's responsibility to advise VCU traveler and travel arrangers on the low-cost carrier policy as stipulated by Procurement Services.

Acknowledge compliance with policies as outlined in Statement of Needs, I. Policy Compliance. Please explain how the Offeror will train agents and ensure that the agents remain current on VCU's policy. Please explain how policies will be incorporated into the Online Booking Tool, as applicable.

J. Timeline

The estimated timeline below is subject to change based on the University's needs. The Contractor should be able to provide the resources needed to adhere to the timeline as is.

July 19: RFP posted

August 1 : Pre-proposal teleconference

August 16: RFP due

Early September: Oral Presentations- Evaluation Committee

Mid-September: Town Hall Oral Presentations (pending evaluation after oral presentations)

Mid-October: Contract award

Mid-October-January: Implementation & Testing of OBT

February 1: Pilot OBT

February 15: Launch OBT

Confirm Offeror's ability to meet the timeline as outlined in Statement of Needs, J. Timeline.

K. Experience and Qualifications of Firm:

Firm should provide the following information:

- i. How many years has the company been in the travel management industry? How many employees does the company currently have? Has the ownership remained the same for the last 5 years? If not, please discuss what has changed.
- ii. Offerors may be required to provide copies of financial statements for the past three (3) years upon request by VCU during later stages of evaluation and/or negotiation. Acknowledge firm's agreement to provide upon request.
- iii. List of three references for whom similar services were provided, preferably of public institutions of higher education or a similar sized organization.
- iv. Provide a list of institutions of higher education with which the firm has a signed term contract and point-of-contact information.
- v. Provide the amount of annual sales the firm has with each VASCUPP Member Institution. A list of VASCUPP Members can be found at <http://procurement.vcu.edu/our-services/university-purchasing/vascupp/>.
- vi. Provide the average retention rate of contract s and average duration of service for current clients.

Propose any additional information regarding the experience and qualifications of the firm that may not be specifically requested that Offeror deems of value for VCU's consideration.

L. Sustainability

Provide information to demonstrate the overall environmental impact of your proposed approach. Include information on your recommendations to reduce the environmental impact and create efficiencies.

M. Small, Women-Owned and Minority-Owned Business Commitment

Firm must submit complete Appendix I which is available at http://procurement.vcu.edu/files/RFP_Website_Link_Appendix_1.pdf unless the firm is a DMBE certified small business. DMBE certified small businesses must include their certification number on the coversheet of this RFP, but are not required to complete Appendix I.

N. Invoicing and Payment:

Payments will be made through a credit card (university-issued or personal) by the traveler/travel arranger at the time of ticketing. Agent fees should be a separate line item assessed at the time of ticketing. Authorized, miscellaneous charge (upgrade fee, baggage fee, etc.) must be charged to the same card at the time of ticketing. Credit card information will be provided to the agents by phone or through the OBT.

VCU reserves the right to implement an Agency Travel Card (ATC) at time during the contract period. ATC Statement Processing procedures will be incorporated into the contract upon ATC implementation. If an ATC is utilized, it is the Contractor's responsibility to maintain accurate transaction records including, but not limited to, name of traveler, index code, pre-approval information, , etc..Contractor shall provide transaction records at any time upon request by VCU.

O. Price Schedule:

(See Attachment 1)

B. Proposal Submission Instructions:

1. Complete and return page1 of the RFP. Proposals shall be signed by an authorized representative of the Offeror.
2. Complete and return signed addenda acknowledgments (if applicable).
3. Submit one (1) original hard copy (paper) document of the entire proposal, including all attachments and proprietary information. The original proposal must be clearly marked on the outside of the proposal. Submit one (1) unsecured, electronic copy (on a disc or flash drive) of the entire proposal including all attachments and EXCLUDING ANY PROPRIETARY INFORMATION. This disc or flash drive must be clearly marked on the outside that it excludes proprietary information.
4. Submit one (1) unsecured electronic copy (on a disc or flash drive) of the entire proposal, including all attachments and proprietary information.

5. If applicable, the outside of the proposal must be marked to denote proprietary information is contained in the documents. **Written notice of proprietary information must be submitted as the first page of the Offeror's proposal.** Notice must specifically identify the applicable portions of the Offeror's proposal that contains data or materials to be protected and state the reasons why protection is necessary. In addition, the specific (i.e. specific words, figures or paragraphs) proprietary or trade secret material submitted, must be identified on the applicable page(s) within the Offeror's proposal, by some distinct method, such as highlighting, underlining, etc. **The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection and return of the proposal.**
6. Communications regarding this Request for Proposals (RFP) shall be formal from the date of issue for this RFP, until either a Contractor has been selected or the University Purchasing Department rejects all proposals. Formal communications shall be directed to the University Purchasing Department. Informal communications including but not limited to, request for information, comments or speculations, regarding this RFP to any University employee other than a Purchasing Department representative may result in the offending Offeror's proposal being rejected.
7. Additional information is available at:
http://procurement.vcu.edu/files/RFP_Website_Link_Additional_Information.pdf

VII. ORAL PRESENTATION:

Offerors who submit a proposal in response to this RFP may be required to conduct oral presentation(s) of their proposal to VCU. VCU reserves the right to conduct a second round of Oral Presentations. Oral presentations are an option and may or may not be required. Should an oral presentation be required, VCU will designate the date and location for the presentation; the date is critical and alternative dates will not be available.

Offerors who are invited to conduct an oral presentation shall include the individual(s) who would be the primary point of contact for VCU account management as well as an agent representative who would be assigned to VCU's account on the Offerors presentation team.

VIII. EVALUATION AND AWARD CRITERIA:

Proposals will be evaluated based upon the information provided in the Offeror's proposal using the following criteria: Offeror's qualifications and experience (including, but not limited to: account management; years in business; company history; references of clients of like sizes; agent experience; technical knowledge); methodology/approach to providing the requirements stated herein; online booking tool; price; and the Offeror's status as a Virginia certified SWaM Business or the Offeror's plans to utilize Virginia DMBE certified SWaM Businesses in the Offeror's performance of the contract.

Selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the agency shall select the Offeror which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. The Commonwealth reserves the right to make multiple awards as a result of this solicitation. The Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous. (*Governing Rules Section 49-D*). Should the Commonwealth determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, 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.

Notice of Award(s) or Notice of Intent to Award may be accessed electronically at <http://www.eva.virginia.gov> for a minimum of 10 days.

IX. GENERAL TERMS AND CONDITIONS:

General Terms and Conditions can be viewed at:

<http://procurement.vcu.edu/files/General-Terms-and-Conditions.pdf>

X. SPECIAL TERMS AND CONDITIONS:

- A. **ADVERTISING:** In the event a contract is awarded for supplies, equipment, or services resulting from this proposal, no indication of such sales or services to Virginia Commonwealth University will be used in product literature or advertising. The Contractor shall not state in any of the advertising or product literature that the Commonwealth of Virginia or any agency or institution of the Commonwealth has purchased or uses its products or services.
- B. **AUDIT:** The Contractor shall 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. The agency, its authorized agents, and/or State auditors shall have full access to and the right to examine any of said materials during said period.
- C. **PROPOSAL ACCEPTANCE PERIOD:** Any proposal in response to this solicitation shall be valid for sixty (60) days. At the end of the sixty (60) 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.
- D. **CANCELLATION OF CONTRACT:** The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon sixty (60) days written notice to the Contractor. In the event the initial contract period is for more than twelve (12) months, the resulting contract may be terminated by either party, without penalty, after the initial twelve (12) months of the contract period upon 60 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.
- E. **DRUG FREE WORKPLACE:** The Contractor acknowledges and certifies that it understands that the following acts by the Contractor, its employees and/or agents performing services on state property are prohibited:
 - 1. The unlawful manufacture, distribution, dispensing, possession or use of alcohol or other drugs; and
 - 2. Any impairment or incapacitation from the use of alcohol or other drugs (except the use of drugs for legitimate medical purposes).
 - 3. The Contractor further acknowledges and certifies that it understands that a violation of these prohibitions constitutes a breach of contract and may result in default action being taken by the Commonwealth in addition to any criminal penalties that may result from such conduct.
- F. **IDENTIFICATION OF PROPOSAL:** The proposal package should be identified as follows:

From: _____

Name of Offeror	Due Date	Time
_____ Street or Box Number	_____ RFP No.	
_____ City, State, Zip Code +4	_____ RFP Title	

Name of Contract / Purchase Officer or Buyer: Mary L Bulger

The package should be addressed as directed on Page 2 of the solicitation.

If a proposal is not clearly identified, the Offeror takes the risk that the proposal 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 proposals should be placed in the envelope.

LATE PROPOSALS: To be considered for selection, proposals must be received by the issuing office by the designated date and hour. The official time used in the receipt of proposals is that time on the automatic time stamp machine in the issuing office. Proposals received in the issuing office after the date and hour designated are automatically disqualified and will not be considered. The University is not responsible for delays in the delivery of mail by the U.S. Postal Service, private couriers, or the intrauniversity mail system. It is the sole responsibility of the Offeror to insure that its proposal reaches the issuing office by the designated date and hour.

- G. **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/any services of any kind or nature furnished by the Contractor, including data breach or data loss, provided that such liability is not attributable to the sole negligence of the using agency or to failure of the using agency to use the materials, goods, or equipment in the manner already and permanently described by the Contractor on the materials, goods, or equipment delivered.
- H. **MINORITY/WOMEN-OWNED BUSINESSES SUBCONTRACTING REPORTING REQUIREMENTS AND GOALS:** Where it is practicable for any portion of the awarded contract to be subcontracted to other suppliers, the Contractor is encouraged to offer such business to minority and/or women-owned businesses. Names of firms may be obtained from the buyer handling this solicitation. When such business has been subcontracted to these firms and upon completion of the contract, the Contractor agrees to furnish the purchasing office the following information: name of firm, phone number, total dollar amount subcontracted and type of product/service provided.

Virginia Commonwealth University Department of Procurement Services encourages the participation of minority owned businesses in the procurement process by actively soliciting bids from these businesses. Our office uses the information compiled by the State Department of Minority Business Enterprise, the State Division of Purchase and Supply and the Department of Information Technology to assist in this endeavor. The department has membership with the Virginia Regional Minority Supplier Development Council and participates in the annual Virginia Businesses Opportunities Fair. We encourage departments to support minority-owned businesses within their purchasing authority when appropriate.

Virginia Commonwealth University has a minority-owned business participation goal of twenty percent (20%) for each project.

- I. **RENEWAL OF CONTRACT:** This contract may be renewed by the Commonwealth upon written agreement of both parties for (three years)/(two successive three year periods), under the terms of the current contract, and at a reasonable time (approximately 90 days) prior to the expiration.
- J. **WARRANTY (COMMERCIAL):** The Contractor agrees that the supplies or services furnished under any award resulting from this solicitation shall be covered by the most favorable commercial

warranties the Contractor gives any customer for such supplies or services and that the rights and remedies provided therein are in addition to and do not limit those available to the Commonwealth by any other clause of this solicitation. A copy of this warranty must be furnished with the proposal.

K. **POLICY OF EQUAL EMPLOYMENT:** Virginia Commonwealth University is an equal opportunity/affirmative action employer. Women, Minorities, persons with disabilities are encouraged to apply. The University encourages all vendors to establish and maintain a policy to insure equal opportunity employment. To that end, Offerors should submit along with their proposals, their policy of equal employment..

L. **COMMUNICATIONS:** Communications regarding this Request for Proposals (RFP) shall be formal from the date of issue for this RFP, until either a Contractor has been selected or the University Purchasing Department rejects all proposals. Formal communications shall be directed to the University Purchasing Department.

Informal communications including but not limited to, request for information, comments or speculations, regarding this RFP to any University employee other than a Purchasing Department representative may result in the offending Offeror's proposal being rejected.

M. **eVA BUSINESS-TO-GOVERNMENT CONTRACTS AND ORDERS:** The solicitation/contract will result in purchase order(s) with the eVA transaction fee specified below assessed for each order.

1. For orders issued July 1, 2011 thru June 30, 2013, the Vendor Transaction Fee is:
 - a)DMBE-certified Small Businesses: 0.75%, Capped at \$500 per order.
 - b) Businesses that are not DMBE-certified Small Businesses: 0.75%, Capped at \$1,500 per order.
2. For orders issued July 1, 2013, and after, the Vendor Transaction Fee is:
 - a)DMBE-certified Small Businesses: 1%, Capped at \$500 per order.
 - b) Businesses that are not DMBE-certified Small Businesses: 1%, Capped at \$1,500 per order.

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, approximately 30 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.

The eVA Internet electronic procurement solution, website portal www.eva.virginia.gov, streamlines and automates government purchasing activities in the Commonwealth. The portal is the gateway for vendors to conduct business with state agencies and public bodies.

Vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution and agree to comply with the following: If this solicitation is for a term contract, may provide an electronic catalog (price list) or index page catalog for items awarded. The format of this electronic catalog shall conform to the eVA Catalog Interchange Format (CIF) Specification that can be accessed and downloaded from www.eVA.virginia.gov. Contractors should email Catalog or Index Page information to eVA-catalog-manager@dgs.virginia.gov.

N. **ELECTRONIC COPIES OF PROPOSALS:**

The successful Contractor may be required to provide the VCU Department of Procurement Services with a copy of the Contractor's entire original proposal (to include all attachments), and all subsequent correspondence (i.e. responses to requests for clarification and documents generated through the negotiation process) in an unsecured electronic format (i.e. email, disc – CD or DVD or flash drive). **The Contractor SHALL NOT INCLUDE ANY PREVIOUSLY IDENTIFIED PROPRIETARY INFORMATION IN THE ELECTRONIC FORMAT; VCU will post the Contractor's original proposal, and all subsequent correspondence on the VCU Department of**

Procurement Services Website, VCU shall not be responsible for the Contractor's failure to exclude proprietary information submitted in the unsecured electronic format).

O. CONTRACT SUMMARY:

The Contractor must provide to the University within fourteen (14) days after award of contract, an unsecured electronic summary of the contract. All the main features of the contract, including pricing, must be summarized. The contract summary will provide information for authorized users that choose to access the contract.

P. GRAMM-LEACH-BLILEY ACT:

The Contractor shall comply with the Act by implementing and maintaining appropriate safeguards to protect and prevent unauthorized release of student, faculty and staff nonpublic information. Nonpublic information is defined as social security numbers, or financial transactions, bank, credit and tax information.

Q. PCI Compliance:

Notwithstanding anything to the contrary in this agreement, Contractor represents and warrants that for the life of the contract, it is responsible for and will ensure adequate administrative, physical and technical security procedures to protect cardholder data. The software and services used by the contractor for transmission, processing and storage of credit card transactions and all associated data shall be compliant with the most current standards established by the Payment Card Industry (PCI) Data Security Standards (DSS) Council (<https://www.pcisecuritystandards.org/index.shtml>). Contractor acknowledges and agrees that cardholder data may only be used for completing the contracted services, or as required by the PCI DSS, or as required by applicable law.

Contractor will take all necessary steps to ensure such compliance; such as, but not limited to, no cardholder or magnetic stripe information will be store in a database or internet storage device or space; only truncated card information will be provided on the sales slip provided to the cardholder; all merchant sales slip copies will be physically protected against unauthorized access; any media device storing cardholder information will be physically protected against loss, theft or unauthorized access; and hardcopy cardholder data will be destroyed before physically disposed of. Firm will maintain appropriate documentation of: (1) their processing level (Level 1-4) including certification of compliance for all point-of-sale software or internal processing systems that they may employ; and (2) completed Quarterly Network Scans of all outwardly facing IP addresses (as defined in PCI DSS) for those contractors required to perform such scans. Contractor further agrees to use only credit card service providers that are PCI DSS compliant for credit card processing and agrees to provide the University with documentation in support of compliance and any information needed by it to sufficiently complete an information security review of PCI Data Security Standards.

In the event that a data security compromise occurs as a result of the contractor's negligence, the contractor agrees to indemnify and hold the University, its officers, employees, and agents, harmless for, from and against any and all claims, causes of action, suits, judgments, assessments, costs (including reasonable attorneys' fees) and expenses arising out of or relating to any loss of University customer credit card or identity information managed, retained or maintained by contractor, including but not limited to fraudulent or unapproved use of such credit card or identity information. Contractor acknowledges and agrees that any and all costs related to the data security compromise of cardholder data entrusted to the contractor deemed to be the fault of the contractor shall be the liability of the contractor, and agrees to assume responsibility for informing all affected individuals in accordance with applicable law. In the event of a data security compromise, contractor shall immediately notify the following: Treasurer and Director of Treasury Services

McAdams House
914 West Franklin Street
P.O. Box 843076
Richmond, Virginia 23284-3076
(804) 828-6533

R. Data Transfer & Security

i. Data transfers shall be automated to the greatest extent possible and handled through secure/encrypted channels.

ii. Data shall be encrypted both in transit, in transaction and at rest. Sensitive data at rest including, but not limited to personally identifiable information, protected health information, financial information, payment information, and/or other regulated or protected sensitive information shall be encrypted.

iii. With respect to data at rest at the Vendor's controlled environments, physical access shall be restricted to authorized personnel with appropriate background certifications at the hosted environments. Root access to data, via a database query or other sub-application level, is strictly prohibited, with the exception of the Database Engineers, who are appropriately authorized. All administrative level functions shall be logged and monitored by the Vendor.

iv. All credit card numbers after initial entry shall be masked. No credit numbers after initial entry shall be seen, except for the last four numbers.

v. Vendor shall maintain past traveler itineraries for a period of no less than 5 years, in accordance with Federal grant reporting guidelines.

vi. Vendor shall ensure compliance to Payment Card Industry Data Security Standards (PCI-DSS) and all applicable regulations for security and privacy of Personally Identifiable Information (PII) at no less than the current level throughout the term of VCU's contract. Vendor must comply with all requests from VCU Technology Services for review or documentation of any security certificate/report throughout the contract term.

vii. Vendor will allow VCU to process server OS and/or application vulnerability scans upon request or provide the latest vulnerability scan results conducted by a third party to VCU and facilitate this process to the greatest degree possible.

S. Data Destruction

Upon termination of negotiated contract, the vendor will ensure that University PII data has been destroyed and is rendered unrecoverable in accordance with the procedures below.

i. University Personally Identifiable Information, transaction information, PCI and financial information, as any other applicable proprietary University information shall be returned to University in a non-proprietary and readable format within 5 business days after termination date. Transmission of this data from Contractor to the University shall be encrypted with industry standard methodologies.

ii. Once VCU acknowledges the reception and accuracy of the data, Contractor shall erase and destroy the data, aside from those that must be retained for legal purposes, from its electronic and non-electronic media, where the destruction of such data should meet the criteria outlined in subsequent sections iii and iv.

iii. All University personally identifiable information (PII) in electronic format shall be erased from Contractor's disk and all associated backup media, so that unintentional recovery of such information is impossible and intentional recovery of such information is improbable. The erasure of this data from all electronic media shall follow industry best practices such as the DOD 5220.22-m data sanitation method.

iv. All University personally identifiable information (PII) in non-electronic format shall be destroyed so that unintentional recovery of such records is impossible and intentional recovery of such records is improbable. The destruction of these records shall follow industry best practices

such as the use of shredding and pulping technologies.

v. Contractor will attest in writing within 5 business days after VCU has acknowledged the reception and accuracy of the returned information indicating that all University personally identifiable information, transaction information and any other proprietary information in Contractor's possession is erased and destroyed, with methods that meet the criteria outlined in previous sections iii and iv. Further, Contractor should indicate which University information is retained by Contractor and the purpose of retention. University PCI and financial data has an Internal Revenue Service (IRS) requirement of retention for seven (7) years and must be retained.

Attachment 1: Pricing Schedule

A. VCU anticipates that consulting, reporting, OBT implementation, training services, etc. will be provided at no charge. VCU requests pricing for full-agent transaction (defined as the agent performing the ticketing) or online transaction (defined as ticketing completed through the OBT by the traveler/travel arranger).

B. Please provide detail regarding any additional charges that are not specified below,

C. Propose any rebates, commissions, or discounts for VCU's consideration. These may be based on annual expenditures, payment terms, return of commission on airline, hotel, or vehicle rental reservations, or any other aspects of the contract.

D. VCU requests that prices be kept firm for initial contract period. Propose how price would be negotiated, if applicable, for renewal period.

E. How will the Offeror determine comparable pricing strategies for other entities that may access the resulting, established contract?

Full-Agent Transactions	Fee
Agent-booked air ticketing	\$
Agent-booked train ticketing	\$
Agent-booked lodging or rental vehicle reservation (w/air or train ticket)	\$
Agent-booked lodging or rental vehicle reservation (w/o air or train ticket)	\$
Online Booking Tool/Online Transactions	\$
OBT Implementation (if applicable)	\$
Annual maintenance fee (if applicable)	\$
Integration with Chrome River (if applicable)	\$
Airline ticketing through OBT (per traveler)	\$
Train ticketing through OBT (per traveler)	\$
Hotel or vehicle rental with airline/train ticketing through OBT (per traveler)	\$
Hotel or vehicle rental without airline/train ticketing through OBT (per traveler)	\$
Other	
Express mail document delivery	\$
Passport and visa assistance (per traveler)	\$
After-hour emergency services	\$
Specialty Services	

Conference and Meeting Planning Services	\$
Chartered Transportation	\$
International Group Travel	\$
Duty of Care	
	\$

DATE: August 6, 2013
ADDENDUM NO.1: TO ALL OFFERORS
Request for Proposals: RFP#5571168MB

Commodity/Title: Travel Management Services
Issue Date: July 19, 2013
Proposal Due: August 16, 2013
Pre-Proposal Conference: August 1, 2013

The following is hereby changed to read: “Please specify how long air/rail tickets are held prior to booking” to “Please specify how long air/rail tickets are held prior to ticketing” from section VI.A. on page 8 of the RFP.

The following are questions received by potential Offerors and VCU Procurements response to each question (in italics):

We understand that VCU does not currently use an OBT. Has an OBT ever been used in the past? If so, what was the online adoption rate?

VCU has never implemented a campus-wide OBT. Rearden was offered to a select pilot group for 6 months two years ago, which had high adoption. There is an overwhelming desire for an OBT from the campus.

Does VCU require approval prior to ticketing?

Authorization is required of VCU employees who plan to take a trip estimated to cost more than \$500 that is paid for with University funds. The Pre-Approval is currently processed through VCU's expense reimbursement tool, Chrome River; however, Procurement Services is interested to see if an OBT can support this process.

Please provide data on reservations made between 6PM – 7AM.

Most VCU reservations are made during normal business hours. VCU travelers are accustomed to an additional fee if reservations are made after normal business hours. “Normal business hours” are negotiable.

What is the total cost of your domestic air transactions?

Estimated 40% of airfare spend and estimated 75% of airfare transactions booked through former contracts are domestic. The last available data to support these estimates is from 2011.

What is the total cost of your international air transactions?



Estimated 60% of airfare spend and estimated 25% of airfare transactions booked through former contracts are international. The last available data to support these estimates is from 2011.

What is the number of air tickets per year?

VCU does not have the reporting capabilities to provide this data.

In regards to hotel spend, what are VCU's top cities, number of room nights, average rates and average length of stay? What is the total hotel spend?

VCU does not have the reporting capabilities to provide this data. Currently, VCU does not have a local or national hotel program in place, although local hotels usually charge the government rate for VCU bookings. VCU travelers often stay in conference hotels when applicable.

In regards to car rentals, what are VCU's top cities, spend & average length of rental days?

VCU does not have reporting capabilities to provide this data. VCU does have an established VASCUPP Enterprise Rental Car contract. The spend for calendar year 2012 was \$188,000.

Please specify what Duty of Care software VCU uses and the intended level of Duty of Care.

VCU does not have a Duty of Care software or managed program. It is VCU's intent to implement this in the near future. VCU would expect the travel management company to be able to locate and communicate to all air and rail passengers. If the travel management company can provide any other duty of care services, please detail in proposal.

The spend listed within the RFP, do these numbers include group travel? If not, what is the group travel spend for VCU?

Yes, the numbers do include group travel, but this number is not comprehensive of all group travel. The spend includes tickets purchased through university liability cards; there are trips booked through purchase orders.

The spend listed within the RFP, do these numbers include meetings/events travel? If not, what is the meetings/events travel spend for VCU?

The numbers within the RFP include all air/rail travel for all business purposes. The numbers do not include event-related expenses hosted by VCU. VCU does not have the reporting capabilities to provide this data.

What is the meetings/events spend for VCU? Will these services be needed by VCU?

VCU does not have the reporting capabilities to provide this data. VCU is interested in all services that the travel management company can offer.

Why is VCU going out to bid? Is this a routine exercise or is there something that needs to change within your program?



Upper management has identified travel as an area for spend management and improved process efficiencies. VCU's current travel management contract ends on August 31st.

If you could change one thing about your current travel program, what would it be and why?

VCU's travel program is currently not mandated. Procurement Services is working with university VPs to gain buy-in for a mandated program to potentially get the approval from the BOV. Procurement Services feels that a mandated travel program would provide a more comprehensive Duty of Care program, better spend management, and better customer service from the travel management company.

Does the University plan for each traveler to have a credit card of any kind (personal or VCU Liability Card) in their profiles?

At this point, VCU travelers will only be able to link personal credit cards and university credit cards issued in their name to their online booking tool profiles.

Does the University plan to have an in-house position assigned to manage all traveler profiles, including initial input, updates and deletions?

No, profiles will be managed at the individual level and with the help of the travel agent when necessary. VCU prefers that the vendor provide a self-registration link, where usernames will be validated by an integrated people feed.

What is the projected % of individual travel that will be booked online vs. agent assisted?

VCU does not have the reporting capabilities to provide this data.

What is the projected number of group trips?

VCU does not know this information.

Based on your air travel spend of \$3,812,300 (4/14/12 to 5/15/13) – what was the total number of individual transactions?

VCU does not have the reporting capabilities to provide this data.

The Duty of Care program may require complex systemic integration. Is VCU willing to partner with the awarded travel management company to work through requirements to come up with a viable solution?

Yes, VCU is willing and plans to designate the appropriate IT resources.

In shaping your travel solution, what are the determining factors in selecting either one or two management providers?

The determining factors are found in the evaluation criteria listed in the RFP. A single or dual award will be determined during the evaluation process.

What type of reporting do you receive from your current provider? Is the reporting available to you online?

VCU does not receive any regular reporting from its current provider.

Can you break down reporting for air providers by percentage?

VCU does not have the reporting capabilities to provide this data.

Other than Doha, Qatar, what other international air spend does VCU incur?

VCU does not have the reporting capabilities to provide this data.

With what airline(s) do you currently hold preferred agreement(s)? Do you have any soft dollar programs with perks?

VCU does not have any preferred agreements, nor does it receive any perks from specific carriers.

What is the probability of getting the BOV approval to mandate this contract? What other VA state agencies have successfully mandated a contract? If other schools are mandated, are they single awards?

VCU is in the process of presenting the business case to mandate to the university VPs. If buy-in is gained from the VPs, Procurement Services will present to the BOV. Procurement Services just ended its 5 year strategic assessment by Huron Consulting. Part of Huron's recommendation was to mandate the travel program. There are no other VA state schools that mandate their travel programs. VCU knows that higher education is behind the curve in regards to the industry best standard to mandate. VCU did mandate its office supply contract and has consequently seen cost savings and process efficiencies.

Would VCU consider contracts that are specific to one type of travel, for example, a contract with a travel management company that specializes in providing travel to Athletic departments?

Yes, VCU would consider a specific travel service contract.

From a technical perspective, would the OBT be housed at VCU or with the provider?

It is VCU's preference to house the OBT with the provider.

From a technical perspective, what integration is needed to implement the OBT?

VCU foresees integration with CAS, the university's single-sign-on, and a people feed in order to validate the OBT users. No other integrations are projected at this current time.

Does VCU have flight insurance?

No, VCU does not have flight insurance.

What are your travel program objectives?

VCU's objective are to partner with an industry-leading travel management company(s) to 1) offer the best in class customer service to VCU travelers at the most advantageous cost, 2)

VIRGINIA COMMONWEALTH UNIVERSITY

Department of Procurement Services

CONTRACT TRANSMITTAL SHEET

DEPARTMENT: Procurement Services

DEPARTMENT CONTACT: Sarah O'Neill

REQUISITION NO.: 5157697

P.O. AMOUNT: \$0 (\$3,000,000 estimated annual expenditures)

INDEX CODE: 121011

VENDOR NAME: Christopherson Business Travel

SWaM DESIGNATION/
SWaM COMMITMENT: Small/woman-owned

SWaM COMMITMENT RECEIVED BY
SWaM COORDINATOR:

COMMODITY/SERVICE: Travel management services

METHOD OF PROCUREMENT: RFP

METHOD OF PAYMENT: COMMERCIAL CARD CHECK
(Documentation of Vendor's selected method attached)

ELECTRONIC INVOICING YES NO REASON Depts pay by Pcard

PAYMENT/INVOICING TO AP
COORDINATOR RECEIVED:

CONTRACT PERIOD: 5/1/14 - 4/30/17

The attached contract, as referenced above, has been drawn under proper procurement methods, reviewed as to its terms and conditions, and is now ready for execution.

Name [Signature]

Date 4/16/14

Routing (check box)
Standard-Campus Mail []
Urgent-Hand Delivery []

Amount is \$50,000-\$100,000, review by Jackie Colbert is required prior to sending to Asst. Vice President, Business Services for signature.

Jackie Colbert, Category Manager/Contracting Officer

Date 4/17/14

X Amount is over \$100,000, review by Assistant Vice President, Business Services is required prior to sending to VP, Finance and Administration for signature.

Diane Reynolds, Asst. VP, Business Services

Date 4-21-14



**Vice President for
Finance and Administration
Transmittal Form**

This transmittal form must be used for any documents sent to Vice President for Finance and Administration requiring review, approval, signature, comments, or information. Please check all fields as necessary, complete summary as required, and attach to top of document(s). Send to Executive Coordinator/Executive Assistant for processing initially. **Please note that if the summary is not completed the material will be returned, not processed.**

Date: April 16, 2014 Transmitter: John Hornback

Department: Procurement Services Subject/Issue: Contract signature

Fiscal Impact: University-wide Is this Budgeted? Yes No

If "Yes", budgeted amount and category: \$3,000,000/121011

If "No", proposed amount and category: _____

To: William Decatur

For: Signature Approval Review/Comments Informational Only Additional Routing

Summary required: (This should be a detailed explanation of the request. If needed, an additional page may be attached.)

Contract for travel management services procured through an RFP process. Contractor will be a manadated source for all depts.

Unit Leader Signature Approval

My signature below indicates the attached contract, as referenced above, has been reviewed and is recommended for approval.

Gary S. Gulliksen, SR
Name (Printed)

Gary S. Gulliksen, SR
Signature

16 April 2014
Date

X Return Document,

- via: Call _____ when ready.
 E-mail jhornback when ready.
 Campus Mail to transmitter @ Box Number: _____



VCU

Make it real.

COMMONWEALTH OF VIRGINIA STANDARD CONTRACT

Contract Number: 5571168MB

This contract entered into on April 15, 2014 by Christopherson Business Travel, hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Commonwealth University, called the "Purchasing Agency".

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

PERIOD OF THE PERFORMANCE: From May 1, 2014 through April 30, 2017 with two (2) successive three (3) year renewal options.

SCOPE OF CONTRACT: The Contractor shall provide the goods/services to the Purchasing Agency as set forth in the Contract Documents.

The contract documents shall consist of:

- (1) This signed form;
- (2) The Request for Proposals # 5571168MB dated 7/19/13 including Addenda 1-7 dated 8/6/13 – 12-4-13;
- (3) The Contractor's Proposal dated 8/22/13; and
- (4) The Negotiated Modification dated 4/7/14.

All of which documents are incorporated herein by reference.

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

CONTRACTOR:

Christopherson Business Travel

By: Michael A. Cameron

Michael A. Cameron

Name Printed: Michael A. Cameron

Michael A. Cameron

Date: 4/15/2014

4/15/2014

Title: Ceo

Ceo

PURCHASING AGENCY:

Virginia Commonwealth University

By: William R. Decatur

William R. Decatur

Name Printed: William R. Decatur

William R. Decatur

Vice President for

Finance and Administration

Date: 4/23/14

4/23/14

Title: Finance and Administration



VCU

Make it real.

April 7, 2014

RFP#5571168MB for Travel Management Services

Negotiated Modifications.

Christopherson

Susan Poole and Allyson Cross:

Here are the points that we are asking Christopherson to agree to:

- **No fee for hotel or vehicle rental without air/train ticking through OBT. This will help increase online adoption for hotels and vehicles that typically have lower adoption rate and are not mandatory to be booked through the TMC.**

This is not something we are able to waive on as we pay Concur for these transactions. We agree to reduce our hotel/ car only fee to \$4.00 for online bookings.

- **4 dedicated agents, with a minimum of 2 fully trained agents as back up, in addition to a group travel specialist agent.**

We will start with 2 designated agents with back up and will monitor business demands and add staff as booking of travel ramps up.

- **A VCU dedicated agent will respond via phone or email with a maximum response time of 30 minutes.**

Yes, all inquiries directed to the team phone number or general email will be responded to within 30 minutes.

- **Christopherson would find a different or less frequent mechanism for customer feedback if the VCU users prefer not to answer the short survey sent to travelers after every trip.**

While we can't remove the link from our Airtinerary, we can certainly survey your travelers via another method on a schedule as determined by you. We have another university client that we do annual surveys for.

- **All agency-caused billing errors/disputes to be resolved in 10 business days and process credits for returned tickets and adjustments within 3 business days.**

Yes, we agree.

- **Christopherson would track unused tickets and advise travelers during the booking process if an unused ticket is available for their use.**

Yes, unused tickets are tracked through AirBank. Travelers will be prompted to use the ticket when booking with an agent or through the OBT.

- **If Christopherson meets the criteria for SWaM certification with the Virginia Department of Minority Business Enterprise, apply and maintain a SWaM certification throughout the term of the contract.**

Yes, if we meet the criteria, we agree to apply and attempt to maintain the certificate. Christopherson is already a member of WBENC.

- **Have no less than 3 individuals in the Christopherson IT Department trained on VCU's technical configurations and continue to be a direct resource for technical support (system errors, data feeds, messaging, etc.) for the term of the contract.**

In addition to our Online Support Specialists who will assist your travelers with booking through the OBT, we agree that 3 IT Professionals will be trained on VCU's technical configuration to provide support if necessary.

- **Agents will only utilize the Agency Travel Card (ATC) for airfare, train transportation, and the transaction fee at the time of booking. No other charges will be charged to this card without written permission from the Travel and Corporate Card Services Manager.**

Yes, travelers will be asked to provide a card (or have one linked to their profile) for car and hotel.

- **Will not charge the ATC card without proper fiscal approval as defined by VCU. This fiscal approval is anticipated to be an electronic approval in Chrome River or the OBT.**

Yes, we agree.

- **Provide an ATC (ghost card) reconciliation report weekly or monthly to include ticket number, travelers name, transaction date, amount paid, index number (cost center), department number, booking origination (OBT or Full agent).**

Your account manager will set up a broadcast from our ibank reporting system for the distribution of this report. This can be distributed weekly or monthly.

- **Allow twelve (12) VIP, high-touch travelers to be serviced at the normal transactions fees.**

Yes, we agree. VIPs will be given priority over other travelers.

For the transaction costs in the renewal terms (after the initial three year term), what method would you offer for any cost changes, fixed prices as originally offered, fixed % increase from term to term, or % changes based on the CPI-W (table 6) "Services" subheading, or another method?

Our priority will be to remain partners with VCU. Upon completion of the contract, the terms will be reevaluated, and negotiations will take place. Our rates will remain competitive. Should VCU prefer to have something in writing now, we can certainly write in a contract extension clause with a fare increase of no more than 4% for the next term (this is \$1.00)

For cooperative use of this contract by VASCUPP members, will you agree to offer the same transaction rates as you offering to VCU?

Yes, we agree.

Attachment 1: Pricing Schedule

Table 7 details our pricing schedule.

Pricing Schedule for VCU	
Full-Agent Transactions	Fee
Agent-booked domestic air ticketing	\$24.00
Agent-booked international air ticketing	\$35.00
Agent-booked train ticketing	\$24.00
Agent-booked lodging or rental vehicle reservation (with air or train ticket)	Included
Agent-booked lodging or rental vehicle reservation (with air or train ticket)	\$19.00
Online Booking Tool/Online Transactions	Fee
OBT Implementation	Included
Annual maintenance fee	Included
Integration with Chrome River	Included
Airline ticketing through OBT (per traveler)	\$9.00
Train ticketing through OBT (per traveler)	\$9.00
Hotel or vehicle rental with airline/train ticketing through OBT (per traveler)	Included
Hotel or vehicle rental without airline/train ticketing through OBT (per traveler)	\$4.00
Other	Fee
Express mail document delivery	\$12.00 or utilize VCU contractor
Passport and visa assistance (per traveler)	Outsourced to third-party vendor. CBT will support and provide documentation at no additional charge.
After-hours emergency services	\$0.00 per call/ticketing fees apply
Specialty Services	Fee
Conference and Meeting Planning Services	Priced by event
Chartered Transportation	10% Commission
International Group Travel	International Booking Fee (\$35) per traveler
Duty of Care	Fee
SecurityLogic	Included

Table 7. Pricing Schedule for VCU. Christopherson offers competitive pricing.



mitigate risk through a comprehensive duty of care program, 3) gain insight into the University's spend through reporting analytics in order to better manage.

Describe three things that are working in VCU's travel program.

The VCU travel program's strengths are 1) an integrated expense reimbursement tool, 2) a strong project team/travel staff with VP and Technology Services buy-in for the project, 3) a campus community that is knowledgeable and compliant with policy.

Describe three things that are not working in VCU's travel program.

The VCU travel program's opportunities are 1) no integrated OBT, 2) no Duty of Care system or program, 3) no available data nor developed program for travel spend management.

What is VCU's volume for low cost carriers (ie. Southwest, Jet Blue, etc.)? Does VCU have a SWABIZ account?

VCU does not have the reporting capabilities to provide this data. VCU does not have a SWABIZ account.

Describe pretrip authorization procedures and reporting required. (pg 14 item N)

Employees needing a pre-trip authorization complete the pre-approval form in Chrome River. The pre-approval is electronically routed to the individual's approver. Once approved, that individual begins to make arrangements for the trip. At this time, VCU does not foresee the pre-approval integrating with the OBT if the pre-approval process remains within Chrome River. VCU is interested to see any OBTs offer a pre-approval process.

Please see section VI.H. on page 12 of the RFP for VCU's reporting requests.

The reporting required for ATC reconciliation (if VCU chooses to implement that method of payment) includes, but is not limited to, basic transaction information such as the name of traveler, index code, service fee, ticket price, and airline. No pre-approval data would be needed in the ATC reconciliation reporting.

Please advise the names and titles of the VCU team who will make the final decision.

VCU has a diverse evaluation committee, representing 15 departments from various schools within the university. VCU does not release the name or titles of the committee members.

Advise name and title who will sign contract.

Currently, the Senior VP & COO signs all contracts valued at more than \$100K.

Do any schools or research departments have exceptions to the travel policy?

The Athletics department and group travel would be exempt from being required to use the contract source if the university were to mandate this contract. However, it is reasonable to assume that some spend from each group would go through the contract.

Provide current rebate structure or expectation to receive.

VCU is interested in any rebates the potential vendor can offer, including return of commission from air, rail, hotel, and car rental vendors.

Provide requirements for Athletic travel.



All special approvals/requirements for any department would be handled internally, for this would not be expected from the travel management company.

Requirements for After hour servicing.

The travel management company must be available for 24/7 emergency services for flight interruptions, cancellations, etc. The travel management company should be available for booking after-hours, in the rare instance that tickets are being booked outside of normal working hours. An example of "after hours" reservations would be an Athletic team finding out over the weekend that they are in a tournament the following week.

In reference to C. Online Booking Tool, pg 5 and pg 9, advise VCU's online adoption goal.
VCU does not have a specific online adoption goal.

Will VCU mandate travelers to use online booking tool? Will any group travel have to go through the online booking tool?

VCU will not mandate travelers or specific types of travel to use the online booking tool.

Describe why VCU has not implemented an online booking tool.

VCU has not felt confident with the solutions offered through previous contracts.

Has VCU's firewalls been tested for online booking tool capability?

No, they have not. VCU plans to do this prior to contract award. Technology Services will be in attendance at the oral presentation to answer specific questions.

What is VCU's requirement for training of the online booking tool?

VCU has no specific requirements. Please provide training offerings in the proposal.

What is VCU's current email platform?

Most of campus and students have migrated to Gmail. Some schools on the MCV campus, like the School of Medicine, still use Lotus Notes for medical security reasons.

Please provide sample security assessment reports needed (pg 9).

VCU has some sample documents from other vendors for separate projects, but the university is under strict NDA to not share them with anyone.

Provide copy of assessment of data security. We cannot confirm acknowledgement and acceptance without reviewing requirements.

Offerors can access a blank version of the security assessment at <http://go.vcu.edu/thirdpartyassessment> for reference. Please do not complete this assessment, since VCU typically assigns specific assessments to each vendor that is tied to each new project.

Describe the amount of travel that will be book for spousal/dependent on the tool.

VCU does not know the specific amount, but spousal travel is very popular at VCU. VCU prefers to have the spousal travel functionality within the OBT. If the tool has the functionality, it is important that spousal bookings cannot be booked on university-liability credit cards.



Can you provide scorecard that weights the following requirements, and will the TMC be disqualified if cannot offer the following: Free, automatic flight insurance and rebates returned to VCU.

The evaluation criteria are stated in proposal. These are the factors of most importance to VCU. VCU does not use a scorecard, for the proposals will be ranked based on all stated criteria.

In reference to ii. Chartered transportation (pg 8), can you provide the volume for charters, the school and/or activity that charters are required, and the volume for student groups/trips?

The Athletics department could use chartered services. VCU does not have the reporting capabilities to provide this data.

Describe current passport support needed for travelers.

VCU travelers, specifically students taking group trips through the Global Education office, sometimes require passport services. VCU travelers are accustomed to giving their documentation to the agent, and then the agent taking care of all requirements to issue the passport/visa.

Are you flexible for business hours that are required 7a.m.till 6p.m. ET?

VCU is willing to negotiate business hours.

How does your current travel management company pre-pay baggage fees? Typically this can only be done at check-in.

Contractor should accommodate payment of any appropriate charges on the original method of payment if possible. If some charges are incurred at time of service, then travelers will need to provide payment.

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Mary Lou Bulger

Phone: (804) 828-0904

Name of Firm

Signature/Title

Date



DATE: August 13, 2013
ADDENDUM NO.2: TO ALL OFFERORS
Request for Proposals: RFP#5571168MB
Commodity/Title: Travel Management Services
Issue Date: July 19, 2013
Proposal Due: August 16, 2013
Pre-Proposal Conference: August 1, 2013

The above is hereby changed to read: Proposal due: Wednesday, August 28, 2013 at 12 pm EST.

The following information is provided by VCU in regard to the intent to mandate the resulting contract (pg. 4, Section I Purpose of the RFP document):

The decision on whether VCU will mandate its resulting travel management contract(s) will be made on August 19th, 2013. VCU will send an Addendum that day detailing the outcome of the decision. VCU extends the proposal due date to August 28, 2013.

The following clarification is provided by VCU in regard to Non-Disclosure Agreements (NDAs).

VCU has received several NDA requests in response to this solicitation. As a standard practice, VCU does not sign NDAs. However, VCU is willing to review NDAs for this solicitation. Acceptance will be made on a case-by-case basis after review. Please send all applicable NDAs to Mary Lou Bulger at mlbulger@vcu.edu with "Non-Disclosure Agreement" stated in the email subject line.

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Mary Lou Bulger

Phone: (804) 828-0904

Name of Firm

Signature/Title

Date



DATE: August 20, 2013
ADDENDUM NO.3: TO ALL OFFERORS
Request for Proposals: RFP#5571168MB
Commodity/Title: Travel Management Services
Issue Date: July 19, 2013
Proposal Due: August 28, 2013
Pre-Proposal Conference: August 1, 2013

The above is hereby changed to read: Proposal due: Friday, September 13, 2013 at 12 pm EST.

The following information is provided by VCU in regard to the intent to mandate the resulting contract (pg. 4, Section I Purpose of the RFP document):

The decision on whether VCU will mandate its resulting travel management contract(s) has been delayed until Wednesday, September 4, 2013. VCU will send an Addendum that day detailing the outcome of the decision. VCU extends the proposal due date to Friday, September 13, 2013.

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Mary Lou Bulger

Phone: (804) 828-0904

Name of Firm

Signature/Title

Date



DATE: September 6, 2013
ADDENDUM NO.4: TO ALL OFFERORS
Request for Proposals: RFP#5571168MB
Commodity/Title: Travel Management Services
Issue Date: July 19, 2013
Proposal Due: TBD
Pre-Proposal Conference: August 1, 2013

The following information is provided by VCU in regard to the intent to mandate the resulting contract (pg. 4, Section I Purpose of the RFP document):

Positive progress is being made on the university's decision to mandate the resulting travel management contract(s). Procurement Services has been requested by the President's Cabinet to present the initiative at the next Dean's Council meeting which takes place October 3, 2013. Therefore, the due date is extended indefinitely until the Dean's Council takes place. An Addendum will be issued after the Dean's Council stating the decision outcome, due date, and any other pertinent information.

Procurement Services recognizes and appreciates the firms' patience as we take the necessary steps to obtain university support on this new and important initiative.

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Mary Lou Bulger

Phone: (804) 828-0904

Name of Firm

Signature/Title

Date



DATE: October 18, 2013
ADDENDUM NO.5: TO ALL OFFERORS
Request for Proposals: RFP#5571168MB
Commodity/Title: Travel Management Services
Issue Date: July 19, 2013
Proposal Due: December 3, 2013
Pre-Proposal Conference: August 1, 2013

The following information is provided by VCU in regard to the intent to mandate the resulting contract (pg. 4, Section I Purpose of the RFP document):

Positive progress is being made on the university's decision to mandate the resulting travel management contract(s). **The RFP due date is Tuesday, December 3, 2013, at 12:00pm.** An addendum will be issued prior to the due date stating the decision outcome and any other pertinent information.

Procurement Services recognizes and appreciates the firms' patience as we take the necessary steps to obtain university support on this new and important initiative.

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Mary Lou Bulger

Phone: (804) 828-0904

Name of Firm

Signature/Title

Date

DATE: November 21, 2013
ADDENDUM NO.6: TO ALL OFFERORS
Request for Proposals: RFP#5571168MB
Commodity/Title: Travel Management Services
Issue Date: July 19, 2013
Proposal Due: December 17, 2013
Pre-Proposal Conference: August 1, 2013

Below are modifications to the original RFP document and/or previous addenda:

1. The RFP due date is changed from Tuesday, December 3, 2013 to **Tuesday, December 17, 2013, at 11:00am**. Offerors are responsible for the delivery of their proposal. Proposals received after the official date and time will be rejected. The official date and time used in receipt of responses is that time on the clock or automatic time stamp in the department of Procurement Services.
2. The following statement (page 4, Section I Purpose), "VCU intends for the resulting contract(s) to be mandatory-use for University travelers" is hereby changed to "**The University will mandate the use of the resulting contract(s) for University travelers.**"
3. Section VI, A. Description of Requested Goods/Services and Proposal Response Requirements C. Online Booking Tool (page 10): The link to data security standards has been updated to:

<http://ts.vcu.edu/media/technology-services-migration/askit/mc-docs/standard-business-associates-contracted-sites.pdf>

4. Section VI, A. Description of Requested Goods/Services and Proposal Response Requirements J "Timeline" (page 13) is hereby changed to:

The estimated timeline below is subject to change based on the University's needs. The Offeror should be able to provide the resources needed to adhere to the timeline as is.

July 19, 2013: RFP posted
August 1, 2013: Pre-proposal teleconference
December 17, 2013: RFP due
Late January 2014: Oral Presentations Round 1
Mid-February 2014: Oral Presentations Round 2 (if needed)
Early March 2014: Contract award
April 1, 2014: Full agent services begin
April-June 2014: Implementation, Testing, Training of OBT
July 2014: Campus launch of OBT

Confirm Offeror's ability to meet the timeline as outlined in Statement of Needs, J. Timeline.

5. Section VI. B. Proposal Submission Instructions (page 14) #3 and #4

3. Submit one (1) original hard copy (paper) document of the entire proposal, including all attachments and proprietary information. The original proposal must be clearly marked on the outside of the proposal. Submit one (1) unsecured, electronic copy (on a disc or flash drive) of the entire proposal including all attachments and EXCLUDING ANY PROPRIETARY INFORMATION. This disc or flash drive must be clearly marked on the outside that it excludes proprietary information.

4. Submit seventeen (17) unsecured electronic copies (on a disc or flash drive) of the entire proposal, including all attachments and proprietary information.

6. Please provide in the proposal response information regarding the experience of travel agents assigned to VCU's account, including years of experience. Please also describe the agency's training and continuing education requirements for agents.

7. VCU currently has business reward accounts established with Delta Airlines and United where reward points are accumulated based on total spend but held in one central account. An on-going issue has been the reallocation of reward points that VCU accumulates centrally to departments based on spend with the respective airline. VCU intends to partner with the Contractor to find a solution to this issue. Please propose your firm's methodology and capability for reallocating reward points.

8. VCU anticipates there may be occurrences where an exact flight is found cheaper through another source. Please propose how the agency intends on addressing these situations and propose, if applicable, language regarding a low-price guarantee.

Procurement Services recognizes and appreciates the Offerors' patience as we took the necessary steps to obtain university support on the new and important initiative for a mandated travel contract.

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Mary Lou Bulger

Phone: (804) 828-0904



Virginia Commonwealth University

DATE: November 21, 2013
ADDENDUM NO.6: TO ALL OFFERORS
Request for Proposals: RFP#5571168MB
Commodity/Title: Travel Management Services
Issue Date: July 19, 2013
Proposal Due: December 17, 2013
Pre-Proposal Conference: August 1, 2013

Name of Firm

Signature/Title

Date



DATE: December 4, 2013
ADDENDUM NO.7: TO ALL OFFERORS
Request for Proposals: RFP#5571168MB
Commodity/Title: Travel Management Services
Issue Date: July 19, 2013
Proposal Due: December 17, 2013
Pre-Proposal Conference: August 1, 2013

The previous addendum (Addendum No. 6) provided the following information:

The following statement (page 4, Section I Purpose), "VCU intends for the resulting contract(s) to be mandatory-use for University travelers" is hereby changed to **"The University will mandate the use of the resulting contract(s) for University travelers."**

The following questions have been raised regarding this statement, and VCU's answers to those questions are provided below:

Q1. What drove the mandate?

A1: The primary driver is that the university wants to be able to provide "duty of care", which is the ability to support travelers whose travel is funded by VCU for official university business at the time of an incident, wherever the incident may occur. Duty of care includes, but is not limited to: providing information regarding warnings of political unrest or natural disaster prior to or during travel; ability to locate, communicate, and assist during travel; and the ability to evacuate travelers in case of medical or other emergency. Additionally, VCU wants to ensure that university travelers are in compliance with federal export control laws, which govern the transfer of certain information, items, or technologies to foreign countries to protect national security, trade, foreign policy or to comply with international agreements. VCU cannot do this without knowing the booking source and/or being able to access information regarding travel destinations.

VCU does not currently have a comprehensive duty of care program. VCU considers a mandated travel management services contract and a Duty of Care Advisory Committee as two of the necessary components of a comprehensive program. The Advisory Committee is currently being established. Additional components may be added as needed.

Other factors that drove the mandate are process improvements for booking and paying for travel, as well as spend management.

Q2. What transactions will be mandated?

A2. The purchase of air and/or rail tickets for university employees traveling on official university business paid for by university funds.



Q3. Will there be multiple awards?

A3. The language to allow for multiple awards is included in the RFP. VCU understands that it is a best practice to have a single award. VCU has the desire for one-source solution, however, without knowing what services will be proposed, VCU is keeping the option to make a dual award available if determined necessary by the Evaluation Committee. In the event of multiple awards, VCU does not intend to award to any more than two vendors.

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Mary Lou Bulger

Phone: (804) 828-0904

Name of Firm


Signature/Title

Date

TRAVEL MANAGEMENT SERVICES

for

Virginia Commonwealth University (VCU)



MORE FLIGHTS
TO THAT DESTINATION
CALLED
PROFITABILITY.

CHRISTOPHERSON

B U S I N E S S T R A V E L

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Executive Summary

Virginia Commonwealth University (VCU) will save money while increasing traveler satisfaction by choosing Christopherson Business Travel (Christopherson) as your travel management company. We have a breadth of experience in higher education and we have the ability to seamlessly integrate our travel management data into VCU's existing expense platform, Chrome River. In addition to this integration, VCU will benefit from travel service provided via agent or online booking tool, first-class customer service, complete duty of care, comprehensive reporting, and assistance with vendor negotiations by partnering with Christopherson.

General and specialty travel services via agents and online booking tool

We employ the most recognized team of travel industry professionals. Our expert travel agents not only respond to your needs, they anticipate them.

First class customer service

Our agents are travel professionals—not novice travel bookers—with the experience and tools necessary to manage your travel needs quickly and skillfully. Your travelers will receive superior customer service before, during, and after travel.

Complete Duty of Care

Our **SecurityLogic**® tool will enable VCU to interact with travelers and view the whereabouts of your entire traveler base in real-time.

Comprehensive Reporting

We offer VCU a comprehensive reporting package with over 200 standard, custom, and ad hoc reports, and benchmarking tools.

Assistance with Vendor Negotiations

Our team will analyze every aspect of your travel program and develop a strategic, customized discount program for VCU.

Integrating with Chrome River

Christopherson has the ability to seamlessly integrate our travel management data into VCU's existing expense platform, Chrome River, with no added resources or expense to VCU. Christopherson's in-depth knowledge of nuTravel and Chrome River is one of our unique competitive advantages.

These resources, coupled with Christopherson's extensive experience in servicing higher education, bring together the total solution for your travel management goals. Table 1 shows the universities for whom we currently manage travel.

University Clients	
Auburn University	University of Kentucky
College of Eastern Utah	University of Tennessee
Dixie State University	University of Utah
Nebraska Christian College	Utah State University
Salt Lake Community College	Utah Valley University
Snow College	Weber State University
Southern Utah University	Western Governors University
University of Alabama	Westminster College
University of Colorado	

Table 1. University Clients. VCU benefits from Christopherson’s extensive experience in servicing higher education clients.

Summary

Christopherson offers the value, quality, and service that VCU seeks in a travel provider. Christopherson is a privately held, woman-owned company that has been in business for more than 60 years. We are profitable and growing at a rate 10 times the industry’s average growth rate and we are reinvesting heavily in both people and technology to meet our growth projections. Christopherson understands your needs and scope of requirements, is PCI compliant, and meets all VCU’s data security requirements. We look forward to the opportunity to provide our best-in-class travel services to VCU’s travelers.

A. General Travel Services

Ticketing for Air and Rail Transportation

As an industry leader, Christopherson maintains strong relationships with all major air carriers. Our leadership position enables us to proactively help VCU strengthen your current contracts and secure strategic discounts on additional airlines. The majority of our clients supplement their negotiated deals with our preferred supplier agreements.

In addition to providing VCU with traditional airline program support, Christopherson is an invited member of both BCD Travel (BCD) and Virtuoso and has access to additional discount programs with more than 75 airlines around the globe. Christopherson is United Airlines' and Delta Airlines' largest travel agency in the West, and, with this status, we offer our clients unsurpassed service. We have access to priority support desks for immediate assistance with fares, name changes, and any other need. We use numerous Global Distribution Systems (GDS) and our agents connect directly to Southwest and other low cost carriers such as AirTran and JetBlue through Booking Builder.

Christopherson's International Rate Desk agents average more than 37 years of experience each and are among the most knowledgeable in the industry. These agents review all international itineraries to ensure the optimum price is quoted for each itinerary. We will align all fares with your policy and preferred carrier usage and explore the use of authorized creative faring techniques for complex and multi-sector itineraries. Rate desk agents also queue international itineraries to the selected carrier for fare calculation and auto-price them through the GDS for comparison purposes. We also can review international itineraries with consolidators.

Our agents are trained and scripted to offer the Lowest Logical Airfare. We will give VCU deeper results by our practice of fully using the GDS pricing and faring commands and extending the faring and bargain finder functions with multiple scans. Christopherson agents will offer VCU travelers the lowest available rates with all travel vendors, depending on the parameters of VCU business rules and travel policy.

All VCU reservations must go through GDSX Compleat (Compleat), which we use for all quality control functions and to assure consistent service. Compleat, a revolutionary automation platform, can implement hundreds of intelligent processes, including those listed in Table 2.

GDSX Compleat Intelligent Processes	
Comprehensive Quality Control	Seat Management
Reservation Finishing and Automation of Tickets	Waitlist Clearance
New Traveler Services	Fare Validation
Supplier Contract Compliance Management	Auto-Ticketing
Online Adoption	Frequent Flyer Upgrades
Reservation Data Mining	Travel Policy Compliance
Real-time Interaction with Agents at the POS	Travel Advisories
Multi-lingual Itineraries and Advisories	Reporting Capabilities

Table 2. Processes. Compleat streamlines service delivery processes and methods.


VCU travelers will receive, via email, organized flight options with **AirSelect®**, which provides a straightforward grid format that the traveler or travel arranger can use to compare options and make choices. AirSelect is highly configurable with 18 optional parameters. The side-by-side visual presentation of price options encourages your travelers to select the lowest cost option.

AirSelect® features include the following:

- Customized, easy-to-read grid format of flight and price options
- Highly configurable with 18 optional parameters
- Price- or schedule-centric view
- Identification of class of service and seat counts
- Data compiled from more than 450 airlines and 4.3 billion fares

With **AirSelect**, travelers can easily choose flights with the lowest fare, based on scheduled departure and arrival times as shown in Figure 1.

Proposal for Virginia Commonwealth University



AirSelect®
 Phone: 801.327.7700
 Toll Free: 866.327.7650
cbtravel.com

Tip: Check out the number of available seats in the "Seats" column to give you an idea on how quickly you should decide on your flight. An 'A' indicates available seats without an exact seat count.

DAVE PORTER Agency Locator: MNL3U9

Requested Itinerary: Lexington, KY (LEX) - Blue Grass Field to Salt Lake City, UT (SLC)
 Salt Lake City, UT (SLC) to Lexington, KY (LEX) - Blue Grass Field

Maximum Options: 99
Time Window: 2 hours
Limit to Airlines: DL

Outbound: Thursday, August 19, 11:30 AM
From: Lexington, KY (LEX) - Blue Grass Field **To:** Salt Lake City, UT (SLC)

Depart	Arrive	Airline	Flight	Class	Seats	Stops
A	10:21 AM Lexington (LEX)	Delta Air Lines	6315	L	4	0
	02:08 PM Atlanta (ATL)	Delta Air Lines	1123	L	4	0
B	12:15 PM Lexington (LEX)	Delta Air Lines	6599	U	4	0
	01:35 PM Memphis (MEM)	Delta Air Lines	4869	U	4	0
C	12:15 PM Lexington (LEX)	Delta Air Lines	5379	L	7	0
	04:35 PM Atlanta (ATL)	Delta Air Lines	1968	L	7	0

Return: Saturday, August 21, 08:00 AM
From: Salt Lake City, UT (SLC) **To:** Lexington, KY (LEX) - Blue Grass Field

Depart	Arrive	Airline	Flight	Class	Seats	Stops
1	07:00 AM Salt Lake City (SLC)	Delta Air Lines	1422	U	4	0
	03:35 PM Detroit (DTW)	Delta Air Lines	6695	U	4	0
2	08:25 AM Salt Lake City (SLC)	Delta Air Lines	2970	K	4	0
	04:06 PM Atlanta (ATL)	Delta Air Lines	5050	K	4	0
3	08:43 AM Salt Lake City (SLC)	Delta Air Lines	3460	L	9	0
	02:15 PM Memphis (MEM)	Delta Air Lines	5189	L	9	0
4	08:50 AM Salt Lake City (SLC)	Delta Air Lines	1022	U	4	0
	03:35 PM Detroit (DTW)	Delta Air Lines	6695	U	4	0
5	08:50 AM Salt Lake City (SLC)	Delta Air Lines	1022	U	9	0
	05:35 PM Detroit (DTW)	Delta Air Lines	4232	U	9	0
6	09:00 AM Salt Lake City (SLC)	Delta Air Lines	2257	T	9	0
	04:15 PM Cincinnati (CVG)	Delta Air Lines	6427	T	9	0
7	09:44 AM Salt Lake City (SLC)	Delta Air Lines	1544	L	4	0
	07:14 PM Atlanta (ATL)	Delta Air Lines	5119	L	4	0

Price Matrix for 99 least expensive flight options

	1	2	3	4	5	6	7
A	589.78	691.80	630.28	589.78	589.78	466.30	634.78
B	540.28	642.30	580.78	540.28	540.28	416.80	585.28
C	589.78	691.80	630.28	589.78	589.78	466.30	634.78

Please note: Fares and seat counts are subject to availability and restrictions at time of booking.

Figure 1. AirSelect®. Make organized flight options accessible to your travelers.

AirSelect lists not only the lowest price options but also how many seats are available at that fare. This encourages quick decisions if inventory is low. We can customize **AirSelect** to meet VCU's requirement.

Reservations can be held for 24 hours. If the reservation is not ticketed, the airline will automatically cancel the reservation. Christopherson can ticket all reservations within 24 hours. In addition, all ticketed reservations can be voided within 24 hours of ticketing.

Visa and passport, TSA, and immunization requirements vary by country. Our agents have expertise in all types of requirements and act as passport and visa advisors at the point of sale to ensure that each traveler receives a full briefing on legal entry requirements. At the time of booking, our front-end reservation tool highlights relevant visa requirements, as well as passport expiration dates. We work with in-house providers, local providers, and third-party providers (such as Travisa) to help expedite urgent requests for your travelers.

Reservations for Lodging

When booking lodging for VCU travelers, Christopherson agents will take advantage of any available government, corporate, or Christopherson-BCD discount—whichever results in the lowest price for VCU. Christopherson’s top-of-the-line hospitality relationships enable us to help VCU secure low negotiated rates. When applicable, your Christopherson account managers will negotiate hotel rates for VCU. Our Christopherson-BCD Hotel Program provides VCU discounts at more than 40,000 properties spanning 131 countries and six continents. In addition to discounted rates, many hotels include value-added features or amenities. Table 3 shows the percentage of hotels within our hotel program that offer the most commonly included amenities.

Hotel Amenities	
Amenity	Hotels with the Amenity
Complimentary Breakfast	54%
Fitness Center	55%
High-speed Internet Access	48%
Parking	45%

Table 3. Hotel Amenities. Take advantage of our relationships to secure best value and amenities.

We also have preferred programs with Marriott Properties, Hilton Hotels, Starwood Properties, Choice International, and La Quinta Inns & Suites. Last year, Intercontinental Hotel Group introduced a point-of-sale discount of 14.5 percent off the Best Flexible Rate.

For situations when VCU requires luxury travel, Christopherson is one of only 70 agencies worldwide that holds the designation of Four Seasons Preferred Partner. We have elite memberships with Ritz-Carlton, Fairmont Hotels and Resorts, and Sofitel Hotels. Christopherson is also a member of the elite Virtuoso, offering amenities and discounts with hotels across the globe.

Ground Transportation

Christopherson will assure VCU travelers receive the lowest available car rental rates. If a reservation is booked utilizing VCU contracts, our agents will ensure no additional insurance or service options are reserved. Christopherson has preferred relationships with car rental companies such as Hertz, Avis, Enterprise, National, and Europcar, and we negotiate car rates with all car rental companies on a client-by-client basis to fully

maximize the leverage of each client's travel volume. We will review your existing contracts to ensure you are receiving optimum rates.

When applicable, our agents will assist VCU travelers in finding alternative transportation (e.g., airport shuttle, hotel shuttle, or taxi).

Hotel & Car ReCheck®

Christopherson has a unique, proprietary tool called **Hotel & Car ReCheck®**, a service that rechecks booked hotel and car rates 48 hours prior to reservation. We not only guarantee that the VCU rate is booked, but we also check for lower promotional rates that may have been introduced because of local, competitive market conditions.

As with the airline industry, hotels and car rental companies are raising and lowering their prices based on market conditions and excess or “distressed” inventory. Under these circumstances, it is common for Christopherson’s **Hotel & Car ReCheck** to save you \$25 to \$50 per night. As part of **Hotel & Car ReCheck**, your travel agent performs the following manual procedures:

- Individually manages and monitors each of your reservations
- Receives and acknowledges notification of your upcoming reservation within three days of your hotel check-in or rental car pickup
- Searches for rates lower than your current reservation for the same size car or type of room at the same hotel
- Arranges for new, lower rates, if available, and reviews VCU policies before any rebooking
- Documents savings in **ValueLogic®**

Travel Profile Management

With our travel profile management tool, **ProfileLogic®**, your travelers avoid the hassle and time wasted communicating or re-entering their unique travel preferences every time they book travel. With **ProfileLogic**, the information shown in Table 4 will be stored in VCU travelers’ profiles.

Profile Information	
Required Profile Information	ProfileLogic
Personal Information and Contact Details	✓
Business Address	✓
Employee VCU Identification (V#) and email Address	✓
Emergency Contact Information	✓
Passport Information	✓
Travel Preferences, Memberships, and Award Program Numbers	✓

Profile Information	
Required Profile Information	ProfileLogic
Hotel Preference (e.g., Non-Smoking, Ground Floors, etc.)	✓
Seat Preferences	✓
Food Requirements	✓
Delegate Information	✓
Notifications Information	✓
Payment Information	✓
TSA Required Information	✓
Misc. Other Information Required by VCU	✓

Table 4. ProfileLogic®. Save time for your travelers with a customized profile.

Mobile App for Travel Managers/Arrangers

Christopherson recently launched **AirPortal 360™ Mobile**, the first comprehensive mobile application (app) in the travel industry that provides travel managers the ability to manage their company’s or university’s travel program from the palm of their hand—wherever, whenever.

AirPortal 360 Mobile delivers a collection of tools that allows travel managers to maintain and manage their duty of care responsibilities, ensure better policy compliance, and monitor travelers, their itineraries, and more.

B. Specialty Travel Services

Our specialty travel services include conference and meeting planning, chartered transportation, and international group travel.

Conference and Meeting Planning Services

Andavo Meetings and Incentives is a full-service meeting, incentive, and event management company. As one of the top mid-sized consulting and logistics firms, Andavo is large enough to command vendors’ respect, yet small enough to remain personal. This allows us to tailor custom programs and deliver innovative solutions for clients of all sizes and across varied industries.

Andavo incorporates a disciplined, strategic meetings management approach to achieve measurable business objectives. We will act as VCU’s agent and seek the best pricing available.

Other services include, but are not limited to, the following:

- Hotel and Vendor Site Selection
- Group Transportation
- Reservation of Meeting Space

- Contract Negotiations and Compliance
- Event Registration
- Ground Transportation Management
- Entertainment and Speaker Sourcing
- Hotel Room Block, Food and Beverage Management
- Budgeting, Final Billing, and Reconciliation
- Audio Visual Staging and Production

Chartered Transportation

Christopherson will make any necessary charter air or bus arrangements with the most favorable pricing, routing, and service for VCU. Currently, Christopherson arranges charter service for the University of Utah, Utah State University, and the University of Colorado.

International Group Travel

Our group travel division is specifically designed to negotiate the best travel arrangements for your group. Depending on size and travel patterns, this division can negotiate discount airline contracts with savings of 5 to 45 percent off published airfares. We will analyze all viable group air options to provide you with the most streamlined and cost-effective travel schedules.

Services include, but are not limited to, the following:

- Group transportation
- Lodging reservations
- Meals
- Ground transportation
- Meeting space/classroom facilities
- Regional air transportation
- Assistance in obtaining passports, visas, and documents regarding health requirements on request
- Ability to prepay hotel and ground transportation as needed

C. Online Booking Tool

Christopherson will apply the booking tool that best addresses VCU's needs and configure the tool to your unique travel requirements and specifications. This customization gives VCU the comfort of knowing that your travelers follow your business travel policies every time they travel. Christopherson offers a choice of three online booking tools—nuTravel, DEEM, and Concur. Each of these online booking tools integrates seamlessly with our reservation center and our exclusive online technology, **AirPortal®**. In addition,

Christopherson has two specialized teams to effectively manage all online sites and users. Our **Online Technology Specialists** build, customize, and maintain our client booking sites. Our **Online Support Specialists** assist users with navigational and system usage questions. Christopherson agents also have access to reservations booked through the online booking tool.

Christopherson consulted with Chrome River to better understand VCU's expense configuration. Christopherson can integrate nuTravel, DEEM, or Concur and our proprietary technology, **AirPortal**, with Chrome River Expense at no additional cost or resources to VCU. Christopherson's IT department will execute the integration.

The following overviews and details the features and functionality of each tool.



nuTravel

nuTravel's booking tool enables travelers and travel arrangers to create policy-compliant air, car, and hotel reservations supported by powerful and intuitive search capabilities and efficient, time-saving booking processes that ensure compliance and significantly improve cost efficiencies.

Key functionality:

- Search and book flights, reserve rental cars, and make hotel and rail reservations from smartphones or a desktop browser
- Get travel approval functionality
- Book your entire trip directly from the user-friendly home screen
- Customize easily
- Enjoy fast and secure content delivery
- Get flight notifications
- Use trip templates
- Note points of interest
- Export calendars
- Use groups and meeting functionality

Deem

Simplify business travel with quick booking for flights, hotels, rental cars, airport parking, and car service with an online tool that uses relevance to provide you the most convenient, affordable options without a lot of searching.

Key functionality:

- Search and book flights, hotel rooms, car rental, car service, airport parking, and make dining reservations from a smartphone or desktop
- Get details on every hotel option, including TripAdvisor reviews
- Get a five percent discount on Virgin America flights
- Be notified about out-of-policy bookings
- Enjoy discounts on business-related products
- Manage shipping from the same site

Concur Travel

Concur Travel is a robust tool, especially with Christopherson, who will work closely with you to customize the tool according to your specifications and policy parameters.

Key functionality:

Employees can book flights, reserve rental cars, and make hotel and rail reservations from smartphones or a desktop browser.

- Pre-trip approval
- Easily customized
- Fast and secure content delivery
- Flight notifications
- Trip templates
- Points of interest
- Calendar export

Although all of the online booking tools are comprehensive, intuitive, and user friendly, Christopherson recommends nuTravel for VCU for several key reasons. First, nuTravel and Chrome River are close to finalizing a real-time integration solution that will be available prior to VCU's implementation timeline. Second, nuTravel has the simplest, most user-friendly option for booking spousal or dependent travel on the same itinerary as a VCU employee. (The spousal/dependent portion can be paid for with a credit card other than the university-liability credit card.) Third, nuTravel's groups and meetings module will greatly assist VCU with complex meeting and group needs. Furthermore, nuTravel's functionality not only best meets the needs of VCU as outlined in section A. *General Travel Services*, it also exceeds the requirements for functionality.

nuTravel benefits VCU and your travelers in the following ways:

- nuTravel has the highest level of “up-time” of all online booking tools.
- VCU travelers get a secure, single sign-on to **AirPortal 360** and the online booking tool.
- Your travelers’ complete travel data will integrate with Chrome River.
- As a delegate option, travel arrangers can be assigned to VCU employees or students and will be authorized to make travel arrangements on their behalf.
- As a Guest Traveler option, authorized individuals have the ability to make travel arrangements and purchases for non-employees or students.
- Christopherson can make content updates, add new users, add new departments, and offer other customizations based on VCU’s needs.
- Christopherson can update VCU’s travel policy, modify preferred vendors, and make changes to reporting and payment methods.
- nuTravel meets VCU’s information security management standards.

nuTravel Mobile offers additional time-saving features to your travelers:

- Leverage advanced functionality without the need to download or install a native mobile app
- Gain firsthand access to travel plans, content sharing, rich media, and navigational tools
- Access travel itineraries all in one place
- Receive real-time flight status updates for delays, cancellations, gate numbers, etc.
- Add reservations for hotels, cars, and restaurants
- Receive one-touch directions to your hotel from wherever you are
- Easily copy itineraries, book spousal travel

Christopherson’s depth of nuTravel experience is a major asset to VCU, and we have worked with nuTravel for over 12 years. However, we always take a consultative approach to determining the best options for our clients and welcome further discussions with VCU regarding online booking tool options.

Data Security

Christopherson takes great care to manage and protect client data. Our Data Protection Program is based on ISO 17799 principles. We are Safe Harbor registered, we perform annual SAS-70 Type II audits, and our data centers are ISO 900a certified. We use a number of methods to ensure the confidentiality of your information. Our Information Security Committee consists of representatives from different areas of our company (e.g., Human

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Resources, Finance, Information Technology, etc.). This committee reviews the information protection program and risk assessment results and prioritizes our security initiatives.

We have established enterprise-wide policies and standards and work hard to ensure the confidentiality of the data of your company and your travelers. We do the following to ensure the safety of your information:

- Require confidentiality agreements as part of supplier contracts.
- Eliminate references to customer names on travelers' tickets and itineraries.
- Encrypt details during collection, transmission, and storage whenever possible.
- Use training and awareness programs to inform our employees of confidentiality requirements and customer expectations.
- Classify information and restrict access based on a need-to-know basis.
- Review access permissions periodically.
- Monitor system alerts 24/7.
- When a Christopherson employee is hired, part of their HR new-hire packet includes a confidentiality agreement. To date, we have not had any breach of privacy in this area.
- We also sign all non-disclosure agreements our clients require when contracting with us.

TSA regulations require a traveler's profile to contain the traveler's name, date of birth, and one contact telephone number. Other detailed information, including Social Security Number, Employee ID, email, etc., is optional. All sensitive information housed in the online booking tool and traveler profile is masked once entered. Only the last four digits, for example, of the traveler's credit card are visible not only to the traveler, but to all VCU travel arrangers and all Christopherson employees. VCU can customize the traveler profile fields with required fields and optional fields.

Christopherson agrees to complete an assessment of data security if chosen as a finalist.

D. Duty of Care

SecurityLogic is a dynamic reporting and communication tool used by corporations and universities to facilitate duty of care responsibilities. Customized search options allow travel managers to quickly locate travelers by name, date, and/or location. **SecurityLogic** also provides real-time weather, airport delay, security, and disaster alerts that push to travelers via text and email.

From the **AirPortal 360** dashboard, **SecurityLogic** accesses multiple global map overlays. Because all travel information is geocoded to street level accuracy, travel managers can

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zoom in on any country, city, or street to find your travelers anywhere in the world as shown in Figure 2. Christopherson has real-time report capabilities that capture “okay” responses from travelers and track who has not responded in an emergency.

Key Benefits of *SecurityLogic®*:

- Quickly locate travelers by name, travel date, and/or location
- Get real-time weather, airport delay, security, and disaster alerts
- Push alerts directly to travelers via text and email
- Map overlays to view weather, traffic, and travelers anywhere in the world
- Quickly zoom from global to street-level view

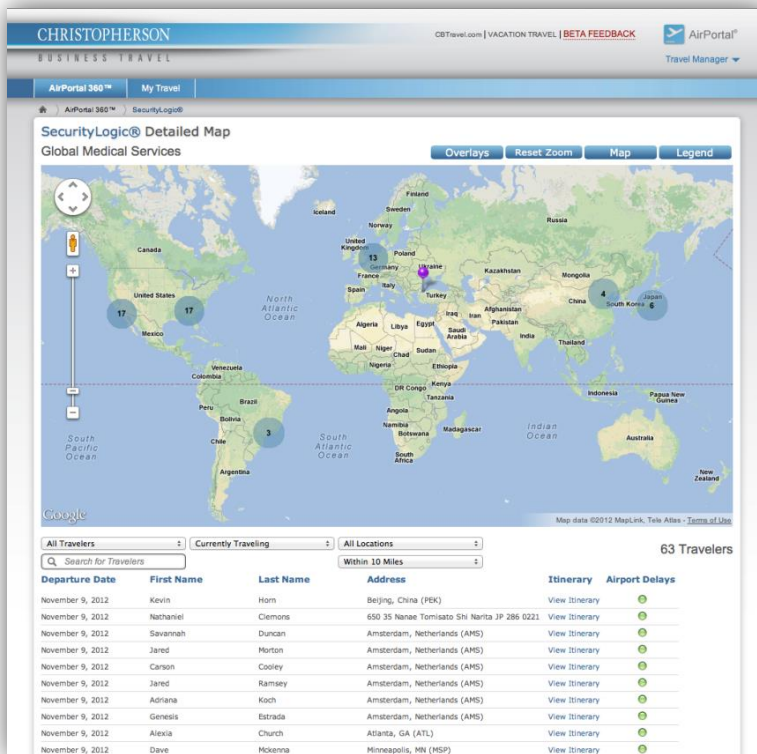


Figure 2. SecurityLogic®. Quickly locate travelers and get rapid updates on travel conditions.

Christopherson offers VCU travelers a full range of travel management services while they are en route. Beyond our core services, we provide a wide-ranging list of ancillary services, including, but not limited to, the following:

- 24-hour emergency services
- Airport meet and greet service
- Airport parking
- Arrangement of ground transportation

- Private jet and charter services
- International SOS
- iJet
- TripIt

Christopherson integrates with Global Rescue, iJet, and/or SoS. We can provide a data feed to Global Rescue, and our data integrate into their internal system. Or Global Rescue can provide a data feed that integrates into Christopherson’s **SecurityLogic** tool. If the latter option is preferred, it will be necessary for Christopherson’s IT department to access Global Rescue’s API. Christopherson has experience in both types of integration.

E. Customer Service

Christopherson has multiple full-service business reservation centers and 35 onsite locations. We employ more than 250 of the industry’s best travel professionals and our online booking tools are the best in the industry. Christopherson recommends a service configuration for VCU consisting of four dedicated agents coupled with the use of the nuTravel online booking tool. Table 5 lists the experience of our candidate agents.

Your Christopherson Travel Agents	
Agents	Years of Travel Industry Experience
Amy Buchman	28 years booking travel (international)
Andrea Romero	20 years booking travel (international)
Barbara Chavous	28 years booking travel
Barb Stanton	31 years booking travel
Cathy Eberhardt	23 years booking travel (international)
Charmaine Wilson	35 years booking travel (international)
Cindy Lambruschini	35 years booking travel
Connie Denmark	29 years booking travel (international)
Gabby Salazar	17 years booking travel (international)
Gaby Clifton	26 years booking travel (international), fluent in German
Gerry Middleton	47 years booking travel (international)
Laura Szulinski	22 years booking travel (international)
Lori Martin	17 years booking travel
Maryann Abts	28 years booking travel (international)
Marycate Regan	25 years booking travel (international)

Table 5. Experienced Agents. Our experience means no hassles for you and your travelers.

Christopherson has a long history of service excellence and longevity with our client base. We return all calls and emails within 30 minutes and our agents always communicate in the method most preferred by the traveler or travel arranger (phone, email, etc.). Each reservation is accompanied with an **AirSelect**—an email tool that provides a customized, easy-to-read grid of flight and price options. (Please see Figure 1 for a sample **AirSelect**.) In

the event of a scheduling or itinerary change or cancellation, Christopherson makes every effort to notify all travelers affected by such events.

Christopherson has a tried-and-true method to measure customer satisfaction. We provide VCU with measurable results through traveler satisfaction surveys, which are embedded as a link in each itinerary. The survey allows VCU travelers to answer a short survey after each trip taken. This survey measures the traveler's satisfaction with our services and the effectiveness of our travel agents. We tabulate both compliments and concerns in summary charts and share these reports in quarterly meetings.

Christopherson empowers our front-line staff to resolve complaints. If an issue requires escalation, the agent involves management (such as the account manager or operations manager). We respond to all inquiries within 24 hours of notification and resolve any agency-related issue within five business days.

Christopherson has developed comprehensive operating standards, which form the basis of our commitment. The operating standards will document VCU's supplier performance measures relating to frontline delivery and the measurement method used for each. VCU's dedicated agents will be available via phone or email between 7 A.M. and 6 P.M. EST with a maximum response time of 30 minutes.

F. Firm Representation/Account Management

In addition to friendly, knowledgeable agents, Christopherson provides VCU with a consultative account manager. Our account management team consists of 10 full-time account managers. Each team member has over 20 years of travel industry experience. We assign account managers new accounts according to the size of the account, the current workload of each account manager, and the level of strategic and tactical support needed by the client.

Sue Schroeder will serve as VCU's designated account manager and as your main contact for both your domestic and global travel program. Sue currently manages the University of Colorado account. She will continually analyze and manage every aspect of your account to achieve the maximum return on your travel investment, making use of Christopherson's network of industry contacts during contract negotiations and when solving travel challenges for your travelers. She will develop strong working relationships with VCU key contacts to help you achieve your goals for your travel program, be involved from the beginning of the implementation process through completion, and remain dedicated to your account. Sue will always be available to meet with you and review your present program or update/redesign your travel program to meet VCU's present and future needs. Please refer to section *E. Customer Service* for more information on measurement of customer service and complaint resolution.

Resumes

This section contains Sue Schroeder’s and Greg Ross’ resumes.

Sue Schroeder, Account Manager, Client Consulting Services	
Years of Travel Industry Experience: 28	
Strengths	<ul style="list-style-type: none"> ■ Maintains a high level of client trust—has 100% client retention because of outstanding customer service ■ Creates financial value for clients (e.g., implemented an 18 percent cost-savings reduction for Lucent) ■ Provides clients with ROI, business plans, and cost-saving documents ■ Skillfully negotiates with air, hotel, and car vendors, limos, parking ■ Implemented multiple online travel booking tools and Concur Expense system. ■ Has excellent presentation and communication skills and ability to multitask effectively
Career History	
2000 - Present	Christopherson Business Travel (formally Andavo Travel), Account Manager Key Accounts: <ul style="list-style-type: none"> ■ University of Colorado ■ Swisslog ■ Lockton Insurance ■ Wagner Equipment
1996 - 2000	Carlson Wagonlit Travel , National Account Manager Key Accounts: Lucent Technology, AT&T, Quest Communications
1993 - 1996	American Express , National Account Manager Key Accounts: Texaco, J.D. Edwards, Qual Med, Cobe Labs
1991 - 1993	Thomas Cook Travel (bought out by American Express), National Account Manager, Denver
1989 - 1991	Hyatt Hotel Downtown , Sales Manager, Denver
1986 - 1989	IVI Travel , Executive Admin, Chicago Promoted to account manager after eight months
1984 - 1986	Holiday Inn Mart Plaza , Food and Beverage Manager, Chicago
Education/Licenses, Certifications	<ul style="list-style-type: none"> ■ Bowling Green State University, Bachelor of Science, Education, 1984 ■ Commercial Real Estate License, Chicago, 1985 ■ Anthony Robbins, Life Mastery Programs

Gregory Ross, CTE, GTP Manager, Client Consulting Services	
<p>Team player and motivator with the self-motivation, initiative, and business savvy necessary to meet the challenges of today's competitive marketplace. Diverse scope of experience includes business development, account and project management, client services, and operations. Diversified, transferable and solid business experience that will bring value to your company.</p>	
<p>Qualification Highlights</p>	<ul style="list-style-type: none"> ■ Vendor-driven focus: builds strong business partnerships, maximizes vendor relations/retention, and improves communication ■ Is a persuasive, effective facilitator/negotiator for domestic and international travel ■ Maintains productivity and composure under pressure; views problems as opportunities to create solutions ■ Uses proven management skills to achieve goals for the client, team, and himself ■ Sociable, personable; public speaker; communicates easily with a broad range of people ■ Computer literate, stays updated on applications: MS Windows, Word, Excel, PowerPoint; Outlook
<p>Key Positions 1982 - 2011</p> <p>2003 - Present</p>	<ul style="list-style-type: none"> ■ Front Line Agent 1982 – 1986, various travel management companies. Top booking agent for all ■ Travel Agency Manager 1986 – 1995, Airline Tickets and Tours, Crossroads Travel, Uniglobe Travel Time ■ Travel Agency Owner 1995 – 2003, Uniglobe Travel Time/Global Travel and Cruise Time ■ Client Consulting Service (account management), manager at Christopherson Business Travel, a BCD top affiliate
<p>Accomplishments and Abilities</p>	<ul style="list-style-type: none"> ■ Acts as a liaison and ensures business accountability between company and corporate accounts; maintains a 98% account retention record ■ Manages corporate travel management portfolio of \$50 million plus along with managing nine account managers ■ Manages accounts and sales processes from initial interest through negotiations to consummation of sale to follow-through with account management for life of the client ■ Highly self-disciplined, prioritizes tasks and works independently within a team environment ■ Manages an account management program to keep account managers on track with proactive versus reactive initiatives for better ROI results for the customer ■ Develops client reporting, transactions, and trend analyses, and conducts audits for accuracy, inefficiencies, and productivity enhancements

Gregory Ross, CCTE, GTP Manager, Client Consulting Services	
	<ul style="list-style-type: none"> ▪ Has strong presentation and negotiation skills, and recognizes buying patterns for domestic and global travel, including using verbal communication and listening abilities to identify needs and issues ▪ Persuades with proven consultative and relationship building skills ▪ Makes decisions in a fast- paced environment, providing proactive consultative advice and effective problem resolution results ▪ Inspires confidence in travelers and gains trust through attentive service and efficient problem-solving ▪ Trains people (e.g., trained from 5 to 300 people on various online booking tools and the how's, why's, and value of travel policy compliance) ▪ Has strong vendor contract negotiations skills, prepares contract amendments, and takes a proactive approach to introducing products and tools to enhance travel programs and corporate business plans ▪ Mediates and resolves problems with focus on successfully upholding company objectives ▪ Adapts quickly to rapidly changing requirements and situations ▪ Facilitates and coordinates multiple/complex projects
Education/Certificates/ Training	<ul style="list-style-type: none"> ▪ Murdock Travel School, University of Utah, University of Phoenix ▪ Certified Corporate Travel Executive (CCTE), University of Houston, GBTA program ▪ Global Travel Professional (GTP), GBTA program ▪ Leadership Utah graduate ▪ Utah Business Travel Association board member, education director (member of the year), membership chairman, and sponsorship chairman

The account manager’s role is to maximize your travel dollars by analyzing your travel patterns and developing a strategic travel solution. Sue will apply her proven proficiencies to extend the following services:

- Analyze travel patterns and offer cost savings suggestions
- Uncover new savings opportunities by negotiating with vendors
- Develop a new business travel plan each year that reduces your travel spend and increases traveler satisfaction
- Create a travel policy that verifies compliance

- Assess your account continually to provide optimal flexibility to meet your changing needs
- Provide quality control through quarterly and annual reviews

Sue will work with the VCU travel liaison to develop an annual strategic business plan that encompasses every component of your travel program. All proactive, consultative account management hours are logged daily in our proprietary technology, **AirPortal 360**, for full transparency. Christopherson measures the performance of our account managers by surveying key account contacts on semi-annually. The surveys address the following:

- Response time
- Vendor management
- Systems knowledge
- Creativity
- Consultative approach

We encourage open lines of communication from our clients and we welcome all feedback. Greg Ross, Manager, Consultative Services, supervises Sue. Greg reports directly to Mike Cameron, CEO. Mike is closely involved with our clients because of our flat management style of business.

Implementation and Training

Christopherson has extensive experience working with other agencies to effectively transition clients to our service structure. We will work with you to ensure the timely, accurate retrieval of any historical data, traveler profiles, outstanding non-refundable tickets/upgrades, and other important program documentation. Your implementation project manager will monitor milestones and deliverables carefully and keep VCU abreast of our progress.

Our dedicated implementation team has achieved a 100 percent success rate in on-time, on-budget, and client-satisfied implementations. We will hold a pre-implementation meeting to discuss and outline important issues. Christopherson will be responsible for documenting and distributing information that details every stage of our implementation. All tasks occurring during implementation employ the critical path method with timeline dependencies that we have orchestrated to ensure success.

The beginning stage of VCU's implementation is where the majority of time is invested because this is when expectations and requirements are set and when many key decisions about customer processes are made. Figure 3 summarizes the expected process.

The implementation steps include the following:

- Setting up HR feeds (if used)
- Establishing and testing IT firewalls and technology requirements
- Finalizing travel policies

- Establishing vendor programs
- Selecting reporting elements

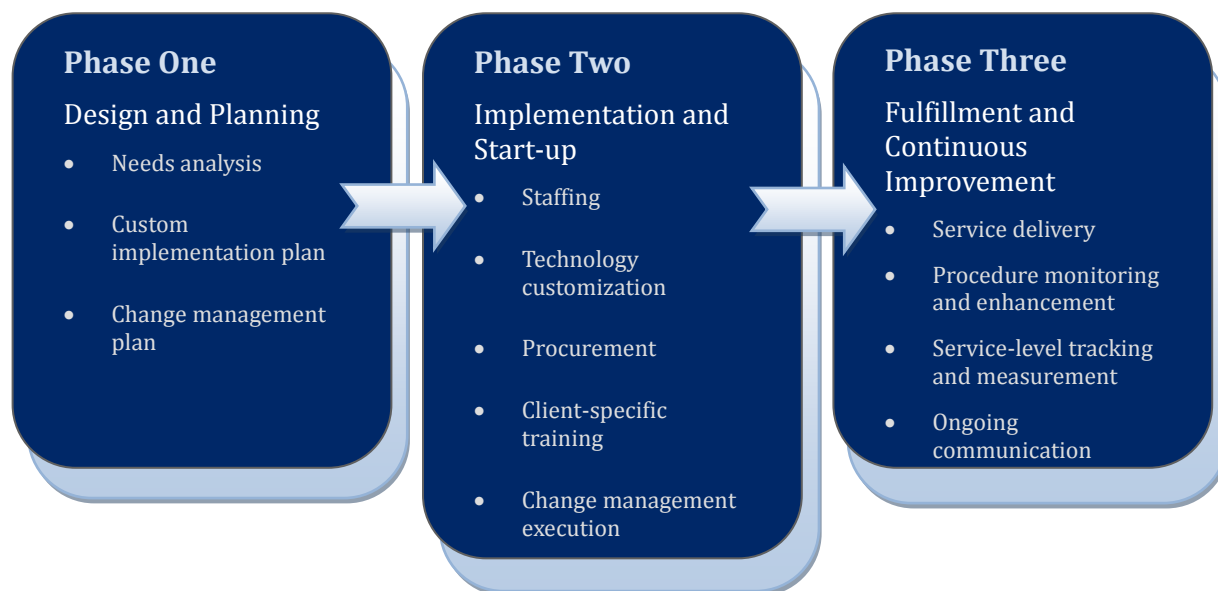


Figure 3. Christopherson Implementation Phases. Our dedicated team ensures a seamless transition.

Christopherson knows firsthand how important it is that your travelers receive proper training on scheduling reservations and using new online tools. Per Transportation Security Administration (TSA) requirements, we will make sure that anyone traveling with VCU has a completed profile in our system that includes the information required by both TSA and VCU. Our **ProfileLogic** tool will provide URL links for your travelers to complete their travel specifics. We will customize this tool according to VCU's internal requirements for accounting and reporting purposes.

After the initial implementation plan is solidified, the focus and time investment shift to training travelers and travel planners. Sue Schroeder, your account manager, will work with VCU to customize your requirements:

- Scheduling and facilitating seminars
- Scheduling online booking tool training
- Organizing communication pieces introducing the agency change
- Working with HR if profile feeds are needed

We will conduct training onsite and/or via webinar meetings. Additionally, Christopherson provides online tutorials and an online support team to answer questions throughout the booking process. For further details, please refer to the *Christopherson Implementation Plan* in the *Attachments* section.

G. Assistance with Vendor Negotiations

Christopherson account managers have extensive experience in assisting clients with their sourcing needs. As an industry leader, we have strategic supplier relationships with nearly every major airline, rental car, and hotel group across the globe. The majority of our clients supplement their negotiated deals to varying degrees with our preferred supplier agreements. We are a critical distributor of virtually every airline operating in the world. Our leadership position enables us to proactively help VCU strengthen your current contracts and secure strategic, discounted air programs with other airlines as appropriate.

To supplement your existing preferred hotel program, we offer our pre-negotiated global hotel program. This is a collaborative effort of BCD's worldwide locations to leverage our combined strength in the negotiation of rates, program design, and implementation. Christopherson has preferred relationships with car rental companies such as Hertz, Enterprise, National, Avis, and Europcar, and we negotiate car rates with all car rental companies on a client-by-client basis to fully maximize the leverage of each client's travel volume. We also offer preferred rates with BostonCoach and Carey and we will assist with all ground transportation reservations and negotiations. Please see section A. *General Travel Services* for more information about air, hotel and car discounts.

VCU can participate in two different types of corporate frequent traveler programs with the airlines. The first is a discount program available for companies that meet a minimum air spend requirement. If the minimum air spend requirement cannot be met, VCU can enter into an airline points program to earn free tickets and upgrades.

Christopherson will manage all airline corporate programs for VCU. We have experience in securing discounts for both university and corporate clients. If a company or university does not meet the volume requirement for the discount program, the contract will terminate and be placed into a points program such as Perks Plus (United Airlines), SkyBonus (Delta), or Business ExtrAA (American Airlines). Christopherson will negotiate, coordinate, and manage VCU's participation in these corporate awards programs.

Examples of Successful Negotiations

For one large account, we were able to negotiate all of the hotel rates as Last Room Availability (LRA). Some hotels wanted to push back with this, but, in the end, all of the hotel contracts reflected an LRA rate.

A major air carrier offered a certain percentage discount in an international market. The company and the account manager were not happy with the percentage discount offered so, after analysis, the account manager arranged for the corporation to relinquish a pre-determined number of elite status upgrades to secure a deeper discount off airfares.

We identified an opportunity for car rental savings for a new client. With this goal in mind, we negotiated a corporate agreement on the client's behalf with National. The contract provides set rates nationwide that are inclusive of insurance as well as additional benefits

that not only continue to save significant travel dollars, but facilitate policy adherence and budgeting forecasts.

H. Reporting

At Christopherson, we back up our claims with hard data. Through our comprehensive report aggregator, **DataLogic®**, we provide our clients with easy access to an invaluable set of reporting tools and performance benchmarking analysis options as shown in Figure 4.

Among those tools are **DataLogic's** travel spend tracking dashboard, **ValueLogic**, Christopherson's exclusive software that manages the ROI of our travel management company, and the integration of two leading travel management reporting tools, iBank and Travel GPA.



Figure 4. DataLogic®. Enjoy easy access to comprehensive reports.

ValueLogic®

By choosing Christopherson, your company gets more than just our word that we are the cost-effective business travel partner of choice. With **ValueLogic**, you can assess the ROI of our TMC partnership through fully customizable reports that show exactly how and where Christopherson is saving you money. At any time, you have the ability to access and review the following critical information in real-time:

- Airline, car, and hotel savings
- Voided ticket savings
- Average savings per itinerary
- Unused airline ticket data (via **AirBank**)

ValueLogic provides detailed reports to identify savings by traveler, by itinerary, and by savings type as shown in Figure 5.

Record Locator	Invoice Number	Agent	Passenger Name	Agency Upgrade	Multiple Tickets	Negotiated Contract	Client Negotiated Contract	Contract	Client Negotiated Contract	Contract	Void Savings	Total Savings
2Q5QYB	138321	DD	Orson K Tingey			18.9						18.90
M.L.S.L.2I	134863	DD	Larry Enloe			41.79						41.79
7XBC55	137506	DD	Jason Daniel Burke						30.0			30.00
3LMR6S	136155	DD	Joaquin Antonio Cabello			108.2						108.20
L2D9OA	136761	DD	Robert Ian Close			33.8						33.80
LQJQ5B	139275	DD	Louis Adlai Schack			35.8			60.0			95.80
MDGLRR	137623	00	Lloyd Edward Buckingham						150.0			150.00
3UB6QH	135311	DD	Jeffrey Osborn			120.3						120.30
3BUVVO	135608	DD	James Smith			143.85						143.85
NP39ZV	137142	DD	Sharon Lee Kennedy			33.8						33.80
4V4IVH	136523	DD	John Soberberg			23.37			60.0			83.37
4NON3M	136440	DD	Bill W Upton			64.4						64.40
O2RXRN	136593	DD	Richard A Williams			229.0						229.00
NXESD7	135361	DD	Phillip Zurn			18.6						18.60
2H8ZT2	138261	DD	David Crouch Dickson								789.60	789.60
MLXWI7	131946	DD	Angela Winters			16.2						16.20
4975FZ	134350	DD	Dasha Kadulova			59.64						59.64
OA3SEI	135486	DD	Joaquin Antonio Cabello			33.29						33.29
2QGLCE	138846	DD	Joseph Edward Rene Simard						90.0			90.00
7U8UDA	138674	DD	Larry Grant Smider			31.94			60.0			91.94

Figure 5. ValueLogic®. Assess your ROI by partnering with Christopherson.

iBank

iBank captures travel data from a variety of sources, including all major reservation systems and online bookings tools as shown in Figure 6. We also provide secure Internet access so VCU can view travel spend, measure preferred supplier usage, track travel behavior, monitor policy adherence, and improve profitability.

iBank gives you the ability to do all of the following:

- Access more than 200 travel management and expenditure reports quickly and easily
- Monitor individual employees’ day-to-day expenditures
- Manage and enforce your business travel policies with pre-trip reporting
- Research historical travel data to resolve any accounting questions
- View pre-trip and post- trip reporting



Figure 6. iBank. Get instant access to travel data to stay on top of travel expenses.

Travel GPA

With more than 90 benchmarking metrics available for analysis, Travel GPA identifies those key measurements that are clearly tied to VCU’s performance and then grades them with comparisons against other universities, your travel spend from the previous year, or your current goals. Then, with the Travel GPA Report Card, you can easily track how well your travelers are utilizing the VCU airline, car rental, and hotel contracts.

Additionally, Travel GPA gives you a real-time, in-depth dashboard and benchmarking analysis on travel spending. You can set internal goals as well as benchmark your data against a database of more than 32,000 companies and universities

VCU's account manager, Sue, will provide VCU comprehensive, customized monthly reports. The reports can be sent via email on a pre-determined schedule or accessed online by authorized VCU staff 24 hours a day. VCU can also create and view ad hoc reports online at any time through our data management system. If you request an ad hoc report that requires development assistance, Christopherson has reporting specialists available to assist you in developing your unique report. Your custom reports can become part of your monthly reporting package or remain a one-off ad hoc report to meet your customized needs.

Please see the *Sample Monthly and Annual Report Package* in the *Attachments* section.

I. Policy Compliance

Christopherson understands the importance of following our client's travel policies and helping them realize savings with policy control, regulation, and compliance. Christopherson is responsible for building your entire travel policy into all of our support systems to ensure strict compliance to policy. For example, we can customize the online booking tool to direct VCU's employees to use your preferred vendors, including low-cost carriers. In addition, our agents and online support teams are trained on the Fly America Act. Because of Christopherson's efforts, the University of Utah and the University of Colorado continue to be in compliance with the Fly America Act, based on the education of those closely involved with travelers. Christopherson agrees to comply with VCU's policies as they relate to Data Destruction and PCI Compliance.

We will customize our proprietary **Airtinerary**[®] (an emailed HTML display of flights and fares) to include comments from VCU at the top or in the body of the itinerary (e.g., to remind travelers to decline or accept insurance at the car rental counter if the reservation includes a rental car).

Our systems are configurable by travel rule class to allow or disallow travelers from being able to select refundable or nonrefundable fares or rates. We also can build travel rule exceptions to address refundable and nonrefundable fare types and apply different rules to domestic and international travel. We can craft policy rules around the following categories:

- Travel itinerary
- Flights
- Flight fares
- Ticket change
- Rental car
- Hotel
- Messaging

Proposal for Virginia Commonwealth University

Communication and enforcement of travel policy is a common challenge for many companies. As a result, Christopherson developed **PolicyLogic™** to provide consistent application of company preferred vendors, travel policy, and reporting needs.

VCU's entire travel policy, vendor contracts, and detailed reporting requirements, along with copies of all vendor contracts, are housed in **PolicyLogic** as shown in Figure 7. These specifics are integrated with the travel agents, online booking tools, and our mid-office and back-office systems. Travelers also will see reminders throughout the booking process and in their **Airtinerary** (travel itinerary).

The screenshot displays the PolicyLogic™ interface for Global Medical Services - AUT100. The interface includes a search bar and a sidebar with navigation options: PolicyLogic™, Travel Policy, and Vendor Contracts. The main content area is divided into three sections: Air Vendor Contracts, Car Vendor Contracts, and Hotel Vendor Contracts. Each section contains a table of vendor information with columns for Name, Acc Number, Expiration, Type, Notes, and Contract. The Air Vendor Contracts table lists Aeromexico, Delta Air Lines, and United Airlines. The Car Vendor Contracts table lists National-Enterprise, Avis, and Europe Car. The Hotel Vendor Contracts table lists Hilton and Marriott Courtyard.

Air Vendor Contracts						
Name	Acc Number	Expiration	Type	Notes	Contract	
★ Aeromexico	2933334	03/07/2013	CVA			
★ Delta Air Lines	CA300MZ	12/31/2013	CVA			
United Airlines	2362366	05/11/2013	CVA			

Car Vendor Contracts					
Name	Acc Number	Billing ID	Insurance Inc	Notes	Contract
★ National-Enterprise	NA47026		No		
Avis	A636100		No		
Avis - France	Z3365000		No		
Avis - Germany	X2599000		No		
Europe Car	82066802		No		

Hotel Vendor Contracts								
Name	Acc Num	Rate	Code	Prop Code	Expiration	Type	Notes	Contract
★ Hilton	GA4920	\$119.00	CBT	667	12/28/2013	NLRA		
Marriott Courtyard	MC0007878	\$129.00	CBT	0998	06/30/2013	LRA		

Figure 7. PolicyLogic™. Count on consistent application of VCU vendors and policies.

J. Timeline

Christopherson agrees to comply with the RFP Timeline as provided by VCU.

K. Experience and Qualifications of Firm

A History of Experience

Christopherson is a privately held, family operated company that has been in business for more than 60 years. Headquartered in Salt Lake City, Christopherson operates three full-service reservation centers in Salt Lake City, Utah; Denver, Colorado; and San Francisco, California; and more than 35 dedicated client onsite locations.

A History of Retention and Growth

Christopherson is a certified, woman-owned business with more than 250 travel professionals. Our employee turnover rate has been less than three percent for the past several years. From 2009 to 2013, Christopherson earned the Alfred P. Sloan Award for Workplace Excellence. This award is unique because it requests information anonymously via a survey from all employees except our owners. High client retention rates (above 95%) and happy employees allow Christopherson to offer our clients professional, experienced staff. Christopherson has seen continuous growth, even in the downturned economy. Our sales in 2012 were \$341M and we are projected to exceed this number in 2013. Financial statements are available upon request. Figure 8 overviews our sales history.

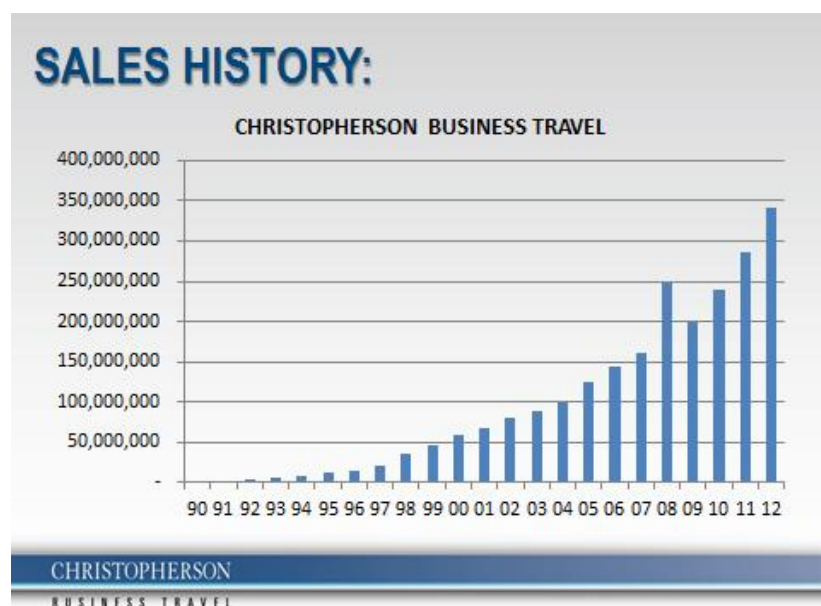


Figure 8. Christopherson's sales history. Our careful growth enables us to put clients first.

A History of Successful Partnerships

Our portfolio of customers spans the country and various industries; however, we have developed expertise with several large universities, which figure significantly in our top accounts. These customers include the University of Utah and the University of Colorado.

We have gained additional government expertise through our 16 years of service to the State of Utah. The combination of these customers underscores the depth of experience and expertise that Christopherson has to offer to VCU. Christopherson unfortunately does not currently partner with any VASCUPP Members. Please see Table 6 for a list of our college and university references. Additional corporate references are available upon request.

College and University References		
Partner	Contact	Phone
University of Utah	Kori Wetsel	(801) 581-4149
University of Colorado	Mary Martin	(303) 764-3408
Nebraska Christian College	Mike Cahill	(402) 935-9403

Table 6. University references. Christopherson has a depth of experience and expertise to offer VCU.

If selected as a finalist, Christopherson agrees to provide financial statements for the past three years. For a list of corporate clients, please refer to the *Corporate Client List* in the *Attachments* section.

L. Sustainability

Christopherson can offer reporting to track VCU travel program's carbon footprint as shown in Figure 9. VCU can choose from the Greenboard Technology, Offsetters Clean Technology, Terrapass, or The CarbonNeutral Company calculators, and track carbon emissions in the US standard or metric systems.

There are five main calculations for carbon emissions:

- **Air CO2 Emissions.** An estimate in pounds or kilograms of the number of emissions during a flight.
- **Alternate Car CO2 Emissions.** An estimate of carbon emissions had the traveler chosen to travel by personal vehicle rather than air travel.
- **Alternate Rail CO2 Emissions.** An estimate of carbon emissions had the traveler chosen the option to travel by rail instead of air.
- **Car Rental CO2 Emissions.** An estimate of carbon emissions, based on an external average of miles and type of car rented for a specific trip.
- **Hotel Booking CO2 Emissions.** Calculated for each stay attached to a trip. Since the number of emissions is unknown, an estimate based on the number of nights is used.

See *Sample Sustainability Reports* in the *Attachments* section.



Figure 9. Carbon Emissions. Know your carbon footprint—Christopherson makes it easy.

M. Small, Women-Owned and Minority-Owned Business Commitment

Christopherson is an independently owned and certified Women’s Business Enterprise. Please see the *Attachments* section for a copy of the certificate, which was renewed in September 2013.

N. Invoicing and Payment

Billing, payment, and invoicing are quick and simple with Christopherson. We have experience with clients using major corporate credit cards for payment of common carrier ticket expenses and fees and will strictly follow your policies for use of individual travel cards as the preferred payment method for common carrier ticket expenses and fees. Should VCU implement an Agency Travel Card, we can accommodate both payment types and policies simultaneously and provide required reports for reconciliation at no additional cost to the VCU.

Christopherson strives to avoid billing disputes and errors. However, we commit to resolving all agency-caused billing errors/disputes within 30 calendar days after VCU notifies us of a problem. We will process credits for returned tickets and adjustments to your Agency Travel Card within seven calendar days after notification.

Attachments

This section contains our pricing schedule, sample reports, certification copy, client list, and addenda.

Attachment 1: Pricing Schedule

Table 7 details our pricing schedule.

Pricing Schedule for VCU	
Full-Agent Transactions	Fee
Agent-booked domestic air ticketing	\$24.00
Agent-booked international air ticketing	\$35.00
Agent-booked train ticketing	\$24.00
Agent-booked lodging or rental vehicle reservation (with air or train ticket)	Included
Agent-booked lodging or rental vehicle reservation (with air or train ticket)	\$19.00
Online Booking Tool/Online Transactions	Fee
OBT Implementation	Included
Annual maintenance fee	Included
Integration with Chrome River	Included
Airline ticketing through OBT (per traveler)	\$9.00
Train ticketing through OBT (per traveler)	\$9.00
Hotel or vehicle rental with airline/train ticketing through OBT (per traveler)	Included
Hotel or vehicle rental without airline/train ticketing through OBT (per traveler)	\$4.00
Other	Fee
Express mail document delivery	\$12.00 or utilize VCU contractor
Passport and visa assistance (per traveler)	Outsourced to third-party vendor. CBT will support and provide documentation at no additional charge.
After-hours emergency services	\$0.00 per call/ticketing fees apply
Specialty Services	Fee
Conference and Meeting Planning Services	Priced by event
Chartered Transportation	10% Commission
International Group Travel	International Booking Fee (\$35) per traveler
Duty of Care	Fee
SecurityLogic	Included

Table 7. Pricing Schedule for VCU. Christopherson offers competitive pricing.

Attachment 2: Reports

This attachment contains lists of Online Booking Tool, monthly, annual, and additional reports that Christopherson provides. We have included samples after each list.

Section C: Online Booking Tool Reports

- SSAE 16 Report
- SAS70 Report (This report is outdated and is replaced by SSAE 16.)
- Service Organization Control Report (This report is covered by SSAE 16.)
- PCI Verification Report



SECTION I

INDEPENDENT SERVICE AUDITOR'S REPORT

INDEPENDENT SERVICE AUDITOR'S REPORT

To Equinix, Inc.:

We have examined Equinix, Inc.'s ("Equinix" or the "service organization") description of its data center hosting services system for providing physical and environmental security support for user entities' information systems throughout the period November 1, 2011, to October 31, 2012, (the "description") and the suitability of the design and operating effectiveness of controls to achieve the related control objectives stated in the description. The description indicates that certain control objectives specified in the description can be achieved only if complementary user entity controls contemplated in the design of Equinix's controls are suitably designed and operating effectively, along with related controls at the service organization. We have not evaluated the suitability of the design or operating effectiveness of such complementary user entity controls.

Equinix uses Digital Realty Trust, Inc. ("Digital Realty Trust") for all of Equinix's environmental protection controls at IBX Chicago 4 (CH4). The description in Section 3 includes only the control objectives and related controls of Equinix and excludes the control objectives and related controls of Digital Realty Trust. Our examination did not extend to controls at Digital Realty Trust.

In Section 2, Equinix has provided an assertion about the fairness of the presentation of the description and suitability of the design and operating effectiveness of the controls to achieve the related control objectives stated in the description. Equinix is responsible for preparing the description and for the assertion, including the completeness, accuracy, and method of presentation of the description and the assertion, providing the services covered by the description, specifying the control objectives and stating them in the description, identifying the risks that threaten the achievement of the control objectives, selecting the criteria, and designing, implementing, and documenting controls to achieve the related control objectives stated in the description.

Our responsibility is to express an opinion on the fairness of the presentation of the description and on the suitability of the design and operating effectiveness of the controls to achieve the related control objectives stated in the description, based on our examination. We conducted our examination in accordance with attestation standards established by the American Institute of Certified Public Accountants and in accordance with ISAE 3402, "Assurance Reports on Controls at a Service Organization," issued by the International Auditing and Assurance Standards Board. Those standards require that we comply with ethical requirements and plan and perform our examination to obtain reasonable assurance about whether, in all material respects, the description is fairly presented and the controls were suitably designed and operating effectively to achieve the related control objectives stated in the description throughout the period November 1, 2011, to October 31, 2012.

An examination of a description of a service organization's system and the suitability of the design and operating effectiveness of the service organization's controls to achieve the related control objectives stated in the description involves performing procedures to obtain evidence about the fairness of the presentation of the description and the suitability of the design and operating effectiveness of those controls to achieve the related control objectives stated in the description. Our procedures included assessing the risks that the description is not fairly presented and that the controls were not suitably designed or operating effectively to achieve the related control objectives stated in the description. Our procedures also included testing the operating effectiveness of those controls that we consider necessary to provide reasonable assurance that the related control objectives stated in the description were achieved. An examination engagement of this type also includes evaluating the overall presentation of the description and the suitability of the control objectives stated therein, and the suitability of the criteria specified by the service organization and described in Section 2. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

Because of their nature, controls at a service organization may not prevent, or detect and correct, all errors or omissions in providing physical and environmental security support for user entities' information systems. Also, the projection to the future of any evaluation of the fairness of the presentation of the description, or conclusions about the suitability of the design or operating effectiveness of the controls to achieve the related control objectives is subject to the risk that controls at a service organization may become inadequate or fail.

In our opinion, in all material respects, based on the criteria described in Equinix's assertion in Section 2,

- a. the description fairly presents the data center hosting services system that was designed and implemented throughout the period November 1, 2011, to October 31, 2012;
- b. the controls related to the control objectives stated in the description were suitably designed to provide reasonable assurance that the control objectives would be achieved if the controls operated effectively throughout the period November 1, 2011, to October 31, 2012, and user entities applied the complementary user entity controls contemplated in the design of Equinix's controls throughout the period November 1, 2011, to October 31, 2012; and
- c. the controls tested, which together with the complementary user entity controls referred to in the scope paragraph of this report, if operating effectively, were those necessary to provide reasonable assurance that the control objectives stated in the description were achieved, operated effectively throughout the period November 1, 2011, to October 31, 2012.

The specific controls tested and the nature, timing, and results of those tests are listed in Section 4 (the "Testing Matrices").

This report, including the description of the tests of controls and results thereof in the Testing Matrices, is intended solely for the information and use of Equinix, user entities of Equinix's data center hosting services system during some or all of the period November 1, 2011, to October 31, 2012, and the independent auditors of such user entities, who have a sufficient understanding to consider it, along with other information including information about controls implemented by user entities themselves, when assessing the risks of material misstatements of user entities' financial statements. This report is not intended to be and should not be used by anyone other than these specified parties.



Tampa, Florida
December 12, 2012

#	Control Activity Specified by the Service Organization	Test Applied by the Service Auditor	Test Results
2.12	Equinix maintains leak detection systems where necessary surrounding "at-risk" areas within the building that monitors for water presence where there should be none.	Observed the IBX facility to determine that Equinix maintained leak detection systems where necessary at surrounding "at-risk" areas within the building that monitored for water presence where there should be none.	No exceptions noted.
2.13	Emergency procedure documentation approved by management that addresses fires, bomb threats, severe weather, and medical emergencies is in place.	Inquired of the IBX site manager regarding the documented emergency procedures to determine that emergency procedure documentation was in place and was approved by management and that it addressed fires, bomb threats, severe weather, and medical emergencies.	No exceptions noted.
		Inspected the emergency procedures documentation to determine that emergency procedure documentation was in place and was approved by management and that it addressed fires, bomb threats, severe weather, and medical emergencies.	No exceptions noted.

Scan Customer Information		Approved Scanning Vendor Information	
Company:	nuTravel Technology Solutions	Company:	Comodo CA Limited
Contact:	Joe Sternlicht Title: CTO	Contact:	HackerGuardian Support Title:
Telephone:	914-848-4566 x215 E-mail: systems@nutravel.com	Telephone:	+44 (0) 161 874 7070 E-mail: hackerguardian@comodo.com
Business Address:	181 Westchester Ave Ste 302	Business Address:	3rd Floor, 26 Office Village,
City:	Port Chester State/Province: NY	City:	Salford State/Province: Manchester
ZIP:	10573 Url: www.nutravel.com	ZIP:	M5 3EQ Url: http://www.comodo.com

Scan Status

Compliance Status: Fail  Pass 

Number of unique components scanned: 22

Number of identified failing vulnerabilities: 0

Number of components found by ASV but not scanned because scan customer confirmed components were out of scope: 17

Date scan completed: 18/07/2013

Scan expiration date (90 days from date scan completed) : 16/10/2013

Scan Customer Attestation

nuTravel Technology Solutions attests on 26/07/2013 that this scan includes all components which should be in scope for PCI DSS, any component considered out-of-scope for this scan is properly segmented from my cardholder data environment, and any evidence submitted to the ASV to resolve scan exceptions is accurate and complete. nuTravel Technology Solutions also acknowledges the following: 1) proper scoping of this external scan is my responsibility, and 2) this scan result only indicates whether or not my scanned systems are compliant with the external vulnerability scan requirement of PCI DSS; this scan result does not represent my overall compliance status with PCI DSS or provide any indication of compliance with other PCI DSS requirements.











































ASV Attestation

This scan and report was prepared and conducted by Comodo CA Limited under certificate number 4172-01-06, according to internal processes that meet PCI DSS requirement 11.2 and the PCI DSS ASV Program Guide. Comodo CA Limited attests that the PCI DSS scan process was followed, including a manual or automated Quality Assurance process with customer boarding and scoping practices, review of results for anomalies, and review and correction of 1) disputed or incomplete results, 2) false positives, and 3) active scan interference. This report and any exceptions were reviewed by Ross Hartnell,

Part 1. Scan Information

Scan Customer Company:	nuTravel Technology Solutions	ASV Company:	Comodo CA Limited
Date scan was completed:	18/07/2013	Scan expiration date:	16/10/2013

Part 2. Component Compliance Summary

IP Address : affairesplus.aircanada.com	Pass 	Fail 
IP Address : alt.nuttravel.com	Pass 	Fail 
IP Address : beta-enterprise.nuttravel.com	Pass 	Fail 
IP Address : beta.resx.com	Pass 	Fail 
IP Address : betaservices-enterprise.nuttravel.com	Pass 	Fail 
IP Address : corporaterewards.aircanada.com	Pass 	Fail 
IP Address : databridge-enterprise.nuttravel.com	Pass 	Fail 
IP Address : databridge.resx.com	Pass 	Fail 
IP Address : enterprise.nuttravel.com	Pass 	Fail 
IP Address : ntpws-cec.nuttravel.com	Pass 	Fail 
IP Address : reports-enterprise.nuttravel.com	Pass 	Fail 
IP Address : reports.resx.com	Pass 	Fail 
IP Address : rewardsbusiness.aircanada.com	Pass 	Fail 
IP Address : services-enterprise.nuttravel.com	Pass 	Fail 
IP Address : services.resx.com	Pass 	Fail 
IP Address : srtrvlcorpvac.totustravel.com	Pass 	Fail 
IP Address : staging-enterprise.nuttravel.com	Pass 	Fail 
IP Address : staging.resx.com	Pass 	Fail 
IP Address : www-cec.nuttravel.com	Pass 	Fail 
IP Address : www.bookxclusive.com	Pass 	Fail 
IP Address : www.resx.com	Pass 	Fail 

Part 3a. Vulnerabilities Noted for each IP Address

IP Address	Vulnerabilities Noted per IP address	Severity level	CVSS Score	Compliance Status	Exceptions, False Positives or Compensating Controls Noted by ASV for this Vulnerability
affairesplus.aircanada.com	SSL RC4 Cipher Suites Supported www (443/tcp) CVE-2013-2566	Low	2.6	Pass	
affairesplus.aircanada.com	Host Fully Qualified Domain Name (FQDN) Resolution general/tcp	Low	0.0	Pass	
affairesplus.aircanada.com	TCP/IP Timestamps Supported general/tcp	Low	0.0	Pass	
affairesplus.aircanada.com	OS Identification general/tcp	Low	0.0	Pass	
affairesplus.aircanada.com	Nessus UDP scanner general/udp	Low	0.0	Pass	
affairesplus.aircanada.com	Service Detection www (80/tcp)	Low	0.0	Pass	
affairesplus.aircanada.com	Backported Security Patch Detection (WWW) www (80/tcp)	Low	0.0	Pass	
affairesplus.aircanada.com	Service Detection www (443/tcp)	Low	0.0	Pass	
affairesplus.aircanada.com	Service Detection www (443/tcp)	Low	0.0	Pass	
affairesplus.aircanada.com	SSL / TLS Versions Supported www (443/tcp)	Low	0.0	Pass	
affairesplus.aircanada.com	SSL Certificate Information www (443/tcp)	Low	0.0	Pass	
affairesplus.aircanada.com	SSL Cipher Suites Supported www (443/tcp)	Low	0.0	Pass	
affairesplus.aircanada.com	SSL Compression Methods Supported www (443/tcp)	Low	0.0	Pass	
affairesplus.aircanada.com	Backported Security Patch Detection (WWW) www (443/tcp)	Low	0.0	Pass	

Consolidated Solution/Correction Plan for above IP address:

Reconfigure the affected application, if possible, to avoid use of RC4 ciphers.

IP Address	Note	Item Noted (remote access software, POS software, etc.)	Scan customer's declaration that software is implemented securely (see next column if not implemented securely)	Scan customer's description of actions taken to either: 1) remove the software or 2) implement security controls to secure the software
databridge-enterprise.n uttravel.com	Due to increased risk to the cardholder data environment when remote access software is present, please 1) justify the business need for this software to the ASV and 2) confirm it is either implemented securely per Appendix C or disabled/ removed. Please consult your ASV if you have questions about this Special Note.	Remote Access: ssh (22/tcp)	The customer declares the software is implemented securely.	

Vulnerability Details Report

Customer company name nuTravel Technology Solutions
ASV company name Comodo CA Limited
Scan expiration date 16/10/2013 23:24

Table of content

	Target	Status	Date
1.	affairesplus.aircanada.com	Compliant	24/07/2013 07:25
2.	alt.nuttravel.com	Compliant	24/07/2013 05:56
3.	beta-enterprise.nuttravel.com	Compliant	22/07/2013 23:03
4.	beta.resx.com	Compliant	23/07/2013 05:16
5.	betaservices-enterprise.nuttravel.com	Compliant	23/07/2013 09:56
6.	corporaterewards.aircanada.com	Compliant	24/07/2013 06:40
7.	databridge-enterprise.nuttravel.com	Compliant	19/07/2013 00:54
8.	databridge.resx.com	Compliant	19/07/2013 01:36
9.	enterprise.nuttravel.com	Compliant	23/07/2013 02:07
10.	ntpws-cec.nuttravel.com	Compliant	25/07/2013 10:33
11.	reports-enterprise.nuttravel.com	Compliant	23/07/2013 01:16
12.	reports.resx.com	Compliant	22/07/2013 20:34
13.	rewardsbusiness.aircanada.com	Compliant	24/07/2013 06:40
14.	services-enterprise.nuttravel.com	Compliant	22/07/2013 21:20
15.	services.resx.com	Compliant	23/07/2013 09:11
16.	srtvlcorpvac.totustravel.com	Compliant	24/07/2013 05:00
17.	staging-enterprise.nuttravel.com	Compliant	23/07/2013 08:25
18.	staging.resx.com	Compliant	18/07/2013 23:24
19.	www-cec.nuttravel.com	Compliant	24/07/2013 05:05
20.	www.bookxclusive.com	Compliant	23/07/2013 05:05
21.	www.resx.com	Compliant	22/07/2013 18:20

Security Notes found on port/service "general/tcp"

Status	Pass (This does not affect your device compliance).
Plugin	"Host Fully Qualified Domain Name (FQDN) Resolution"
Category	"General "
Priority	"Low Priority
Synopsis	It was possible to resolve the name of the remote host.
Description	Nessus was able to resolve the FQDN of the remote host.
Risk factor	None / CVSS BASE SCORE :0.0
Plugin output	66.77.97.45 resolves as affairesplus.aircanada.com.

Section H: Reporting

1. Monthly Reports:

- a) Total spend
- b) Spend by category (e.g. air travel, car rental, hotel bookings)
- c) Ticketing fees
- d) Compliance reports
- e) Trip cancellation fees
- f) Reservation method report (online booking tool, email, phone, after hours support service, etc)
- g) Unused ticket reports (See Figure 4 in proposal.)
- h) Top/Bottom 20 Destinations
- i) Top/Bottom 20 City Pair
- j) Top/Bottom Departments/Travelers
- k) Low cost carrier usage
- l) Sustainability reports (carbon footprint)

Executive Summary with Graphs



ABC University

Report Parameters: Currency = USD

Trip Departures from 01/01/2013 to 01/31/2013

Air Charges Summary	Totals	Averages
Transactions-Invoices:	1,777	
Credits	11	
Total Transactions:	1,788	
Net # of Trips:	1,766	
Air Charges:	\$667,173.22	\$377.79
Savings:	\$5,320.26	\$3.01
Negotiated Savings:	\$8,463.27	
# of Exceptions:	250	
Lost Savings:	\$28,892.98	\$16.36
Service Fees:	\$0.00	

Top 5 City Pairs	# of Segs	Amount
Denver<->San Diego	264	\$32,869.99
Washington-Nationa<->Denver	168	\$27,641.74
Denver<->Los Angeles	135	\$16,902.45
Denver<->San Francisco	116	\$14,160.53
Austin<->Denver	96	\$14,233.61

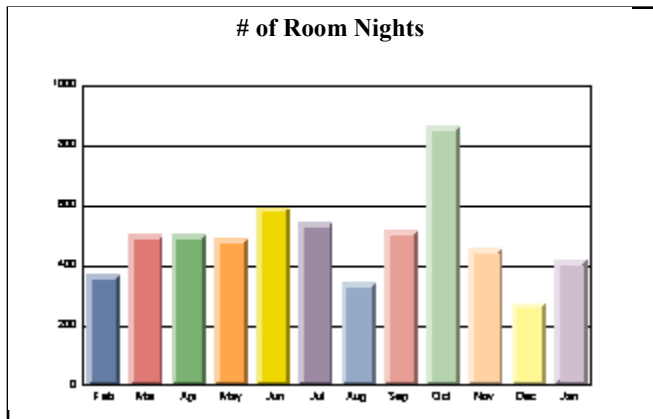
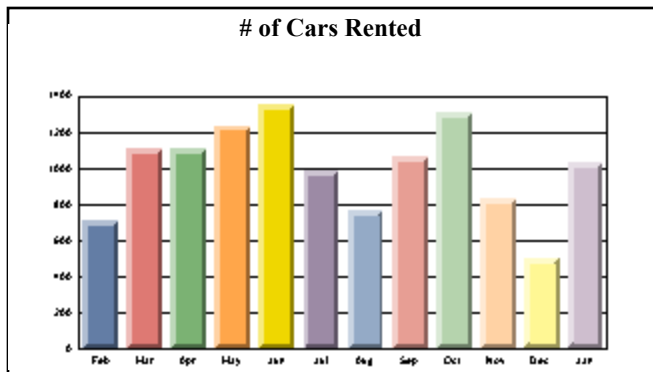
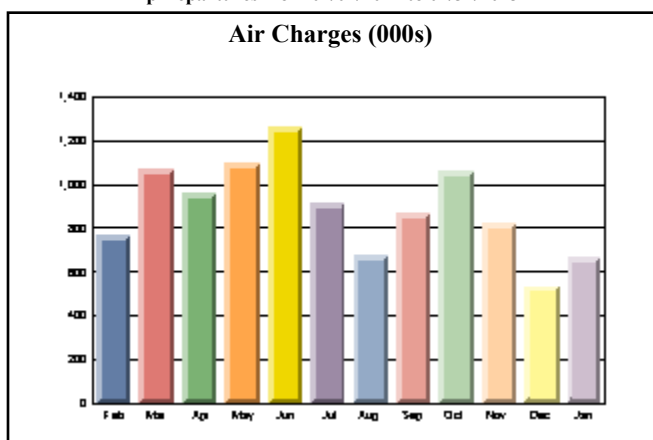
	319	
	1,031	3.23
	\$33,209.61	\$34.83
	N/A	\$32.21

Top 5 Car Rental Cities	# of Days:	Amount
LOS ANGELES, CA	161	\$3,578.67
DENVER, CO	107	\$3,378.12
BALTIMORE/WASHIN, MD	75	\$3,033.43
BURBANK, CA	48	\$1,017.24
SAN JOSE, CA	33	\$1,049.20

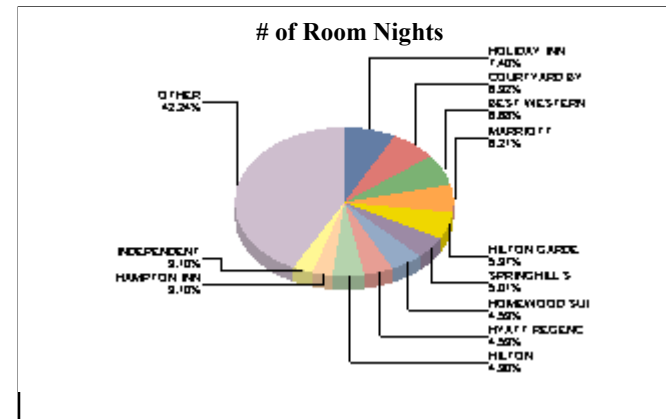
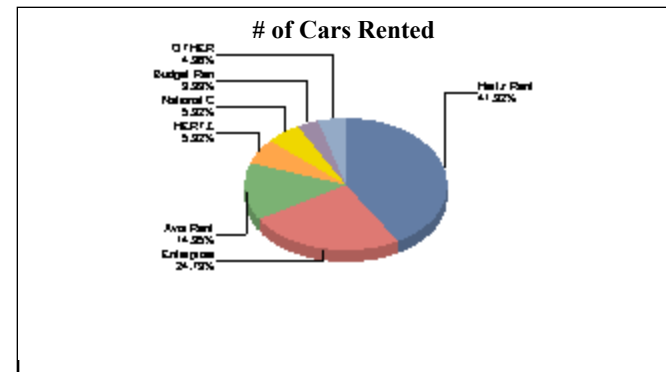
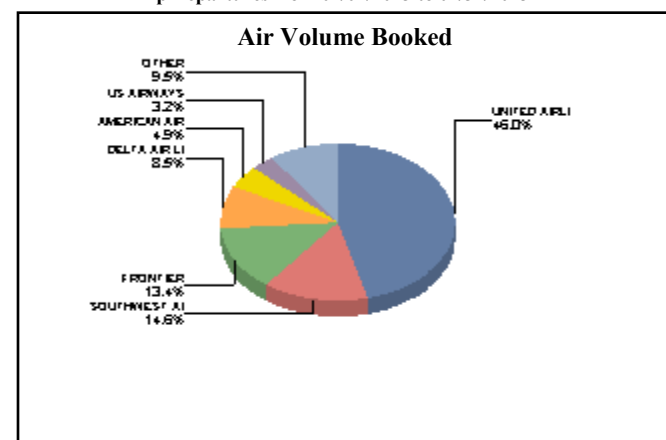
	167	
	419	2.51
	\$53,353.64	\$129.51
	N/A	\$127.34

Top 5 Hotel Cities	# of Nights:	Amount
SAN ANTONIO, TX	25	\$2,652.75
AUSTIN, TX	24	\$2,875.47
HONOLULU, HI	17	\$2,293.64
HERNDON, VA	16	\$2,752.90
WASHINGTON, DC	13	\$2,231.00

Trip Departures from 02/01/2012 to 01/31/2013



Trip Departures from 01/01/2013 to 01/31/2013



Travel Management Summary



Back Office Data

ABC University

Based on Invoice Date

Report Parameters: Currency = USD

2013

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec YTD

Airlines													
Gross Air Volume	\$1,100,387	\$1,094,707	\$1,206,589	\$1,194,855	\$1,257,284	\$833,179	\$849,860	\$0	\$0	\$0	\$0	\$0	\$7,536,861
Refund Air Volume	(\$8,078)	(\$8,127)	(\$9,708)	(\$5,116)	(\$5,231)	(\$9,621)	(\$14,864)	\$0	\$0	\$0	\$0	\$0	(\$60,745)
Net Air Volume	\$1,092,309	\$1,086,580	\$1,196,882	\$1,189,738	\$1,252,053	\$823,558	\$834,996	\$0	\$0	\$0	\$0	\$0	\$7,476,116
Refund Volume %	0.7%	0.7%	0.8%	0.4%	0.4%	1.2%	1.8%	0%	0%	0%	0%	0%	0.8%
# of Invoices	2,792	2,645	2,604	2,472	2,344	1,538	1,759	0	0	0	0	0	16,154
# of Refunds	19	27	29	12	12	13	15	0	0	0	0	0	127
Net Transactions	2,773	2,618	2,575	2,460	2,332	1,525	1,744	0	0	0	0	0	16,027
Refund Trans %	0.7%	1.0%	1.1%	0.5%	0.5%	0.9%	0.9%	0%	0%	0%	0%	0%	0.8%
Total Miles	7,530,654	7,023,165	7,785,563	7,597,714	7,761,900	4,517,052	5,087,503	0	0	0	0	0	47,303,551
# Tickets Booked Online	1,002	1,002	969	893	838	563	679	0	0	0	0	0	5,946
Volume Booked Online	\$306,198	\$329,610	\$330,419	\$295,936	\$308,769	\$201,983	\$249,115	\$0	\$0	\$0	\$0	\$0	\$2,022,029
% Tickets Booked Online	36.1%	38.3%	37.6%	36.3%	35.9%	36.9%	38.9%	0%	0%	0%	0%	0%	37.1%
Average Gross Amt	\$394	\$414	\$463	\$483	\$536	\$542	\$483	\$0	\$0	\$0	\$0	\$0	\$467
Average Refund Amt	(\$425)	(\$301)	(\$335)	(\$426)	(\$336)	(\$740)	(\$991)	\$0	\$0	\$0	\$0	\$0	(\$478)
Average Net Amt	\$394	\$415	\$465	\$484	\$537	\$540	\$479	\$0	\$0	\$0	\$0	\$0	\$466
Avg Cost Per Mile	0.15	0.15	0.15	0.16	0.16	0.18	0.16	0	0	0	0	0	0.16
Int'l Air Volume	\$310,438	\$299,245	\$439,555	\$484,197	\$533,259	\$306,102	\$266,991	\$0	\$0	\$0	\$0	\$0	\$2,639,787
Int'l Air Volume %	28.4%	27.5%	36.7%	40.7%	42.6%	37.2%	32.0%	0%	0%	0%	0%	0%	35.3%
Int'l Air Tickets	258	257	337	393	409	209	231	0	0	0	0	0	2,094
Int'l Avg Net Amt	\$1,203	\$1,164	\$1,304	\$1,232	\$1,304	\$1,465	\$1,156	\$0	\$0	\$0	\$0	\$0	\$1,261
Int'l Total Miles	2,516,751	2,206,315	3,143,847	3,252,556	3,640,414	1,931,812	1,947,735	0	0	0	0	0	18,639,430
Int'l Cost per Mile	0.12	0.14	0.14	0.15	0.15	0.16	0.14	0	0	0	0	0	0.14
Domestic Air Volume	\$781,871	\$787,335	\$757,327	\$705,542	\$718,794	\$517,456	\$568,005	\$0	\$0	\$0	\$0	\$0	\$4,836,329
Domestic Air Volume %	71.6%	72.5%	63.3%	59.3%	57.4%	62.8%	68.0%	0%	0%	0%	0%	0%	64.7%
Domestic Air Tickets	2,515	2,361	2,238	2,067	1,923	1,316	1,513	0	0	0	0	0	13,933
Domestic Avg Net Amt	\$311	\$333	\$338	\$341	\$374	\$393	\$375	\$0	\$0	\$0	\$0	\$0	\$347
Domestic Total Miles	5,013,903	4,816,850	4,641,716	4,345,158	4,121,486	2,585,240	3,139,768	0	0	0	0	0	28,664,121
Domestic Cost per Mile	0.16	0.16	0.16	0.16	0.17	0.20	0.18	0	0	0	0	0	0.17
Full Fare Volume	\$1,092,309	\$1,086,580	\$1,196,882	\$1,189,738	\$1,252,053	\$823,558	\$834,996	\$0	\$0	\$0	\$0	\$0	\$7,476,116
Savings Volume	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Savings %	0%	0%	0%	0%	0%	0.0%	0%	0%	0%	0%	0%	0%	0%
Low Fare Volume	\$1,060,843	\$1,064,097	\$1,166,513	\$1,222,706	\$1,232,343	\$798,984	\$826,878	\$0	\$0	\$0	\$0	\$0	\$7,372,364
Missed Savings Volume	\$54,251	\$49,487	\$51,034	\$49,137	\$52,123	\$30,791	\$23,838	\$0	\$0	\$0	\$0	\$0	\$310,663
Missed Savings %	5.1%	4.7%	4.4%	4.0%	4.2%	3.9%	2.9%	0%	0%	0%	0%	0%	4.2%
Negotiated Svgs Volume	\$22,786	\$27,005	\$20,666	\$82,105	\$32,413	\$6,218	\$15,720	\$0	\$0	\$0	\$0	\$0	\$206,912
Negotiated Svgs %	2.2%	2.5%	1.8%	6.7%	2.6%	0.8%	1.9%	0%	0%	0%	0%	0%	2.8%

Impact of Exchanges **

# of Exchanges	110	125	141	114	99	74	85	0	0	0	0	0	748
Total Cost to Exchange	\$17,763	\$26,001	\$33,207	\$24,895	\$26,603	\$14,834	\$20,727	\$0	\$0	\$0	\$0	\$0	\$164,030
Avg Cost to Exchange	\$161	\$208	\$236	\$218	\$269	\$200	\$244	\$0	\$0	\$0	\$0	\$0	\$219
Cost Impact of Exchanges	1.6%	2.4%	2.8%	2.1%	2.1%	1.8%	2.5%	0%	0%	0%	0%	0%	2.2%

Service Fees

Service Fees	\$20	\$20	\$0	\$120	\$0	\$0	\$40	\$0	\$0	\$0	\$0	\$0	\$200
# of Service Fees	1	1	0	6	0	0	2	0	0	0	0	0	10

Travel Management Summary



Back Office Data
University of Colorado

Based on Invoice Date

Report Parameters: Currency = USD

2013

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec YTD

Hotel Bookings													
Hotel Rooms Booked	182	183	255	200	191	145	179	0	0	0	0	0	1,335
# of Room Nights	416	505	729	539	549	347	479	0	0	0	0	0	3,564
Hotel Costs	\$54,595	\$72,502	\$98,433	\$77,465	\$73,048	\$42,572	\$65,787	\$0	\$0	\$0	\$0	\$0	\$484,402
Avg # of Room Nights	2.3	2.8	2.9	2.7	2.9	2.4	2.7	0	0	0	0	0	2.7
Avg Cost per Night	\$131	\$144	\$135	\$144	\$133	\$123	\$137	\$0	\$0	\$0	\$0	\$0	\$136
Car Rental Bookings													
Cars Booked	360	346	339	366	345	245	326	0	0	0	0	0	2,327
# of Days	1,095	1,134	1,209	1,642	1,947	1,128	1,206	0	0	0	0	0	9,361
Car Rental Costs	\$38,925	\$41,505	\$43,914	\$45,647	\$55,899	\$35,852	\$41,599	\$0	\$0	\$0	\$0	\$0	\$303,342
Avg # of Days	3.0	3.3	3.6	4.5	5.6	4.6	3.7	0	0	0	0	0	4.0
Avg Cost per Day	\$36	\$37	\$36	\$28	\$29	\$32	\$34	\$0	\$0	\$0	\$0	\$0	\$32
Total Cost													
Totals	\$1,185,829	\$1,200,587	\$1,339,229	\$1,312,850	\$1,381,000	\$901,982	\$942,382	\$0	\$0	\$0	\$0	\$0	\$8,263,860

Service Fees Summary



Back Office Data

ABC University

Transaction Dates from 01/01/2013 to 01/31/2013

<u>Service Fee Description</u>	<u># of Transactions</u>	<u>Total Service Fees</u>
SVC FEE-Passenger 1	2	\$54.00
SVC FEE-Passenger 2	3	\$30.00
SVC FEE-Passenger 3	4	\$74.00
SVC FEE-Passenger 4	2	\$54.00
SVC FEE-Passenger 5	3	\$81.00
SVC FEE-Passenger 6	2	\$37.00
SVC FEE-Passenger 7	1	\$27.00
SVC FEE-Passenger 8	1	\$27.00
SVC FEE-Passenger 9	1	\$7.00
SVC FEE-Passenger 10	2	\$20.00
SVC FEE-Passenger 11	3	\$81.00
SVC FEE-Passenger 12	3	\$81.00
SVC FEE-Passenger 13	5	\$101.00
SVC FEE-Passenger 14	1	\$27.00
SVC FEE-Passenger 15	1	\$27.00
SVC FEE-Passenger 16	2	\$54.00
SVC FEE-Passenger 17	2	\$27.00
SVC FEE-Passenger 18	1	\$10.00
SVC FEE-Passenger 19	5	\$50.00
SVC FEE-Passenger 20	4	\$84.00
SVC FEE-Passenger 21	5	\$135.00
SVC FEE-Passenger 22	1	\$27.00
SVC FEE-Passenger 23	5	\$135.00
SVC FEE-Passenger 24	3	\$81.00
SVC FEE-Passenger 25	2	\$20.00
SVC FEE-Passenger 26	3	\$47.00
SVC FEE-Passenger 27	4	\$108.00
SVC FEE-Passenger 28	2	\$37.00
SVC FEE-Passenger 29	3	\$81.00
SVC FEE-Passenger 30	3	\$64.00
SVC FEE-Passenger 31	1	\$27.00
SVC FEE-Passenger 32	1	\$27.00
SVC FEE-Passenger 33	2	\$37.00
SVC FEE-Passenger 34	2	\$20.00
SVC FEE-Passenger 35	5	\$135.00
SVC FEE-Passenger 36	1	\$27.00
SVC FEE-Passenger 37	1	\$10.00
SVC FEE-Passenger 38	3	\$81.00
SVC FEE-Passenger 39	2	\$20.00
SVC FEE-Passenger 40	2	\$54.00
SVC FEE-Passenger 41	1	\$27.00
SVC FEE-Passenger 42	1	\$27.00
SVC FEE-Passenger 43	1	\$27.00
SVC FEE-Passenger 44	3	\$64.00
SVC FEE-Passenger 45	1	\$27.00
SVC FEE-Passenger 46	3	\$81.00
SVC FEE-Passenger 47	2	\$54.00
SVC FEE-Passenger 48	1	\$27.00
SVC FEE-Passenger 49	1	\$27.00
SVC FEE-Passenger 50	2	\$37.00
SVC FEE-Passenger 51	4	\$47.00

Service Fees Summary



Back Office Data

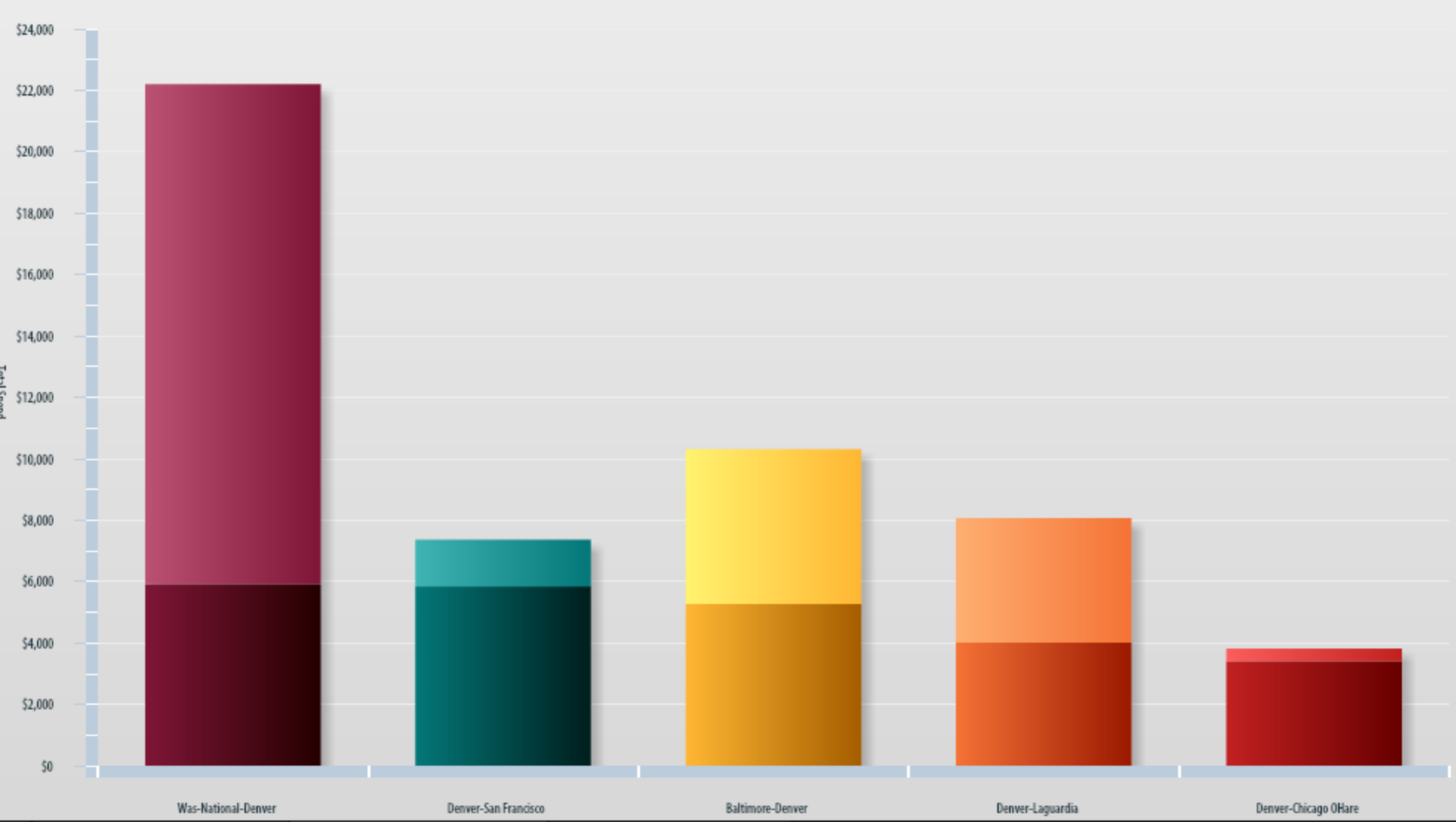
ABC University

Transaction Dates from 01/01/2013 to 01/31/2013

<u>Service Fee Description</u>	<u># of Transactions</u>	<u>Total Service Fees</u>
SVC FEE-MONTGOMERY/PATRICK	2	\$54.00
SVC FEE-MONTGOMERY/TARRAH	1	\$27.00
SVC FEE-NEALAND/LILA	4	\$93.00
SVC FEE-NELSON/CHELSEA	1	\$27.00
SVC FEE-OLSON/NEIL	3	\$44.00
SVC FEE-ORGILL/NATHAN	1	\$27.00
SVC FEE-PHELPS/ANGELA	3	\$37.00
SVC FEE-PORTER/CURTIS	1	\$27.00
SVC FEE-RASMUSON/NEIL	1	\$10.00
SVC FEE-RAULINAITIS/JEREMY	1	\$27.00
SVC FEE-ROBERTS/COREY	2	\$54.00
SVC FEE-ROBINSON/JON	2	\$20.00
SVC FEE-SMITH/ERIC	2	\$44.00
SVC FEE-SNYDER/DAVID	4	\$108.00
SVC FEE-TAYLOR/CORY	2	\$54.00
SVC FEE-TUKUAFU/JOSHUA	2	\$37.00
SVC FEE-WHITING/CRAIG	5	\$83.00
SVC FEE-WYBROW/RICHARD	1	\$10.00
Report Totals:	157	\$3,354.00

Top City Pairs

(Dark) UNITED Spend (Light) Other Carriers Spend



TOTAL VOLUME

\$84,144
UNITED

\$186,152
Preferred Airlines

\$229,301
All Airlines

SEGMENTS

379
UNITED

895
Preferred Airlines

1,060
All Airlines

AVG SEGMENT FARE

\$195.48
UNITED

\$187.70
Preferred Airlines

\$195.11
All Airlines

FRONTIER

Actual: 22.0%
Goal: 20%

Contract Volume: \$1,000,000
Actual Volume: \$50,338

UNITED

Actual: 36.7%
Goal: 25%

Contract Volume: \$1,000,000
Actual Volume: \$84,144

SOUTHWEST AIRLINES

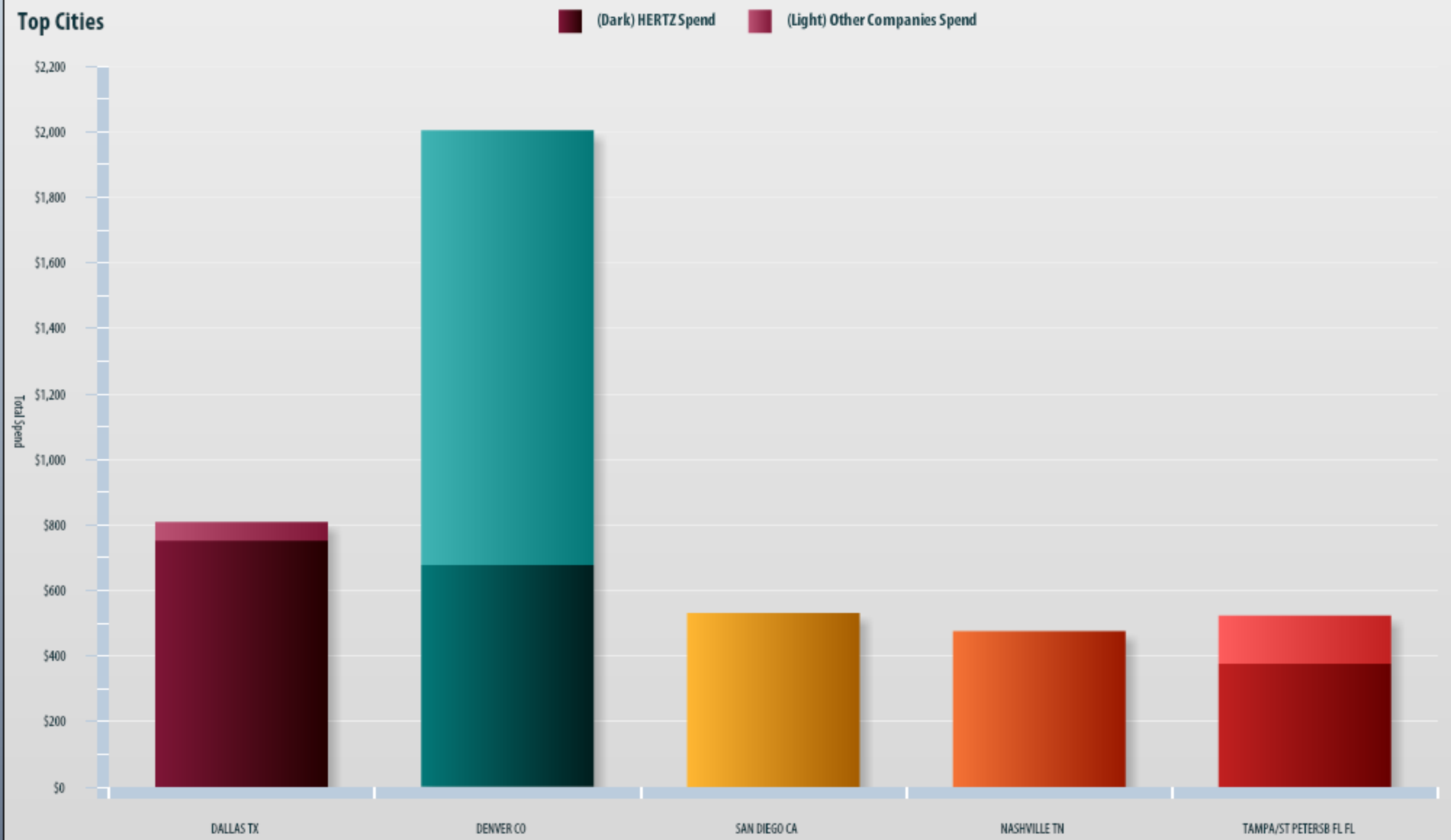
Actual: 22.5%
Goal: 15%

Contract Volume: \$800,000
Actual Volume: \$51,670



Preferred Top

Select Metric: Total Spend



TOTAL VOLUME

\$9,077
HERTZ

\$14,247
Preferred Companies

\$18,743
All Companies

RENTAL DAYS

274
HERTZ

416
Preferred Companies

550
All Companies

AVG COST / DAY

\$33.13
HERTZ

\$34.25
Preferred Companies

\$34.08
All Companies

Avis-Budget Group		HERTZ	
	Actual: 27.6%		Actual: 48.4%
	Goal: 32%		Goal: 34%
	Contract Volume: \$0		Contract Volume: \$0
	Actual Volume: \$5,169		Actual Volume: \$9,077

Reservation Method Report



*Back Office Data
ABC University*

Invoice dates from 01/01/2013 to 01/31/2013

Agent ID	# of Transactions	# of Tickets	# of Refunds	Net # of Trips	Total Commission	Avg Commission Rate per Trip	Invoice Amt	Credit Amt	Net Volume	% of Total
AFTERHOUR	10	10	0	10	\$0.00	\$0.00	\$3,539.78	\$0.00	\$3,539.78	0.32%
BJ	274	273	1	272	\$0.00	\$0.00	\$182,801.68	\$1,172.74	\$181,628.94	16.63%
DM	450	446	4	442	\$0.00	\$0.00	\$144,572.88	\$1,555.00	\$143,017.88	13.09%
JL	373	369	4	365	\$0.00	\$0.00	\$179,283.34	\$1,855.39	\$177,427.95	16.24%
KF	11	11	0	11	\$0.00	\$0.00	\$3,495.78	\$0.00	\$3,495.78	0.32%
M8	97	97	0	97	\$0.00	\$0.00	\$39,778.67	\$0.00	\$39,778.67	3.64%
MC	1	1	0	1	\$0.00	\$0.00	\$142.90	\$0.00	\$142.90	0.01%
MI	248	246	2	244	\$0.00	\$0.00	\$106,634.14	\$1,205.40	\$105,428.74	9.65%
OBT	1008	1005	3	1002	\$0.00	\$0.00	\$307,313.80	\$1,116.30	\$306,197.50	28.03%
PA	335	330	5	325	\$0.00	\$0.00	\$130,940.99	\$1,173.38	\$129,767.61	11.88%
S2	4	4	0	4	\$0.00	\$0.00	\$1,883.20	\$0.00	\$1,883.20	0.17%
Report Totals:	2811	2792	19	2773	\$0.00	\$0.00	\$1,100,387.16	\$8,078.21	\$1,092,308.95	

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BUSINESS TRAVEL

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AirBank® Account or Ticket Number

Global Medical Services

Ticket Number	Locator	Ticket Type	Airline	First Name	Last Name	Value	Status	Expire Date
8387016619364	2JH74	ELECTRONIC	WS	JENNIFER	CRANE	\$372.25	UNUSED	Apr 8, 2013
7817093388289	2529WW	ELECTRONIC	CA	ISAAC	GRAHAM	\$354.90	PARTIALLY USED	Aug 27, 2013
7817089515610	48AARV	ELECTRONIC	CA	ALLISON	ELLIOTT	\$1,833.80	PARTIALLY USED	Jul 16, 2013
7457007607532	NY8DMW	ELECTRONIC	AB	JORDAN	WHITEHEAD	\$152.30	UNUSED	Dec 22, 2012
4227007607301	38ZJ15	ELECTRONIC	F9	ANGELINA	LEBLANC	\$690.80	UNUSED	Dec 8, 2012
2577013294866	30XRNC	ELECTRONIC	OS	ALLISON	FIGUEROA	\$641.30	UNUSED	Feb 22, 2013
2208704672463	7ZRUIQ	ELECTRONIC	LH	JEFFERY	HAMMOUD	\$323.90	UNUSED	Nov 2, 2012
2207094972814	4FR3AV	ELECTRONIC	1A	JONATHAN	FULTON	\$1,783.60	UNUSED	Sep 17, 2013
2207093388292	3CDNP4	ELECTRONIC	1A	AMBER	EWING	\$898.00	PARTIALLY USED	Aug 27, 2013
2207092481369	M8UU36	ELECTRONIC	UA	AMBER	EWING	\$5,473.50	PARTIALLY USED	Aug 14, 2013

Download Report Manage Columns Page 1 of 25 View 1 - 10 of 244 | Valuing \$215,058.33

Ticket Details Reasons Not Used Notes History Transactions OBE Sync Edit

Ticket Number: 8387016619364 **Ticket Type:** ELECTRONIC
Status: UNUSED **Refundable:** Yes
Record Locator: 2JH74 **Issue Date:** Apr 9, 2012
PCC (SID): SCG **Expire Date:** Apr 8, 2013
Airline: WS **GDS:** Worldspan
Value: \$372.25 **Company:** Global Medical Services (AUT100)
Penalty: \$0.00 **Traveler:** Jennifer Crane

AirBank—Unused Ticket Management. View credits from tickets that weren't used as planned. AirBank captures, audits, reports, and enforces the prompt use of unused tickets.

Top/Bottom City Pairs



*Back Office Data
ABC University*

City Pairs Represent Trips in Both Directions

Trip Departures from 01/01/2013 to 01/31/2013

Report Parameters: Currency = USD

Rank	Origin City	Destination City	# of Segs	% of Total	Volume Booked	Avg Cost Per Seg	Miles	Cost per Mile	Carrier	# of Segs	% of Total	Airline Volume	Miles	Cost per Mile
1	DENVER, CO	SAN DIEGO, CA	264	8.06%	\$32,870.00	\$124.51	225,686	\$0.15	AMERICAN AIRLINES (AA)	3	1.14%	\$591.63	2,913	\$0.20
									FRONTIER (F9)	107	40.53%	\$11,665.33	91,271	\$0.13
									UNITED AIRLINES (UA)	88	33.33%	\$12,445.18	75,064	\$0.17
									US AIRWAYS (US)	5	1.89%	\$523.72	4,371	\$0.12
									SOUTHWEST AIRLINES (WN)	61	23.11%	\$7,644.14	52,067	\$0.15
2	WASHINGTON-NATIONAL, DC	DENVER, CO	168	5.13%	\$27,641.75	\$164.53	247,992	\$0.11	FRONTIER (F9)	107	63.69%	\$16,789.61	157,932	\$0.11
									UNITED AIRLINES (UA)	61	36.31%	\$10,852.14	90,060	\$0.12
3	DENVER, CO	LOS ANGELES, CA	135	4.12%	\$16,902.47	\$125.20	116,608	\$0.14	AMERICAN AIRLINES (AA)	2	1.48%	\$288.37	1,724	\$0.17
									ALASKA AIRLINES (AS)	2	1.48%	\$36.94	1,724	\$0.02
									DELTA AIR LINES (DL)	2	1.48%	\$642.88	1,962	\$0.33
									FRONTIER (F9)	34	25.19%	\$2,952.71	29,308	\$0.10
									UNITED AIRLINES (UA)	73	54.07%	\$9,595.38	62,926	\$0.15
4	BOSTON, MA	DENVER, CO	78	2.38%	\$15,080.83	\$193.34	137,829	\$0.11	SOUTHWEST AIRLINES (WN)	22	16.30%	\$3,386.19	18,964	\$0.18
									JETBLUE (B6)	32	41.03%	\$4,834.42	56,128	\$0.09
									DELTA AIR LINES (DL)	1	1.28%	\$290.23	1,813	\$0.16
									UNITED AIRLINES (UA)	27	34.62%	\$6,880.84	47,480	\$0.14
									US AIRWAYS (US)	3	3.85%	\$680.93	5,884	\$0.12
5	AUSTIN, TX	DENVER, CO	96	2.93%	\$14,233.61	\$148.27	76,718	\$0.19	SOUTHWEST AIRLINES (WN)	15	19.23%	\$2,394.41	26,524	\$0.09
									AMERICAN AIRLINES (AA)	2	2.08%	\$298.61	1,648	\$0.18
									DELTA AIR LINES (DL)	1	1.04%	\$106.98	1,469	\$0.07
									FRONTIER (F9)	28	29.17%	\$4,152.01	21,504	\$0.19
									UNITED AIRLINES (UA)	28	29.17%	\$3,886.02	22,212	\$0.17
6	DENVER, CO	SAN FRANCISCO, CA	116	3.54%	\$14,160.53	\$122.07	112,690	\$0.13	US AIRWAYS (US)	3	3.13%	\$362.79	3,006	\$0.12
									SOUTHWEST AIRLINES (WN)	34	35.42%	\$5,427.20	26,879	\$0.20
									FRONTIER (F9)	22	18.97%	\$2,343.51	21,274	\$0.11
									UNITED AIRLINES (UA)	84	72.41%	\$10,900.12	81,460	\$0.13
									US AIRWAYS (US)	2	1.72%	\$270.70	2,220	\$0.12
7	DENVER, CO	NEW ORLEANS, LA	82	2.50%	\$13,151.59	\$160.39	89,719	\$0.15	SOUTHWEST AIRLINES (WN)	8	6.90%	\$646.20	7,736	\$0.08
									AMERICAN AIRLINES (AA)	3	3.66%	\$361.86	3,267	\$0.11
									FRONTIER (F9)	14	17.07%	\$2,245.29	14,868	\$0.15
									UNITED AIRLINES (UA)	28	34.15%	\$4,822.44	30,503	\$0.16
									US AIRWAYS (US)	1	1.22%	\$252.10	1,989	\$0.13
8	BALTIMORE, MD	DENVER, CO	63	1.92%	\$12,244.68	\$194.36	93,933	\$0.13	SOUTHWEST AIRLINES (WN)	36	43.90%	\$5,469.90	39,092	\$0.14
									UNITED AIRLINES (UA)	35	55.56%	\$6,921.28	52,185	\$0.13
									SOUTHWEST AIRLINES (WN)	28	44.44%	\$5,323.40	41,748	\$0.13

Top/Bottom City Pair



Back Office Data

University of Colorado

City Pairs Represent Trips in Both Directions

Trip Departures from 01/01/2013 to 01/31/2013

Report Parameters: Currency = USD

Rank	Origin City	Destination City	# of Segs	% of Total	Volume Booked	Avg Cost Per Seg	Miles	Cost per Mile	Carrier	# of Segs	% of Total	Airline Volume	Miles	Cost per Mile
9	ATLANTA, GA	DENVER, CO	75	2.29%	\$10,768.94	\$143.59	88,726	\$0.12	DELTA AIR LINES (DL)	32	42.67%	\$3,906.52	37,169	\$0.11
									FRONTIER (F9)	5	6.67%	\$439.65	5,995	\$0.07
									AIRTRAN (FL)	1	1.33%	\$70.70	1,199	\$0.06
									UNITED AIRLINES (UA)	1	1.33%	\$131.27	1,199	\$0.11
									SOUTHWEST AIRLINES (WN)	36	48.00%	\$6,220.80	43,164	\$0.14
10	DENVER, CO	SAN JOSE, CA	55	1.68%	\$10,424.76	\$189.54	50,794	\$0.21	UNITED AIRLINES (UA)	30	54.55%	\$5,908.75	28,990	\$0.20
									SOUTHWEST AIRLINES (WN)	25	45.45%	\$4,516.01	21,804	\$0.21
									Report Totals:			1132	34.56%	\$167,479.16

Top/Bottom 20 Destinations - Country

Based on First Destination within Itinerary



Back Office Data
ABC University

Rank	Destination Country	Invoice dates from 01/01/2013 to 01/31/2013					YTD - Invoice dates from 01/01/2013 to 01/31/2013				
		# of Trips	% of Total	Volume Booked	% of Total	Average Cost Per Trip	# of Trips	% of Total	Volume Booked	% of Total	Average Cost Per Trip
1	United States of America	2,555	92.14%	\$826,834.89	75.59%	\$323.61	2,555	92.14%	\$826,834.89	75.59%	\$323.61
2	Germany	24	0.87%	\$33,543.16	3.07%	\$1,397.63	24	0.87%	\$33,543.16	3.07%	\$1,397.63
3	China	20	0.72%	\$23,099.94	2.11%	\$1,155.00	20	0.72%	\$23,099.94	2.11%	\$1,155.00
4	Italy	10	0.36%	\$17,219.60	1.57%	\$1,721.96	10	0.36%	\$17,219.60	1.57%	\$1,721.96
5	United Kingdom	15	0.54%	\$16,519.80	1.51%	\$1,101.32	15	0.54%	\$16,519.80	1.51%	\$1,101.32
6	Canada	20	0.72%	\$16,336.69	1.49%	\$816.83	20	0.72%	\$16,336.69	1.49%	\$816.83
7	Switzerland	13	0.47%	\$15,331.93	1.40%	\$1,179.38	13	0.47%	\$15,331.93	1.40%	\$1,179.38
8	France	9	0.32%	\$13,749.85	1.26%	\$1,527.76	9	0.32%	\$13,749.85	1.26%	\$1,527.76
9	Australia	6	0.22%	\$12,785.80	1.17%	\$2,130.97	6	0.22%	\$12,785.80	1.17%	\$2,130.97
10	Austria	9	0.32%	\$12,442.60	1.14%	\$1,382.51	9	0.32%	\$12,442.60	1.14%	\$1,382.51
11	South Africa	6	0.22%	\$9,057.00	0.83%	\$1,509.50	6	0.22%	\$9,057.00	0.83%	\$1,509.50
12	India	5	0.18%	\$8,197.08	0.75%	\$1,639.42	5	0.18%	\$8,197.08	0.75%	\$1,639.42
13	Belgium	3	0.11%	\$7,901.30	0.72%	\$2,633.77	3	0.11%	\$7,901.30	0.72%	\$2,633.77
14	United Republic of Tanzania	6	0.22%	\$6,400.90	0.59%	\$1,066.82	6	0.22%	\$6,400.90	0.59%	\$1,066.82
15	Republic of Korea	4	0.14%	\$5,760.70	0.53%	\$1,440.18	4	0.14%	\$5,760.70	0.53%	\$1,440.18
16	Japan	4	0.14%	\$5,234.80	0.48%	\$1,308.70	4	0.14%	\$5,234.80	0.48%	\$1,308.70
17	Argentina	5	0.18%	\$4,748.34	0.43%	\$949.67	5	0.18%	\$4,748.34	0.43%	\$949.67
18	Israel	4	0.14%	\$4,536.93	0.41%	\$1,134.23	4	0.14%	\$4,536.93	0.41%	\$1,134.23
19	Brazil	4	0.14%	\$4,337.60	0.40%	\$1,084.40	4	0.14%	\$4,337.60	0.40%	\$1,084.40
20	Thailand	3	0.11%	\$3,930.50	0.36%	\$1,310.17	3	0.11%	\$3,930.50	0.36%	\$1,310.17
Total Listed:		2,725	98.27%	\$1,047,969.41	95.80%	\$384.58	2,725	98.27%	\$1,047,969.41	95.80%	\$384.58
Total Not Listed:		48	1.73%	\$45,940.54	4.20%	\$957.09	48	1.73%	\$45,940.54	4.20%	\$957.09
Report Totals:		2,773	100.00%	\$1,093,909.95	100.00%	\$394.49	2,773	100.00%	\$1,093,909.95	100.00%	\$394.49

Top/Bottom 20 Destinations - City

Based on First Destination within Itinerary



Back Office Data
ABC University

Rank	Destination City	Invoice dates from 01/01/2013 to 01/31/2013					YTD - Invoice dates from 01/01/2013 to 01/31/2013				
		# of Trips	% of Total	Volume Booked	% of Total	Average Cost Per Trip	# of Trips	% of Total	Volume Booked	% of Total	Average Cost Per Trip
1	DENVER, CO	783	28.24%	\$242,590.12	22.18%	\$309.82	783	28.24%	\$242,590.12	22.18%	\$309.82
2	WASHINGTON-NATIONAL, DC	117	4.22%	\$41,150.95	3.76%	\$351.72	117	4.22%	\$41,150.95	3.76%	\$351.72
3	BALTIMORE, MD	77	2.78%	\$33,867.53	3.10%	\$439.84	77	2.78%	\$33,867.53	3.10%	\$439.84
4	SAN FRANCISCO, CA	108	3.89%	\$30,193.09	2.76%	\$279.57	108	3.89%	\$30,193.09	2.76%	\$279.57
5	WASHINGTON-DULLES, DC	48	1.73%	\$24,768.96	2.26%	\$516.02	48	1.73%	\$24,768.96	2.26%	\$516.02
6	FRANKFURT, DE	16	0.58%	\$23,772.56	2.17%	\$1,485.79	16	0.58%	\$23,772.56	2.17%	\$1,485.79
7	ORLANDO, FL	61	2.20%	\$21,986.09	2.01%	\$360.43	61	2.20%	\$21,986.09	2.01%	\$360.43
8	LOS ANGELES, CA	77	2.78%	\$21,004.71	1.92%	\$272.79	77	2.78%	\$21,004.71	1.92%	\$272.79
9	SAN DIEGO, CA	72	2.60%	\$19,148.87	1.75%	\$265.96	72	2.60%	\$19,148.87	1.75%	\$265.96
10	SEATTLE TACOMA, WA	72	2.60%	\$18,457.53	1.69%	\$256.35	72	2.60%	\$18,457.53	1.69%	\$256.35
11	ATLANTA, GA	60	2.16%	\$17,150.45	1.57%	\$285.84	60	2.16%	\$17,150.45	1.57%	\$285.84
12	BOSTON, MA	43	1.55%	\$15,830.02	1.45%	\$368.14	43	1.55%	\$15,830.02	1.45%	\$368.14
13	HOUSTON-INTL, TX	33	1.19%	\$14,018.15	1.28%	\$424.79	33	1.19%	\$14,018.15	1.28%	\$424.79
14	NYC-LAGUARDIA, NY	41	1.48%	\$13,300.47	1.22%	\$324.40	41	1.48%	\$13,300.47	1.22%	\$324.40
15	NEW ORLEANS, LA	44	1.59%	\$13,291.09	1.22%	\$302.07	44	1.59%	\$13,291.09	1.22%	\$302.07
16	INDIANAPOLIS, IN	47	1.69%	\$12,734.63	1.16%	\$270.95	47	1.69%	\$12,734.63	1.16%	\$270.95
17	VIENNA, AT	9	0.32%	\$12,442.60	1.14%	\$1,382.51	9	0.32%	\$12,442.60	1.14%	\$1,382.51
18	SHANGHAI PU DONG INTERNATIONAL, CN	9	0.32%	\$11,655.50	1.07%	\$1,295.06	9	0.32%	\$11,655.50	1.07%	\$1,295.06
19	GENEVA, CH	10	0.36%	\$11,463.00	1.05%	\$1,146.30	10	0.36%	\$11,463.00	1.05%	\$1,146.30
20	LONDON-HEATHROW, GB	10	0.36%	\$10,567.80	0.97%	\$1,056.78	10	0.36%	\$10,567.80	0.97%	\$1,056.78
Total Listed:		1,737	62.64%	\$609,394.12	55.71%	\$350.83	1,737	62.64%	\$609,394.12	55.71%	\$350.83
Total Not Listed:		1,036	37.36%	\$484,515.83	44.29%	\$467.68	1,036	37.36%	\$484,515.83	44.29%	\$467.68
Report Totals:		2,773	100.00%	\$1,093,909.95	100.00%	\$394.49	2,773	100.00%	\$1,093,909.95	100.00%	\$394.49

Top/Bottom Travelers - Air/Rail



Back Office Data

ABC University

Invoice dates from 01/01/2013 to 01/31/2013

Report Parameters: Currency = USD

Rank	Traveler	# of Trips	% of Total	Volume Booked	% of Total	Avg Cost per Trip	Avg # Days Adv Purch
1	Passenger 1	2	0.07%	\$6,337.77	0.58%	\$3,168.89	67.50
2	Passenger 2	1	0.04%	\$6,092.00	0.56%	\$6,092.00	113.00
3	Passenger 3	3	0.11%	\$5,381.50	0.49%	\$1,793.83	34.33
4	Passenger 4	5	0.18%	\$4,426.43	0.41%	\$885.29	51.80
5	Passenger 5	2	0.07%	\$4,259.80	0.39%	\$2,129.90	110.00
6	Passenger 6	2	0.07%	\$4,192.40	0.38%	\$2,096.20	148.50
7	Passenger 7	3	0.11%	\$3,620.31	0.33%	\$1,206.77	139.00
8	Passenger 8	4	0.14%	\$3,393.30	0.31%	\$848.33	22.25
9	Passenger 9	2	0.07%	\$3,331.05	0.30%	\$1,665.53	122.00
10	Passenger 10	3	0.11%	\$3,299.42	0.30%	\$1,099.81	206.67
Total Travelers Listed:		27	0.97%	\$44,333.98	4.06%	\$1,642.00	92.48
Total Travelers Not Listed		2746	99.03%	\$1,047,974.97	95.94%	\$381.64	99.45
Report Totals:		2773	100.00%	\$1,092,308.95	100.00%	\$393.91	99.39

Low Cost Carrier Usage



Back Office Data

ABC University

Invoice dates from 01/01/2013 to 01/31/2013

Report Parameters: Validating Carrier in 'WN', 'F9'

Rank	Validating Carrier	# of Trips	% of Total	Volume Booked	% of Total	Average Cost per Trip
1	SOUTHWEST AIRLINES (WN)	501	47.4%	\$149,127.58	53.3%	\$297.66
2	FRONTIER (F9)	555	52.6%	\$130,908.12	46.7%	\$235.87
Total Carriers Listed:		1,056	100.0%	\$280,035.70	100.0%	\$265.19
Total Carriers Not Listed:		0	0.0%	\$0.00	0.0%	\$0.00
Report Totals:		1,056	100.0%	\$280,035.70	100.0%	\$265.19

CO2 Air Summary

Carbon calculations provided by Terrapass



Back Office Data
ABC University

Report Parameters: Currency = USD

Trip Departures from 01/01/2013 to 01/31/2013

Trip Info Summary	Totals	Averages
Transactions - Invoices:	1,776	
Credits:	11	
Transactions - Total:	1,787	
Net # of Trips:	1,765	
Miles:	4,642,029	2630
Air CO2 Emissions (Lbs.):	1,823,676	1,033
Air Charges:	\$666,974.22	\$377.89
Cost per CO2:	\$0.37	

Alternate Travel CO2 Comparison	CO2 (Lbs.)
Air CO2:	1,823,676
Alternate Rail CO2:	1,506,667
Alternate Car CO2:	4,391,989

	# of Segs		
ABC University	3,942	4,642,029	1,823,676

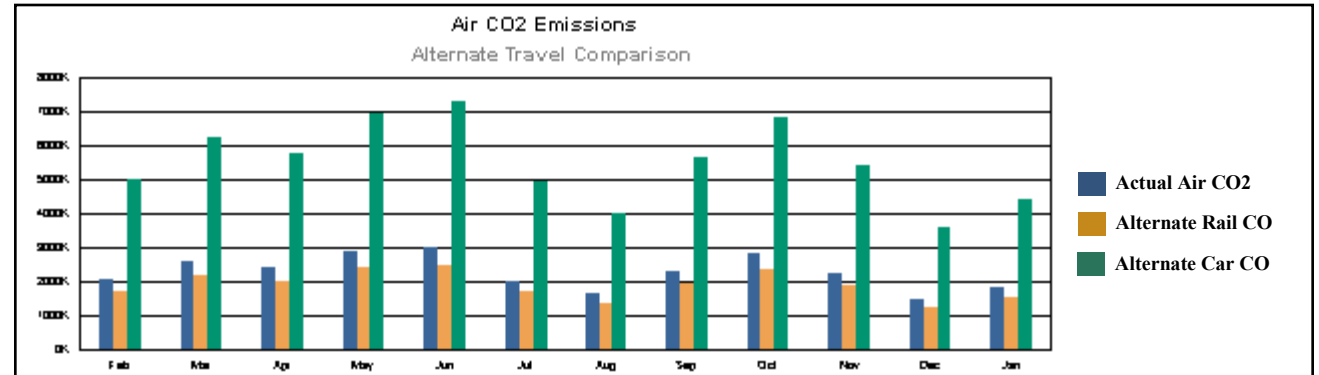
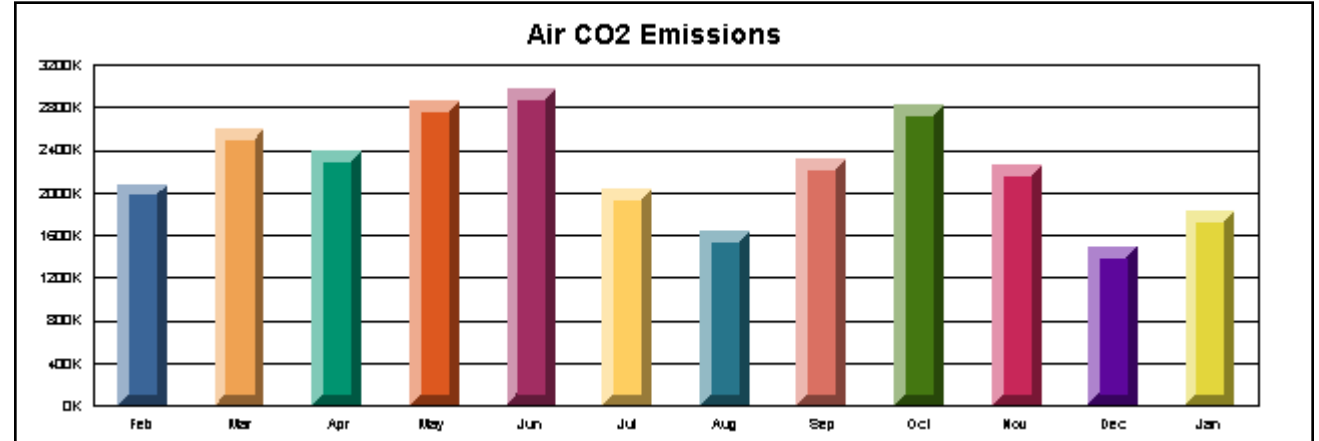
Top 5 City Pairs by CO2	# of Segs	Miles	CO2 (Lbs.)
Denver<->San Diego	264	225,686	97,076
Washington-Nationa<->Denver	168	247,992	95,649
Boston<->Denver	78	137,829	54,063
Denver<->San Francisco	116	112,690	48,975
Denver<->Los Angeles	135	116,608	47,377

Top 5 Carriers Summary	# of Segs	Miles	CO2 (Lbs.)
UNITED AIRLINES	1,593	2,018,95	791,881
FRONTIER	703	669,938	273,725
SOUTHWEST AIRLINES	692	616,107	260,764
DELTA AIR LINES	318	470,356	164,757
AMERICAN AIRLINES	222	235,140	93,099

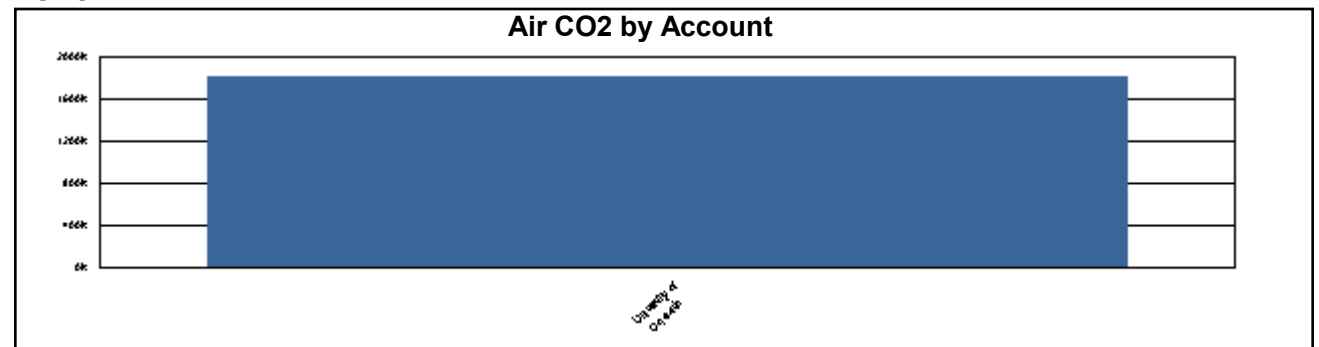
Class of Service	# of Segs		
First Class:	16	19,683	7,799
Business Class:	103	141,022	56,165
Economy:	3,716	4,380,587	1,716,676

Long Haul / Short Haul	# of Segs		
	1,507	2,879,181	1,122,889
	2,205	1,723,289	675,467
	230	39,559	25,319

Trip Departures from 02/01/2012 to 01/31/2013



Trip Departures from 01/01/2013 to 01/31/2013



CO2 Combined Summary

Carbon calculations provided by Terrapass



Back Office Data
ABC University

Report Parameters: Currency = USD

Invoice dates from 01/01/2013 to 01/31/2013

Trip Info Summary	Totals	Averages
Transactions - Invoices:	2,791	
Credits:	19	
Transactions - Total:	2,810	
Net # of Trips:	2,772	
Miles:	7,530,654	2717
Air CO2 Emissions (Lbs.):	2,940,809	1061
Air Charges:	\$1,092,109.95	\$393.98
Cost per CO2:	\$0.37	

Alternate Travel CO2 Comparison	CO2 (Lbs.)
Air CO2:	2,940,809
Alternate Rail CO2:	2,439,966
Alternate Car CO2:	7,112,558

Top 5 City Pairs by CO2	# of Segs	Miles	CO2 (Lbs.)
Washington-Nationa<->Denver	251	372,533	131,714
Baltimore<->Denver	168	252,138	95,223
Denver<->San Francisco	238	230,432	95,002
Boston<->Denver	121	220,015	87,400
Denver<->Orlando	119	183,969	68,789

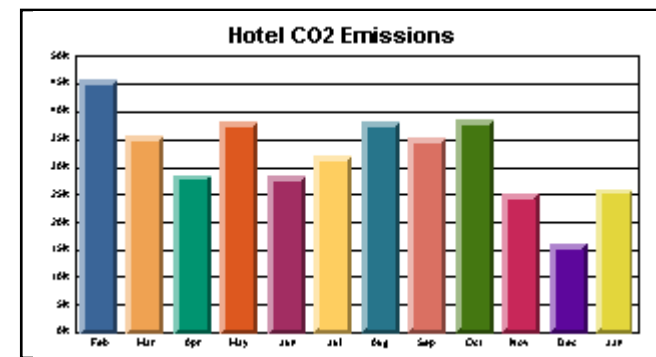
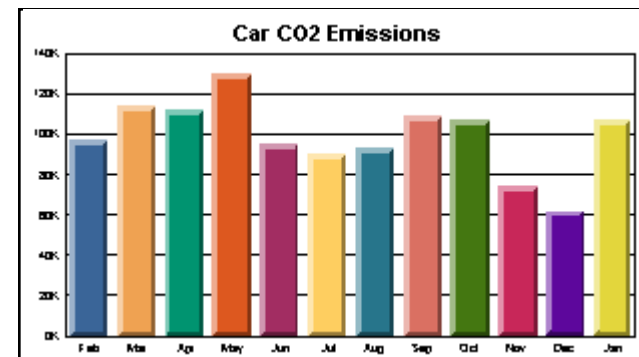
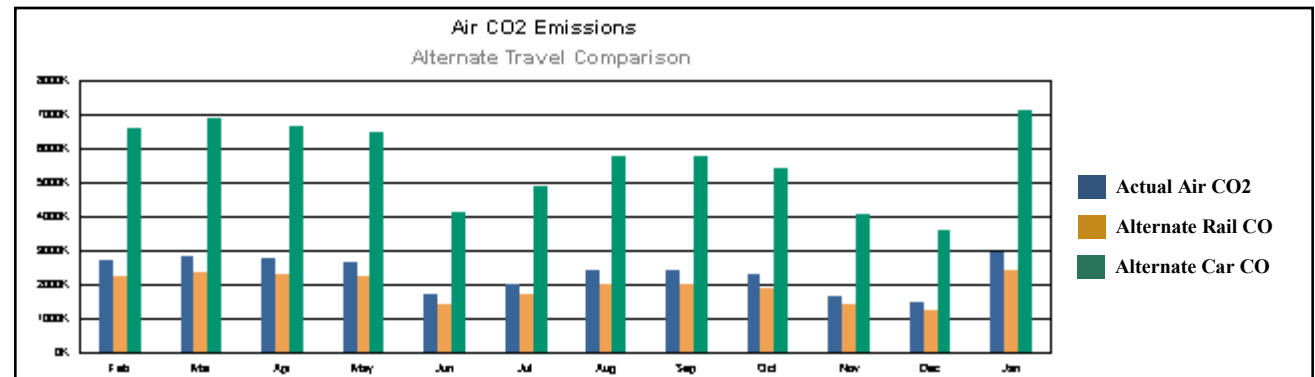
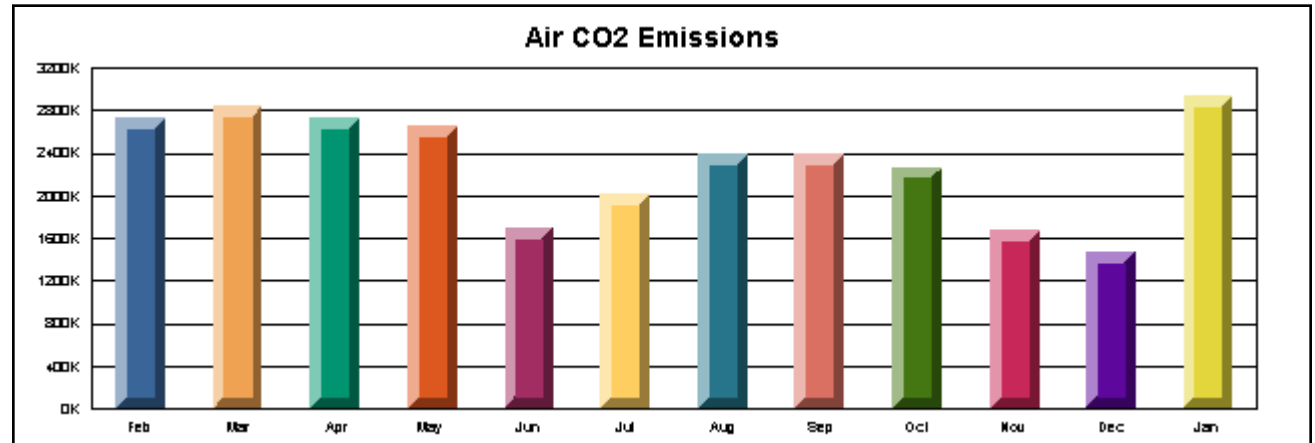
Car Rental Summary	Totals	Averages
# of Cars Rented:	360	
# of Days Rented:	1,095	3.0
Cost (booked rate):	\$38,925.42	\$35.55
CO2 Emissions (Lbs.):	107,108	

Top 5 Car Rental Cities by CO2	Days	CO2 (Lbs.)
DENVER, CO	105	10,272
LOS ANGELES, CA	105	10,272
BALTIMORE/WASHIN, MD	95	9,288
SAN JOSE, CA	71	6,946
SAN FRANCISCO/TR, CA	53	5,185

Hotel Booking Summary	Totals	Averages
# of Bookings:	182	
# of Room Nights:	416	2.3
Cost (booked rate):	\$54,595.36	\$131.24
CO2 Emissions (Lbs.):	26,052	

Top 5 Hotel Cities by CO2	Nights	CO2 (Lbs.)
GREENBELT, MD	26	1,628
HOUSTON, TX	26	1,628
WASHINGTON, DC	24	1,502
SAN ANTONIO, TX	16	1,000
SAN DIEGO, CA	13	813

Invoice dates from 02/01/2012 to 01/31/2013



Section H: Reporting

ii. Annual Reports:

- a) University savings from rebates, negotiated discounts with airlines, rental car companies, and/or lodging
- b) Recommendations to the University on how to reduce travel costs for the following year

TRAVEL MANAGEMENT PRESENTATION FOR



ABC Company

December 4, 2012

CHRISTOPHERSON

BUSINESS TRAVEL

AGENDA

- ABC Company update
- Christopherson update
- ABC Company travel spend review
- 2013 opportunities

CHRISTOPHERSON UPDATE

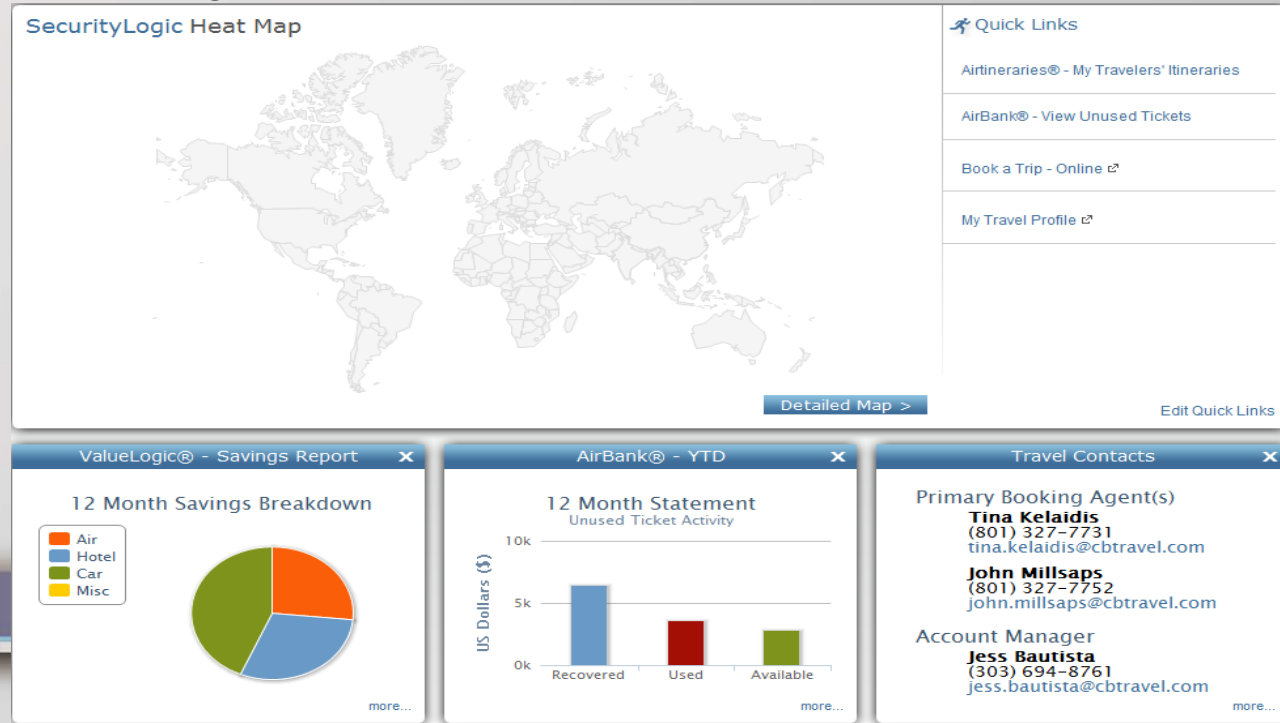
- Awards and Recognition
- Travel Technology Enhancements

AWARDS & RECOGNITION

- Business Travel News
 - 11th largest business travel agency in United States
- Travel Weekly Power List
 - 2011, 2012
- MountainWest Capital Network 100
 - 2012
- Utah Business Fast 50
 - 2008, 2009, 2010, 2011, 2012
- Denver Business Journal
 - Fastest growing company in Colorado 2010
- Best of State Utah
 - 2010, 2011, 2012
- Sloan Award for Workplace Excellence & Flexibility
 - 2009, 2010, 2011, 2012

TECHNOLOGY UPDATES

- AirPortal 360™- A 360° view of your travel management
 - Provides all the advanced tools you need to manage travel spend, maintain duty of care, keep track of unused tickets, access traveler profiles and ensure policy compliance
 - Customized by permission levels
 - Intelligent dashboard fully customizable
 - Mega menu & quick link navigation



CHRISTOPHERSON

BUSINESS TRAVEL

2012 YTD Executive Summary

Invoice dates from 01/01/2012 to 11/27/2012

Air Charges Summary	Totals	Averages
Transactions-Invoices:	560	
Credits	43	
Total Transactions:	603	
Net # of Trips:	517	
Air Charges:	\$526,395.43	\$1,018.17

Top 5 City Pairs	# of Segs	Amount
Boston<->West Palm Beach	54	\$7,039.79
West Palm Beach<->Salt Lake City	45	\$21,648.75
Chicago-Ohare<->Salt Lake City	44	\$15,102.19
Boston<->San Francisco	40	\$20,656.40
NYC-Kennedy<->Salt Lake City	33	\$14,870.26

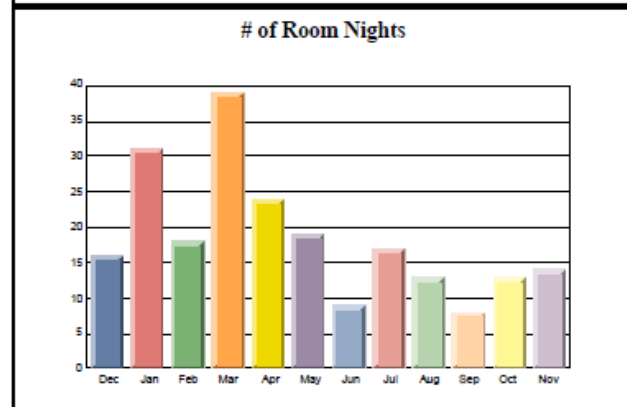
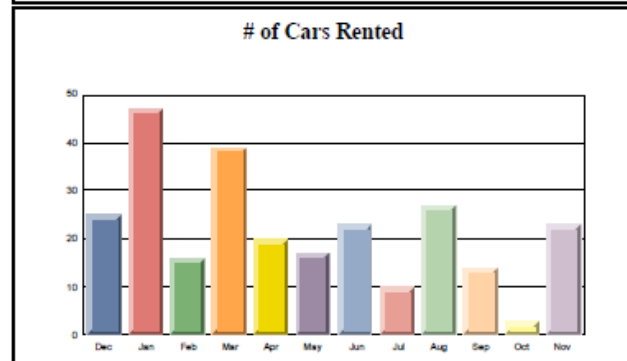
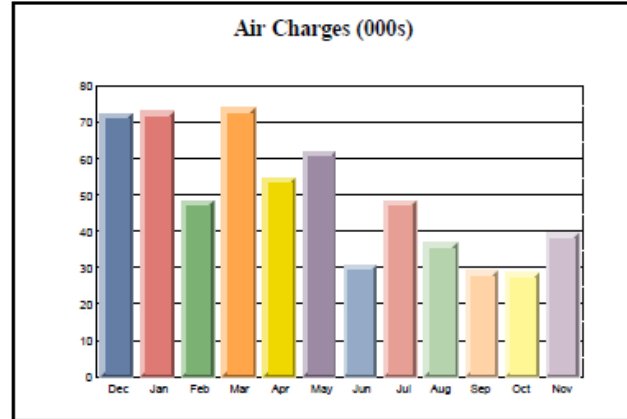
Car Rental Summary	Totals	Averages
# of Cars Rented:	128	
# of Days Rented:	239	1.87
Cost (Booked Rate):	\$12,204.81	\$51.89
Cost Per Day:	N/A	\$51.07

Top 5 Car Rental Cities	# of Days:	Amount
WEST PALM BEACH, FL	32	\$1,247.85
SALT LAKE CITY, UT	22	\$1,138.31
DAYTON, OH	17	\$980.00
EVANSVILLE, IN	17	\$799.00
SAN JOSE, CA	15	\$756.60

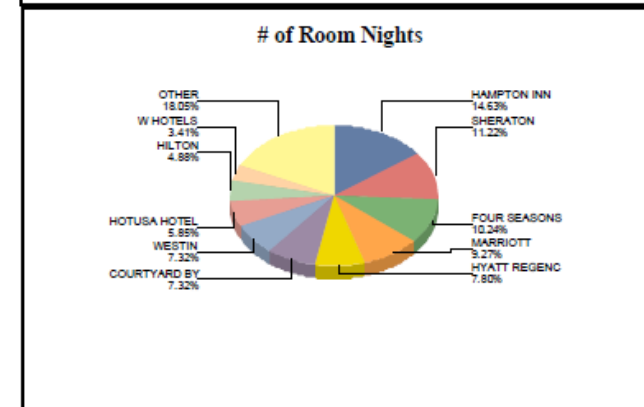
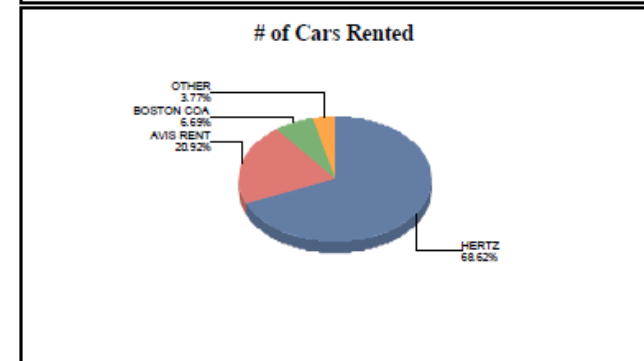
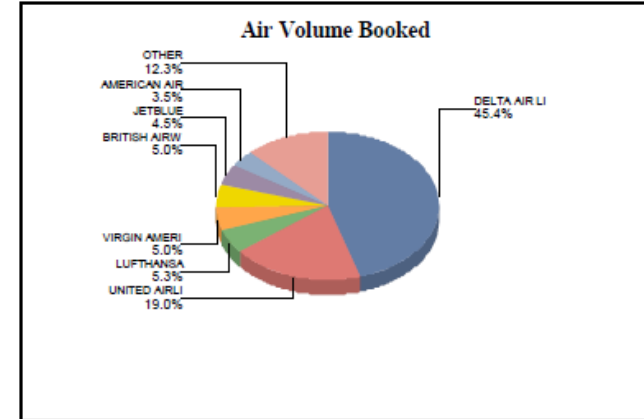
Hotel Booking Summary	Totals	Averages
# of Bookings:	144	
# of Room Nights:	205	1.42
Cost (Booked Rate):	\$44,065.18	\$206.02
Cost per Night:	N/A	\$214.95

Top 5 Hotel Cities	# of Nights:	Amount
WEST PALM BEACH, FL	26	\$4,868.00
SAN FRANCISCO, CA	25	\$8,057.00
CHI-OHARE, IL	20	\$3,432.00
MONTREAL PQ, CA	13	\$2,542.65
NYC-LAGUARDIA, NY	12	\$5,461.65

Invoice dates from 12/01/2011 to 11/30/2012



Invoice dates from 01/01/2012 to 11/27/2012



Year over Year Summary YTD- October

	2011 Year-to-Date	2012 Year-to-Date	Year-to-Year Changes
Air Summary			
# of Tickets:	1175	551	-53.11 %
Transactions - Invoices:	1095	517	-52.79 %
Credits:	80	34	-57.50 %
Net # of Tickets:	1015	483	-52.41 %
Net # of Original Tickets:	828	379	-54.23 %
Net # of Exchanges:	187	104	-44.39 %
Net # Same Day RoundTrips / OneWays (Est'd):	477	200	-58.07 %
Net # Overnight Trips (Estimated):	538	283	-47.40 %
Avg Days Purchased in Advance:	11	11	6.25 %
Total Air Charges:	\$1,019,577.59	\$486,804.81	-52.25 %
Average Ticket Price:	\$1,004.51	\$1,007.88	0.34 %
Total Miles Flown:	2,670,593	1,321,520	-50.52 %
Average Miles per Trip:	2,631	2,736	3.99 %
Average Cost per Mile:	\$0.38	\$0.37	-2.63 %

Car Rentals Summary			
# of Car Rentals:	199	115	-42.21 %
Car Rentals as % of Trips:	19.61 %	23.81 %	21.42 %
Total # of Days Cars Rented:	441	216	-51.02 %
Average # of Days Rented:	2.2	1.9	-13.64 %
Total Car Rental Expense:	\$22,988.24	\$11,180.81	-51.36 %
Average Cost per Day:	\$52.13	\$51.76	-0.71 %

Hotel Bookings Summary			
# of Hotel Bookings:	363	135	-62.81 %
Hotel Bookings as % of Trips:	35.76 %	27.95 %	-21.84 %
Total # of Room Nights Booked:	615	191	-68.94 %
Average # of Room Nights Booked:	1.7	1.4	-17.65 %
Total Hotel Bookings Expense:	\$148,523.37	\$41,308.18	-72.19 %
Average Cost per RoomNight:	\$241.50	\$216.27	-10.45 %

Report Summary			
Total Travel Charges:	\$1,191,089.20	\$539,293.80	-54.72 %
% Air:	85.60 %	90.27 %	5.46 %
% Car:	1.93 %	2.07 %	7.25 %
% Hotel:	12.47 %	7.66 %	-38.57 %

CHRISTOPHERSON

BUSINESS TRAVEL

Advance Purchase

Advance Purchase Category	# of Segments	Average Fare	Lowest Fare	Highest Fare
Less than 3 days	60	\$465.55	\$135.82	\$944.19
Between 3-6 days	113	\$569.74	\$61.28	\$3,035.35
Between 7-13 days	103	\$492.88	\$54.88	\$2,395.35
Between 14-21 days	46	\$574.08	\$73.49	\$1,920.93
Over 21 days	51	\$551.80	\$54.50	\$1,916.28

Advance Purchase Category	# of Segments	Average Fare	Lowest Fare	Highest Fare
Less than 3 days	5	\$1,941.24	\$206.24	\$5,682.00
Between 3-6 days	15	\$3,496.58	\$343.73	\$9,250.00
Between 7-13 days	9	\$2,797.47	\$614.50	\$6,096.00
Between 14-21 days	6	\$2,896.83	\$93.21	\$8,700.88
Over 21 days	13	\$1,780.80	\$340.85	\$3,627.00

CHRISTOPHERSON

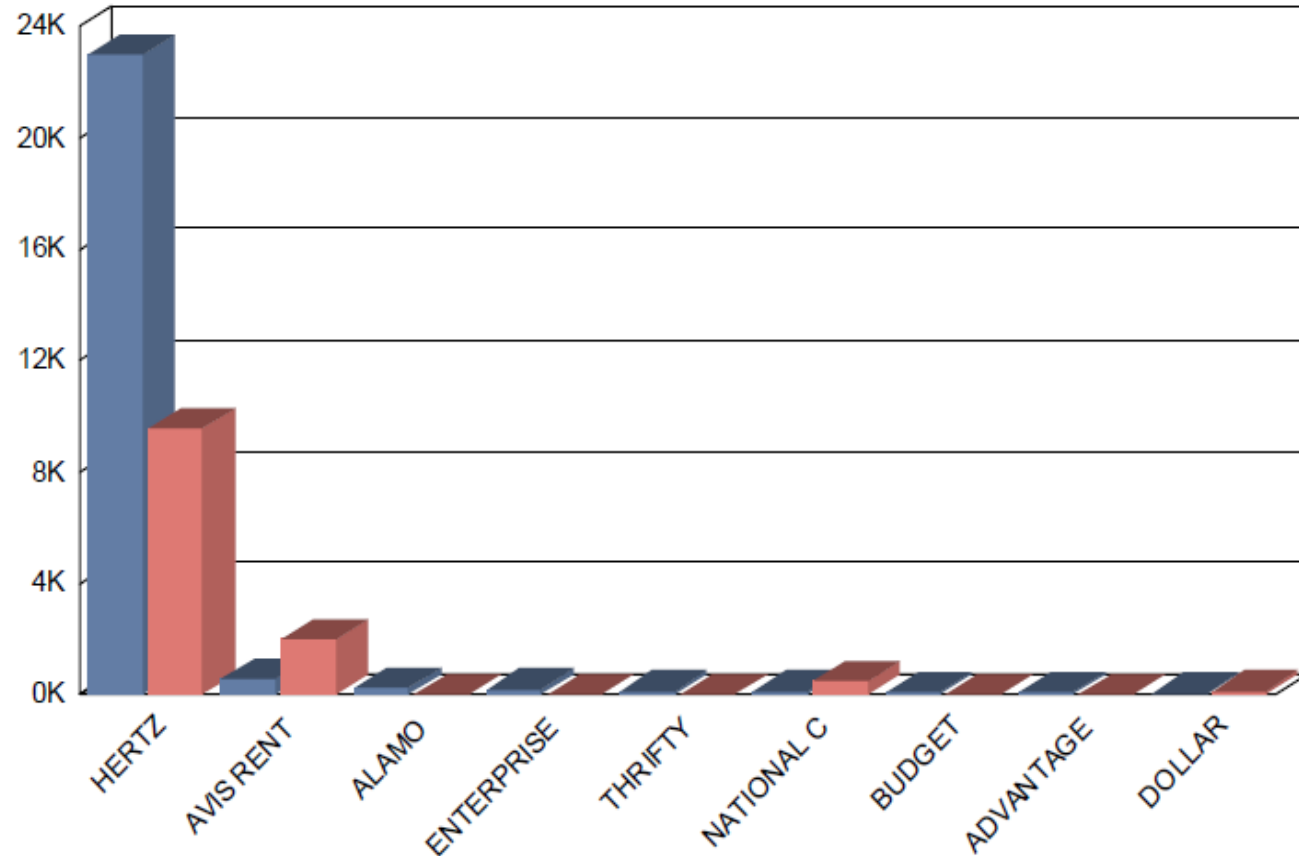
B U S I N E S S T R A V E L

Top Travelers by Trips

Rank	Traveler	# of Trips	% of Total	Volume Booked	% of Total	Avg Cost per Trip	Avg # Days Adv Purch
1	PARKIN/DAVID	64	12.38%	\$62,301.54	11.84%	\$973.46	6.83
2	TOPHAM/DAVID	37	7.16%	\$38,162.55	7.25%	\$1,031.42	5.46
3	STRATTON/RYAN.JONATHAN	36	6.96%	\$19,840.69	3.77%	\$551.13	8.19
4	CONNORS/ROBERT.T	28	5.42%	\$13,595.10	2.58%	\$485.54	24.00
5	HUNTSMAN/PAUL.C	28	5.42%	\$44,666.16	8.49%	\$1,595.22	8.75
6	GAY/LYNETTE.NIELSEN	24	4.64%	\$28,963.72	5.50%	\$1,206.82	13.96
7	LEEDS/MARYANNE.C	20	3.87%	\$6,129.50	1.16%	\$306.48	12.10
8	NEUENSCHWANDER/RHETT.P	20	3.87%	\$14,043.38	2.67%	\$702.17	5.60
9	AGARWAL/KUNAL	17	3.29%	\$23,111.56	4.39%	\$1,359.50	10.82
10	MOORE/LESTER	14	2.71%	\$7,257.26	1.38%	\$518.38	7.50
Total Travelers Listed:		288	55.71%	\$258,071.46	49.03%	\$896.08	9.82
Total Travelers Not Listed		229	44.29%	\$268,323.97	50.97%	\$1,171.72	15.55
<i>Report Totals:</i>		<i>517</i>	<i>100.00%</i>	<i>\$526,395.43</i>	<i>100.00%</i>	<i>\$1,018.17</i>	<i>12.36</i>

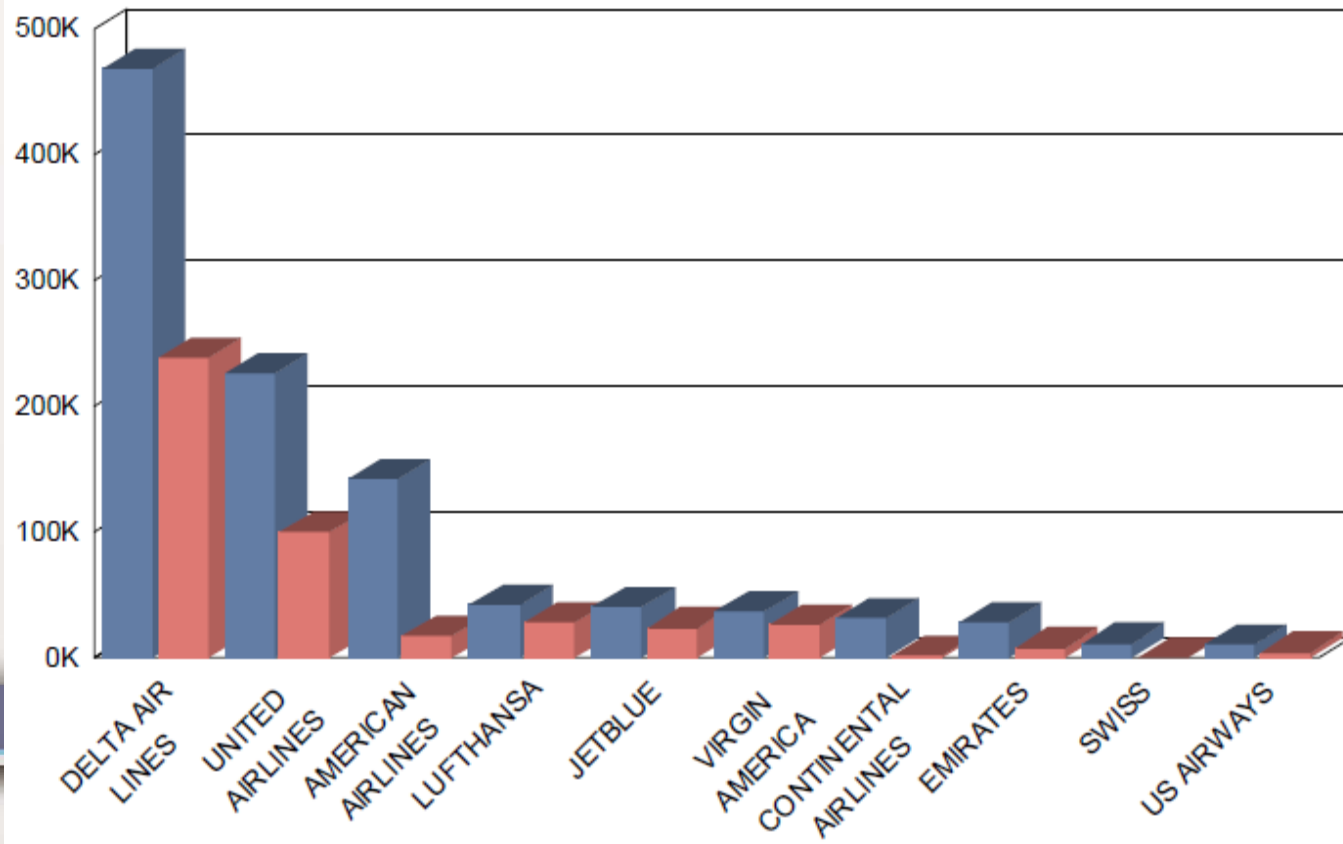
Top Car Rental 2011-2012

Car Rental Company	01/01/2011 - 11/27/2011	01/01/2012 - 11/27/2012
HERTZ	\$22,986.54	\$9,554.48
AVIS RENT	\$566.97	\$2,015.01
ALAMO	\$232.20	\$0.00
ENTERPRISE	\$224.61	\$0.00
THRIFTY	\$150.00	\$0.00
NATIONAL C	\$149.00	\$511.00
BUDGET	\$118.99	\$0.00
ADVANTAGE	\$115.99	\$0.00
DOLLAR	\$48.00	\$124.32
<i>Total</i>	<i>\$24,592.30</i>	<i>\$12,204.81</i>



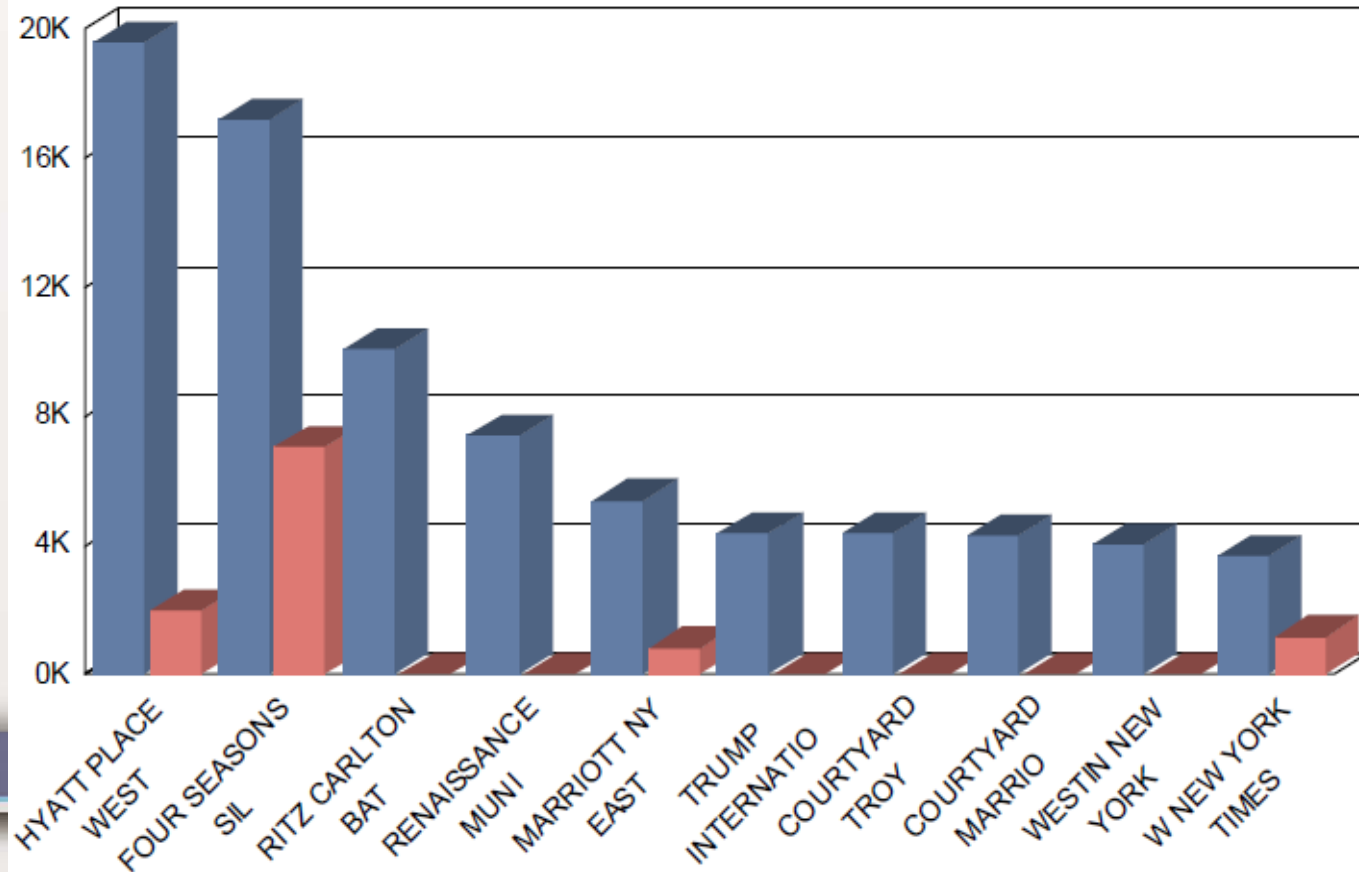
Top Airlines 2011-2012

Carrier	01/01/2011 - 11/27/2011	01/01/2012 - 11/27/2012
DELTA AIR LINES	\$468,829.36	\$238,907.78
UNITED AIRLINES	\$227,127.81	\$99,870.14
AMERICAN AIRLINES	\$142,702.32	\$18,235.50
LUFTHANSA	\$42,918.80	\$28,062.03
JETBLUE	\$40,326.17	\$23,932.40
VIRGIN AMERICA	\$36,719.28	\$26,542.00
CONTINENTAL AIRLINES	\$32,271.22	\$2,098.27
EMIRATES	\$28,866.70	\$8,451.60
SWISS	\$11,717.10	\$0.00
US AIRWAYS	\$11,237.67	\$4,740.50
<i>Total</i>	<i>\$1,042,716.43</i>	<i>\$450,840.22</i>



Top Hotels 2011-2012

Hotel Property	01/01/2011 - 11/27/2011	01/01/2012 - 11/27/2012
HYATT PLACE WEST	\$19,601.00	\$1,979.00
FOUR SEASONS SIL	\$17,200.00	\$7,055.00
RITZ CARLTON BAT	\$10,065.00	\$0.00
RENAISSANCE MUNI	\$7,393.14	\$0.00
MARRIOTT NY EAST	\$5,395.00	\$818.00
TRUMP INTERNATIO	\$4,385.00	\$0.00
COURTYARD TROY	\$4,370.00	\$0.00
COURTYARD MARRIO	\$4,323.00	\$0.00
WESTIN NEW YORK	\$4,011.00	\$0.00
W NEW YORK TIMES	\$3,671.00	\$1,188.00
<i>Total</i>	<i>\$80,414.14</i>	<i>\$11,040.00</i>



Value Add Savings

Savings: \$17398.75 –
Service fees paid: \$12,385.04=
Net Savings: \$5013.71

Travel Management Savings & Services

Air Savings:	\$12,839.90	Itineraries with savings:	163
Car Savings:	3,413.95	Percentage with savings:	39%
Hotel Savings:	1,144.90		
Misc Savings:	0.00		
<hr/>			
Total Savings:	\$17,398.75		

Value Added Services

Preferred Seating:	12
Unused tickets discovered:	223
Total Value of Unused Tickets in AirBank:	\$14,179.22
Voided Ticket Savings:	\$85,988.68

Best Practices ROI

Summary Recommendations

Savings

- Shift 77 domestic airline 0-6 day advance purchase tickets to 7 days or more in advance of travel

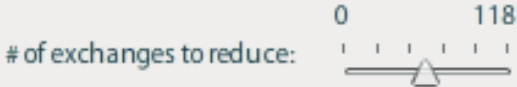
-\$ 4,768 - Details



0-6 advance purchase avg. cost	\$ 644.89
7+ advance purchase avg. cost	<u>\$ 706.82</u>
77 tickets X difference of	-\$ 61.93 = -\$ 4,768

- Reduce airline ticket exchanges by 59 transactions

\$ 17,810 - Details



Total # of exchanges	118
Total cost of exchanges	\$ 35,621
Avg. cost to exchange	\$ 301.87
59 exchanges X avg. cost of	\$ 301.87 = \$ 17,810

Opportunities for 2013

- Hotel savings and tracking
 - Uploading hotel negotiated rates
- Evaluate company objectives for 2013
 - Incorporate in travel plans
- Training on travel management tools
 - Assist all admins with reconciling and booking
- Evaluate car service and review options
 - CBT preferred relationships to reduce spend
- Strengthen relationship
 - Quarterly review calls
 - Be an advocate for ABC Company travel program

Thank you!

Section H: Reporting

iii. Additional Reports

Christopherson will provide the following reports on as-needed basis as requested by VCU:

- CBTravel Implementation Project Plan
- CBTravel Client List

CBTravel Implementation Project Plan

CBT Location: Denver
Account Name: _____
GDS: _____

Travelers: _____
Proj. Type: Complex
Project Start Date: _____
Estimated Launch Date: _____
Percent Complete: _____

Updated: _____

Phase/Activity/Task	Responsibility	Complete By	Actual Date Completed
Identify VIP's			
Identify VIP process			
Discuss airportal and how it will be used			
Establish communication and training schedule			
Identify corporate culture			
Discuss Southwest airlines booking process			
Identify what currently works well and what needs to be approved upon			
Discuss CBT's current vendor relationships			
Contact all vendors and update with CBT information (Air, Car and Hotel)			
Determine reporting package			
InnovAge Staff			

Christopherson Client List

4Life Research

Accuvant

Alphagraphics, Inc.

ARUP Laboratories

Associated Food Stores, Inc.

Autoliv

Barrick Gold of North America

Children's Miracle Network

CHG Healthcare Services

ClearChoice Dental ImplantCenters

Cross Retail, Inc.

Dyno Nobel USA

Extra Space Storage

Graebel Companies

Huntsman

Huntsman Gay Capital

Intermountain Healthcare

Jacobsen Construction

Lifetime Products

Maverik

Mona Vie

Mrs. Fields Famous Brands

NPS Pharmaceuticals, Inc.

Phillips Edison & Company

NuSkin

Parsons Behle& Latimer

Pixar

Prologis

Questar

Regence BlueCross BlueShield

Restoration Hardware

Salt Lake Bees

Sinclair Oil Corporation

Sorensen Communications

SOS Staffing Solutions

Sportsman's Warehouse

Stampin' Up

State of Utah

Sundance Film Festival

Swisslog

Teach for America

TriZetto

University of Colorado

University of Utah

USANA Health Sciences

Utah State University

WinCo Foods

XanGo

Attachment 3: Certification

Section M: Small, Women-Owned Business

BUSINESSES OWNED BY MINORITIES

This appendix should only be completed by firms that are not Virginia Department of Minority Business Enterprise (DMBE) certified small businesses.

Offeror certifies that it will involve Small Businesses, Women-Owned Businesses, and/or Minority-Owned Businesses (SWaM) in the performance of this contract either as part of a joint venture, as a partnership, as Subcontractors or as suppliers.

List the names of the SWaM Businesses your firm intends to use and identify the direct role of these firms in the performance of the contract. State whether the firm is a Small Business (SB), Women-Owned (WO), or Minority-Owned (MO).

Name of Businesses:	SB, WO, MO:	Role in contract:
Christopherson Business Travel,	WO,	Supplier

Commitment for utilization of DMBE SWaM Businesses:
100 % of total contract amount that will be performed by DMBE certified SWaM businesses.

Identify the individual responsible for submitting SWaM reporting information to VCU.

Name Printed: Susan Poole
Email: susan.poole@cbtravel.com
Phone: 303-694-8750
Firm: Christopherson Business Travel

Offeror understands and acknowledges that the percentages stated above represent a contractual commitment by the Offeror. Failure to achieve the percentage commitment will be considered a breach of contract and may result in contract default.

Acknowledged:
By (Signature): Susan Poole
Name Printed: susan Poole
Title:
Email:

Note: Small, Minority and/or Women-owned business sub-contractors are required to become certified and maintain certification through the Virginia Department of Minority Business Enterprise (DMBE); <http://www.dmbc.virginia.gov/wsamcert.html>) to fulfill the Offeror's commitment for utilization.



DATE: December 4, 2013
ADDENDUM NO.7: TO ALL OFFERORS
Request for Proposals: RFP#5571168MB
Commodity/Title: Travel Management Services
Issue Date: July 19, 2013
Proposal Due: December 17, 2013
Pre-Proposal Conference: August 1, 2013

The previous addendum (Addendum No. 6) provided the following information:

The following statement (page 4, Section I Purpose), "VCU intends for the resulting contract(s) to be mandatory-use for University travelers" is hereby changed to **"The University will mandate the use of the resulting contract(s) for University travelers."**

The following questions have been raised regarding this statement, and VCU's answers to those questions are provided below:

Q1. What drove the mandate?

A1: The primary driver is that the university wants to be able to provide "duty of care", which is the ability to support travelers whose travel is funded by VCU for official university business at the time of an incident, wherever the incident may occur. Duty of care includes, but is not limited to: providing information regarding warnings of political unrest or natural disaster prior to or during travel; ability to locate, communicate, and assist during travel; and the ability to evacuate travelers in case of medical or other emergency. Additionally, VCU wants to ensure that university travelers are in compliance with federal export control laws, which govern the transfer of certain information, items, or technologies to foreign countries to protect national security, trade, foreign policy or to comply with international agreements. VCU cannot do this without knowing the booking source and/or being able to access information regarding travel destinations.

VCU does not currently have a comprehensive duty of care program. VCU considers a mandated travel management services contract and a Duty of Care Advisory Committee as two of the necessary components of a comprehensive program. The Advisory Committee is currently being established. Additional components may be added as needed.

Other factors that drove the mandate are process improvements for booking and paying for travel, as well as spend management.

Q2. What transactions will be mandated?

A2. The purchase of air and/or rail tickets for university employees traveling on official university business paid for by university funds.



Virginia Commonwealth University

Q3. Will there be multiple awards?

A3. The language to allow for multiple awards is included in the RFP. VCU understands that it is a best practice to have a single award. VCU has the desire for one-source solution, however, without knowing what services will be proposed, VCU is keeping the option to make a dual award available if determined necessary by the Evaluation Committee. In the event of multiple awards, VCU does not intend to award to any more than two vendors.

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Mary Lou Bulger

Phone: (804) 828-0904

Christopherson Business Travel

Name of Firm

Allyson Cross Business Development Exec.

Signature/Title

12/4/13

Date

Request For Proposals RFP # 5571168MB

Issue Date: 7/19/2013

Title: Virginia Commonwealth University Travel Management Services

Issuing and Using Agency: Virginia Commonwealth University
Attention: Mary L Bulger
10 S 6th St, 2nd floor
POB 980327
Richmond, Virginia 23298-0327

Period of Contract: Three (3) year initial term with two (2) successive three (3) year renewal options, or as negotiated.

Proposals For Furnishing The Services Described Herein Will Be Received Until: 12:00 PM (EST) local time on 8/16/2013.

All Inquiries For Information Should Be Directed To: ISSUING AGENCY, address listed above or to Phone: (804) 828-0904, VOICE TDD: (800) 828-1120.

This solicitation & any addenda are posted on the eVa website at: http://www.eva.virginia.gov

HARD-COPY, ORIGINAL PROPOSALS MUST BE RECEIVED IN VIRGINIA COMMONWEALTH UNIVERSITY'S DEPARTMENT OF PROCUREMENT SERVICES ON OR BEFORE THE DATE AND TIME DESIGNATED ON THIS SOLICITATION. ELECTRONIC SUBMISSIONS AND FACSIMILE SUBMISSIONS WILL NOT BE ACCEPTED IN LIEU OF THE HARD-COPY, ORIGINAL PROPOSAL. VENDORS ARE RESPONSIBLE FOR THE DELIVERY OF THEIR PROPOSAL. PROPOSALS RECEIVED AFTER THE OFFICIAL DATE AND TIME WILL BE REJECTED. THE OFFICIAL DATE AND TIME USED IN RECEIPT OF RESPONSES IS THAT TIME ON THE CLOCK OR AUTOMATIC TIME STAMP IN THE DEPARTMENT OF PROCUREMENT SERVICES.
IF PROPOSALS ARE MAILED, SEND DIRECTLY TO VIRGINIA COMMONWEALTH UNIVERSITY, PROPOSAL PROCESS DEPARTMENT, POB 980327, RICHMOND, VA 23298-0327. IF PROPOSALS ARE HAND DELIVERED OR SENT BY COURIER, DELIVER TO: VIRGINIA COMMONWEALTH UNIVERSITY, DEPARTMENT OF PROCUREMENT SERVICES, 10 S 6TH ST., 2nd FLOOR, RICHMOND, VA 23219. THE RFP NUMBER, DATE AND TIME OF PROPOSAL SUBMISSION DEADLINE, AS REFLECTED ABOVE, MUST CLEARLY APPEAR ON THE FACE OF THE RETURNED PROPOSAL PACKAGE.

In Compliance With This Request for Proposals And To All Conditions Imposed Therein and Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services Described Herein In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation. Furthermore, The Undersigned Agrees Not To Start Any Work Relative To This Particular Solicitation Until A Resulting Formal Signed Purchase Order Is Received By The Contractor From University Purchasing. Any Work Relative To This Solicitation Performed By The Contractor Prior To Receiving A Formal Signed Purchase Order Shall Be At The Contractor's Own Risk And Shall Not Be Subject To Reimbursement By The University. Signature below constitutes acknowledgement of all information contained through links referenced herein.

NAME AND ADDRESS OF FIRM:

Handwritten form fields: Christopherson Bus. Travel, 8450 E. Crescent Parkway, Denver, CO 80123, Date: 8-22-2013, Signature: Susan Poole, Name Typed: Susan Poole, Title: Business Devel. Exec., Telephone: (303) 494-8750, Fax Number: (303) 741-6329, DUNS NO.: 063335046, FEI/FIN NO.: 87-0474355, REGISTRATION checkboxes.

A Pre-Proposal teleconference will be held. See Section V. Pre-Proposal Teleconference herein.

THIS SOLICITATION CONTAINS 23 PAGES.



Request for Proposals

RFP #: 5571168MB

RFP Title: Virginia Commonwealth University
Travel Management Services

Date: 7/19/2013



College of William and Mary
George Mason University
James Madison University
Old Dominion University
Radford University
The University of Virginia
Virginia Commonwealth University
Virginia Military Institute
Virginia Tech

A VASCUPP Member Institution



Virginia Commonwealth University

DATE: November 21, 2013
ADDENDUM NO.6: TO ALL OFFERORS
Request for Proposals: RFP#5571168MB
Commodity/Title: Travel Management Services
Issue Date: July 19, 2013
Proposal Due: December 17, 2013
Pre-Proposal Conference: August 1, 2013

Below are modifications to the original RFP document and/or previous addenda:

1. The RFP due date is changed from Tuesday, December 3, 2013 to **Tuesday, December 17, 2013, at 11:00am**. Offerors are responsible for the delivery of their proposal. Proposals received after the official date and time will be rejected. The official date and time used in receipt of responses is that time on the clock or automatic time stamp in the department of Procurement Services.
2. The following statement (page 4, Section I Purpose), "VCU intends for the resulting contract(s) to be mandatory-use for University travelers" is hereby changed to **"The University will mandate the use of the resulting contract(s) for University travelers."**
3. Section VI, A. Description of Requested Goods/Services and Proposal Response Requirements C. Online Booking Tool (page 10): The link to data security standards has been updated to:

<http://ts.vcu.edu/media/technology-services-migration/askit/mc-docs/standard-business-associates-contracted-sites.pdf>

4. Section VI, A. Description of Requested Goods/Services and Proposal Response Requirements J "Timeline" (page 13) is hereby changed to:

The estimated timeline below is subject to change based on the University's needs. The Offeror should be able to provide the resources needed to adhere to the timeline as is.

July 19, 2013: RFP posted
August 1, 2013: Pre-proposal teleconference
December 17, 2013: RFP due
Late January 2014: Oral Presentations Round 1
Mid-February 2014: Oral Presentations Round 2 (if needed)
Early March 2014: Contract award
April 1, 2014: Full agent services begin
April-June 2014: Implementation, Testing, Training of OBT
July 2014: Campus launch of OBT

Confirm Offeror's ability to meet the timeline as outlined in Statement of Needs, J. Timeline.



Virginia Commonwealth University

5. Section VI. B. Proposal Submission Instructions (page 14) #3 and #4

3. Submit one (1) original hard copy (paper) document of the entire proposal, including all attachments and proprietary information. The original proposal must be clearly marked on the outside of the proposal. Submit one (1) unsecured, electronic copy (on a disc or flash drive) of the entire proposal including all attachments and EXCLUDING ANY PROPRIETARY INFORMATION. This disc or flash drive must be clearly marked on the outside that it excludes proprietary information.

4. **Submit seventeen (17) unsecured electronic copies (on a disc or flash drive) of the entire proposal, including all attachments and proprietary information.**

6. Please provide in the proposal response information regarding the experience of travel agents assigned to VCU's account, including years of experience. Please also describe the agency's training and continuing education requirements for agents.

7. VCU currently has business reward accounts established with Delta Airlines and United where reward points are accumulated based on total spend but held in one central account. An on-going issue has been the reallocation of reward points that VCU accumulates centrally to departments based on spend with the respective airline. VCU intends to partner with the Contractor to find a solution to this issue. Please propose your firm's methodology and capability for reallocating reward points.

8. VCU anticipates there may be occurrences where an exact flight is found cheaper through another source. Please propose how the agency intends on addressing these situations and propose, if applicable, language regarding a low-price guarantee.

Procurement Services recognizes and appreciates the Offerors' patience as we took the necessary steps to obtain university support on the new and important initiative for a mandated travel contract.

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Mary Lou Bulger

Phone: (804) 828-0904



Virginia Commonwealth University

DATE: November 21, 2013
ADDENDUM NO.6: TO ALL OFFERORS
Request for Proposals: RFP#5571168MB
Commodity/Title: Travel Management Services
Issue Date: July 19, 2013
Proposal Due: December 17, 2013
Pre-Proposal Conference: August 1, 2013

Christopherson Business Travel
Name of Firm

Allyson Cross Business Development Exec.
Signature/Title

11-21-13
Date



Virginia Commonwealth University

DATE: October 18, 2013
ADDENDUM NO.5: TO ALL OFFERORS
Request for Proposals: RFP#5571168MB
Commodity/Title: Travel Management Services
Issue Date: July 19, 2013
Proposal Due: December 3, 2013
Pre-Proposal Conference: August 1, 2013

The following information is provided by VCU in regard to the intent to mandate the resulting contract (pg. 4, Section I *Purpose of the RFP document*):

Positive progress is being made on the university's decision to mandate the resulting travel management contract(s). **The RFP due date is Tuesday, December 3, 2013, at 12:00pm.** An addendum will be issued prior to the due date stating the decision outcome and any other pertinent information.

Procurement Services recognizes and appreciates the firms' patience as we take the necessary steps to obtain university support on this new and important initiative.

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Mary Lou Bulger

Phone: (804) 828-0904

Christopherson Business Travel

Name of Firm

Arlyn Cross Business Development Exec.

Signature/Title

10-18-13

Date



Virginia Commonwealth University

DATE: September 6, 2013
ADDENDUM NO.4: TO ALL OFFERORS
Request for Proposals: RFP#5571168MB
Commodity/Title: Travel Management Services
Issue Date: July 19, 2013
Proposal Due: TBD
Pre-Proposal Conference: August 1, 2013

The following information is provided by VCU in regard to the intent to mandate the resulting contract (pg. 4, Section I Purpose of the RFP document):

Positive progress is being made on the university's decision to mandate the resulting travel management contract(s). Procurement Services has been requested by the President's Cabinet to present the initiative at the next Dean's Council meeting which takes place October 3, 2013. Therefore, the due date is extended indefinitely until the Dean's Council takes place. An Addendum will be issued after the Dean's Council stating the decision outcome, due date, and any other pertinent information.

Procurement Services recognizes and appreciates the firms' patience as we take the necessary steps to obtain university support on this new and important initiative.

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Mary Lou Bulger

Phone: (804) 828-0904

Christopherson Business Travel
Name of Firm

Ally Cox Cross Business Development Exec.
Signature/Title

9-6-13
Date



Virginia Commonwealth University

DATE: August 20, 2013
ADDENDUM NO.3: TO ALL OFFERORS
Request for Proposals: RFP#5571168MB
Commodity/Title: Travel Management Services
Issue Date: July 19, 2013
Proposal Due: August 28, 2013
Pre-Proposal Conference: August 1, 2013

The above is hereby changed to read: Proposal due: Friday, September 13, 2013 at 12 pm EST.

The following information is provided by VCU in regard to the intent to mandate the resulting contract (pg. 4, Section I Purpose of the RFP document):

The decision on whether VCU will mandate its resulting travel management contract(s) has been delayed until Wednesday, September 4, 2013. VCU will send an Addendum that day detailing the outcome of the decision. VCU extends the proposal due date to Friday, September 13, 2013.

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Mary Lou Bulger

Phone: (804) 828-0904

Christopherson Business Travel

Name of Firm

Allyson Cross Business Development Exec.

Signature/Title

8/20/13

Date



Virginia Commonwealth University

DATE: August 13, 2013
 ADDENDUM NO.2: TO ALL OFFERORS
 Request for Proposals: RFP#5571168MB
 Commodity/Title: Travel Management Services
 Issue Date: July 19, 2013
 Proposal Due: August 16, 2013
 Pre-Proposal Conference: August 1, 2013

The above is hereby changed to read: Proposal due: Wednesday, August 28, 2013 at 12 pm EST.

The following information is provided by VCU in regard to the intent to mandate the resulting contract (pg. 4, Section I Purpose of the RFP document):

The decision on whether VCU will mandate its resulting travel management contract(s) will be made on August 19th, 2013. VCU will send an Addendum that day detailing the outcome of the decision. VCU extends the proposal due date to August 28, 2013.

The following clarification is provided by VCU in regard to Non-Disclosure Agreements (NDAs).

VCU has received several NDA requests in response to this solicitation. As a standard practice, VCU does not sign NDAs. However, VCU is willing to review NDAs for this solicitation. Acceptance will be made on a case-by-case basis after review. Please send all applicable NDAs to Mary Lou Bulger at mlbulger@vcu.edu with "Non-Disclosure Agreement" stated in the email subject line.

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Mary Lou Bulger

Phone: (804) 828-0904

Christopherson Business Travel
Name of Firm

Allyson Cross Business Development Exec.
Signature/Title

8-13-13
Date



DATE: August 6, 2013
ADDENDUM NO.1: TO ALL OFFERORS
Request for Proposals: RFP#5571168MB

Commodity/Title: Travel Management Services
Issue Date: July 19, 2013
Proposal Due: August 16, 2013
Pre-Proposal Conference: August 1, 2013

The following is hereby changed to read: "Please specify how long air/rail tickets are held prior to booking" to "Please specify how long air/rail tickets are held prior to ticketing" from section VI.A. on page 8 of the RFP.

The following are questions received by potential Offerors and VCU Procurements response to each question (in italics):

We understand that VCU does not currently use an OBT. Has an OBT ever been used in the past? If so, what was the online adoption rate?

VCU has never implemented a campus-wide OBT. Rearden was offered to a select pilot group for 6 months two years ago, which had high adoption. There is an overwhelming desire for an OBT from the campus.

Does VCU require approval prior to ticketing?

Authorization is required of VCU employees who plan to take a trip estimated to cost more than \$500 that is paid for with University funds. The Pre-Approval is currently processed through VCU's expense reimbursement tool, Chrome River; however, Procurement Services is interested to see if an OBT can support this process.

Please provide data on reservations made between 6PM – 7AM.

Most VCU reservations are made during normal business hours. VCU travelers are accustomed to an additional fee if reservations are made after normal business hours. "Normal business hours" are negotiable.

What is the total cost of your domestic air transactions?

Estimated 40% of airfare spend and estimated 75% of airfare transactions booked through former contracts are domestic. The last available data to support these estimates is from 2011.

What is the total cost of your international air transactions?



Virginia Commonwealth University

Estimated 60% of airfare spend and estimated 25% of airfare transactions booked through former contracts are international. The last available data to support these estimates is from 2011.

What is the number of air tickets per year?

VCU does not have the reporting capabilities to provide this data.

In regards to hotel spend, what are VCU's top cities, number of room nights, average rates and average length of stay? What is the total hotel spend?

VCU does not have the reporting capabilities to provide this data. Currently, VCU does not have a local or national hotel program in place, although local hotels usually charge the government rate for VCU bookings. VCU travelers often stay in conference hotels when applicable.

In regards to car rentals, what are VCU's top cities, spend & average length of rental days?

VCU does not have reporting capabilities to provide this data. VCU does have an established VASCUPP Enterprise Rental Car contract. The spend for calendar year 2012 was \$188,000.

Please specify what Duty of Care software VCU uses and the intended level of Duty of Care.

VCU does not have a Duty of Care software or managed program. It is VCU's intent to implement this in the near future. VCU would expect the travel management company to be able to locate and communicate to all air and rail passengers. If the travel management company can provide any other duty of care services, please detail in proposal.

The spend listed within the RFP, do these numbers include group travel? If not, what is the group travel spend for VCU?

Yes, the numbers do include group travel, but this number is not comprehensive of all group travel. The spend includes tickets purchased through university liability cards; there are trips booked through purchase orders.

The spend listed within the RFP, do these numbers include meetings/events travel? If not, what is the meetings/events travel spend for VCU?

The numbers within the RFP include all air/rail travel for all business purposes. The numbers do not include event-related expenses hosted by VCU. VCU does not have the reporting capabilities to provide this data.

What is the meetings/events spend for VCU? Will these services be needed by VCU?

VCU does not have the reporting capabilities to provide this data. VCU is interested in all services that the travel management company can offer.

Why is VCU going out to bid? Is this a routine exercise or is there something that needs to change within your program?



Virginia Commonwealth University

Upper management has identified travel as an area for spend management and improved process efficiencies. VCU's current travel management contract ends on August 31st.

If you could change one thing about your current travel program, what would it be and why?

VCU's travel program is currently not mandated. Procurement Services is working with university VPs to gain buy-in for a mandated program to potentially get the approval from the BOV. Procurement Services feels that a mandated travel program would provide a more comprehensive Duty of Care program, better spend management, and better customer service from the travel management company.

Does the University plan for each traveler to have a credit card of any kind (personal or VCU Liability Card) in their profiles?

At this point, VCU travelers will only be able to link personal credit cards and university credit cards issued in their name to their online booking tool profiles.

Does the University plan to have an in-house position assigned to manage all traveler profiles, including initial input, updates and deletions?

No, profiles will be managed at the individual level and with the help of the travel agent when necessary. VCU prefers that the vendor provide a self-registration link, where usernames will be validated by an integrated people feed.

What is the projected % of individual travel that will be booked online vs. agent assisted?

VCU does not have the reporting capabilities to provide this data.

What is the projected number of group trips?

VCU does not know this information.

Based on your air travel spend of \$3,812,300 (4/14/12 to 5/15/13) – what was the total number of individual transactions?

VCU does not have the reporting capabilities to provide this data.

The Duty of Care program may require complex systemic integration. Is VCU willing to partner with the awarded travel management company to work through requirements to come up with a viable solution?

Yes, VCU is willing and plans to designate the appropriate IT resources.

In shaping your travel solution, what are the determining factors in selecting either one or two management providers?

The determining factors are found in the evaluation criteria listed in the RFP. A single or dual award will be determined during the evaluation process.



Virginia Commonwealth University

What type of reporting do you receive from your current provider? Is the reporting available to you online?

VCU does not receive any regular reporting from its current provider.

Can you break down reporting for air providers by percentage?

VCU does not have the reporting capabilities to provide this data.

Other than Doha, Qatar, what other international air spend does VCU incur?

VCU does not have the reporting capabilities to provide this data.

With what airline(s) do you currently hold preferred agreement(s)? Do you have any soft dollar programs with perks?

VCU does not have any preferred agreements, nor does it receive any perks from specific carriers.

What is the probability of getting the BOV approval to mandate this contract? What other VA state agencies have successfully mandated a contract? If other schools are mandated, are they single awards?

VCU is in the process of presenting the business case to mandate to the university VPs. If buy-in is gained from the VPs, Procurement Services will present to the BOV. Procurement Services just ended its 5 year strategic assessment by Huron Consulting. Part of Huron's recommendation was to mandate the travel program. There are no other VA state schools that mandate their travel programs. VCU knows that higher education is behind the curve in regards to the industry best standard to mandate. VCU did mandate its office supply contract and has consequently seen cost savings and process efficiencies.

Would VCU consider contracts that are specific to one type of travel, for example, a contract with a travel management company that specializes in providing travel to Athletic departments?

Yes, VCU would consider a specific travel service contract.

From a technical perspective, would the OBT be housed at VCU or with the provider?

It is VCU's preference to house the OBT with the provider.

From a technical perspective, what integration is needed to implement the OBT?

VCU foresees integration with CAS, the university's single-sign-on, and a people feed in order to validate the OBT users. No other integrations are projected at this current time.

Does VCU have flight insurance?

No, VCU does not have flight insurance.

What are your travel program objectives?

VCU's objective are to partner with an industry-leading travel management company(s) to 1) offer the best in class customer service to VCU travelers at the most advantageous cost, 2)



Virginia Commonwealth University

mitigate risk through a comprehensive duty of care program, 3) gain insight into the University's spend through reporting analytics in order to better manage.

Describe three things that are working in VCU's travel program.

The VCU travel program's strengths are 1) an integrated expense reimbursement tool, 2) a strong project team/travel staff with VP and Technology Services buy-in for the project, 3) a campus community that is knowledgeable and compliant with policy.

Describe three things that are not working in VCU's travel program.

The VCU travel program's opportunities are 1) no integrated OBT, 2) no Duty of Care system or program, 3) no available data nor developed program for travel spend management.

What is VCU's volume for low cost carriers (ie. Southwest, Jet Blue, etc.)? Does VCU have a SWABIZ account?

VCU does not have the reporting capabilities to provide this data. VCU does not have a SWABIZ account.

Describe pretrip authorization procedures and reporting required. (pg 14 item N)

Employees needing a pre-trip authorization complete the pre-approval form in Chrome River. The pre-approval is electronically routed to the individual's approver. Once approved, that individual begins to make arrangements for the trip. At this time, VCU does not foresee the pre-approval integrating with the OBT if the pre-approval process remains within Chrome River. VCU is interested to see any OBTs offer a pre-approval process.

Please see section VI.H. on page 12 of the RFP for VCU's reporting requests.

The reporting required for ATC reconciliation (if VCU chooses to implement that method of payment) includes, but is not limited to, basic transaction information such as the name of traveler, index code, service fee, ticket price, and airline. No pre-approval data would be needed in the ATC reconciliation reporting.

Please advise the names and titles of the VCU team who will make the final decision.

VCU has a diverse evaluation committee, representing 15 departments from various schools within the university. VCU does not release the name or titles of the committee members.

Advise name and title who will sign contract.

Currently, the Senior VP & COO signs all contracts valued at more than \$100K.

Do any schools or research departments have exceptions to the travel policy?

The Athletics department and group travel would be exempt from being required to use the contract source if the university were to mandate this contract. However, it is reasonable to assume that some spend from each group would go through the contract.

Provide current rebate structure or expectation to receive.

VCU is interested in any rebates the potential vendor can offer, including return of commission from air, rail, hotel, and car rental vendors.

Provide requirements for Athletic travel.



All special approvals/requirements for any department would be handled internally, for this would not be expected from the travel management company.

Requirements for After hour servicing.

The travel management company must be available for 24/7 emergency services for flight interruptions, cancellations, etc. The travel management company should be available for booking after-hours, in the rare instance that tickets are being booked outside of normal working hours. An example of "after hours" reservations would be an Athletic team finding out over the weekend that they are in a tournament the following week.

In reference to C. Online Booking Tool, pg 5 and pg 9, advise VCU's online adoption goal.
VCU does not have a specific online adoption goal.

Will VCU mandate travelers to use online booking tool? Will any group travel have to go through the online booking tool?

VCU will not mandate travelers or specific types of travel to use the online booking tool.

Describe why VCU has not implemented an online booking tool.

VCU has not felt confident with the solutions offered through previous contracts.

Has VCU's firewalls been tested for online booking tool capability?

No, they have not. VCU plans to do this prior to contract award. Technology Services will be in attendance at the oral presentation to answer specific questions.

What is VCU's requirement for training of the online booking tool?

VCU has no specific requirements. Please provide training offerings in the proposal.

What is VCU's current email platform?

Most of campus and students have migrated to Gmail. Some schools on the MCV campus, like the School of Medicine, still use Lotus Notes for medical security reasons.

Please provide sample security assessment reports needed (pg 9).

VCU has some sample documents from other vendors for separate projects, but the university is under strict NDA to not share them with anyone.

Provide copy of assessment of data security. We cannot confirm acknowledgement and acceptance without reviewing requirements.

Offerors can access a blank version of the security assessment at <http://go.vcu.edu/thirdpartyassessment> for reference. Please do not complete this assessment, since VCU typically assigns specific assessments to each vendor that is tied to each new project.

Describe the amount of travel that will be book for spousal/dependent on the tool.

VCU does not know the specific amount, but spousal travel is very popular at VCU. VCU prefers to have the spousal travel functionality within the OBT. If the tool has the functionality, it is important that spousal bookings cannot be booked on university-liability credit cards.



Virginia Commonwealth University

Can you provide scorecard that weights the following requirements, and will the TMC be disqualified if cannot offer the following: Free, automatic flight insurance and rebates returned to VCU.

The evaluation criteria are stated in proposal. These are the factors of most importance to VCU. VCU does not use a scorecard, for the proposals will be ranked based on all stated criteria.

In reference to ii. Chartered transportation (pg 8), can you provide the volume for charters, the school and/or activity that charters are required, and the volume for student groups/trips?

The Athletics department could use chartered services. VCU does not have the reporting capabilities to provide this data.

Describe current passport support needed for travelers.

VCU travelers, specifically students taking group trips through the Global Education office, sometimes require passport services. VCU travelers are accustomed to giving their documentation to the agent, and then the agent taking care of all requirements to issue the passport/visa.

Are you flexible for business hours that are required 7a.m.till 6p.m. ET?

VCU is willing to negotiate business hours.

How does your current travel management company pre-pay baggage fees? Typically this can only be done at check-in.

Contractor should accommodate payment of any appropriate charges on the original method of payment if possible. If some charges are incurred at time of service, then travelers will need to provide payment.

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Mary Lou Bulger

Phone: (804) 828-0904

Christopherson Business Travel
Name of Firm

Alleyn Cross Business Development Exec
Signature/Title

8-6-13
Date



VCU

April 7, 2014

RFP#5571168MB for Travel Management Services

Negotiated Modifications.

Christopherson

Susan Poole and Allyson Cross:

Here are the points that we are asking Christopherson to agree to:

- **No fee for hotel or vehicle rental without air/train ticking through OBT. This will help increase online adoption for hotels and vehicles that typically have lower adoption rate and are not mandatory to be booked through the TMC.**

This is not something we are able to waive on as we pay Concur for these transactions. We agree to reduce our hotel/ car only fee to \$4.00 for online bookings.

- **4 dedicated agents, with a minimum of 2 fully trained agents as back up, in addition to a group travel specialist agent.**

We will start with 2 designated agents with back up and will monitor business demands and add staff as booking of travel ramps up.

- **A VCU dedicated agent will respond via phone or email with a maximum response time of 30 minutes.**

Yes, all inquiries directed to the team phone number or general email will be responded to within 30 minutes.

- **Christopherson would find a different or less frequent mechanism for customer feedback if the VCU users prefer not to answer the short survey sent to travelers after every trip.**

While we can't remove the link from our Airtinerary, we can certainly survey your travelers via another method on a schedule as determined by you. We have another university client that we do annual surveys for.

- **All agency-caused billing errors/disputes to be resolved in 10 business days and process credits for returned tickets and adjustments within 3 business days.**

Yes, we agree.

- **Christopherson would track unused tickets and advise travelers during the booking process if an unused ticket is available for their use.**

Yes, unused tickets are tracked through AirBank. Travelers will be prompted to use the ticket when booking with an agent or through the OBT.

- **If Christopherson meets the criteria for SWaM certification with the Virginia Department of Minority Business Enterprise, apply and maintain a SWaM certification throughout the term of the contract.**

Yes, if we meet the criteria, we agree to apply and attempt to maintain the certificate. Christopherson is already a member of WBENC.

- **Have no less than 3 individuals in the Christopherson IT Department trained on VCU's technical configurations and continue to be a direct resource for technical support (system errors, data feeds, messaging, etc.) for the term of the contract.**

In addition to our Online Support Specialists who will assist your travelers with booking through the OBT, we agree that 3 IT Professionals will be trained on VCU's technical configuration to provide support if necessary.

- **Agents will only utilize the Agency Travel Card (ATC) for airfare, train transportation, and the transaction fee at the time of booking. No other charges will be charged to this card without written permission from the Travel and Corporate Card Services Manager.**

Yes, travelers will be asked to provide a card (or have one linked to their profile) for car and hotel.

- **Will not charge the ATC card without proper fiscal approval as defined by VCU. This fiscal approval is anticipated to be an electronic approval in Chrome River or the OBT.**

Yes, we agree.

- **Provide an ATC (ghost card) reconciliation report weekly or monthly to include ticket number, travelers name, transaction date, amount paid, index number (cost center), department number, booking origination (OBT or Full agent).**

Your account manager will set up a broadcast from our ibank reporting system for the distribution of this report. This can be distributed weekly or monthly.

- **Allow twelve (12) VIP, high-touch travelers to be serviced at the normal transactions fees.**

Yes, we agree. VIPs will be given priority over other travelers.

For the transaction costs in the renewal terms (after the initial three year term), what method would you offer for any cost changes, fixed prices as originally offered, fixed % increase from term to term, or % changes based on the CPI-W (table 6) "Services" subheading, or another method?

Our priority will be to remain partners with VCU. Upon completion of the contract, the terms will be reevaluated, and negotiations will take place. Our rates will remain competitive. Should VCU prefer to have something in writing now, we can certainly write in a contract extension clause with a fare increase of no more than 4% for the next term (this is \$1.00)

For cooperative use of this contract by VASCUPP members, will you agree to offer the same transaction rates as you offering to VCU?

Yes, we agree.