Questionnaire - Addendum A

Please answer the below questions to the best of your ability. Your answers and presentations should encompass as much as possible about your business and the services that you can provide to best meet the needs of the University.

**Functionality - Travel Expense Capabilities / Features**

1. A summary of the products or services to be provided.
2. Describe the ability to obtain pre-authorization for travel.
3. Describe process for fulfillment of cash advance requests and other pre-trip payments.
4. Describe ability to reimburse or pay for business related expenses to employees, third party and non-employees.
5. Describe ability to perform currency conversions based on the location and transaction date of the expense. Describe if the system allows users to override these capabilities.
6. Describe ability to allow for multiple expense reports for a single trip/event, or one expense report for multiple trips/events.
7. Describe ability to facilitate the reconciliation of the monthly Central Travel System airfare charges that are charged on a ghost card.
8. Describe ability to provide standard meal per diem rates which are automatically updated when they are published on government websites.
9. Describe ability for travelers to reduce per Diem by amount or meal type, or if paid using a P-Card.
10. Describe ability to allow travel planners to have access to all current and past reports, and methods of restricting access.
11. Describe ability for “guest” user access for non-University employees and how it may be granted.
12. Describe email reminder alerts and other notification options.
13. Describe how solution shows status of reimbursements and other payment requests.
14. Describe how system allows for the creation, review and approval of travel request by traveler or travel planner.
15. Describe pre-booking capability of system to “register” trip and how the trip may integrate with other systems.
16. Describe ability to designate ad hoc approval types or delegated approvers, such as Manager, Dean, Associate VP, for example.
17. Describe if system automatically checks that receipts are attached for declared expenses.
18. Describe how all methods that expenses and receipts may be entered?
19. Describe all conditions where OCR is used to “read” receipts recorded.
20. Describe how system calculates mileage and if it includes electronic maps (Google, Bing etc.).
21. Describe ways the user or the system will flag requests when outside Travel policy such as first class airfare, last minute booking, or otherwise outside of policy.
22. Describe how solution will allow University to clear any un-used advances/prepayments
23. Describe how solution will allow University to close any un-used travel encumbrances
24. Describe ability to reissue payment from same expense report when reimbursement is canceled or fails to voucher.
25. Describe how the University may add attestation statements to traveler approval verbiage. Traveler to attest to business relevance of expense, for example.
26. Describe how business purpose of the trip, and additional clarifying follow up questions are recorded upon individual trip creation.
27. Provide system documentation and sample training manuals for end users and administrators.
Mobile Capabilities

28. Describe solution’s mobile capabilities (either a native mobile app, or responsive web application for mobile platforms) where users are able to upload receipts to the system.
29. Describe how these receipts are tagged with the appropriate expense category.
30. Describe solution’s mobile capabilities to approve transactions within workflow.
31. Describe mobile application authentication methods.
32. Describe how notifications work on mobile applications.
33. Disclose frequency of mobile-accessed data, or if solution is updated real time.
34. Describe other mobile applications that integrate with your solution, such as Uber, Lyft, Airbnb, etc.
35. Provide contact information for customer service representatives that we may call when we need assistance.
36. Do you have any strategic alliances with other suppliers in order to fulfill your business needs?

User Experience

37. Intuitive user interface - easily allows user to tab to fields for input, allow selections when feasible, good search features
38. Ability to save and return to work in progress
39. Ability to book airfare, ground transportation and hotel accommodations with-in a real time based tool (with functionality and user experience similar to consumer tools like Expedia or Kayak / booking tools
40. Detailed itinerary tracking with personal travel distinguished from business travel from the time of booking through reimbursement
41. Concept of a Travel Portfolio - store itinerary, agenda, personal profile, store preferences, change itinerary, spousal reimbursement approval, etc., with the ability to save and obtain this information with both the traveler and administrator having access to the information
42. Ability to create a travel advance(s) and then apply to the trip reimbursement; if any advance amount remains (not cleared), have the ability to carry-forward the outstanding advance amount and apply to a future trip
43. Date triggers when you receive a travel advance when it needs to be cleared
44. Ability to cancel and track cancelled trips
45. Ability to indicate a personal day during a trip
46. Direct ACH payments (and/or) integration with Banner payment system
47. Ability to define the start and end dates of a trip
48. Ability to deselect individual per diem meals, for meals provided or request less than per diem
49. Ability to add multiple destinations for a trip with different per diem rates
50. Break a receipt into multiple categories (hotel, meal etc.)
51. Provide dynamic travel report experience - automatically categorizing expenses based on system data and/or data entered (e.g. automatically applying correct account codes based on values such as "lodging", "airfare," "meals")
52. Default account information in traveler profile with the ability to override at the time of expense report
53. Provide documentation of comparative costs to support decisions made at time of booking, for example, upgrades to business or first class
54. Ability to change trip preparer if the person leaves or is on vacation.
55. Ability to set a firm budget for a trip
56. Ability to increase / modify an approved trip by management or traveler
57. Need to be able to add appropriate information with an expense (notes/comments)
58. Identify traveler’s primary home - rules define start point
59. Ability to select personal items and exclude from reimbursement (including partial/fractional reimbursement of a transaction)

60. Ability to use a checklist tool of trip information; pre-travel planning and application of university travel policy and best practices

61. Ability to use negative values for amounts

62. Describe your ability to equip our travelers with planning and informative electronic material before and while traveling both domestically and internationally.

63. List and describe all ongoing traveler communications you offer, e.g. e-newsletters that may keep our travel managers and travelers abreast of important industry news/changes.

**Travel Management Services**

64. Service configuration including whether the proposed staff is dedicated or designated, backup procedures and hours of operation

65. Communication process with traveler/travel planner- include standard response time for reservation confirmations, standard hold times, callback times and how calls are tracked

66. Provide visa and passport services.

67. Group booking capabilities for athletics, study abroad, clubs, and events including an operational flowchart that contains all components of your proposed services.

68. Describe group booking payment options (i.e. pay vendor directly or pay each individual for services)

69. Group booking—can your company accommodate last minute arrangements of this size (i.e. Athletic groups).

70. Group booking—when is payment required for group booking (i.e. Athletic Travel)

71. Group booking—are there any special accommodations for Athletic coaches (i.e. airfare or hotel)

72. Ability to utilize the University's existing travel partnerships, i.e. Enterprise Rental Car

73. Include your company’s support capabilities with respect to duty of care

74. Communication and services strategy including how you will communicate to the University on internal changes, new processes/procedures, issue identification, problem resolution, industry updates, business planning and supplier management

75. Describe the online booking fulfillment process; i.e. the submission of online and phone transactions

76. Describe your ability to provide specific airline reservations and services

77. Describe your ability to provide specific rail, rental, and/or lodging reservations and services.

78. Describe your ability to compare against web fares including those not participating in the Global Distribution System (GDS). Also list the Global Distribution System supported by your company.

79. Describe your ability to secure special services for travelers (preferred seating areas, frequent flyer upgrades, assistance for passengers with special needs)

80. Provide details on any contracts/relationships you have with travel vendors that the University can utilize.

81. What options are available for tracking traveler’s trip? Is tracking provided in real time?

82. What is your service offering around VIP/Special Services? How are these services managed?

83. Describe how your company is investing in itself to keep up with the pace of the industry.

84. Describe your agencies plan for the utilization of small, women-owned and minority-owned (SWAM) business.

85. Describe any additional features or capabilities that your company can provide above and beyond the noted requirement. What, if any, assistance can you give on establishing procedures?

86. What is your experience with on-line booking tools (OBT)? Do you offer proprietary tool(s) or function as a system integrator (lease of OBT, etc.)? Cite evidence of your ability to successfully support an OBT for large clients.
87. What have your past/present clients, similar in size and scope of the University, experienced as an average adoption rate of the OBT? For those clients that have high online adoption, what has driven the adoption rate?

88. The University prefers that the look of the OBT be customized for the University. Explain to what extent the look of the application can be customized, including the layout, typeface, logos and colors of the interface.

89. Explain capabilities of the proposed OBT to allow for the ability to configure and display University custom messages or news alerts.

90. Does the OBT integrate with automated expense reporting technology? Explain any integration opportunities you offer to the University regarding expense management solutions.

91. The University requires the OBT to display the widest variety of airfares offered, including non-GDS subscribing carriers (i.e. Southwest) and any special web fares. Describe the ability to offer these fares. List all domestic and international air carriers accessible from the OBT.

92. Describe your procedures to ensure traveler compliance with our travel policies for both full service reservations and online bookings. Indicate your ability to identify policy exceptions, such as travelers refusing low fares in violation of policy or, travelers who are not booking preferred hotel, or rental car suppliers. Describe your ability to identify the above exceptions on a pre-trip, unauthorized travel request and post-trip basis.

93. Explain your process for voids and refunds. What is your processing turnaround time?

94. Do you offer fare monitoring technology or processes? Describe.

95. Do you have a low fare guarantee? Explain.

96. Describe what quality control processes happen at the time of reservation; between reservation and ticketing; between ticketing and departure; between departure and final return.

97. The travel company is required to provide complete invoices for all booked services for trips. Provide a sample of your standard invoice.

98. Airline discount programs: Describe your existing airline contracts and discounts that will be available to University travelers.

99. Hotel programs: Describe your existing hotel discount programs that will be available to university travelers.

100. Ground transportation: Explain any relationships with ground transportation providers that may be beneficial to the University.

101. Airline charters: Explain any relationships with air charter companies that may be beneficial to the University. Also, explain the qualifications and standards that your company applies when selecting a charter company.

102. The travel company must provide service 24/7/365. Describe how the travel company’s after-hours service program functions. At what time are calls considered to be after hours? Is there a fee for after-hours calls?

103. What forms of payment are accepted and preferred for billing purposes?

104. Describe your procedure for ticketing and invoicing. Rowan University prefers to receive 100% paperless documentation for all electronic tickets. Electronic ticket itineraries and invoices must be available upon booking completion. These documents should be emailed directly to the traveler and also be accessible to additional recipients within the Accounts Payable Department. All itineraries must include encumbrance number, purchase order, air carrier, flight numbers, departure and arrival times/locations, names associated with the ticket numbers for group travel and confirmation numbers for ground and hotel arrangements.

105. Credit Card Reconciliation Services: Describe your credit card reconciliation services.

106. Additional Savings Opportunities: Describe any additional contracts or negotiated services that may be of assistance to RU.
107. Insurance Coverage: Describe any additional insurance coverage provided by your company or that would be available to RU travelers.

108. How will you resolve and report on customer service issues?

109. Describe your process for managing unused electronic tickets. Is this handled through a product your company offers? How will you advise us of our unused ticket inventory, and what methods will you take to apply unused tickets towards future travel? Will your tool show each traveler his/her unused ticket inventory including expired dates?

110. Describe your capabilities to provide reporting on a pre-travel and post-travel basis. How is reporting generated? In what media (e.g. email, online, etc.).

111. Describe your standard report options and frequency of generation. Please supply examples/sample reports. Describe how you provide emergency traveler tracking during an event or crisis. How quickly are these reports generated? How are they distributed? How immediate is the information (i.e. “real time”, or is there a time lag)?

112. What internal confidentiality agreement does your company have with your employees to protect a customer’s information?

113. Describe how your service solution ensures compliance with the Fly America Act and Open Skies Agreement.

114. Describe your 24/7/365 hour emergency services. Are your services operated in house by your company or is it a shared service? How do travelers access the service when traveling internationally?

Workflow / Routing / Administration

115. Flexibility in routing to target high risk transactions for central review

116. Parallel approvals if at the same level (ability to set workflow route nodes sequential or parallel based on rules.

117. Automatic notifications based on triggers/parameters (approving own request)

118. Ability to "lock" a reimbursement request after the traveler has submitted and attested (evaluate how each tool handles after submission)

119. Ability to “inactivate” stale dated trips

120. Audit of all changes, routing and approvals

Reporting

121. Ability to easily change between different views of a trip, detailed, summary, daily

122. Analytic dashboard(s) appropriate for different roles; e.g., manager, finance, procurement, etc.

123. Ability to create and run ad-hoc queries on travel data with appropriate training provided

124. Ability to extract/export data for inclusion in an external data warehouse. Automated and scheduled extractions without manual action (e.g. nightly batch job)

125. Describe ability to generate reports and audit trails that show approvals, changes, etc.

Account Management

126. Describe the role for the account manager from the company who will manage our account. Will you provide a global account manager? Indicate the level of decision-making authority this individual will have. In the absence of the account manager who will be supporting the University? If it is a team of employees, how many will be assigned to the University account? How many accounts will be assigned to our Account Manager? Are the accounts structured by size so that the Account Manager can suggest Best Practices being utilized by other companies comparable to our travel size?
127. How does the company measure the performance of its managed-travel program?
128. Describe the approach your company would take to assist us in achieving significant cost control and cost reduction.
129. Do you have an internet price-matching policy?
130. Describe the process for incorporating a central billing card for booking airfare, hotel, and registration within the online booking tool?

Implementation

131. Briefly describe your experience in implementing travel management programs similar to the size of our program. Indicate how you provide support to facilitate change
132. Describe proposed implementation timeline, including configuration, integration services, and recommended dedicated institutional resources.
133. Provide list of recommended integration consultants/partners that have facilitated integrations between your solution and Banner. Disclose instances of these experts working within both higher education and Banner installations.
134. Describe initial implementation methodology.
135. Describe how periodic upgrades to the system are rolled out.
136. Disclose any features that will not be implemented at initial go-live, or any that solely require University resources to implement.
137. What is your company’s vision for the future of travel management, and why would your company be the best travel partner for Rowan University 5 years from now?

Pricing

138. Please provide a not-to-exceed, fixed fee price quote for this project showing the fee for the project in total to include any and all reimbursable expenses.
139. Provide cost per hour for additional service work or if hourly costs are not applicable, the deliverables that Vendor intends to provide, and the cost associated with each deliverable.
140. Disclose if your cost proposal includes all consulting services.
141. State whether Vendor will negotiate its proposed fee if the University decides negotiation is appropriate as to any aspect of the proposals, including the fee, with the finalist(s). In no case, however, will the negotiated fee be higher than the fee submitted in the proposal.
142. Provide a list of estimated start-up costs that may be incurred by Rowan University and describe them.
143. List all services that will be charged separately.
144. What incentives/rewards does your organization offer to retain business of a current customer or to obtain the business of a potential new customer?
Provide specific detail surrounding yearly cost reduction opportunities.