RFP 19-32 The Travel Experience Questions and Answers

1. Functionality – Travel Expense Capabilities/Features
   Please reconfirm that this section is to be completed by Expense bidders only.
   A. Yes, this section is for travel expense bidders however if applicable to TMC please respond.

2. Mobile Capabilities
   For clarity - Are you looking for responses in this section from Expense and Travel?
   A. Yes, we are looking for responses in this section from travel expense software and TMC if applicable.

3. User Experience
   Is this section a simple check list (with a yes or no response ) or are you looking for detailed answers
   (exceptions: 62 and 63) Are you looking for Expense and Travel responses?
   A. Please provide detailed answers for each question. Yes, we are looking for responses in this section
   from expense and travel.

4. Workflow / Routing / Administration
   Does this section pertain to Expense only?
   A. Yes, this section is for expense bidders however if applicable to TMC please respond.

5. Please advise the percentage of tickets booked using a full service agent vs online booking tool.
   A. The information is not tracked at this time.

6. Non-Group Travel:
   • What is your annual air/rail volume? The information is not tracked at this time.
   • What % of the air volume is international? The information is not tracked at this time.
   • What % of the international air volume flies business or first class? The information is not tracked at this time.
   • Do you have any negotiated air contracts? If so, with who and what % of the total air is on these
     net agreements? The information is not tracked at this time.
   • What is the number of annual transactions for Air/Rail? (divided into international & domestic, if possible) The information is not tracked at this time.
   • What is your annual hotel volume? The information is not tracked at this time.
   • What % of the annual hotel volume is through negotiated agreements? The information is not tracked at this time.
   • What is your annual car volume? The information is not tracked at this time.
   • Do you have any preferred car vendors, and if so who? Enterprise holdings
   • What is your current online adoption? What is your goal for online adoption? The information is not tracked at this time.
7. **For Group Travel**

- What is your annual group air/rail volume?
  - It varies – Spring Sports fly to Florida every year. This year we also had three other teams fly so 6 teams/ trips total for the year this year.

- What % of your annual group air/rail volume is international?
  - Maybe one trip a year

- How many transactions do you have per year for group travel?
  - We paid 250 bills for hotel and transportation that were related to team travel expenses last FY for regular season games – post season was not accounted for in this figure

- What is your annual group hotel volume?
  - Maybe around 30 different hotels for team travel for regular season - post season is a different ball game and varies on each year

- About how many group traveling events occur per year?
  - 150 trips estimate for regular season – post season is a different ball game and varies on each year.

**Configuration and Account Management**

1. Do you currently work with a TMC? If so, is use of the contracted TMC mandated?
   
   A. No, we currently do not work with a TMC.

2. What service model do you currently utilize and are you satisfied with the model?
   
   A. No, we do not have a service model at this time.

3. What are the desired business hours of operation?
   
   A. Provide 24/7/365 travel support services for all domestic and international locations.

4. Is your travel policy mandated? If so, what is your current policy compliance rate?
   
   A. Yes, our travel policy is mandated however the compliance rate is not available at this time.

5. Is there a pre-trip or out-of-policy approval process in place? If yes, please elaborate.
A. Yes, for situations that are not specifically authorized by the policy or are special requests for exceptions to the policy, require advanced approval of the Senior Vice President and CFO, Provost, or appropriate Divisional Vice President in advance.

6. If you hope to improve policy compliance, in what areas do you find recurring challenges?

   A. Enforcing deadlines

7. What GDS do you use?

   A. The University does not use a GDS at this time.

8. How many VIP travelers do you have? If applicable, how many VIP transactions were made last year, and what VIP services do you require?

   A. The information is not tracked at this time.

9. Please elaborate on any Special Needs Travelers you may have.

   A. The information is not tracked at this time.

10. What feedback, if any, have your travelers provided that they would like to see changed with your current provider?

    A. Booking functionality within the system.
    B. Integrated third party solution for importing travel information.
    C. Ability to support international, study abroad, group, and athletic travel.
    D. Communicate to the traveler alerts, warnings, immunization requirements, and alerts issued by the U.S. Government and/or destination area, including travel restrictions to sanctioned countries.
    E. Provide 24/7/365 travel support services for all domestic and international locations.
    F. Provide reservations, fulfillment services and emergency tracking system.
    G. Provide effective, accessible user support services for travelers and for central administrators.
    H. Provide data security to protect traveler and University information.
    I. Superior customer service.
    J. Include test or training environment.
    K. Provide the ability to prepare travel requests in the system and route them for approval.
    L. Provide a simple, efficient, and easy to use process for submitting travel expense reports.
    M. Provide a receipt image upload and appropriate link to the corresponding travel expense report.
    N. Create a centralized repository for all travel information at a detail level.
    O. Minimize time and effort to manage transactions related to travel expense reports.
    P. Provide automated expense and travel report workflow for approvals and reimbursements.
    Q. Provide access to the system through a computer, tablet, or mobile device.
    R. Provide effective reports for travel and for expense management transactions.
11. Briefly describe what efficiencies you want to see improved within your current program.

   A. To improve our efficiencies we would like a web-based, automated solution to book travel, enter requests, audit, approve, pay, and report travel and expense information.

Booking Tool

1. Do you currently have an online booking tool? If so, which one—and is it a direct or reseller agreement?
   
   A. No, we currently do not have an online booking tool.

2. If you don't currently have an online booking tool (or if you wish to explore other options), do you have a preference?
   
   A. No, we don’t have a preference at this time.

3. What expense tool do you use?
   
   A. We currently don’t have an expense tool.

4. What are the current and target adoption rates?
   
   A. The information is not tracked at this time.

5. Do any issues exist that would, or do currently, impede your ability to achieve the desired adoption rate of online booking tool?
   
   A. No, there’s no issues that exist at this time.

6. What HR system do you use? What is the frequency of your HR file feed today? Daily or Weekly?
   
   A. Ellucian Banner 9 (Release 9.3.8.0.2). No travel software, so no file feed at this point in time.

7. What data does the HR file feed contain? (i.e.: Name, email address, cost center, employee ID) And are new hires and leavers included in the file?
   
   A. No HR file at this time.

Air

1. Please provide the last 12 months of:
   a. Air spend, broken down by domestic and international travel
- The information is not tracked at this time.

b. Air transactions, down by domestic and international travel
   - The information is not tracked at this time.

c. Average ticket prices, (domestic and international)
   - The information is not tracked at this time.

d. Athletics air spend
   - The information is not tracked at this time.

e. Study abroad air spend
   - The information is not tracked at this time.

2. What is the number of cancellations, exchanges, voids and refunds?
   - The information is not tracked at this time.

3. Please provide air spend by top five carriers.
   - The information is not tracked at this time.

4. Please provide air spend on low cost carriers? (ex: Southwest)
   - The information is not tracked at this time.

5. Do you have existing direct contracts with airlines If so, what % of travel is on those agreements?
   - The information is not tracked at this time.

6. What percent of the trips are covered by the Fly America Act?
   - The information is not tracked at this time.

7. Are Fly America-type travelers in a separate division or throughout your traveler base?
   - The information is not tracked at this time.

**Hotels**

1. Please provide hotel spend for the last 12 months, including average daily cost for hotels.
   - The information is not tracked at this time.

2. Do you have nationwide negotiated hotel rates?
   - The information is not tracked at this time.

3. Do you have local negotiated agreements with hotels? If so, how many?
4. What percent of the annual hotel spend is booked through the TMC (if you currently use one)?

A. The information is not tracked at this time.

Car
1. Please provide the last 12 months of spend, including the average daily cost for car rentals.

A. The information is not tracked at this time.

2. Do you have any car rental agreements?

A. Enterprise holdings

Athletics
1. Please describe your athletics needs.

A. Transportation – Luxury buses with bathrooms, wifi, and TV’s - 54 passenger busses are a must
B. Rental cars / vans – for smaller trips
C. Airfare booking – limited
D. Hotel booking
E. *All four need to be able to be coordinated at times within 2 days. Majority will all be booked in advance.

2. How many teams travel?

A. We have 18 sports teams that travel.

3. Do any teams travel internationally?

A. Yes

4. What special requirements do they have?

A. The information is not tracked at this time.

Study Abroad
1. Please describe your study abroad needs.

A. We have faculty and students travel overseas every year. Many of these trips happen between March and September. We would like to be able to provide discounted tickets for group
flights, emergency insurance/assistance for Rowan faculty, staff, and students who travel overseas.

2. How many trip/events occur annually?

   A. Group trips (faculty-led study abroad programs): 7 trips/year, 54 participants’ total. Individual student study-abroad trips: 100 participants/year.

3. What special requirements do they have?

   A. There are no specific requirements for flight, but we prefer direct flights if the cost is reasonable. If not, we prefer flights with no more than one stop. Rowan students are not allowed to travel to countries with Travel Advisor Level of 3 and 4 (https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/). Faculty & staff have no restrictions in regards to their travel destinations.

Payment

1. How do employees pay for travel currently?

   A. Employees currently pay out of pocket.

2. Do you require any travel to be billed to the university directly?

   A. We would like to be billed directly to the ghost card.

3. What payment terms to you desire?

   A. Payment terms is net 30.

4. Who is your corporate card provider?

   A. The corporate card provider is Bank of America.

Miscellaneous

1. Do you have an agreement with a supplier for traveler risk management? If so, which company?

   A. No, we currently don’t have an agreement with a supplier for traveler risk management.

2. What 3rd party data handoff service is used? What frequency of handoff and what data release elements is required?

   A. The information is not tracked at this time.

B.