**SAMPLE RFP TEMPLATE – ATHLETICS TRAVEL MANAGEMENT**

**1. AGENCY INFORMATION**

A. Agency overview: Provide a brief description of the agency including history, years in business, total sales and overview of client base, specifically any experience you have with NCAA Division I athletic programs.

B. Please provide the name, title, e-mail address, and telephone number of primary contact of the Offeror.

C. International trips for college teams: Describe your experience and capabilities with organizing international team trips. Include information on recent activity regarding group size, destination and an overview of the services provided.

D. Fan Travel: Describe your experience and capabilities with organizing fan-based group trips. Include information on recent activity regarding group size, destination and an overview of services.

E. Donor Travel: Describe any experience you have with donor-specific travel programs.

F. University Travel: Describe any non-athletic university travel work you provide.

**2. DAILY TRAVEL SERVICE REQUIREMENTS**

A. Group airfare expertise: Describe your experience booking group airfare.

B. GDS: List the Global Distribution System supported by your agency.

C. Online Booking Tool: Please describe the full capabilities of your company's OBT and how they would benefit our travelers/arrangers.

- What kind of help is available for those booking online?

D. Traveler profiles: Describe how you will obtain and maintain traveler profile information.

E. Policy Compliance: Describe your procedures to ensure traveler compliance with our travel policies.

F. Unused tickets: Describe your system to manage a client’s unused tickets.

G. What is your process for managing voids, cancellations and exchanges?

H. How do you handle last minute name changes?

I. Paperless ticketing and invoicing: The Department prefers to receive electronic itineraries and invoices. These documents should also be accessible to additional recipients, such as the administration and business office.

J. Mobile apps: Describe any means for utilizing apps for reservations, itineraries, travel alerts, etc.

**3. DISCOUNTS AND NEGOTIATIONS**

A. Airline discount programs: Describe your existing airline contracts and discounts that will be available to athletic department travelers.

B. Agency group hotel programs: Describe your existing hotel discount programs that will be available to athletic department travelers.

C. Ground transportation: Explain any relationships with ground transportation providers that may be beneficial to Athletics.

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

E. Additional savings opportunities: What actions and/or recommendations have you used with other clients that have resulted in added cost savings?

**4. ACCOUNT MANAGEMENT/STAFFING**

A. Service Model: Describe the nature of the desired service configuration you propose for the athletic department.

B. Key Staff Members/Account Configuration: List the names, resumes, years of experience, and responsibilities of all individual(s) to be assigned to/responsible for managing this account.

- What percentage of your workforce is temporary or contract labor?

C. Performance Monitoring/Customer Service: Agency will be expected to monitor the performance of agents assigned to this account to ensure that quality and productivity standards are met. Describe your agency’s plan to monitor customer service levels, including problem resolution procedures.

D. Backup/Overflow Assistance: Agency must have a system in place in the event that the onsite agent assigned to this account is not able to perform the duties assigned. Describe your plan for backup assistance, covering absences and assisting with unexpectedly high volume.

E. Regular Hours: The assigned agent(s) shall be available to during regular business hours of 8:00 AM to 5:00 PM local time, Monday through Friday.

F. After Hours: The University requires 24/7 supplementary service through a toll free number. Is there a fee for “after-hours” calls? What times are calls considered to be “after-hours”?

G. Duty of Care: In the event of a travel emergency, describe your ability to identify, locate and assist travelers. Explain the process to communicate with the department and to assist 24x7 as needed.

H. Contingency Plan: Describe your company’s contingency plan in case of a catastrophe impacting the office serving the Client.

**5. IMPLEMENTATION**

A. Provide an implementation plan and schedule of events from estimated award date.

B. Training: Discuss what training will be provided by the Offeror.

**6. ACCOUNTING**

A. Back-Office: Which back-office accounting system will be used? Please describe capabilities.

B. Credit Cards: Do you provide credit card reconciliation services? If so, is there a fee for monthly credit card reconciliation service?

C. Data Security: Describe your company's PCI compliance efforts.

D. Billing: What forms of payment are accepted and preferred?

**7. REPORTING**

Describe your management reporting system. How is access to this system controlled? What file formats and delivery options are available? Are you able to offer reports broken down by client, then by departments (i.e. basketball, and volleyball, under each client)?

**8. REFERENCES**

Provide at least three references of current NCAA Division I athletics clients of similar size and scope to our athletics program. References should include a company name, company contact, title, email address and phone number.

**9. FINANCIAL**

Please submit a detailed cost proposal for providing the services requested. We welcome innovative and non-standard approaches to proposed financial arrangements in the provision of services under this RFP. Vendors are encouraged to submit alternative pricing models but all such submissions shall meet the proposal submission requirements contained in this RFP.