



Columbia Basin Travel, Inc.

Competitive Solicitation No. 02219

Travel Agent Assisted & Internet Travel Services



October 16, 2019

Julie Harrington, Chief Executive Officer
Columbia Basin Travel, Inc., dba Travel Leaders
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October 16, 2019

State of Washington
Contracts and Procurement Division
Department of Enterprise Services
P.O. Box 41408
Olympia, WA 98501-1411

Dear Mr. Hoffert,

Thank you for the opportunity to respond The Washington State Department of Enterprise Services (Enterprise Services) Competitive Solicitation No. 02219. All of us at Travel Leaders / Columbia Basin Travel have enjoyed our partnership with Enterprise Services in providing travel support to the various organizations for many years. I have full confidence that our company continues to have the ability to provide innovative, cost-effective services to meet all requirements. Our company is, and has been, a local business in Eastern Washington since 1983. We are very proud to be a woman-owned, small business employing local people and supporting the community.

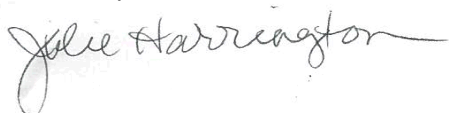
Travel Leaders / Columbia Basin Travel is the most respected supplier of travel management services in Eastern Washington. We achieve this status by combining competitive pricing with outstanding customer service. Our certified corporate travel professionals each have over 25 years of experience and will always go the extra mile to ensure the traveler's needs are met within the boundaries of your travel policy.

Outstanding and reliable customer service is the cornerstone of our business model. High-touch, live agent interaction, combined with leading-edge technologies work in tandem to deliver the right solution at the right price. As your travel solutions' provider, we serve as an advocate for you with vendors and the travel industry overall. You will find in our proposal that we offer a full range of service options.

Our dedicated agents, the back-up agents, and account manager are all familiar with government travel and particularly Enterprise Services' policies and procedures. We know we can match or beat the same fares offered by other travel management or internet-based travel companies. It should not be overlooked that tremendous savings is provided by experienced, local, dedicated travel professionals who are empowered to act on their own. They bring innovative cost savings support to issues encountered before, during, and after the travel process.

The following proposal provides the details and answers to the specific requirements of your Competitive Solicitation No. 02219 for travel agent assisted and internet travel services.

Sincerely,

A handwritten signature in black ink, reading "Julie Harrington". The signature is fluid and cursive, with a large, stylized "J" and "H".

Julie Harrington, CEO
Columbia Basin Travel Inc., dba Travel Leaders

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Executive Summary

Columbia Basin Travel, Inc., dba Travel Leaders (Travel Leaders-CBT), a woman-owned small business, was established in 1983 by company president Sondra Wilson. Travel Leaders-CBT has grown to be the largest travel management company in the Tri-Cities and the entire Eastern Washington area. As a result of its constant leadership growth, in 1988 Columbia Basin Travel was selected to become an independently owned associate of the Carlson Wagonlit Travel Franchise. This franchise was renamed as Travel Leaders in 2008 under the same strong leadership. The franchise program enables independent, successful travel agencies to obtain the benefits of a global organization. As a result, Travel Leaders-CBT has access to complete and worldwide travel management resources and can offer Mission Support Alliance, LLC (MSA) the opportunity to work with a local entity with worldwide connections and resources.

Travel Leaders-CBT has earned high marks and many awards as an associate of Travel Leaders and within the local community, as illustrated below:

- Invited to join Travel Leaders' Leaders Management Forum, a select group of the top 50 franchise offices in the nation
- Won Travel Leaders National Award of Excellence, given only to the top 15 franchise offices nationwide, 19 consecutive years: 2000 – 2019
- Won Travel Leaders Associate of the Year, the highest honor given, twice – stating our local company was the number one Travel Leaders' location in the country.
- Won Travel Leaders Golden Legacy Award, an award given to one associate each year, whose lifetime achievements best exemplify the franchise system's entrepreneurial spirit and highest quality standards
- Won Travel Leaders National best marketing award 1993, 2002, 2003, 2004, 2014, 2018
- Won Travel Leaders National employee motivation award 2002, 2003, 2009, 2012, 2017
- Sondra Wilson, President, was elected for three separate terms to serve as the Northwest Region's member to the Travel Leaders National Associate Advisory Board.
- Julie Harrington, CEO, was elected for three consecutive terms to represent the Northwest Region on the Travel Leaders National Associate Advisory Board and is currently representing the Leaders Management Forum Agencies on this Advisory Board.
- Won Best Travel Agency in the Mid-Columbia several years running.

We believe our success is measured by our ability to listen and anticipate the fundamental needs and expectations of our customers, reacting efficiently and proactively to every circumstance. We are committed to meeting the challenges of technology, management, and industry changes as a team. We also believe that successful travel programs begin with a team approach. We customize our business model to your business rather than integrating your company into a rigid business model.

Core Values:

- **Integrity** – Nothing is more important
- **Value** – We spend your money as if it were our own
- **Trust** – No relationship can succeed without it
- **Customer Focused** – Our customers are the reason for the success of our business. All our efforts revolve around meeting your needs and exceeding your expectations
- **Advocacy** – Our job is to look out for your interests when reviewing your travel program and working with vendors on your behalf.

Travel Leaders-CBT is proud to support our industry as well as our community by participating in and recognizing leading organizations that include:

- ASTA – American Society of Travel Advisors
- CLIA – Cruise Lines International Association
- ARC – Airline Reporting Corporation
- IATAN – International Airlines Travel Advisor Network
- Tri-Cities Visitor and Convention Bureau
- Tri-Cities Regional Chamber of Commerce
- Wenatchee Chamber of Commerce
- Tri-Cities Industrial Development Council
- Tri-Cities Rotary
- Tri-Cities Food Bank
- Safe Harbor / My Friends Place
- Tri-Cities Cancer Center
- Benton-County Public Facilities District

Travel Leaders-CBT is a travel management company that is a recognized leader in the travel industry. We have been servicing the needs of business travelers since 1983, adapting along the way. Our business philosophy is based on our understanding of the diverse and demanding requirements of corporate travel: quality service, financial stability, customer satisfaction, and superior technology.

**EXHIBIT A-1 – BIDDER'S CERTIFICATION**

Competitive Solicitation:	No. 02219		
Bidder:	Columbia Basin Travel, Inc., dba Travel Leaders Type/print full legal name of Bidder		
Bidder's Address:	612 The Parkway, Richland, WA 99352 Type/print Bidder's Address		
Bidder Organization Type: Check appropriate box	Corporation:	☒ Domestic	☐ Foreign
	Limited Liability Company (LLC):	☐ Domestic	☐ Foreign
	Partnership:	☐ Domestic	☐ Foreign
	Sole Proprietorship:	☐	
State of Formation:	Washington Type/print the state where the corporation, LLC, or partnership is formed – e.g., 'Washington' if domestic and the name of the state if 'Foreign' (i.e., not Washington)		

Bidder, through the duly authorized undersigned, makes this certification as a required element of submitting a responsive bid. Bidder certifies, to the best of its knowledge and belief, that the following are true, complete, correct, and made in good faith:

1. **UNDERSTANDING.** Bidder certifies that Bidder has read, thoroughly examined, and fully understands all of the provisions in the Competitive Solicitation (including all exhibits) and the terms and conditions of the Master Contract and any amendments or clarifications to the Competitive Solicitation, and agrees to abide by the same.
2. **ACCURACY.** Bidder certifies that Bidder has carefully prepared and reviewed its bid and fully supports the accuracy of the same. Bidder further understands and acknowledges that Enterprise Services shall not be responsible for any errors or omission on the part of Bidder in preparing its bid. Bidder certifies that the facts declared here are true and accurate. Bidder further understands and acknowledges that the continuing compliance with these statements and all requirements of the Competitive Solicitation are conditions precedent to the award or continuation of the resulting Master Contract.
3. **NO COLLUSION OR ANTI-COMPETITIVE PRACTICES.** Bidder certifies that Bidder has not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this Competitive Solicitation. Bidder certifies that Bidder's bid prices have been arrived at independently, without engaging in

Exhibit A-1: Bidder's Certification

collusion, bid rigging, or any other illegal activity, and without for the purpose of restricting competition any consultation, communication, or agreement with any other bidder or competitor relating to (a) those prices, (b) the intention to submit a bid, or (c) the methods or factors used to calculate the prices offered. Bidder certifies that Bidder has not been and will not knowingly disclose its bid prices, directly or indirectly, to any other bidder or competitor before award of a Master Contract, unless otherwise required by law. Bidder certifies that Bidder has made no attempt and shall not make any attempt to induce any other person or firm to submit or not to submit a bid for the purpose of restricting competition. Bidder, however, freely may join with other persons or organizations for the purpose of presenting a bid.

4. **FIRM OFFER.** Bidder certifies that its bid, attached hereto, is a firm offer which cannot be withdrawn for a period of ninety (90) days from and after the bid due date specified in the Competitive Solicitation. Enterprise Services may accept such bid, with or without further negotiation, at any time within such period. In the event of a protest, Bidder's bid shall remain valid for such period or until the protest and any related court action is resolved, whichever is later.
5. **CONFLICT OF INTEREST.** Bidder certifies that, in preparing this bid, Bidder has not been assisted by any current or former employee of the State of Washington whose duties relate (or did relate) to this Competitive Solicitation, or prospective Master Contract, and who was assisting in other than his or her official, public capacity. Neither does such a person nor any member of his or her immediate family have any financial interest in the outcome of this bid.
6. **NO REIMBURSEMENT.** Bidder certifies that Bidder understands that the State of Washington will not reimburse Bidder for any costs incurred in the preparation of this bid. All bids become the property of the State of Washington, and Bidder claims no proprietary right to the ideas, writings, items, or samples unless so stated in the bid.
7. **PERFORMANCE.** Bidder certifies that Bidder understands that its submittal of a bid and execution of this Bidder's Certification certifies bidder's willingness to comply with the Master Contract, if awarded such. By submitting this bid, Bidder hereby offers to furnish the goods and/or services solicited pursuant to this Competitive Solicitation in compliance with all terms, conditions, and performance requirements contained in this Competitive Solicitation and the resulting Master Contract or, if applicable, as detailed on a Contract Issues List, if permitted, in this Competitive Solicitation.

8. **INSURANCE.** Bidder certifies as follows (must check one):

☒ **BIDDER HAS REQUIRED INSURANCE.** Bidder has attached a current, valid Certificate of Insurance with each and all of the required insurance coverages as specified in the Master Contract (note: Bidder must attach the Insurance Certificate).

OR

- ☐ **BIDDER WILL OBTAIN REQUIRED INSURANCE.** Bidder does not have a current, valid Certificate of Insurance with each and all of the required insurance coverages as specified in the Master Contract but, if designated as the Apparent Successful Bidder, Bidder will provide such a Certificate of Insurance, without exception of any kind, to Enterprise Services within twenty-four (24) hours of such designation or notification by Enterprise Services or be deemed a nonresponsive bid.

OR

Exhibit A-1: Bidder's Certification

- ☐ *BIDDER DOES NOT HAVE REQUIRED INSURANCE.* As detailed on the attached explanation (Bidder to provide), Bidder does not have a current, valid Certificate of Insurance with each and all of the required insurance coverages as specified in the Master Contract and, if designated as the Apparent Successful Bidder would not be able to provide such a Certificate of Insurance to Enterprise Services within twenty-four (24) hours of such designation.

9. DEBARMENT. Bidder certifies as follows (must check one):

- ☒ *NO DEBARMENT.* Bidder and/or its principals are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from contracting with any federal, state, or local governmental entity.

OR

- ☐ *DEBARRED.* As detailed on the attached explanation (Bidder to provide), Bidder and/or its principals presently are debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from contracting with a federal, state, or local governmental entity.

10. CRIMINAL OFFENSE. Bidder certifies as follows (must check one):

- ☒ *NO CRIMINAL OFFENSE.* Bidder has not, within the three (3) year period preceding the date of this Competitive Solicitation, been convicted or had a civil judgment rendered against Bidder for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a governmental contract; violation of any federal or state antitrust statute; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property. Bidder further certifies that it is not presently indicted or otherwise criminally or civilly charged by a governmental entity with commission of any of the offenses enumerated in this paragraph.

OR

- ☐ *CRIMINAL OFFENSE.* As detailed on the attached explanation (Bidder to provide), within the three (3) year period preceding the date of this Competitive Solicitation, Bidder has been convicted or had a civil judgment rendered against Bidder for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a governmental contract; violation of any federal or state antitrust statute; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.

11. WAGE THEFT PREVENTION. Bidder certifies as follows (must check one):

- ☒ *NO WAGE VIOLATIONS.* Bidder has NOT been determined by a final and binding citation and notice of assessment issued by the Washington Department of Labor and Industries or through a civil judgment entered by a court of limited or general jurisdiction to have willfully violated, as defined in [RCW 49.48.082](#), any provision of RCW chapters [49.46](#), [49.48](#), or [49.52](#) within three (3) years prior to the date of the above-referenced Competitive Solicitation date.

OR

- ☐ *VIOLATIONS OF WAGE LAWS.* Bidder has been determined by a final and binding citation and notice of assessment issued by the Washington Department of Labor and Industries

Exhibit A-1: Bidder's Certification

or through a civil judgment entered by a court of limited or general jurisdiction to have willfully violated, as defined in [RCW 49.48.082](#), a provision of RCW chapters [49.46](#), [49.48](#), or [49.52](#) within three (3) years prior to the date of the above-referenced Competitive Solicitation date.

12. PAY EQUALITY. Bidder certifies as follows (must check one):

☒ *PAY EQUALITY FOR SIMILARLY EMPLOYED WORKERS.* Bidder's similarly employed individuals are compensated as equals. For purposes of this provision, employees are similarly employed if the individuals work for the same employer, the performance of the job requires comparable skill, effort, and responsibility, and the jobs are performed under similar working conditions. Job titles alone are not determinative of whether employees are similarly employed. Bidder may allow differentials in compensation for its workers based in good faith on any of the following: a seniority system; a merit system; a system that measures earnings by quantity or quality of production; a bona fide job-related factor or factors; or a bona fide regional difference in compensation levels. A bona fide job-related factor or factors may include, but not be limited to, education, training, or experience that is: consistent with business necessity; not based on or derived from a gender-based differential; and accounts for the entire differential. A bona fide regional difference in compensation level must be consistent with business necessity; not based on or derived from a gender-based differential; and account for the entire differential.

OR

☐ *NO PAY EQUALITY FOR SIMILARLY EMPLOYED WORKERS.* Bidder's similarly employed individuals are NOT compensated as equals.

13. WORKERS' RIGHTS (EXECUTIVE ORDER 18-03). Bidder certifies as follows (must check one):

☒ *NO MANDATORY INDIVIDUAL ARBITRATION CLAUSES AND CLASS OR COLLECTIVE ACTION WAIVERS FOR EMPLOYEES.* Bidder does NOT require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waivers.

OR

☐ *MANDATORY INDIVIDUAL ARBITRATION CLAUSES AND CLASS OR COLLECTIVE ACTION WAIVERS FOR EMPLOYEES.* Bidder requires its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waivers.

14. TERMINATION FOR DEFAULT OR CAUSE. Bidder certifies as follows (must check one):

☒ *NO TERMINATION FOR DEFAULT OR CAUSE.* Bidder has not, within the three (3) year period preceding the date of this Competitive Solicitation, had one (1) or more federal, state, or local governmental contracts terminated for cause or default.

OR

☐ *TERMINATION FOR DEFAULT OR CAUSE.* As detailed on the attached explanation (Bidder to provide), within the three (3) year period preceding the date of this Competitive Solicitation, Bidder has had one (1) or more federal, state, or local governmental contracts terminated for cause or default.

15. TAXES. Bidder certifies as follows (must check one):

☒ *TAXES PAID.* Except as validly contested, Bidder is not delinquent and has paid or has arranged for payment of all taxes due to the State of Washington and has filed all required

Exhibit A-1: Bidder's Certification

returns and reports as applicable.

OR

- ☐ *DELINQUENT TAXES.* As detailed on the attached explanation (Bidder to provide), Bidder has not paid or arranged for payment of all taxes due to the State of Washington and/or has not timely filed all required returns and reports as applicable.

16. **LAWFUL REGISTRATION.** Bidder, if conducting business other than as a sole proprietorship (e.g., Bidder is a corporation, limited liability company, partnership) certifies as follows (must check one):

- ☒ *CURRENT LAWFUL REGISTRATION.* Bidder is in good standing in the State of Washington and the jurisdiction where Bidder is organized, including having timely filed all required annual reports.

OR

- ☐ *DELINQUENT REGISTRATION.* As detailed on the attached explanation (Bidder to provide), Bidder currently is not in good standing in the State of Washington and/or the jurisdiction where Bidder is organized.

17. **PROMPT PAYMENT DISCOUNT.** Bidder certifies as follows (must check one):

- ☒ *PROMPT PAYMENT DISCOUNT AVAILABLE.* Bidder allows for a Prompt Payment Discount of Net: 7, at 5 %.

OR

- ☐ *PROMPT PAYMENT DISCOUNT UNAVAILABLE.* Bidder does not allow for a Prompt Payment Discount of any kind.

18. **SUBCONTRACTORS.** Bidder certifies as follows (must check one):

- ☒ *NO SUBCONTRACTORS.* If awarded a Master Contract, Bidder will not utilize subcontractors to provide the goods and/or services subject to this Competitive Solicitation.

OR

- ☐ *SUBCONTRACTORS.* As detailed on the attached explanation (Bidder to provide), If awarded a Master Contract, Bidder will utilize subcontractors to provide the goods and/or services subject to this Competitive Solicitation. In such event, Bidder certifies that, as to the State, Bidder shall retain responsibility for its subcontractors, including, without limitation, liability for any subcontractor's acts or omissions. Note: Bidder must provide the precise legal name (including state of organization), business address, and federal tax identification number (TIN) for each subcontractor. Note: If the TIN is a SSN, provide only the last four (4) digits.

19. **REFERENCES.** Bidder certifies that the references provided to Enterprise Services have worked with Bidder and that such individuals and firms have full permission, without any additional requirement or release, to provide such references and information to Enterprise Services. Bidder hereby authorizes Enterprise Services (or its agent) to contact Bidder's references and others who may have pertinent information regarding Bidder's prior experience and ability to perform the Master Contract, if awarded. Bidder hereby authorizes such individuals and firms to provide such references and release to Enterprise Services information pertaining to the same.

Exhibit A-1: Bidder's Certification

Bidder further certifies that it shall provide immediate written notice to Enterprise Services if, at any time prior to a contract award, Bidder learns that any of its certifications set forth herein were erroneous when submitted or has become erroneous by reason of changed circumstances.

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am duly authorized to make these certifications on behalf of the Bidder listed herein.

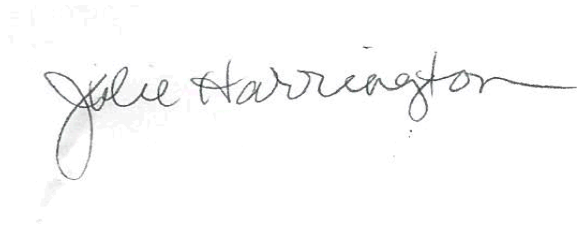
BIDDER NAME: COLUMBIA BASIN TRAVEL, INC., DBA TRAVEL LEADERS

Print Name of Bidder – Print full legal entity name of the firm submitting the Bid

By:

Julie Harrington

Print Name of person making certifications for Bidder



Place: Richland, Washington

Print city and state where signed

Signature of Bidder's authorized person

Title: Chief Executive Officer

Title of person signing certificate

Date: October 16, 2019

Return this Bidder's Certification to Procurement Coordinator at:
DESGandSTeamC@des.wa.gov



EXHIBIT A-2 – BIDDER'S PROFILE

Competitive Solicitation No.:	02219
Bidder:	Columbia Basin Travel, Inc., dba Travel Leaders

BIDDER INFORMATION					
Legal name (from Business License) and address: <u>Columbia Basin Travel, Inc., dba Travel Leaders</u> Business Name <u>612 The Parkway</u> Address <u>Richland, WA 99352</u> City, State, Zip Code	<table border="1"> <tr> <td>Columbia Basin Travel, Inc. Dba Travel Leaders</td> <td></td> </tr> <tr> <td>612 The Parkway Richland, WA 99352</td> <td></td> </tr> </table>	Columbia Basin Travel, Inc. Dba Travel Leaders		612 The Parkway Richland, WA 99352	
Columbia Basin Travel, Inc. Dba Travel Leaders					
612 The Parkway Richland, WA 99352					
Washington State Department of Revenue Registration Number Note: This is the Unified Business Identifier (UBI)	<u>600491144</u>				
Federal Tax ID No. (TIN): Note: If your TIN is a Social Security number, provide only the last four digits.	<u>91-1211286</u>				
Is your firm certified as a minority or woman owned business with the Washington State Office of Minority & Women's Business Enterprises (OMWBE)?	Yes ☒ No ☐ If yes, provide MWBE certification no. <u>W2F0020918</u>				
Is your firm a self-certified Washington State small business? Note: See definitions of 'microbusiness,' 'minibusiness,' and 'small business,' set forth in RCW 39.26.010.	Yes ☒ No ☐ If yes, what is your business size? Small ☒ Mini ☐ Micro ☐				
Is your firm certified as Veteran Owned with the Washington State Department of Veteran Affairs?	Yes ☐ No ☒ If yes, provide WSDVA certification no. _____.				

CONTRACT MANAGEMENT POINTS OF CONTACT	
Authorized Representative Name: <u>Julie Harrington</u> Email: <u>julie@travelleaders247.com</u> Phone: <u>509-943-4686</u>	Contract Administrator Name: <u>Julie Harrington</u> Email: <u>julie@travelleaders247.com</u> Phone: <u>509-943-4686</u>
Sales Reporting Representative Name: <u>Nancy Marquart</u> Email: <u>nancy@travelleaders247.com</u> Phone: <u>509-943-4686</u>	Sales Reporting Alternate Name: <u>Julie Harrington</u> Email: <u>julie@travelleaders247.com</u> Phone: <u>509-943-4686</u>
Management Fee Representative Name: <u>Julie Harrington</u> Email: <u>julie@travelleaders247.com</u> Phone: <u>509-943-4686</u>	Management Fee Contact Alternate Name: <u>Nancy Marquart</u> Email: <u>nancy@travelleaders247.com</u> Phone: <u>509-943-4686</u>
Address for Enterprise Services to send management fee invoices: Company name: <u>Columbia Basin Travel, Inc. dba Travel Leaders</u> Attn: <u>Nancy Marquart</u> Address: <u>612 The Parkway</u> City/State/Zip: <u>Richland, WA 99352</u>	

ORDERING/SALES POINTS OF CONTACT (expand as necessary)			
Name	Phone Number	E-mail	Area of Responsibility
Julie Harrington	509-943-4686	julie@travelleaders247.com	CEO
Nancy Marquart	509-943-4686	nancy@travelleaders247.com	Accounting
Sondra Wilson	509-943-4686	sondra@televar.com	President

Exhibit A-2: Bidder's Profile

REFERENCES

Provide a minimum of three (3) commercial or government references for which bidder has delivered goods and/or services similar in scope as described in the Competitive Solicitation.

Reference 1	
Company Name:	<u>Energy Northwest</u>
Contact:	<u>Barbara Bomotti</u>
Phone:	<u>509-372-5694</u>
Email:	blbomotti@energy-northwest.com
Reference 2	
Company Name:	<u>Benton County Public Utility District</u>
Contact:	<u>Brenda Preddie</u>
Phone:	<u>509-582-1261</u>
Email:	preddieb@bentonpud.org
Reference 3	
Company Name:	<u>Richland School District</u>
Contact:	<u>Nicole Tamura</u>
Phone:	<u>509-703-3158</u>
Email:	nkadoya@gmail.com

WILL CALL/SERVICE LOCATIONS

Identify will call or service locations throughout the state.

Location	Point of Contact	Phone Number	Area(s) of Responsibility
Richland	Julie Harrington	509-943-4686	CEO
Yakima	Vince Polo	509-594-4529	Corporate Travel Manager
Wenatchee	Carolyn Kinkade	509-293-8080	Corporate Travel Advisor

PURCHASE CARDS (I.E., CREDIT CARDS)

Please indicate which types of purchasing (credit) cards are accepted (note: any card fees must be included in the unit price of the bid):

☒ Visa ☒ Master Card ☒ American Express ☒ Discover ☒ Other: Diner's Club

Return this Bidder's Profile to Procurement Coordinator at:
 DESGandSTeamC@des.wa.gov

<u>Minimum Service Requirements - Agent Assisted Travel Services</u>	
<u>Agent Assisted Travel Services is defined as:</u> An agent-assisted service is generally used by customers who are uncertain about their plans, unaware of the options available, and require some level of guidance or assistance with their travel needs – typically by telephone. Contractors will provide recommendations and price quotes in response to specific customer needs, and upon request, secure, modify or cancel travel reservations.	Mark Y or N in the empty boxes below
1. Can the Bidder accept the State's approved Visa® charge card system (or other agency charge card program authorized by statute) for booking of travel reservations?	Y
2. Can the Bidder implement the contract on December 1, 2019?	Y
3. Can the Bidder list all business locations that will be used to service the contract? (Include complete addresses and telephone numbers. See Exhibit C: Bid Price.)	Y
4. Can a Bidder schedule, book and ticket domestic air travel?	Y
5. On air travel service requests, can the Bidder quote both the State contracted city pair airfares and / or any other lower published fare(s) available meeting the travelers needs?	Y
6. Can the Bidder provide all information concerning restricted fares to include the penalties and/or restrictions?	Y
7. Can the Bidder implement a procedure to record travelers' preferences when making travel arrangements in the form of traveler profiles?	Y
8. Can the Bidder create profiles that may also contain payment information?	Y
9. Can a Bidder assist authorized purchasers and travelers to arrange seating assignments, when that option is available from the airline? *** (Bidder will not be held responsible for changes made by airlines or other carriers that are out of contractor's control.) ***	Y
10. Can the Bidder schedule and arrange lodging accommodations as required to meet the needs of the authorized purchaser and traveler at the most economical cost?	Y

Exhibit B: Performance Requirements

11. Can the Bidder make vehicle rental reservations as required using contracted rates? *** (If no contracted rate is available, contractor shall use automated methods to seek out lowest rates.) ***	Y
13. Can the Bidder issue electronic tickets for domestic air travel unless the Authorized Purchaser specifically requests Paper Tickets?	Y
16. When Paper Tickets are required, can the Bidder deliver tickets to designated Authorized Purchaser or traveler by messenger or mail service as early as possible? *** (The direct cost of "rush" deliveries, requested by the Authorized Purchaser, requiring overnight/express delivery service or other means than the regular delivery service shall be charged to the requesting Authorized Purchaser. Contractor shall disclose any rush delivery charges to requesting Authorized Purchaser at the time of rush request.) ***	Y
17. Can the Bidder provide via fax or email (authorized purchaser's choice) the confirmation number, itinerary and any other pertinent information to designated Authorized Purchaser or traveler?	Y
18. Can the Bidder's telephone system allow for the caller to leave a message?	Y
19. Can the Bidder respond to all requests for services by authorized purchasers within a maximum of 48 hours?	Y
20. Can Bidders provide reports before a specified due date?	Y
21. Can a Bidder identify normal hours and days of operation that services are available to all authorized purchasers?	Y
22. Can the Bidder provide "After Hours" service from 5:00p.m. to 8:00 am on weekdays weekends and holidays. Weekends shall be considered 5:00 pm Friday to 8:00 am Monday? *** Service shall include assisting, booking or rebooking a traveler ***	Y
23. Can a Bidder finalize credit 30 days from the time of initiation?	Y
24. Is there a method in place to keep the customer's information secure?	Y

Exhibit B: Performance Requirements

INSTRUCTIONS:

All bidders in column "B" should be marked as "Y" for Yes to be considered responsive. If a Bidder marks "N" for No, then the bid will not be considered. Bidders may answer according to the category they are wish to bid on. **Bidder CAN bid on one or both categories.**

Minimum Service Requirements– Internet Booking Services	
<u>Internet Based Travel Services is defined as:</u> An internet based service is utilized primarily by customers who are certain of their plans, familiar with their options, and require no assistance when making reservations.	Mark Y or N in the empty boxes below
1. Can a Bidder provide training upon request, and at locations and on dates mutually agreed upon? *** (Online training is acceptable) ***	Y
2. Does the web based system have the ability to book with the state's contracted air carriers, search the web for YCAWA fares, and provide a warning if a fare is not an YCAWA (refundable) fare before allowing traveler to book?	Y
3. Will the traveler be able to pay using a credit card as payment on the web based application?	Y
4. Will the system have the ability to allow travelers book with the state's contracted vehicle rental provider, or provide a warning if a state contracted provider is not available, before allowing traveler to book?	Y
5. Will the system have the ability to allow travelers to book with WSCA-NASPO qualified lodging facilities, and provide a warning if hotel is not a qualified provider before allowing traveler to book?	Y
6. Can the system be able to warn of conflicting travel?	Y
7. Can the system document traveler history?	Y
8. Will the system allow a traveler to change their own itinerary and show the fees associated with the changes?	Y

Exhibit B: Performance Requirements

9. Can the web based system allow the printing of itineraries, as well the set-up of designated email addresses to send them to electronically?	Y
10. Can the system permit users to download a variety of usage reports?	Y
11. Can a contractor finalize credit 30 days from the time of initiation?	Y
12. Is there a method in place to keep the customer's information secure?	Y

INSTRUCTIONS:

Bidders may write a response in a separate word or pdf document to each of the questions. Please title the word or pdf doc **"Exhibit B PERFORMANCE REQUIREMENT RESPONSE"**.

Non-Cost Factors	Pts
Company Experience 22 points	
1). How long does it take for services after hours to be resolved? Maximum 6 points.	
2). Are after hours calls received internally or externally? 6 points	
3). Give a recent example of a dissatisfied customer and the actions taken to remedy the situation? 4 points	
4). Can you handle groups of travelers? 2 points	
5). What is the maximum number that is considered for group bookings? 2 points	
6). What is the minimum number that is considered for group bookings? 2 points	
	0

1. How long does it take for services after hours to be resolved?

When a customer contacts our after-hours service, they are connected to a professional travel advisor located in the United States. After-hours is identified as Travel Leaders so there will be no confusion for the client. The after-hours agent has secure access to our reservation system and the traveler's itinerary. Each itinerary is coded with the company the traveler works for, and therefore all company policies are documented so our after-hours will know exactly how to proceed.

The caller does not have to follow any series of prompts or lengthy hold times. **Most calls are picked up within one to two minutes.** The after-hours service is highly trained for emergency assistance and can usually resolve a standard issue within a matter of minutes.

Every reservation that the after-hours service is asked to assist with is documented with the date, time, caller, and the action taken.

The average amount of time for the after-hours service to answer a question or change a reservation is between 2 minutes – 10 minutes. It truly varies depending on the nature of the call; however, **the average is approximately five minutes.**

2. Are after hours calls received internally or externally?

As mentioned above, some after-hours calls are received externally, but still within the United States. We do not use call centers in other countries. However, our CEO, Julie Harrington, provides her cell phone to top accounts (many of which are included in our State contract) for personalized after-hours assistance. **Approximately 30% of after-hours calls go to the after-hours service and 70% internally to the CEO.**

3. Give a recent example of a dissatisfied customer and the actions taken to remedy the situation:

Recently, one of our state accounts, Columbia Basin College, was having difficulty with the Enterprise Rental Car contract. The administrators at the college were of the understanding that GPS was included in the billing arrangements, however travelers were continually being asked to pay out of pocket for GPS when picking up their rental cars. Columbia Basin College reached out to us, as their preferred travel agency, to assist with this misunderstanding with their agreement. We contacted our Enterprise sales manager to help facilitate this correction. The sales manager then directed us to the State contact for Enterprise, who directed us to another individual. Needless to say, the college was getting frustrated, as we were both being given a bit of a runaround. We contacted our Sales Manager from Enterprise again, stressing how inconvenient this issue was – and how frustrating it had become. The sales manager resolved the issue quickly, restructuring the contract with the college, to their great satisfaction. A direct billing system was put into place, the travelers no longer were asked to pay out of pocket costs, and we have stored this information in our online booking portal so the college will no longer have any issues of this nature.

4. Can you handle groups of travelers?

We absolutely can handle groups of travelers. We have a dedicated agent who assists with groups of all kinds. Many of the groups we work with are school groups of various natures, church groups, team competitions, and family groups.

5. What is the maximum number that is considered for group bookings?

We have no maximum number for group bookings. Situations may arise from smaller cities (Pasco, Yakima, etc.) where larger groups may have to take different flights, but we do not have a maximum number for groups.

6. What is the minimum number that is considered for group bookings?

The major airlines consider a group to be 10 or more passengers. Therefore, when booking groups on flights, we also consider a group to be 10 or more passengers. Other types of vendors; cruise lines or tour operators may have different minimum numbers for groups, but for the purpose of this contract, we anticipate groups to be airline groups.

Washington Preferences and Priorities

Place an "X" in the box that designates the points your firm is allowed as per section 3.5 of the solicitation.

EO 18-03	WA Small Business	Veteran Owned	Prompt Payment
2	5	3	5
X	X		X

EXHIBIT C

PRICE SHEET

AGENT “ASSISTED” TRAVEL SERVICES

Each line item shall be completed.

Enter a dollar amount, or “\$0.00” (zero) for no charge.

If service is unavailable then write N/A

Line items in **BOLD** are mandatory line items and must be filled out to be considered

Item	Service	Bid Price	Describe Stipulations and/or Special Features
1.	E-Ticket Booking Fee (Domestic) <i>(Provide only one E-Ticket Booking Fee regardless of number of segments)</i>	\$35.00	A \$35 e-ticket booking fee will be charged for each domestic e-ticket. This fee will encompass car and hotel reservations if they are made simultaneously with the air reservation.
2.	E-Ticket Booking Fee (International) <i>(Provide only one E-Ticket Booking Fee regardless of number of segments).</i>	\$50.00	A \$50 e-ticket booking fee will be charged for each international e-ticket. This fee will encompass car and hotel reservations if they are made simultaneously with the air reservation.
3.	Group Rate Booking Fee <i>(Describe Bidder's Group Rate Booking Fee structure in Comments Column)</i>	\$30.00	A group rate will be considered if there are 10 or more travelers on the same itinerary. For group bookings, we will discount our e-ticket fee to \$30 per ticket.
4.	Rental Vehicle Only Booking Fee	\$5.00	
5.	Lodging Only Booking Fee	\$8.00	
6.	Vehicle & Hotel only Booking fee	\$25.00	
7.	Rail/Train Booking Fee	\$35.00	
8.	Telephone Consultation Fee	\$0.00	
9.	Refund Fee	\$35.00	
10.	Baggage Fee	\$0.00	Our travel agency does not charge a baggage fee. However, the traveler may be subject to baggage fees from the airline.
11.	After Hours Fee	\$0.00	Our after-hours service is complimentary for our corporate customers. The after-hours service is for emergency after-hours use only.

Exhibit C – Price Sheet Agent Assisted Travel

			Our office hours are 7.30a.m. – 5.00p.m. M-F.
12.	Exchange Fee	\$35.00 Or \$50.00	\$35.00 for domestic exchanges / \$50.00 for international exchanges
13.	Void Fee	\$0.00	We retain the original e-ticket fee only. We do not charge an additional void fee for our corporate customers.
14.	Request for Quote Fee	\$0.00	We are happy to provide a complimentary quote.
15.	Visa/Passport Fee	\$50.00	In addition to consulate / processing fees.
16.	Other Fee(describe)		
17.	Other Fee (describe)		

Agency Information (please use this space to market your firm, which may be subject to editing prior to contract publication)

Columbia Basin Travel, Inc., dba Travel Leaders is the largest provider of travel services in Eastern Washington, with travel advisors located in Richland, Kennewick, Yakima, Walla Walla, and Wenatchee. Our dedicated and experienced agents have been working with the State of Washington's travelers for over 30 years. We are your trusted travel advocate; available for all your travel needs 24/7. Our full-service agency can assist with airline tickets all over the globe, complicated itineraries, train tickets, car rentals, hotel accommodations, emergency traveler notifications, passport and vis assistance, and more.

We value our customers and appreciate their business. We know that without the support of our customers, we would have no business. We pride ourselves on the level of service we provide, the expertise of our staff, and our ability to stay current in technology. Our account management team can assist your business with travel policy compliance, rewards programs, and negotiated rates – beyond what is currently available to the state.

Our experience speaks for itself. Travel Leaders' local agents have ten times the business tenure of any online agency. From finding the lowest airfare to report reconciliation, we are a comprehensive travel management company that adheres to a strict service model.

You, our valued customer, are our priority. It is our job to save you time and money.

www.travelleaders247.com

email@travelleaders247.com

INTERNET BASED TRAVEL SERVICES “UNASSISTED”

Each line item shall be completed.

Enter a dollar amount, or “\$0.00” (zero) for no charge.

If service is unavailable then write N/A

Line items in BOLD are mandatory line items and must be filled out to be considered

	Service	Bid Price	Describe Stipulations or Special Features
1.	Booking Fee – Air, Domestic	\$12.00	A \$12 e-ticket booking fee will be charged for each domestic e-ticket. This fee will encompass car and hotel reservations if they are made simultaneously with the air reservation.
2.	Booking Fee – Air, International	\$20.00	A \$20 e-ticket booking fee will be charged for each international e-ticket. This fee will encompass car and hotel reservations if they are made simultaneously with the air reservation.
3.	Booking fee – Vehicle only	\$5.00	
4.	Booking fee – Hotel only	\$5.00	
5.	Booking fee – Vehicle & Hotel	\$10.00	
6.	Other Fee Set-up Fee to establish company policies and procedures within the online booking portal.	\$550.00	
7.	Other Fee Yearly maintenance fee for online booking portal – per company.	\$450.00	
8.	Other Fee Agent-assisted domestic air reservations.	\$35.00	
9	Other Fee Agent-assisted international air reservations	\$50.00	
10	Other Fee Agent-assisted car or hotel only reservations.	\$10.00	
11	Other Fee Agent-assisted car and hotel reservations.	\$20.00	

12	Other Fee Agent assisted voids or exchanges after internet tickets are issued.	\$35.00	
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Agency Information (please use this space to market your firm, which may be subject to editing prior to contract publication)

Columbia Basin Travel, Inc., dba Travel Leaders has two online booking tools to choose from. Concur is the most popular amongst business travelers and their online booking tool reconciles with Concur Expense.

Certify is an alternate option to Concur and has a very responsive support desk.

Whether you book your travel via an online portal or directly through one of our Travel Leaders professional travel advisors, rest assured you will be well taken care of; before, during, and after your trip.

www.travelleaders247.com

email@travelleaders247.com



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

2/1/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Marsh & McLennan Agency LLC
7225 Northland Drive North
Suite 300
Minneapolis MN 55428

CONTACT NAME: Hanover Service Center

PHONE (A/C, No, Ext): 763-746-8000

FAX (A/C, No):

E-MAIL ADDRESS: clprocessmn@hanover.com

INSURER(S) AFFORDING COVERAGE

NAIC #

INSURED
COLUMBASIN
Columbia Basin Travel Inc
dba Travel Leaders
612 The Parkway
Richland WA 99352

INSURER A: Citizens Insurance Company of America

31534

INSURER B: Hanover Insurance Company

22292

INSURER C:

INSURER D:

INSURER E:

INSURER F:

COVERAGES

CERTIFICATE NUMBER: 1436860834

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADD'L SUBR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PRO-JECT ☐ LOC OTHER:		OBX9353587	1/1/2018	1/1/2019	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	☐ AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☒ HIRED AUTOS ONLY ☐ SCHEDULED AUTOS ☒ NON-OWNED AUTOS ONLY		OBX9353587	1/1/2018	1/1/2019	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ \$
	☐ UMBRELLA LIAB ☐ EXCESS LIAB ☐ DED ☐ RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N/A				PER STATUTE ☐ OTH-ER ☐ E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
B A	Professional Contents		LHX9366870 OBX9353587	1/1/2018 1/1/2018	1/1/2019 1/1/2019	Limits Limits Deductible \$1,000,000 \$51,500 \$1000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Certificate Holder is included as Additional Insured as required by written contract or agreement limited to the General Liability coverage.

CERTIFICATE HOLDER

Mardy & Julie Klingensmith
Klingensmith Rentals
61910 East Solar PR NE
Benton City WA 99320

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

ACORD 25 (2016/03)

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