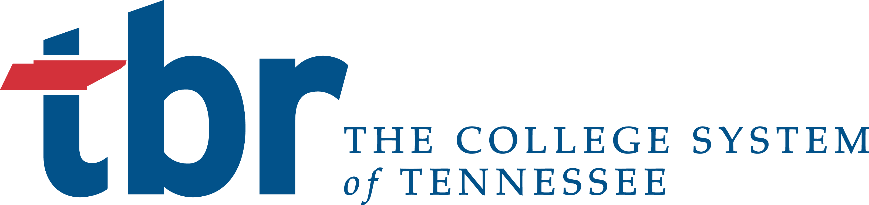
ATTACHMENT 5

**Revised**



**REQUEST FOR QUOTATION (RFQ) 18-0013**

**Travel Agent Services**

**Specifications and Exceptions**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Specifications**

On each of the specifications, Bidder shall check yes or no, indicating whether Bidder does or does not meet the specification and then provide a brief description of how Bidder meets the specification.

1. Bidder’s travel agent services must be able to provide service on a flat fee per ticket basis.

Yes NO

Brief Description:

1. Bidder’s travel agent services must be able to assist traveler with cancelled flights or changes in itinerary.

Yes NO

Brief Description:

1. Bidder’s travel agent service must be able to assist in managing credits.

Yes NO

Brief Description:

1. Bidder’s travel agent service must be able to charge booked travel to TBR’s US Bank Travel Account.

Yes NO

Brief Description:

1. Bidder’s travel agent services must include solutions for booking discounted airfare for both individual business travel and group business travel.

Yes NO

Brief Description:

* 1. Bidder’s travel agent services must include solutions for booking airfare outside the U.S.

Yes NO

Brief Description:

1. Bidder’s travel agent services must include solutions for booking group travel with individual deviations.

Yes NO

Brief Description:

1. Bidder’s travel agent services must include an online system.

Yes NO

Brief Description:

1. Bidder’s travel agent service must include the ability to provide electronic ticketing and provide confirmation number back to institution.

Yes NO

Brief Description:

Yes NO

Brief Description:

Specification #10 has been deleted.

1. Bidder’s travel agent service shall provide technical support and customer service both online and via a toll-free telephone number.

Yes NO

Brief Description:

1. Bidder’s travel agent service shall provide real time assistance that is available Monday through Friday from 7 a.m. to 7 p.m. CT.

Yes NO

Brief Description:

**Exceptions to TBR Pro Forma Agreement**

Bidders are asked to inform TBR if the Bidder accepts the Pro Forma Agreement with no exceptions, or if Bidder has any requested exceptions to the TBR Pro Forma Agreement.

If Bidder is requesting exceptions or additional provisions, Bidder shall include, with its bid submission, a marked-up version of the TBR Pro Forma Agreement showing all requested changes, additions and deletions.

1. Bidder Accepts TBR Pro Forma with no exceptions or additional provisions.

Yes NO

1. If the answer to the previous question was no, Bidder has included a marked-up version of the TBR Pro Forma Agreement showing all requested changes, additions or deletions, with its bid submission.

Yes NO