**TENNESSEE BOARD OF REGENTS**

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

Bookstore Services

QUESTIONS AND RESPONSES

**DATE: 01/22/2018**

**Proposer Questions**:

Question #1: Can a cover letter and executive summary be included?

Response: Yes, Bidders are allowed to include a cover letter and an executive summary; however, the cover letter and executive summary will have no bearing

Question #2: In the RFQ (attachment 10) there are a considerable number of institutions listed, could TBR please advise the scope of this agreement for travel agency services and which institutions will be mandated to use this travel program/framework?

Response: This RFQ is for the TBR System Office business travel. The institutions listed on Attachment #10 are institutions that can be eligible to utilize the contract resulting from this RFQ; provided the institutions wants to utilize the contract and provided the Bidder checked the appropriate space towards the bottom of Attachment #4.

Question #3: In the RFQ, is the source of travel service only to include airfare bookings because attachment #6 asks for an air transaction fee only.

Response: That is correct.

Question #4: In attachment #6, tab 1 provides numbers and we wanted to ask what these represent?

Response: This was an error and has been fixed.

Question #5: What is the understood air volume for the scope of this RFQ and can TBR provide this volume by institution?

Response: The TBR System Office does not have any volume information.

Question #6: Can TBR share what is the car and hotel volumes are accordingly?

Response: Car rentals and hotel stays will not be a part of the scope of this service.

Question #7: Is TBR going to award this RFQ to more than one travel agency provider?

Response: NO

Question #8: Is there a current travel agency provider(s)?

Response: TBR does not currently have a contract with any travel agent.

Question #9: Please clarify method of payment…with a credit card (US Bank)? In section C-3 in pro-forma agreement it identifies an ACH payment?

Response: The method of payment will be a US Bank business travel account.

Question #10: Do the institutions have a pre-trip approval process in place?

Response: This travel service will not be a part of any pre-trip approval process.

Question #11: Is there a preferred online booking tool?

Response: No

Question #12: Can a travel agent staff and management be in separate locations in more than one city?

Response: Yes

Question #13: Can home-workers be utilized?

Response: Yes

Question #14: If the decision is made to select one preferred supplier; can an institution elect not to participate?

Response: Please see the answer to Question #2.

Question #15: Will all institutions follow the same implementation timeline?

Response: Please see the answer to Question #2.

Question #16: What is the estimated travel volume for air, car and hotel?

* Consolidated if all institutions required to use the travel program?
* by institution if not?

Response: Please see the response to Questions #5 & #6.

Question #17: Is the TBR travel account a credit card?

Response: Yes

Question #18: Please explain uploading documents to the vendor's system for booking

Response: Specification #10 has been deleted.