



Rochester Community Schools
Purchasing Department

Request for Proposal

Date:	July 10, 2025	Project:	Travel Management Services
Project Number:	26.01		

Response Due Date and Time:	July 29, 2025 at 12:00 p.m. Local Time
Submit Response to:	All proposals, required forms, and pricing shall be submitted electronically on BidNet Direct (https://www.bidnetdirect.com)
Submit Questions to:	Requests for clarification shall be submitted through BidNet Direct and all responses will be released as addendum within the online posting.
Description of Procurement:	Travel Management Services for Staff and Student Travel

Estimated Project Timeline:

Notice of Advertisement in Local Newspaper:	July 10, 2025
Release of RFP:	July 10, 2025
Online Requests for Clarification Deadline:	July 18, 2025 at 12:00 p.m. Local Time
Release of Addenda with RFC Answers:	July 22, 2025
Bid Due Date:	July 29, 2025 at 12:00 p.m. Local Time

→*Notice: The right to modify the project timeline is held by Rochester Community Schools in absolute discretion.*

Objective:

Rochester Community Schools known herein as the "Owner" is requesting proposals from qualified bidders of Travel Management Companies as detailed in this Request for Proposal. The District reserves the right to engage services from multiple responsive bidders, and is not offering an exclusive right to District travel needs.

Table of Contents

Overview	3
Timeline	3
Scope	3
Requirements	3
Proposal Response	8
Selection Process and Owner’s Rights	9
Award of Contract	9
Bid Due Date and Proposal Submission Requirements	9
Qualification of Bidder	9
Sole Bidder	9
Addenda	10
Payment	10
Familial Relationship Disclosure	10
Iran Economic Sanctions Act	10
Acceptance and Rejection of Proposals	10
Post-Bid Information	10
Bid Proposal Form	11
FAMILIAL DISCLOSURE AFFIDAVIT OF BIDDER	13
Certification of Compliance – IRAN ECONOMIC SANCTIONS ACT	14

Information to Bidders

Overview

Rochester Community Schools known herein as the “Owner” is requesting proposals from qualified bidders of Travel Management Services firms to provide services as detailed in this Request for Proposal. The District reserves the right to engage services from multiple responsive bidders, and is not offering an exclusive right to District travel needs.

Rochester Community Schools provides public education to students in kindergarten through twelfth grades. The District is the sixth largest public school in the State of Michigan, employing over 2000 employees, providing a world-class education to approximately 15,000 students.

Operating a premier school district requires providing opportunities for development outside District borders and often sends staff and student groups out of our community, state, and country for programs and competitions. The District desires to provide travel management services in order to simplify the process and preserve the resource of time for travel needs. Groups will include student groups, including club and athletic groups, staff, and mixed populations. Additionally, the District will partner with TMS firms to develop a comprehensive District travel policy which best provides for our needs.

Timeline

The expected timeline is as follows:

Notice of Advertisement in Local Newspaper:	July 10, 2025
Release of RFP:	July 10, 2025
Online Requests for Clarification Deadline:	July 18, 2025 at 12:00 p.m. Local Time
Release of Addenda with RFC Answers:	July 22, 2025
Bid Due Date:	July 29, 2025 at 12:00 p.m. Local Time

Scope

Provide responses according to the scope outlined in the ‘Requirements’ section below. All questions should be submitted online at BidNet Direct. In order to assure consistency of information provided regarding this RFP, direct contact with school district personnel is discouraged and may be grounds for elimination from the selection process. The scope of this RFP is obtain TMS for all student and staff groups traveling outside District boundaries. Bids should be inclusive of any information firms can provide which identify the services or programs which will best serve the District’s needs.

Requirements

1. Agency Information

- a. 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 public school district staff and student travel.
- b. Contact: Please provide the name, title, e-mail address, and telephone number of primary contact of the agency.

- c. ID: Please provide Travel Agency's Tax identification number.
- d. Locations: Describe your office locations and types (full service, on-site, etc.), including affiliate relationships.
- e. Identify the number of business accounts the Travel Agency has, indicating any K-12 education accounts, or other relevant student/staff related travel.
- f. Describe your experience and capabilities with organizing group trips such as student and staff programs, including athletics. Include information on recent activity regarding group size, destination and an overview of the services provided.

2. Daily Travel Service Requirements

- a. OBT: What is your experience with on-line booking tools? Do you offer proprietary tool(s) or function as a system integrator (lease of OBT, etc.)? Cite evidence of your ability to successfully support an OBT for large clients and to rapidly achieve improved adoption rates.
- b. Adoption: What have your past/present clients, similar in size and scope of Rochester Community Schools, experienced as an average adoption rate of the OBT? For those clients that have high online adoption, what has driven the adoption rate?
- c. Customization: The District prefers that the look of the OBT be customized for the District. Explain to what extent the look of the application can be customized, including the layout, typeface, logos and colors of the interface.
- d. Does the proposed OBT allow for the ability to configure and display District custom messages or news alerts? Explain capabilities.
- e. Expense Management: Does the OBT integrate with automated expense reporting technology? Explain any integration opportunities you offer the District regarding expense management solutions.
- f. The District requires the OBT to display the widest variety of airfares offered, including non-GDS subscribing carriers (i.e. Southwest) and any special web fares. Describe the ability to offer these fares. List all domestic and international air carriers accessible from the OBT.
- g. Traveler profiles: Describe how you will obtain and maintain traveler profile information.
- h. Policy Compliance: Describe your procedures to ensure traveler compliance with our travel policies for both full-service reservations and online bookings.
 - i. Indicate your ability to identify policy exceptions, such as travelers refusing low fares in violation of policy or, travelers who are not booking preferred hotel or rental car suppliers. Describe your ability to identify the above exceptions on a pre-trip and post-trip basis.

- i. Unused tickets: Describe your system to manage a client's unused tickets.
 - j. Explain your process for voids and refunds. What is your processing turnaround time?
 - k. Fares: Do you offer fare monitoring technology or processes? Describe.
 - ii. Do you have a low fare guarantee? Explain.
 - l. QC: Describe what quality control processes happen at the time of reservation; between reservation and ticketing; between ticketing and departure; between departure and final return.
 - m. Mobile apps: Describe any means for utilizing apps for reservations, itineraries, travel alerts, etc.
 - n. VIP: Describe executive services/VIP program you can provide. How are these services managed?
 - o. The Travel Management Services firm is required to provide complete invoices for all booked services for trips. Provide a sample of your standard invoice.
- 3. Discounts and Negotiations*
- a. Airline discount programs: Describe your existing airline contracts and discounts that will be available to District travelers.
 - b. Hotel programs: Describe your existing hotel discount programs that will be available to District travelers.
 - c. Ground transportation: Explain any relationships with ground transportation providers that may be beneficial to the District.
 - d. Airline charters: Explain any relationships with air charter companies that may be beneficial to the District. Also, explain the qualifications and standards that your agency applies when selecting a charter company.
- 4. Account Management*
- a. 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.
 - b. 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. Describe your plan for backup assistance, covering absences and assisting with unexpectedly high volume.
 - c. After Hours: The Travel Management Services firm must provide service 24/7/365. Describe how the firm's after-hours service program functions.
 - d. Performance Monitoring/Customer Service: How do you measure your overall effectiveness in providing travel management services to your customers?

- e. Communication: The Travel Management Services firm will be required to provide communication and educational assistance to travel planners and travelers. Describe the communication plan the firm would propose to ensure awareness of the agency as a solution provider for the District.
- f. 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 District and to assist 24/7 as needed.
- g. Industry News: How will you keep District travelers abreast of important industry news and market updates in a timely and effective manner?

5. Implementation

- a. Provide an implementation plan and schedule of events from estimated engagement date.
- b. Training: Discuss what training will be provided by the Travel Management Services firm.

6. Accounting

- a. Back-Office: Which back-office accounting system will be used? Please describe capabilities.
- b. Data Security: Describe your company's PCI compliance efforts.
- c. Billing: What forms of payment are accepted and preferred?

7. Reporting

- a. Describe your management reporting system. How is access to this system controlled? What file formats and delivery options are available?
- b. Provide samples of the types of reporting the Travel Management Services firm has available. As part of the response, identify whether the reports are available on-line, in hard copy or both.

8. References

Provide at least three references of current education-based clients of similar size and scope to our program, if any, or comparable. References should include a company name, company contact, title, email address and phone number.

9. Pricing

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.

Full-Service Agent Assisted Transactions:

Service Description	Service Fee	Comments
Domestic airline ticket		
Domestic airline ticket refunded		
Domestic airline ticket exchanged		
International airline ticket		
International airline ticket refunded		
International airline ticket exchanged		
Airline ticket that is part of a group-domestic		
Group airline ticket refunded-domestic		
Group airline ticket exchanged-domestic		
Airline ticket that is part of a group-international		
Group airline ticket refunded-international		
Group airline ticket exchanged-international		
Consolidator airline ticket-international		
After-hours emergency phone call		
Car reservation only		
Hotel reservation only		
Rail ticket - domestic and international		
Car service reservation		

Online Booking Tool Transactions:

Service Description	Service Fee	Comments
Domestic airline ticket		
Domestic airline ticket refunded		
Domestic airline ticket exchanged		
International airline ticket		

International airline ticket refunded		
International airline ticket exchanged		
Change or cancellation with a travel agent to an airline ticket, hotel, and/or car reservation purchased through the OBT		
Assistance with purchase of airline ticket, hotel reservation, car reservation begun in the OBT, but completed with a travel agent		
Car reservation only		
Hotel reservation only		
Applying a ticket credit to an airline reservation		

Miscellaneous Services:

Service Description	Service Fee	Comments
Auxiliary reservation tool (Booking Builder, etc.)		
Customized reports not listed in scope of work (per hour fee)		
Call to the OBT Help Desk		
Reporting tool		
Non-standard reports as requested		

10. Alternative Pricing

In addition to the above financial offer, the bidder may submit alternative financial proposals, however the information requested above must be supplied and will be used for proposal evaluation purposes.

Proposal Response

This RFP specifically requests that the vendor present their qualifications and experience for providing Travel Management Services. In so doing, reference should be made to the proposal format as outlined in the 'Scope' and 'Requirements' sections. Your proposal must be prepared in compliance with provisions, conditions, specifications and instructions of this Request for Proposal. Failure to comply with all provisions, conditions, specifications and instructions of this RFP may result in disqualification of your proposal.

Selection Process and Owner's Rights

The Owner reserves the following:

1. To reject any or all bids without compensation to the bidders and to waive any or all variances, irregularities, or informalities in the bid package.
2. To select more than one vendor.

The submissions will be evaluated and scored according to the following criteria:

- A. Experience with Education-related Travel Services
- B. Timeliness of Response to Travel Needs
- C. Qualifications and Reputation of Agency Experience in Industry
- D. Cost

Award of Contract

Please note a contract will not necessarily be awarded because of this proposal. Rochester Community Schools reserves to engage services from multiple responsive bidders and is not offering an exclusive right to District travel needs. Bidders will be evaluated as to meeting the criteria noted herein. The 'Owner' may request in-person interviews with one or more of the bidders to assist in selecting a firm with which to partner. Acceptance of a Proposal by the District does not constitute a contract.

Bid Due Date and Proposal Submission Requirements

1. All proposals, required forms, and pricing shall be submitted electronically on BidNet Direct (<https://www.bidnetdirect.com>) **no later than 12:00 p.m., local time, July 29, 2025** (the "Due Date".) No oral, telephonic, or facsimile proposals will be considered.
2. RCS will not consider or accept any late proposals received after the Due Date specified within the RFP. It is the sole responsibility of the Bidder to ensure their proposal is entered completely and forms are uploaded on BidNet Direct before the closing date and hour indicated within the RFP. Bidders shall plan ample time to respond to all requirements and input all requirements. RCS is not responsible for any delivery delays.

Qualification of Bidder

1. The Owner reserves the right to request qualification information from any bidder before issuing documents, receiving proposals or issuing a purchase order. The Owner may, at its sole discretion, accept or reject bidders as qualified. The right to waive any informalities in qualification materials is reserved by the Owner. The Bidder, in submitting his/her bid, agrees to accept the decision of the Owner as final.
2. Bidders shall provide full disclosure of all existing client relationships that currently or prospectively may give rise to conflicts of interest and disqualification as governed by the codes of rules of professional responsibility and conduct.

Sole Bidder

1. It is the Owner's intent that this Request for proposals, permits competition. If only one bid is received in response to this invitation to bid, a cost/price analysis and evaluation

and/or audit shall be performed of the cost proposal in order to determine if the price is fair and reasonable.

2. The Owner reserves the right to cancel the bid if there is only one bid received. The decision by the Owner will be final.

Addenda

1. Each bidder shall ascertain prior to submitting their bid that they have received all addenda issued.
2. Addenda notices will be sent to all who are known by the Owner to have a set of contract documents. Copies of addenda will be made available for inspection wherever contract documents are on file for that purpose.

Payment

1. Payment to be made from Vendor's invoice, and accepted during the billing period. Invoices must contain the bid number under which the contract is awarded.

Familial Relationship Disclosure

1. All bidders shall provide familial disclosure in compliance with MCL 380.1267 and attach this information to the bid proposal. The bid proposal shall be accompanied by a sworn and notarized statement disclosing any familial relationship that exists between the bidder or any employee of the bidder, and any member of the Board of Education of the school district, or the Superintendent of the school district. The District will not consider a bid proposal that does not include this sworn and notarized statement.

Iran Economic Sanctions Act

1. Each bid must be accompanied by a sworn and notarized statement certifying that the Contractor is not an "Iran linked business" within the meaning of the Iran Economic Sanctions Act.

Acceptance and Rejection of Proposals

1. Low proposal price is not always the determining factor in the awarding of the proposal. Other factors considered may include, but not be limited to, the following: perceived quality and breadth of services, and references.
2. The Owner shall have the right to waive any informality or irregularity in any proposal received and to accept proposals which, in their judgment, are in their own best interest.
3. The Owner shall have the right to accept or reject alternates in any order or combination and to determine the apparent low proposal on this basis.

Post-Bid Information

1. After the bids are received, tabulated, and evaluated by the Owner, qualified bidder(s) shall meet with the Owner at a post-bid meeting if requested by Owner.
2. The Owner reserves the right to request additional information from bidders for evaluation criteria as needed.

Bid Proposal Form

Name of Bidder

Firm Name:	
Address:	
Telephone:	Fax:

Agreements

The undersigned understands that the Owner reserves the right to reject any and all bids and to waive informalities and irregularities in bidding.

Owner also reserves the right to withhold bids for a period of time (90 days) from bid closing date.

The Owner reserves the right to accept or reject any or all Bids in whole or in part, or to waive any informalities therein. If in the Owner opinion it is in their best interest, the contract may be awarded to other than the lowest bidder, for reason of establishing uniformity, delivery time, etc.

If award is made to us under this proposal, we agree to enter into an Agreement with Rochester Community Schools to furnish products and/or services, in strict accordance with this proposal, bid documents and all pertinent portions of plans, drawings and specifications.

Addenda

The undersigned acknowledges receipt of the following addenda:

Addendum Number:	Dated:
Addendum Number:	Dated:
Addendum Number:	Dated:

My signature certifies that the proposal as submitted complies with all Terms and Conditions as set forth in this RFP.

My signature also certifies that the accompanying proposal is not the result of, or affected by, any unlawful act of collusion with another person or company engaged in the same line of

business or commerce, or any act of fraud. Furthermore, I understand that fraud and unlawful collusion are crimes under Federal Law, and can result in fines, prison sentences, and civil damage awards.

My signature also certifies that this firm has no business or personal relationships with any other companies or persons that could be considered as a conflict of interest or potential conflict of interest to Rochester Community Schools, and that there are no principals, officers, agents, employees, or representatives of this firm that have any business or personal relationships with any other companies or persons that could be considered as a conflict of interest or a potential conflict of interest to Rochester Community Schools, pertaining to any and all work or services to be performed as a result of this request and any resulting contract with Rochester Community Schools.

I hereby certify that I am authorized to sign as a Representative for the Firm:

Legal Status of Bidder

1. A Corporation organized and existing under the laws of the State of _____.
2. Name, title, and signature of individual duly authorized to execute contracts:

Name: _____

Title: _____

Signature: _____

CONTACT PERSON: _____ PHONE NO: _____

References:

<u>Contact Name</u>	<u>School District</u>	<u>Address</u>	<u>Phone #</u>
---------------------	------------------------	----------------	----------------

1. _____

2. _____

3. _____

FAMILIAL DISCLOSURE AFFIDAVIT OF BIDDER

The undersigned, owner or authorized officer of _____ (the bidder/contractor), pursuant to the familial disclosure requirement provided in the Request for Proposals, hereby represent and warrant, except as provided below, that no familial relationships exist between the bidder/contractor or any employee of the bidder/contractor, and any member of Rochester Community Schools Board of Education, the Superintendent and/or any Rochester Community Schools Administrator.

☐ The following are the bidder's familial relationship(s) with Rochester Community Schools:

Bidder/Contractor Employee Name Related to:

1 _____

2 _____

(Attach additional pages if necessary to disclose all familial relationships.)

☐ There is no familial relationship that exists between the bidder/contractor and/or any employee of the bidder and any member of the Rochester Community Schools Board of Education, Superintendent, or Administration.

Bidder: (Company Name)

By:

(Signature)

(Title)

This instrument was acknowledged before me, a Notary Public, in and for _____ County, _____ on this _____ day of _____, 20____.

_____ SS:

(Notary Public Signature)

My Commission expires: _____

Acting in the County of: _____

Certification of Compliance – IRAN ECONOMIC SANCTIONS ACT
(MICHIGAN PUBLIC ACT NO. 517 OF 2012)

The undersigned, the owner or authorized officer of the Below named Bidder (the "Bidder"), pursuant to the compliance certification requirement provided in the Rochester Community Schools' (the "School District") Request for Bid, hereby certifies, represents and warrants that the Bidder (Including its officers, directors and employees) is not an "Iran linked business" within the meaning of the Iran Economic Sanctions Act, Michigan Public Act No. 517 of 2012 (the "Act"), and that in the event Bidder is awarded a contract as a result of the aforementioned RFB, the Bidder will not become an "Iran linked business" at any time during the course of performing the Work or any service under the contract.

The Bidder further acknowledges that any person who is found to have submitted a false certification is responsible for a civil penalty of not more the \$250,000.00 or 2 times the amount of the contract or proposed contract for which the false certification was made, whichever is greater, the cost of the School District's investigation, and reasonable attorney fees, in addition to the fine. Moreover, any person who submitted a false certification shall be ineligible to bid on a request for bid for three (3) years from the date that it is determined that the person has submitted the false certification.

Name of Company

Name and Title of Authorized Representative

Signature