



STATE OF HAWAII
OFFICE OF HAWAIIAN AFFAIRS
560 North Nimitz Highway, Suite 200
Honolulu, Hawai'i 96817

**Request for Quotes ("RFQ") No.
TS 2020-09 TRAVEL SERVICES**

February 25, 2020

To All Interested Parties:

Notice is hereby given that the Office of Hawaiian Affairs (hereinafter "OHA") is accepting quotes from interested Offerors to provide corporate travel services for the OHA business travel. Travel destination shall include: 1) inter-state (State of Hawai'i), 2) domestic (Continental USA), 3) international (Out of USA). Reservation and booking shall include air, hotel and ground transportation.

The awarded travel agency shall work with the OHA Travel Services staff to secure travel for elected and appointed OHA officers, OHA employees, and non-OHA staff traveling for official business on behalf of the OHA. The interested offeror shall make available 24 hours a day/7 day a week, reservation services to change or cancel reservation for the use of by OHA travelers. The anticipated term shall be from March 16, 2020 through and including March 15, 2021, term extensions will be allowed, subject to the availability of funds.

Quotes shall be submitted online through the HiePRO by Monday, March 9, 2020 at 2:00 p.m. Hawaii Standard Time. Solicitation posted to HiePRO should have offers/quotes submitted and awarded through HiePRO. Please see website: <https://hiepro.ehawaii.gov/welcome.html>, at the top right hand corner it has "Do you have Questions?", you can also call for technical assistance: Call Hawaii Information Consortium (HIC) at (808) 695-4620.

Please note:

There is not fee to register in HiePRO or submit an offer. There is a fee to the awarded vendor. The fee is .75% of the award or estimated award (for instance, the fee is \$75 for an award of \$10,000) and is due upon receipt of invoice, 30 days net. It is payable to Hawaii Information Consortium, LLC (HIC) the vendor powering the HiePRO application. The fee is capped at \$5,000 per award. You will receive an invoice from HIC upon notice of award.

Electric mail and facsimile shall not be accepted.

The selection shall be contingent on the lowest most responsible and responsive quote for the OHA. The OHA reserves the right to reject any or all quotes and to accept the quotes in whole or part in the best interest of the OHA.

I. Scope of Services

A. The Contractor's corporate travel services shall include, but not limited to:

1. Travel reservations, issuance and deliver of E-tickets or paper tickets for air, rail, or land transportation with advance seat assignments;
2. Securing reservations for lodging accommodations wither within the OHA set per diem for inter-island, domestic and/or international or as directed by the OHA;
3. Coordinating commercial automobile/bus rental services, as needed;
4. Advice on necessary health requirements, including types of inoculation and vaccination whether required or suggested for foreign travel;
5. Detailed travelers' itineraries;
6. Management information and billing reports derived from the booking database; and
7. Collection & reporting of total of expenditures by airline/hotel chain.

B. Contractor's other Service Requirements:

1. The Travel Services Staff will submit travel reservation request, the Contractor shall book the reservation(s) and email the information to the OHA Travel Staff. Reservation request will be emailed to the Contractor Monday thru Friday, 7:45 a.m. to 5:00 p.m.
2. The Contractor shall have at least one (1) point of contact for the OHA Travel Services staff.
3. Promotional or other types of discount fares can be used under this contract provided that the contractor shall not use any restricted fare which provides for a monetary penalty for itinerary changes or flight cancellations without consulting the OHA Travel Services Staff in charge of the relevant official travel arrangements first.
4. The Contractor shall provide the OHA with a 24-hour phone number accessible by travelers to perform itinerary changes and emergency services outside regular business hours. The Contractor shall be responsible for ensuring that any subcontractor providing such emergency service complies with all conditions of the contract.
5. The Contractor shall provide delivery of tickets, itineraries, and boarding passes (if applicable), and other travel documents, as determined necessary. Tickets shall routinely be provided no earlier than five (5) days in advance of travel unless the OHA requests otherwise. The Contractor shall deliver tickets in the form of either E-tickets or Paper tickets (if no E-tickets are available) only to employees designated by the OHA.
6. In the event of emergencies (e.g., Presidential-declared disasters, airline strikes, fires, natural disasters, terrorist attacks including evacuations, etc.), the Contractor shall maintain operations necessary to support the OHA under the contract. This includes maintaining services 24 hours a day as required by the OHA responding to the emergency situation and providing necessary delivery of tickets.

II. Payment Method

All travels including transaction fees (listed below) are paid upfront via the OHA dedicated credit card(s) and/or purchase order. However, monthly documentation detailing tickets issued, or other travel reservations made, are required to be provided to the OHA.

III. Transaction Fee Procedures

- A. These procedures apply only to official the OHA travel, not personal travel. Any transaction fee charged to an individual on personal travel shall be between the traveler and the Contractor.
- B. As directed by the OHA, when the Contractor is required to arrange for official air transportation of one or more individuals, the Contractor may charge only one (1) transaction fee per itinerary per individual when the ticket is issued. The individual's itinerary could involve multiple tickets, but only one (1) transaction fee is charged for this itinerary regardless of the no. of ticket(s) issued (the transaction fee is not based on the number of tickets needed to complete the individual's itinerary). Until such time as the OHA requests the Contractor to issue and the Contractor actually issues a ticket for transportation, no transaction fee shall be charged for any services associated with that transportation, including but not limited to:
 - 1. the original transportation reservations;
 - 2. changes to the original transportation reservations;
 - 3. lodging reservations; and
 - 4. car rental reservations.
- C. Upon issuance of the transportation ticket, the Contractor shall debit the OHA's purchase order or credit card assigned for the relevant project the applicable transaction fee for one transaction, that transaction being the ticket issuance.
- D. If the Contractor is to charge a transaction fee for any other service beside air travel such as the services listed above or any other ones, the transaction fee for each service should be explicitly listed in the proposal submitted to the OHA.
- E. Once the official ticket is issued, if the traveler requests a personal change in that ticket that requires ticket reissuance, the Contractor shall charge the traveler directly any additional transaction fee associated with the ticket change. However, if the change is requested by the OHA for official purpose, the OHA will cover the additional transaction fee. No additional transaction fee shall be charged for any other services.
- F. After ticket issuance, if the Contractor must change and/or change and reissue the ticket because the Contractor or the OHA discovers a Contractor-caused error in the routing, carrier or other problem, there shall be no additional transaction fee charge.

IV. Data Confidentiality

All financial, statistical, personnel and/or technical data supplied by the OHA to the contractor is confidential. The contractor is required to use reasonable care to protect the

confidentiality of such data. Any use, sale or offering of this data in any form by the contractor, or any individual or entity in the contractors charge or employ, will be considered a violation and may result in termination for cause. In addition, such conduct may be considered a breach of contract that is liable to litigation.

V. Compliance

- A. The contractor shall obtain and maintain in full compliance and effect all required licenses, permits, and authorizations necessary to perform this contract. The Contractor shall supply the OHA with evidence of all such licenses, permits and authorizations. This evidence shall be submitted subsequent to the contract award.
- B. In addition to the above, the Contractor should be a registered and certified member in the International Air Transport Association (IATA) and Airline Reporting Corporation (ARC) and must have worldwide recognition and acceptance by major airlines, hotels, car/bus rental companies, restaurants and other travel related industries.
- C. The Contractor must have an office in the State of Hawai'i.
- D. The Contractor must be registered as a business in the State of Hawai'i and be compliant with Hawaii Compliance Express, submit a current copy of your Certificate of Liability Insurance, and complete the OHA W-9 form.

VI. Meetings

The OHA Administrator shall contact the Contractor to meet and discuss the scope of work.

If you have any questions, please contact Charmaine Matsuura at (808) 594-0273 or by email: charmainem@oha.org.