



**East Coast Migrant
Head Start Project**

TRAVEL MANAGEMENT SERVICES

RFP# 12222

12.17.21

TMC	Questions	Answers
Corporate Traveler	<ol style="list-style-type: none"> 1. What are the biggest challenges or pain points when managing your travel program? 2. Are you able to disclose who your current TMC is? 3. Is your travel program mandated? 4. Are you able to provide any insight into your current booking fees? 5. If we could provide you with the services you're asking for with an East Coast, US Based remote dedicated Travel Specialist instead of an On-site Travel Specialist, would you be open to that? 6. Can final proposals be submitted just electronically through email, or must we submit electronically and a hard copy through mail? 	<ol style="list-style-type: none"> 1. Biggest challenge is ensuring reservations are confirmed prior to staff arrival. 2. Unfortunately, due to NDA we are unable to disclose this information. 3. No 4. Booking fees are competitive with industry rates. 5. No, we are seeking a dedicated Travel Specialist that will be based in the Raleigh Corporate Office. 6. Yes, final proposals can be submitted via email.
World Travel	<ol style="list-style-type: none"> 1. Is the Concur Travel Online Tool a direct relationship, meaning you have signed a contract directly with the booking tool or is the online booking portion through the travel management companies' re-seller agreement? 2. Are you using Concur Expense? 3. What is your online booking tool usage goal? 	<ol style="list-style-type: none"> 1. Yes. A contract has been signed with Concur Travel directly. 2. Yes 3. The Online booking tool usage goal is to capture all travel itineraries and have visibility to every traveler's booking and expenses.

	<p>4. What are your top five hotels by spend?</p> <p>5. What are your top airlines by spend?</p> <p>6. What prompted this RFP?</p>	<p>4. Hilton, Marriott, Holiday Inn & Suites</p> <p>5. Delta, American Airlines, Southwest, US Airways</p> <p>6. Fulfillment of contractual obligations met by current TMC.</p>
Travel Leaders Corporate	<p>1. Would ECMHSP be willing to sign a Mutual NDA with Travel Leaders?</p> <p>2. Also is there any flexibility with the format outlined in the RFP with regard to Letter of Reference on Client letterhead?</p>	<p>1. Yes</p> <p>2. Yes. We will accept a list of 3 references with a current point of contact and the required contact information.</p>
END OF QUESTIONS AND RESPONSES		