



**East Coast Migrant
Head Start Project**

REQUEST FOR PROPOSAL

TRAVEL MANAGEMENT SERVICES

RFP NO. 12221

RESPONSE TIMELINE

Proposals Due by:

January 7, 2022, at 5:00 p.m. EST

2301 Sugar Bush Road, Suite 400

Raleigh, North Carolina 27612

Telephone: (919) 420-0334 ▪ Fax: (919) 783-8368

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REQUEST FOR PROPOSAL (RFP)

(TRAVEL MANAGEMENT SERVICES ADVERTISEMENT)

East Coast Migrant Head Start Project is soliciting cost proposals from qualified travel management companies that will ensure ECMHSP's corporate business travel program is managed properly by complying with established travel policies and procedures. East Coast Migrant Head Start Project invites you to submit a Cost Proposal to this Request for Proposal (RFP). Interested bidders may request an RFP packet no later than Wednesday, December 15, 2021, by 5:00 pm by contacting Ms. Francesca Bradshaw via email fbradshaw@ecmhsp.org or telephone 919-926-3375.

Please submit any questions you have regarding the specifications by December 16, 2021, no later than 5:00 pm. You may email your questions to fbradshaw@ecmhsp.org. Answers will be posted on the East Coast Migrant Head Start Project's website Friday, December 17, 2021.

All finalized proposals must be received by **5:00 pm on Friday, January 7, 2022**, to the attention of:

Ms. Francesca Bradshaw
Procurement Manager
East Coast Migrant Head Start Project
2301 Sugar Bush Road, Suite 400
Raleigh, NC 27612
fbradshaw@ecmhsp.org

INTRODUCTION

1.0 East Coast Migrant Head Start Project (“ECMHSP”) is a federally funded, non-profit Corporation that is headquartered in Raleigh, North Carolina, and maintains an administrative office in Washington, DC. ECMHSP provides high quality and comprehensive Head Start services to the children of agricultural workers in rural areas of Alabama, Florida, Georgia, North Carolina, South Carolina, Indiana, Virginia, New Jersey, Oklahoma, and Pennsylvania. ECMHSP provides services to the children of agricultural workers in ten states. ECMHSP directly operates a total of forty-two (42) Head Start centers located in rural communities on the East Coast, from Lake Okeechobee, Florida to the foothills of Tahlequah, Oklahoma. ECMHSP receives approximately \$64 million from the Department of Health and Services under CFDA 93.600 for the operation of the Migrant and Seasonal Head Start Programs. The total spend for air, car and hotel during the budget period of 2018 -2021 was \$2.1 million.

2.0 PURPOSE

The purpose of this RFP is to partner with a Travel Management Company (TMC) that will ensure ECMHSP’s corporate business travel program is managed properly by complying with established travel policies and procedures. This RFP document details and incorporates the tasks and responsibilities of the potential bidder required by ECMHSP for the provision of travel management services.

3.0 NOTICE TO RESPONDENTS

Cost proposals for providing travel service to meet the needs of ECMHSP’s travel program must be received at the Raleigh Corporate Office by no later than 5:00 p.m. on January 7, 2022. It is the responsibility of the party submitting a Cost Proposal in response to this RFP to ensure that the Cost Proposal is received by the deadline. A fixed price contract will be awarded. Any contract that may be issued also includes provisions for East Coast Migrant Head Start Project at its sole discretion to renew the contract(s) for up to two (2) additional one (1) year term, encompassing fiscal years ending 2023 and 2024.

The following designated contact should be used for all questions relating to the RFP.

Point of Contact:
Francesca Bradshaw
Procurement Manager
2301 Sugar Bush Road, Suite 400
Raleigh, NC 27612
Telephone Number: 919-926-3375
Fax Number: 919-926-3417
Email: fbradshaw@ecmhsp.org

4.0 PROPOSAL REQUIREMENTS

Questions and Answers

All questions must be submitted in writing by email: fbradshaw@ecmhsp.org on 12/16/21 by 5:00 pm. Questions submitted after this period will only be answered if East Coast Migrant Head Start Project determines the question is critical to the success of the RFP process. Responses to questions will be available to all Bidders.

5.0 PROCESS AND TIMELINE

The following dates are set for information and planning purposes. East Coast Migrant Head Start Project reserves the right during this procurement to change any of the dates. If changes are made the Procurement Manager will contact the Bidders.

RFP SCHEDULE	DATE
RFP Advertisement Release Date (East Coast Website)	12/10/21
Deadline to Request Proposal Packet	12/15/21
Written questions (due by 5pm EST.)	12/16/21
Written questions answered and provided to all bidders via East Coast Migrant Head Start Projects' website.	12/17/21
Proposal Response Due Date	1/7/22
Postmark date will not constitute timely delivery. Responses received after the above time will not be considered. Proposers are solely responsible for ensuring timely receipt of their Proposals.	

6.0 RIGHT TO REJECT PROPOSALS

East Coast reserves the right to reject any or all proposals received in response to this RFP. East Coast Migrant Head Start Project may reject any proposal if it is considered incomplete or does not meet qualifications, requirements, or specifications. Failure to furnish all information may disqualify the proposal.

7.0 SCOPE OF SERVICES

ECMHSP is looking for a Travel Management Company that will provide a comprehensive business travel program that encompasses managing a dedicated travel specialist that will work in the East Coast Migrant Corporate office located in Raleigh, NC. ECMHSP is moving toward fully automating, connecting, and simplifying business processes as it relates to expense, travel, and AP processes; therefore, ECMHSP is also seeking a TMC that offers Concur Travel online booking tool to support internal requirements. The scope of service shall include, but not be limited to the following:

- **Availability**
TMC will oversee one Travel Specialist that will manage all travel services for ECMHSP. The Travel Specialist will be available for the accepting and processing of reservations as well as provide meeting management services as needed between the hours of 0800 am and 5:00 pm Monday to Friday. Outside of these hours TMC after hour services will be available to provide travel services to ECMHSP travelers.
- **Air and Ground Transportation**
Conform to ECMHSP travel policy and make traveler aware of all restrictions and conditions that may be applicable to airline fares and car rental reservation fees.
- **Comprehensive Itineraries**
Responsible for ensuring that quality checks are done on every booking and that each booking have a detailed itinerary. Itineraries shall be provided with all air tickets and include full flight

schedules, agents number, hotel reservation details, seat assignments where applicable, emergency contact information as well as car rental information.

- **Ticket Delivery**
All tickets will be delivered as e-tickets. All tickets will be delivered 24 hours prior to departure unless other arrangements have been made or bookings are made within 24 hours of departure.
- **Hotels**
TMC shall make hotel reservations requested by traveler as well as cancel any travel hotel arrangements by notifying the supplier to avoid any penalties. TMC will reserve accommodation at either ECMHSP preferred or corporate rates where available. Non preferred hotels shall be used when there is no availability of properties with whom a corporate rate exists or there is no preferred hotel supplier at that location. TMC should have the capability to process and deploy virtual credit card payments to pay for business expenses such as hotel fees.
- **Management of Preferred Suppliers**
TMC will be responsible and maintain the preferred suppliers lists. TMC will review all areas of expenditure and identify where opportunities exist for better negotiated rates.
- **Travel Management Reports**
Provide monthly travel reports to ECMHSP's CFO. Reports to include the following:
 - Monthly travel expenditure
 - Savings and exception report
 - Cost center spend report
- **Employee Training**
An initial training will be designed for all ECMHSP travelers and assessed on an ongoing basis.
- **Effective Communication**
Quarterly meetings will be held to including members of the TMC team, Travel Specialists, TMC Account Manager and ECMHSP's Procurement Manager.
- **Emergency After hour Services** A comprehensive emergency service shall be provided outside of office hours to all travelers. Full details of this services shall be provided when e-tickets are delivered.
- **Event Meeting Planning Services**
Deliver start to finish meeting planning services of organizing and managing an event including conferences, seminars, and annual meetings.

8.0 Request for Proposal Questions

Below are questions to be included in the proposal submission. Please clearly reference the questions in your submission.

- I. **Agency Profile**
 - a) Describe your agency's experience servicing non-profit organizations.
 - b) Describe your agency's experience servicing clients requiring to comply with the Federal Government travel regulations.

- c) What are the hours of operations for your agency?
- d) Describe your 24-hour emergency service and your ability to assist travelers.
- e) Are your emergency services guaranteed? If so, how?

II. Savings

- a) Describe how your agency will deliver savings beyond service fee savings.
- b) Describe your corporate hotel program.
- c) Describe your ability to manage unused tickets for both traditional and online transactions.

III. Services

- a) List the primary individual who will be responsible for managing the account.
- b) Explain the role of the dedicated Travel Specialist.
- c) Explain the volume that a dedicated Travel Specialist can handle.
- d) How long is the implementation process and how much staff training is involved?
- e) How does your agency compile and maintain profiles for the organizations' travelers?
- f) How will you inform the organization of breaking industry news, security advisories and market updates?
- g) What is the process of resolving customer service issues?
- h) Are you able to provide all of these services: air, hotel, car, train, other?
- i) What additional services or benefits is your agency able to provide?

IV. Reservation Process

- a. Can both travelers and travel arrangers use Concur?
- b. Can a traveler utilize Concur to see all of their travel bookings, whether made via the tool or via the agency of record?
- c. Are real time seat maps available? Can the user view the seat availability prior to booking a flight? Can the user choose and reserve a seat?
- d. Explain your products ability to create various rule classes for different groups of travelers such as employees, VIP's, etc.
- e. Explain Concur's ability to create approval workflows including itinerary hold time constraints and automated approver classes.

- f. Explain Concur's ability to make changes on a pre and post ticketing basis.
- g. Is your product able to display complete and detailed airfare rules? At what stage in the reservation process does this occur?
- h. When travel reservations are made or changed within Concur, can the agency of record immediately retrieve them?
- i. What are Concur's limitations on how far out reservations can be made and/or altered?
- j. Please specify the types of destination information that can be accessed through Concur.
- k. What differentiates your ability to find low-cost airfares that meet the needs of ECMHSP travelers?
- l. Does Concur allow for online changes to be made to air reservations without agent intervention?
- m. How are unused ticket vouchers and unused e-tickets tracked? How are credits given?
- n. How does Concur handle personal travel reservation made through the corporate program? Are there any significant differences that ECMHSP should be made aware of?
- o. Does Concur have access to special airline fares, (i.e., Web Fares, etc.)? Please elaborate.
- p. Explain in full detail the virtual credit card program and how it will be implemented into the travel program for ECMHSP.

V. **Technical Requirements**

- a. Does your product contain data encryption that enables data security?
- b. Is your product able to integrate with expense systems? ECMHSP uses Concur for its expense management tool.
- c. What are your web browser requirements and compatibility, via desktop applications and/or mobile devices?
- d. What is your company's offering for Mobile Apps, and do your apps integrate with other common travel apps?

VI. **Billing**

- a) Does your agency offer a corporate card product? If so, please explain the product in detail.
- b) Does your agency offer an automated system to allocate service fees to company cost center department codes?

- c) Do your agency customized invoices to include budget coding?
- d) Please explain your invoicing process.

VII. Data Management and Reporting

- a) Can your product produce reporting that reflects spend by categories, by company, department, and traveler?
- b) Can it report by day, week, month, year, and custom ranges?
- c) Are your product's reports predefined, ad-hoc, or query based? Please elaborate.
- d) Please provide examples of detailed standard management reports.
- e) How often do you meet with client to discuss reports/data and trends?

9.0 LOCATION OF SERVICES

Travel Management Companies must be able to provide travel management services set forth in this RFP for the following locations:

East Coast Migrant Head Start Project- Alabama Direct Services

1 Riverchase Office Plaza, Suite 200
Birmingham, Alabama 35244

East Coast Migrant Head Start Project- Chandler Mountain Center

4484 Chandler Mountain Road
Steele, Al 35987

East Coast Migrant Head Start Project- Loxley Center

16742 County Road 68
Loxley, AL 36551

East Coast Migrant Head Start Project- Semmes Center

3810 Wulff Road, East, Suite C
Semmes, Al 36575

East Coast Migrant Head Start Project- Raleigh Corporate Office

2301 Sugar Bush Road, Ste 400
Raleigh, NC 27612

East Coast Migrant Head Start Project- NC Direct Service

798 NC Highway 42 West
Clayton, NC 27520

East Coast Migrant Head Start Project- Angier Center

143 Fish Road
Angier, NC 27501

East Coast Migrant Head Start Project- Bailey Center

4562 US Hwy 264- A
Bailey, NC 27807

East Coast Migrant Head Start Project- Bladen Center

10016 Highway NC 210
Ivanhoe, North Carolina 28444

East Coast Migrant Head Start Project- Faison Center

2669 NC Hwy 403 West
Faison, NC 28341

East Coast Migrant Head Start Project- Fountain Center

7656 Hwy 222 East
Fountain, NC 27829

East Coast Migrant Head Start Project- Hendersonville Center

2 Sugar Hill Drive
Hendersonville, NC 28792

East Coast Migrant Head Start Project- Long Creek Center

TBD
Rocky Point, NC 28457

East Coast Migrant Head Start Project- Newton Grove Center

3201 Easy Street
Dunn, NC 28334

East Coast Migrant Head Start Project-Whiteville Center

84 A.O. Inman Lane
Whiteville, NC 28472

East Coast Migrant Head Start Project –Florida Direct Services Western Region

600 N Broadway Ave Ste 203
Bartow, FL 33830

East Coast Migrant Head Start Project –Bowling Green Center

5115 Mason Dixon Ave.
Bowling Green, FL 33834

East Coast Migrant Head Start Project- Bartow Center

650 West Main Street
Bartow, FL 33830

East Coast Migrant Head Start Project- Wauchula Center

604 Martin Luther King Avenue
Wauchula, FL 33873

East Coast Migrant Head Start Project- Jennings EHS Center

5120 NW County Road, 152
Jennings, FL 32053

East Coast Migrant Head Start Project- Palmetto EHS Center

906 17th St. West
Palmetto, FL 34221

East Coast Migrant Head Start Project- FL Eastern Region Direct Services

1111 SE Federal Hwy, Ste. 226
Stuart, FL 34994

East Coast Migrant Head Start Project-Fort Pierce Center

1803 North 21st St.
Ft. Pierce, FL 34950

East Coast Migrant Head Start Project- Indiantown Center

16491 SW Farms Rd. Bldg. E
Indiantown, FL 34956

East Coast Migrant Head Start Project- Okeechobee I Center

726 NE 16th Ave.
Okeechobee, FL 34972

East Coast Migrant Head Start Project- Okeechobee 2 Center

1003 NW 2nd St.
Okeechobee, FL 34972

East Coast Migrant Head Start Project- Shannon Center

2050 Duda Rd
Belle Glade, FL 33430

East Coast Migrant Head Start Project- South Bay Center

475 US Hwy. 27 North
South Bay, FL 33493

East Coast Migrant Head Start Project-Myakka Center

34590 State Road 64 East
Myakka City, FL 34251

East Coast Migrant Head Start Project- Alexandria Center

800 North Central Avenue
Alexandria, Indiana 46001

East Coast Migrant Head Start Project- Geneva Center

798 N. Main St.
Geneva, IN 46740

East Coast Migrant Head Start Project- Kokomo Center

836 S. Purdum St.
Kokomo, IN 46901

East Coast Migrant Head Start Project- Lafayette Regional Office

619 N. 9th Street
Lafayette, IN 47904

East Coast Migrant Head Start Project- Lakeville Center

601 N. Michigan Street
Lakeville, IN 46536

East Coast Migrant Head Start Project- Indianapolis Center

5805 East 56th Street, Indianapolis, Indiana 46226

East Coast Migrant Head Start Project- Vincennes Center

1110 S. 15th St.
Vincennes, IN 47591

East Coast Migrant Head Start Project- SCDS

703 Orleans Road
Charleston, SC 29457

East Coast Migrant Head Start Project- Colleton Center

14405 Bells Highway
Lodge, SC 29082

East Coast Migrant Head Start Project- Gaffney Center

207 Windslow Ave
Gaffney, SC 29341

East Coast Migrant Head Start Project- Manning Center

621 A-W Huggins Street
Manning, SC 29102

East Coast Migrant Head Start Project -Saluda Center

206 Travis Avenue
Saluda, SC 29138

**East Coast Migrant Head Start Project -Valdosta Center
(TBD)**

East Coast Migrant Head Start Project- Tahlequah Center

416 W Morgan St
Tahlequah, OK 74464

East Coast Migrant Head Start Project- Virginia Direct Services

20344 Lankford Highway
Parksley, VA 23421

East Coast Migrant Head Start Project

22198 S. Bayside Road
Cheriton, VA 23316

East Coast Migrant Head Start Project- Washington, DC Regional Office

1001 Connecticut Avenue, NW, Suite 220
Washington, DC 20036

10. GENERAL PROPOSAL REQUIREMENTS

10.1 GENERAL REQUIREMENTS:

In order to be considered for selection, bidders must submit a complete response to this RFP in a sealed envelope or package clearly marked "Travel Management Proposal; RFP# 12222. The bidder may submit One (1) original and three (3) copies of the proposal submitted to ECMHSP. Email submissions to fbradshaw@ecmhsp.org will be accepted. The electronic media must be a standard Microsoft Windows compatible format readable by ECMHSP using word processing software that is Windows based, preferably Microsoft Word. Please submit all Proposals to:

East Coast Migrant Head Start Project
Attn: Francesca Bradshaw
2301 Sugar Bush Road, Ste 400
Raleigh, NC 27612
Telephone (919) 926-3375

Proposals submitted after the above deadline will not be accepted. No other distribution of the proposals shall be made by the bidder.

NOTE: Only one (1) Proposal may be submitted from each proposer.

10.2 SPECIAL REQUIREMENTS:

1. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.
2. The completed Proposal shall be without alterations or erasures. Errors may be crossed out and corrections printed in ink or typed adjacent and must be initialed in ink by an authorized representative of the proposer.
3. No faxed Proposals will be considered.
4. Bidders should respond to the items in the order they are shown in the RFP. Proposals should describe the most favorable terms and shall remain firm for 120 days from the bid opening date. Proposals should be submitted excluding federal, state, and local taxes.
5. Proposals shall be signed by an authorized representative of the bidder. All information requested should be submitted. Failure to submit all information requested may result in the organization requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by ECMHSP.
6. Proposals should provide a straightforward, description of capabilities to satisfy the requirements of the RFP so that ECMHSP may properly evaluate bidder's capabilities to provide the required product. Emphasis should be placed on completeness and clarity of content.
7. Bidder should provide specific information concerning the firm's experience in the services specified in this RFP. Include the number of employees involved in providing services; number of years providing services.
8. Provide a minimum of three (3) reference letters for similar services rendered (must be within the last six (6) months on the reference company's letterhead. Each reference shall include a current point of contact and a phone number. Each reference letter must have the following information: Date of the original contract; end date of the contract; services

rendered; names, addresses, and telephone numbers of contact persons within client agencies for whom the services have been provided.

9. Provide a list of all clients, if any, to whom you have provided similar services over the last two years but are not currently working for.
10. Provide a written narrative statement to include as a minimum: 1) experience in providing the services described herein; 2) a description that the bidder understands ECMHSP requirements and how the work will be performed; 3) a detailed proposal that meets the RFP requirement.

11.0 EVALUATION CRITERIA

All proposals will be reviewed to determine if they adhere to the format and instructions of the RFP, meet the criteria indicated below, and conform to the objectives and requirements of the RFP. An evaluation team will evaluate the proposals received in accordance with criteria outlined in this RFP. ECMHSP reserves the right to select the proposal which, in its sole judgment, best meets the needs of the organization. Incompleteness, significant inconsistencies, or inaccuracies found within a response may result in a reduction of the evaluation rating. Proposals will be rejected if they 1) are received after closing date and time, 2) are not properly sealed, 3) contain alterations not initialed by an authorized official, 4) are not meeting or taking exception to required terms and conditions, and/or 5) are not meeting specifications. The vendor selected for an award will be the one whose proposal is the most advantageous to ECMHSP. ECMHSP is not bound to accept the lowest priced proposal if that proposal is not in the best interest of ECMHSP as determined solely by ECMHSP. ECMHSP personnel will evaluate proposals based upon the following criteria:

1. Adherence to the RFP: The bidder adheres to the instructions in this RFP on preparing and submitting the proposal – 20 pts.
2. Qualifications and experience: The bidder's past experience and performance on comparable projects- 30 pts.
3. Clarity and Completeness of response to RFP: 10 pts.
4. References: 10 pts.
5. Reasonableness of cost: 30 pts.

12.0 GENERAL TERMS AND CONDITIONS

1. Execution of Offer: No agreement with ECMHSP is in effect until a contract has been signed by both parties. Attached to this RFP is an Execution of Offer Form which should be returned with a Proposal; however, the Proposal shall include a statement that the proposer has reviewed and either 1) will agree to the terms contained therein if selected, or 2) will indicate those specific provisions of the agreement to which the proposer takes exception and why. The selected Proposer will be required to execute an agreement with ECMHSP for the services requested within 5 days of the award. If agreement on the terms and conditions of the contract that are acceptable to ECMHSP including, but not limited to, compensation, cannot be achieved within that timeframe, ECMHSP reserves the right to continue negotiations or to award the bid to another Vendor and begin negotiations with that Proposer.

2. Anti-Kickback Provision: This contract is subject to the provisions of the Anti-Kickback Enforcement Act of 1986. By agreeing to this binding agreement, the transacting parties certify that they have not paid kickbacks directly or indirectly to any employee of ECMHSP for the purpose of obtaining this or any other agreement, purchase order or contract from ECMHSP and agree to cooperate fully with any Federal Agency investigating a possible violation of the Act.

13.0 NON-COLLUSION REPRESENTATION

By signing below, the Vendor represents and warrants that the quotation has been made without contacting any other Vendor and is in all respects fair and made without collusion or fraud.

14.0 INSURANCE

Insurance: Vendor must maintain the following types of insurance in the following amounts:

<u>Coverage</u>	<u>Minimum Policy Limit</u>
Workers' Compensation	Statutory
Bodily Injury/Property Damage	\$1 million primary
Products Liability	\$1 million primary
Umbrella Liability	\$2 million

Insurance companies licensed to do business in the State of North Carolina must issue policy. The Vendor must provide a certificate of insurance evidencing the scope of insurance coverage.

15.0 STANDARD TERMS AND CONDITIONS

15.01 Definitions:

- "Contract" shall mean the Request for Proposal, the Execution of Offer, and Vendor Questionnaire.
- "Vendor" shall mean the individual, partnership, corporation, or other entity responding to this Request for Proposal.
- "Contractor" shall mean the individual, partnership, corporation, or other entity awarded a Contract pursuant to this Request for Proposal.

15.02 Entire Agreement. The Contract is intended as the complete and exclusive statement of the agreement between ECMHSP and the Contractor and shall supersede all prior or contemporaneous agreements, negotiations or oral representations relating to the subject matter herein.

15.03 Time of Performance: Time is of the essence in the rendering of services hereunder. Contractor agrees to perform all obligations and tender services set forth in this Request for Proposal in accordance with the schedules herein and as mutually agreed upon between ECMHSP and Contractor during the term of this Contract.

15.04 Termination for Cause: In the event that the Contractor fails to carry out or comply with any of the terms and conditions of the Contract, ECMHSP may notify the Contractor of such default or failure in writing and demand that the failure or default be

remedied within ten days. In the event that the Contractor fails to remedy such failure or default within the ten-day period, ECMHSP shall have the right to hold Contractor in breach of the Contract and to recover whatever damages it may be entitled to at law or in equity.

- 15.05 Termination for Convenience:** The Contract may be terminated without penalty by ECMHSP for convenience by giving thirty (30) days written notice of such termination to the Contractor. In no event shall termination by ECMHSP as provided for in this paragraph give rise to any liability on the part of ECMHSP including, but not limited to, any claims of Contractor for compensation for anticipated profits, unabsorbed overhead, or interest on borrowing. ECMHSP's sole obligation hereunder is to pay Contractor for services provided prior to the date of termination.
- 15.06 Independent Status of Parties:** Contractor will neither hold itself out as nor claim to be an officer, partner, employee, or agent of ECMHSP by reason hereof, and that it will not by reason hereof make any claim, demand or application to or for any right, or privilege applicable to an officer, partner, employee or agent of ECMHSP.
- 15.07 Contract Amendments:** The Contract may be amended by mutual written consent of the parties. No modifications or amendments to the contract shall become valid unless in writing and signed by both parties.
- 15.08 Compliance with Law:** ECMHSP is a federally funded, non-profit corporation. Individuals and corporations desiring to do business with ECMHSP must certify that they have not been debarred from receiving federal funds. By submitting a response to this Request for Proposal, Vendor is certifying that it and its principals:
- are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - have not within a three-year period preceding this transaction been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State or local), with commission of any of the offenses enumerated in this certification; and
 - have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
- 15.09 Access to Documents:** To the extent applicable to this procurement, Contractor agrees to grant access by ECMHSP, the Administration for Children & Families, the United States Department of Agriculture, and the Comptroller General of the United States or any of their duly authorized representatives to any books, documents, papers and records of the Contractor, which are directly pertinent to this Contract, for the purpose of making audit, examination, excerpts, and transcriptions.
- 15.10 Acceptance of Services:** All services furnished under this Contract shall be to the satisfaction of ECMHSP and in accordance with the scope of work, specifications, terms, and conditions of the Contract.

15.11 Indemnification: Contractor agrees to indemnify, protect and hold harmless ECMHSP and its officers, directors, and employees from and against all claims, damages, losses, causes of action, suits or judgments arising out of, caused by, or resulting from, the provision of goods by Contractor pursuant to this Contract, which are caused in whole or in part by any negligent act or omission of the Contractor.

15.12 Force Majeure: If either ECMHSP or Contractor is delayed at any time in the performance of its obligations hereunder by economic industry-wide strikes, fire, unusual delay in deliveries, unavoidable casualties, or other causes reasonably beyond such party's control and which could not have been reasonably anticipated by that party, then the time for performance of such party shall be extended by one day for each day of such delay.

15.13 Non-Disclosure: Contractor and ECMHSP acknowledge that they or their employees may, in the performance of the resultant Contract, come into the possession of proprietary or confidential information owned by or in the possession of the other. Neither party shall use any such information for its own benefit or make such information available to any third person, firm, corporation, or other organization.

15.14 Governing Law: This Contract shall be construed and governed by the laws of the state of North Carolina.

16.0 Notification of Award

ECMHSP anticipates selecting the successful proposal within two weeks of the closing date for receipt of proposals. Upon conclusion of final regulations with the successful Vendor, all Vendors submitting proposals in response to the RFP will be informed, in writing, of the successful bidder.

EXECUTION OF OFFER

THIS SHEET MUST, BE COMPLETED, SIGNED, AND RETURNED WITH THE PROPOSAL. FAILURE TO SIGN AND RETURN THIS SHEET WILL RESULT IN THE REJECTION OF YOUR PROPOSAL.

1. By signature hereon, the Vendor offers and agrees to furnish the products and/or services at the prices quoted and comply with all terms, conditions, and requirements set forth in the Request for Proposal.
2. By signature hereon, the Vendor affirms that it has not given, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to an ECMHSP employee on connection with the submitted proposal.
3. By signature hereon, the Vendor hereby certifies that neither the Vendor nor the firm, corporation, partnership or institution represented by the Vendor, or anyone acting for the firm, corporation, or institution has violated federal or state antitrust laws, nor communicated, directly or indirectly the proposal made to any competitor, or any other person engaged in such line of business.
4. By signature hereon, Vendor certifies that all statements and information prepared and submitted in response to this solicitation are current, complete, and accurate.
5. By signature hereon, Vendor certifies that the individual signing this document and the documents made part of the Request for Proposal is authorized to sign such documents on behalf of the company and to bind the company under any contract which may result from the submission of this proposal.
6. By signature hereon, Vendor certifies it is a small business and/or a minority/female owned business as indicated below. Indicate status if applicable:
 - () Small Business
 - () Minority/Female Owned Business
7. By signature hereon, Vendor certifies that no relationship, whether by relative, business associate, capital funding agreement or by any other such kinship exist between Vendor and an employee of ECMHSP.
8. By signature hereon, Vendor affirms that he has not received compensation for participation in the preparation of the specifications for this Request for Proposal.

9. By signature hereon, Vendor signifies his compliance with all Federal laws and regulations pertaining to equal employment opportunities.

10. Vendor certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

Complete the Following:

Federal Employer Identification No: _____

If Sole Owner, SS No: _____

If a Corporation, State of Incorporation: _____

Submitted by: _____

Company Name: _____

Authorized Signature: _____

Printed Name/Title: _____

Date: _____

Street Address: _____

City, State, Zip Code: _____

PRICING SCHEDULE

PRICING: Please submit a detailed cost proposal for providing the services requested. We welcome innovative and nonstandard 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. The vendor may add separately, prices for other services which are not mentioned in the list above.

Proposal of: _____
(Company Name)

	Fee Type (one-time, per trx, monthly, annually – no charge)	Pricing	Description
AGENT TRANSACTION FEES			
Agent Domestic Air Bookings			
Agent International Air Bookings			
Agent Rail Bookings			
Agent Hotel or Car only Bookings			
Agent Exchanges			
Agent Voids			
Agent Refunds			
Information Only Calls			
Help Desk Calls			
CONCUR ONLINE TRANSACTION FEES			
Online Domestic Air Bookings			
Online International Air Bookings			
Online Rail Bookings			
Online Hotel or Car only Bookings			
Online Exchanges			
Online Voids			
Online Refunds			
Agent-Assisted Changes to Online Bookings			
Help Desk Calls			
IMPLEMENTATION			
Agency Implementation Fee			
Online Tool Implementation Fee			
Loading of Air Contracts			
Loading of Hotel Contracts			
Loading of Traveler Profiles			
OTHER SERVICES			
Account Management			

Online Tool Site Management			
Reporting			
International Rate Desk Review			
After Hours/Emergency Calls			
Any other fees or optional services please describe:			

Having carefully examined all the specifications and requirements of this Request for Proposal and any attachments thereto, the undersigned proposes to furnish the goods and services as required at the BELOW QUOTED TERMS.

Submitted By: _____
(Authorized Signature)

RESPONDENT QUESTIONNAIRE

Respondents are requested to submit a complete response to each of the below listed items. Responses requiring additional space should be brief and submitted as an attachment to your proposal package. Please reference each response by its item number indicated below.

1. Legal name of the company: _____

Number of years in the business: _____

Type of Operation-Individual _____ Partnership _____ Corporation _____

Number of employees _____

2. Is your company currently in default on, any loan agreement or financing agreement with any bank, financial institution, or other entity? If yes, specify date(s), details, circumstances, and prospects for resolution?

3. Provide a customer reference list of no less than three (3) organizations with which your company currently has contracts with and has previously provided goods and/or services of equal type and scope, as requested herein, within the past five (5), years. The reference list must include company name, contact person, and telephone number, project description and length of business relationship.

4. Describe your company's service support philosophy, how it is carried out, and how success in keeping this philosophy is measured.

5. Does any relationship, exist whether by relative, business associate, capital funding agreement or any other such kinship exist between your company and any ECMHSP employee. If yes, please explain.

6. Describe your organization's capacity to manage and provide services proposed. Provide information for each team member that will be assigned to this contract; including number of experience years, qualifications, licenses, certifications, and project responsibilities. Include for example: Resumes of key management staff, identification of staff by position and responsibilities involved in project, and organizational chart with lines of authority.

7. Please describe the timeline and schedule to include the hiring of one Travel Specialists and the implementation of the travel program.

8. Is your company a minority-owned business? If so, under what certifying agency, state or federal is it certified.

Submitted by: _____
(Authorized Signature)

EXHIBIT A. MANDATORY CONTRACT PROVISIONS

(a) Suspension and Debarment

ECMHSP is funded under a grant from the United States Department of Health and Human Services, Administration for Children & Families, Office of Head Start. Individuals and corporations desiring to do business with ECMHSP must certify that they have not been debarred from receiving federal funds. By entering into Agreement, Contractor is certifying that it and its principals:

- (1) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
- (2) Have not within a three-year period preceding this transaction been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- (3) Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State or local), with commission of any of the offenses enumerated in this certification;
- (4) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default; and
- (5) Will immediately contact ECMHSP upon receipt of any notice of suspension, proposed debarment, or debarment.

(b) Byrd Anti-Lobbying Amendment: Contractor certifies, to the best of its knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal grant, the Contractor shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

- (4) This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.
- (c) Termination for Convenience: Contractor and ECMHSP may terminate this Agreement at any time upon the mutual agreement of the parties.
- (d) Termination for Cause: This agreement may be terminated for material breach in accordance with the terms and conditions of this Agreement.
- (e) Clean Air Act and Federal Water Pollution Control: Contractor agrees to comply with all requirements of the Clean Air Act and the Federal Water Pollution Act, and all regulations and guidelines listed thereunder. Contractor shall promptly notify the U.S. Department of Health and Human Services and the regional office of the U.S. Environmental Protection Agency upon any violation of the Acts or their regulations and guidelines.
- (f) Energy Efficiency: Contractor will comply with mandatory standards and policies relating to energy efficiency which are contained in the North Carolina energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6201).
- (g) Record Access: Contractor agrees to make available any books, documents, papers, and records which are directly pertinent to this Agreement for the purpose of making audits, examinations, excerpts, and transcription to the U.S. Department of Health and Human Services, the U.S. Comptroller General, or any other their duly authorized representatives.