



**Procurement**

300 Turner Street NW  
North End Center, Ste 2100  
Blacksburg, Virginia 24061  
P: (540) 231-6221 F: (540) 231-9628  
[www.procurement.vt.edu](http://www.procurement.vt.edu)

April 12, 2024

Anthony Travel LLC  
PO Box 1086  
Notre Dame, IN 46556

Subject: Virginia Tech Contract # VTS-867-2018  
Commodity/Service: Athletic Travel Management Services  
Renewal Period: May 1, 2024-June 30, 2024

This is to inform you that the subject contract expires April 30, 2024. Since the university would like to extend the contract through June 30, please advise concerning your intention by signing in the appropriate space listed below. Please return this letter to me by April 16.

Please review the attached form, which shows your company information as listed in the university's vendor database. If any of this information has changed, make corrections directly on the form, and return with this letter. If all information is correct and no changes need to be made, do not return this form. It is essential that this information be accurate in order for payments to be processed in a timely manner.

Thank you for your attention to this matter.

Sincerely,

Kim Widrig  
Senior Buyer  
Telephone: (540) 231-8543

Anthony Travel LLC **agrees** to extend the contract through June 30, 2024 in accordance with the terms and conditions of the subject contract.

Authorized Signature: Pat Walsh Date: 4/12/24  
Name: Pat Walsh Title: Senior Vice President, Collegiate Travel  
(please print)

Anthony Travel LLC **does not agree** to extend the contract through June 30, 2024.

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Name: \_\_\_\_\_ Title: \_\_\_\_\_  
(please print)

Approved: \_\_\_\_\_  
Mary Mary Helmick  
Director of Procurement  
45C0F5F337E04D0...  
Date: 4/15/2024



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March 2, 2022

Jim O'Connor  
Anthony Travel LLC  
PO Box 1086  
Notre Dame, IN 46556

Dear Mr. O'Connor:

Subject: Contract Renewal Letter

Virginia Tech Contract #: VTS-867-2018  
Commodity/Service: Athletic Travel Management Services  
Renewal Period: ~~April 30, 2022 - May 1, 2024~~ May 1, 2022 - April 30, 2024\*\*\*  
Renewal #: 1 of 1 two-year renewal

In accordance with the renewal provision of the original contract, the university would like to renew the contract for an additional term. Please advise concerning your intention by signing in the appropriate space below. A signed copy of this letter should be received in Procurement by March 14, 2022.

If allowed by the contract, price adjustments must be requested at the time of renewal in accordance with the contract documents. Price adjustments are not automatic or retroactive and are only implemented upon request by the vendor at the time of renewal.

In addition, review the attached form which shows your company information as listed in the university's vendor database. If any of this information has changed, make corrections directly on the form, and return with this letter. It is essential this information be accurate for payments to be processed in a timely manner.

Virginia Tech recommends that our vendors utilize the Wells One AP Control Payment System for payment of all invoices and strongly encourages all vendors under contract with the university to participate in this program. If your firm is not enrolled in the program, refer to our website: <http://www.procurement.vt.edu/Vendor/WellsOne.html> or contact me directly for more information.

Sincerely,

John Spence  
Buyer Senior/Contracts Office  
Telephone: (540) 231-3333

Anthony Travel LLC agrees to renew the contract under the terms and conditions of the subject contract.

Authorized Signature: Pat Walsh Date: 3/3/2022  
Name: Pat Walsh Title: Pat Walsh  
(please print)

We currently participate in the Wells One Program. \_\_\_\_\_

We would like to participate in the Wells One Program \_\_\_\_\_

PQ/

Approved: Mary Helmick Date: 3/3/2022  
Mary W. Helmick  
Director of Procurement



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March 11, 2020

Anthony Travel LLC  
 Attn: Patrick Walsh  
 PO Box 1086  
 Notre Dame, IN 46556

Dear Mr. Walsh:

Subject: Contract Renewal Letter


Virginia Tech Contract #: VTS-867-2018  
 Commodity/Service: Athletic Travel Management Services  
 Renewal Period: May 1, 2020 - April 30, 2022  
 Renewal #: (1 of 2) two-year renewal

In accordance with the renewal provision of the original contract, the university would like to renew the contract for an additional two-year term. Please advise concerning your intention by signing in the appropriate space below. A signed copy of this letter should be received in Procurement by March 25, 2020.

If allowed by the contract, price adjustments must be requested at the time of renewal in accordance with the contract documents. Price adjustments are not automatic or retroactive and are only implemented upon request by the vendor at the time of renewal.

In addition, review the attached form which shows your company information as listed in the university's vendor database. If any of this information has changed, make corrections directly on the form, and return with this letter. It is essential this information be accurate for payments to be processed in a timely manner.

Virginia Tech recommends that our vendors utilize the Wells One AP Control Payment System for payment of all invoices and strongly encourages all vendors under contract with the university to participate in this program. If your firm is not enrolled in the program, refer to our website: <http://www.procurement.vt.edu/Vendor/WellsOne.html> or contact me directly for more information.

Sincerely,  
 John Spence   
 Senior Buyer

Telephone: (540) 231-3333

Anthony Travel LLC agrees to renew the contract under the terms and conditions of the subject contract.

Authorized Signature: Pat Walsh Date: 3/11/20  
 Name: Pat Walsh Title: Senior Vice President  
 (please print)

We currently participate in the Wells One Program.         

We would like to participate in the Wells One Program         

JS/sr

Approved: Reed Nagel  
 Reed Nagel  
 Assistant Director of Procurement

Date: 3/12/20

COMMONWEALTH OF VIRGINIA

STANDARD CONTRACT

Contract Number: VTS-867-2018

This contract entered into this 18th day of April 2018 by Anthony Travel LLC, hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Polytechnic Institute and State University called "Virginia Tech."

WITNESSETH that the Contractor and Virginia Tech, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide the Athletic Travel Management Services to Virginia Tech as set forth in the Contract Documents.

PERIOD OF CONTRACT: From May 1, 2018 through April 30, 2020 with 2 two-year renewals.

COMPENSATION AND METHOD OF PAYMENT: The Contractor shall be paid by Virginia Tech in accordance with the Contract Documents.

CONTRACT DOCUMENTS: The Contract Documents shall consist of this signed contract, Request for Proposal (RFP) number 0053631 dated December 11, 2017, the proposal submitted by the Contractor dated January 12, 2018, Virginia Tech's letter dated March 8, 2018 and the Contractor's response dated March 8, 2018, all of which Contract Documents are incorporated herein.

In WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

Contractor  
By: Pat Walsh  
(Signature)  
Patrick Walsh - Senior Vice President  
Name and Title

Virginia Tech  
By: Kimberly Dulaney  
Kimberly Dulaney, CPSM, CUPO  
Director of Procurement



Request for Proposal # 0053631

For

Athletic Travel Management Services

December 11, 2017

**Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.**

RFP 0053631  
GENERAL INFORMATION FORM

**QUESTIONS:** All inquiries for information regarding this solicitation should be directed to: Kimberly Dulaney, Assistant Director & Contracts Manager Phone: (540) 231-8543 e-mail: kdulane@vt.edu

**DUE DATE:** Proposals will be received until Friday, January 12, 2018 at 3:00 PM. Failure to submit proposals to the correct location by the designated date and hour will result in disqualification.

**ADDRESS:** Proposals should be mailed or hand delivered to: Virginia Polytechnic Institute and State University (Virginia Tech), Procurement Department (MC 0333) North End Center, Suite 2100, 300 Turner Street NW, Blacksburg, Virginia 24061. Reference the due date and hour, and RFP Number in the lower left corner of the return envelope or package.

Please note that USPS is delivered to a central location and is not delivered directly to Procurement. Allow extra time if sending proposal via USPS. It is the vendor's responsibility to ensure proposals are received in the Procurement office at the appropriate date and time for consideration.

*Please note that the University will be closed from December 22, 2017 thru January 2, 2018*

**TYPE OF BUSINESS:** (Please check all applicable classifications). If your classification is certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), provide your certification number: \_\_\_\_\_. For assistance with SWaM certification, visit the SBSD website at <http://sbsd.virginia.gov/>.

\_\_\_\_\_ **Large**

\_\_\_\_\_ **Small business** – An independently owned and operated business which, together with affiliates, has 250 or fewer employees or average annual gross receipts of \$10 million or less averaged over the previous three years. Commonwealth of Virginia Department of Small Business and Supplier Diversity (SBSD) certified women-owned and minority-owned business shall also be considered small business when they have received SBSD small business certification.

\_\_\_\_\_ **Women-owned business** – A business concern that is at least 51% owned by one or more women who are U. S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with the United States immigration law, and both the management and daily business operations are controlled by one or more women who are U. S. citizens or legal resident aliens.

\_\_\_\_\_ **Minority-owned business** – A business concern that is at least 51% owned by one or more minority individuals (see Section 2.2-1401, Code of Virginia) or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals and both the management and daily business operations are controlled by one or more minority individuals.

**COMPANY INFORMATION/SIGNATURE:** In compliance with this Request For Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal and as mutually agreed upon by subsequent negotiation.

FULL LEGAL NAME (PRINT) (Company name as it appears with your Federal Taxpayer Number)		FEDERAL TAXPAYER NUMBER (ID#)	
BUSINESS NAME/DBA NAME/TA NAME (If different than the Full Legal Name)		BILLING NAME (Company name as it appears on your invoice)	
PURCHASE ORDER ADDRESS		PAYMENT ADDRESS	
CONTACT NAME/TITLE (PRINT)			E-MAIL ADDRESS
TELEPHONE NUMBER	TOLL FREE TELEPHONE NUMBER	FAX NUMBER TO RECEIVE E-PROCUREMENT ORDERS	

Is any member of the firm an employee of the Commonwealth of Virginia who has a personal interest in this contract pursuant to the Code of Virginia, 2.2 – 3102 - 3112

YES \_\_\_\_\_ NO \_\_\_\_\_

SIGNATURE \_\_\_\_\_ Date: \_\_\_\_\_

Revised 07/01/2017

I. PURPOSE:

The purpose of this Request for Proposal (RFP) is to solicit proposals to establish a contract through competitive negotiations for Athletic Travel Management Services by Virginia Polytechnic Institute and State University (Virginia Tech), an agency of the Commonwealth of Virginia.

II. CONTRACT PERIOD:

The term of this contract is for two (2) years, or as negotiated. There will be an option for 2 two-year renewals, or as negotiated.

III. BACKGROUND:

Virginia Polytechnic Institute and State University (Virginia Tech) is located in Blacksburg, Virginia, approximately 40 miles southwest of Roanoke, Virginia, the major commercial hub of the area. In addition to the university's main campus in Blacksburg, major off campus locations include twelve agriculture experiment research stations, the Marion duPont Scott Equine Medical Center and graduate centers in Roanoke and Fairfax, Virginia. Regularly scheduled air service is provided at the Roanoke Regional Airport.

Dedicated to its motto, Ut Prosim (That I May Serve), Virginia Tech takes a hands-on, engaging approach to education, preparing scholars to be leaders in their fields and communities. As the Commonwealth's most comprehensive university and its leading research institution, Virginia Tech offers 240 undergraduate degree programs to more than 31,000 students and manages a research portfolio of nearly \$513 million. The university fulfills its land-grant mission of transforming knowledge to practice through technological leadership and by fueling economic growth and job creation locally, regionally, and across Virginia.

The Virginia Tech Department of Athletics officially represents the Virginia Polytechnic Institute and State University (Virginia Tech) in intercollegiate athletics. The Hokies participate in the NCAA's Division I Atlantic Coast Conference (ACC) in 22 varsity sports. The University's Department of Athletics employs over 200 employees, and has over 550 student-athletes. Throughout the competitive playing season during the school year, the teams travel to a variety of locations in order to compete against various other institutions, including regular season play, conference championships, and NCAA Championships.

The Athletic Department uses travel agencies to arrange both team travel to competitions and individual travel for recruiting purposes. Flights for teams are often required for competitions against ACC conference members Miami, Florida State, Syracuse, Notre Dame, and Boston College, as well as for distant non-conference opponents and post-season competitions.

Many teams charter a bus to the airport and to locations within a few hours drive of Blacksburg; although often arranged through existing university contracts for this service, transportation is sometimes needed in distant locations when the team has traveled by airline, or when the coach prefers to use a travel agency to make all-inclusive arrangements.

A listing of current Athletic teams and schedules may be viewed by going to [www.hokiesports.com](http://www.hokiesports.com), and selecting "schedules" in the left side listing of links.

In an effort to maintain the highest quality services for its customers, we are searching for an experienced firm to provide comprehensive Travel Management Services for the University's Department of Athletics to begin April 1, 2018.



The Department of Athletics currently spends approximately \$5 million annually on team travel, recruiting travel and administrative travel. Teams and individuals frequently travel to a multitude of locations across the country, and the Department of Athletics travel needs are very large in scope, size, and flexibility. Travel for the department consists of:

1. Team Travel for 22 varsity sports.

- a. Team sizes are as small as 10 students and as large as 105 students. Although travel is almost exclusively in the United States, there are a few trips to other countries. Travel takes place throughout the entire calendar year.

2. Recruiting Travel.

- a. Coaches need support on travel (which frequently is a complex, multiple trip journey) and to recruits visiting the University.

The Department of Athletics currently uses private charters for long distance team travel for the football and men's and women's basketball teams, but is open to having these arrangements made via commercial flights if cost savings are significant.

Due to the volume of travel and complexities of following University, NCAA, and Atlantic Coast Conference rules and regulations associated with travel, the Department of Athletics is strongly considering providing a physical location within its building at the University, for a travel management firm to place an in-house travel agent. The decision by the Department of Athletics will be based on the quality of the proposals received.

IV. EVA BUSINESS-TO-GOVERNMENT ELECTRONIC PROCUREMENT SYSTEM:

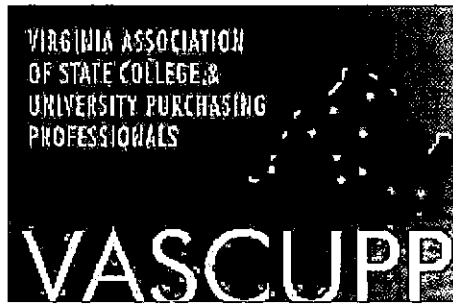
The eVA Internet electronic procurement solution streamlines and automates government purchasing activities within the Commonwealth of Virginia. Virginia Tech, and other state agencies and institutions, have been directed by the Governor to maximize the use of this system in the procurement of goods and services. *We are, therefore, requesting that your firm register as a vendor within the eVA system.*

There are transaction fees involved with the use of eVA. These fees must be considered in the provision of quotes, bids and price proposals offered to Virginia Tech. Failure to register within the eVA system may result in the quote, bid or proposal from your firm being rejected and the award made to another vendor who is registered in the eVA system.

Registration in the eVA system is accomplished on-line. Your firm must provide the necessary information. Please visit the eVA website portal at <http://www.eva.virginia.gov/pages/eva-registration-buyer-vendor.htm> and **register both with eVA and Ariba**. *This process needs to be completed before Virginia Tech can issue your firm a Purchase Order or contract.* If your firm conducts business from multiple geographic locations, please register these locations in your initial registration.

For registration and technical assistance, reference the eVA website at: <http://www.eva.virginia.gov>, or call 866-289-7367 or 804-371-2525.

V. CONTRACT PARTICIPATION:



It is the intent of this solicitation and resulting contract to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institutions, or Virginia Tech's affiliated corporations and/or partnerships may access any resulting contract if authorized by the contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor, the resultant contract may be extended to the entities indicated above to purchase at contract prices in accordance with contract terms. The Contractor shall notify Virginia Tech in writing of any such entities accessing the contract, if requested. No modification of this contract or execution of a separate contract is required to participate. The Contractor will provide semi-annual usage reports for all entities accessing the Contract, as requested. Participating entities shall place their own orders directly with the Contractor and shall fully and independently administer their use of the contract to include contractual disputes, invoicing and payments without direct administration from Virginia Tech. Virginia Tech shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that Virginia Tech is not responsible for the acts or omissions of any entity, and will not be considered in default of the contract no matter the circumstances.

Please refer to Attachment B, Zone Map, if the offeror wishes to submit separate pricing structure based on approved zones for cooperative institutions. Refer to Attachment B for the approved Zone Map. If no other prices are offered, pricing provided will apply to all zones in the Commonwealth. If you wish to provide pricing for a zone other than which this solicitation originated, please indicate you are doing so in the response. If you anticipate pricing differentials for different zones, a separate pricing sheet must be submitted for each zone that includes appropriate pricing for that zone.

Use of this contract does not preclude any participating entity from using other contracts or competitive processes as the need may be.

VI. STATEMENT OF NEEDS:

We are searching for an experienced firm to provide comprehensive Travel Management Services for the University's Department of Athletics. It is the University's intent to enter into an agreement with the selected firm(s) for services necessary to help the University achieve its goals as outlined in this RFP. In order to achieve these goals, the selected firm(s) may be requested to provide those services outlined in this section.

A. General Travel Management Services will include:

1. Book airline (commercial and charter), lodging, car rental, chauffeur or car service, and / or charter bus travel at the most favorable rates and routing. The Selected Firm(s) are

expected to utilize any contracts that the University has in place with rental cars companies, airlines, or hotels chains – if those are the lowest priced option.

2. Provide delivery of tickets and or trip itineraries within 24 hours after reservations are confirmed to the requesting University end user, unless a longer period of time is requested by the end user. All tickets, with few exceptions, should be delivered electronically.
  3. Advise University departments of savings opportunities as it pertains to bundling air, lodging, and / or rental car reservations.
  4. Provide maintenance of travel profiles on individual University travelers including, but not limited to, seat preference, food requirements, award program numbers, and any other special request.
  5. Ensure accuracy in booking, invoicing, and itineraries. Must be able to supply all original receipts available to traveler.
  6. Follow all local, state, and federal laws and regulations.
  7. Communicate to the traveler and / or the travel arranger, when the reservation takes the traveler to locations requiring immunizations, what and when immunizations are needed by.
  8. Communicate any travel alerts or warnings, issued by the US Government and / or destination area, including travel restrictions to sanctioned countries.
  9. Monitor current fares against tickets already booked and issued, if a lower fare is discovered, refund or credit the University booking department the difference.
  10. Accept the University's P-card as the preferred form of payment for all University travel.
  11. Provide Visa and Passport services.
  12. Provide estimates of travel cost as requested by University departments for budget planning.
- B. Specific Athletics Department Services may include:
1. Solicitations for airline charter quotes, upon request from the University's Athletics Department. Quotes should be based upon all specific University and Athletic requirements (insurance, etc.).
  2. Provide group hotel booking services. Selected Firm(s) will solicit bids for group hotel stays as requested by the University's Athletics Department. A summary of quotes will be provided to the University's Athletics Department and, if requested, the actual lodging quotations received.
  3. Provide an account manager specifically for the University's Athletics Department. This account manager will be of managerial level (have the authority to act and make decisions to resolve issues, including contractual issues, without the need for extensive consultation within the Selected Firm's organization), will be the main point of contact to coordinate all athletics travel requirements, and will handle any problems or inquires.
  4. Provide an on-site employee who will conduct operations from the University's Athletics Department (8 a.m. to 5 p.m., M-F). This individual must have a minimum of two years of

experience in handling athletics team travel and will be required to learn NCAA and Atlantic Coast Conference travel rules. The University's Athletics Department will have final approval on who will be the designated on-site employee. The on-site employee will adhere to travel procedures.

5. Provide group airfare expertise, the Selected Firm(s) must be able to use administrative or high-level carrier contracts to obtain favorable fares, seats on capacity controlled flights and have the proven ability to address other challenges typically associated with group airfare.
6. Provide special reservation services, specifically accommodating standard airline requirements, to address the unique University's Athletics' Department requirement where occasionally the exact roster of athletes traveling to an away game is not known until just before the departure.

C. Specific Travel Abroad Services will include:

1. Provide quotes and pricing in both US and the hosting country's currency.
2. Provide customized travel itineraries that meet recruiting goals for coaches.

D. Customer Services will include:

1. Return phone calls and emails from the University within three business hours.
2. Notification to travelers of all itinerary changes.
3. Offer professional trip counseling for travelers and the travel arrangers for complex or unique itineraries.
4. Provide effective procedures for complaint resolution.
5. Provide phone support, via a 1-800 number, on a Monday through Friday schedule between the hours of 8:00 a.m. and 5:00 p.m. (Eastern Time), but also have a 24-7 support number for emergency needs to provide assistance to travelers during the night, weekends, and holidays.
6. Provide training for the online booking tool, if applicable, on an annual basis, via a combination of on grounds training and web training.
7. Provide a customer service survey tool via the Selected Firm's website, where University customers will be able to rate the Firm on a number of topics (overall satisfaction with transaction, travel agent's customer service and knowledge, price, etc.). The Selected Firm's management team will be expected to monitor this quality information and address any issues which become apparent.

E. Technology will include providing an on-line tool which:

1. Allows travelers to shop and reserve airlines fares, hotel rooms, and rental cars.
2. Allow travelers to view and update their personal profile preferences.
3. Display traveler's current and past trip itineraries. Detailed receipt printing should be an option. These documents should also be accessible by select individuals, such as a travel arranger, coach, or department business manager.

4. Allows accessibility via multiple software and electronic device platforms, including, but not be limited to: Windows and Apple operated systems, and Smart phones and other devices (specifically the iPhone and iPad).
5. Communicate to the traveler of any airline credits or unused tickets, when the traveler is making a reservation in which those credits or tickets could be used.

F. Reporting will include:

1. Quarterly reports showing;
  - a. Airline, lodging, and rental car spend.
  - b. Total number of lodging nights booked and top five cities by volume.
  - c. Total number of rental car days booked and top five cities by volume.
  - d. Trip cancelation fees.
  - e. Unused airline tickets.
  - f. Reservation method report; online, email, in person, or via the phone, and after hours service support.
  - g. Carbon emissions report.
  - h. Summary of University complaints and Selected Firm(s) corrective actions.
  - i. Other reports as requested by the University.
2. Annual analysis showing;
  - a. University savings from negotiated discounts with airlines, rental car companies, and / or lodging.
  - b. Recommendations to the University on how to reduce travel cost for the following fiscal year.
  - c. Annual report that shows detailed travel spend per each commodity and expected spend for the following year, for each requesting department.
  - d. Other analysis as requested by the University

G. Services to guests and visitors of the University which may include:

1. Provide travel management Services (air, lodging, and / or rental car) as requested by visitors and guests of the University. These services should be provided at a discount when compared to standard list price, but this discount should not be greater than the discount extended directly to the University.
2. Capability to track and report the amount of business provided to visitors and guests of the University.

H. Specific Services for travel commodities which may include:

1. Hotels;
  - a. Provide national hotel chain discounts.
  - b. Provide negotiated discounts with local hotels.
  - c. Provide a process for the University to receive a credit (in the form of a rebate, hotel points, or room certificates) based upon all hotel business booked through the Selected Firm(s) (equivalent to a preferred guest program, but on a corporate level).

## 2. Rental Cars

- a. Provide discounts with rental car chains on a local and / or national level.
- b. Provide a process for the University to receive a credit (in the form of a rebate, rental car points, or rental car certificates) based upon all rental car business booked through the Selected Firm(s) (equivalent to a preferred guest program, but on a corporate level).

## 3. Airlines

- a. Negotiate and create discounts with one or more airlines – for both Domestic and International travel.
- b. Provide the data reporting requirements as contractually required per any airline contract.
- c. Provide a process for the University to receive a credit (in the form of a rebate, airline points, or airline ticket certificates) based upon all air travel business booked through the Selected Firm(s) (equivalent to a frequent flyer program, but on a corporate level).

### I. Auditing Services which may include:

1. Provide level 3 Purchasing Card ("P-card") details for auditing.
2. Ensure no first class tickets are purchased unless allowed by University policy or an exemption is granted.
3. Ensure rental cars are limited to non-luxury, unless exemption is granted.
4. Ensure the University does not pay for others traveling with University employees (spouses, children, etc.).
5. Ensure University lodging and per diem limits are followed and the University does not pay for over limit lodging.
6. Ensure non-allowable travel expenses are not charged to the University.
7. Ensure proper justification and approval for refundable tickets. Price difference of regular ticket and a refundable ticket must not exceed the price of travelers insurance.
8. Ensure business purpose of trip is always provided.

## VII. PROPOSAL PREPARATION AND SUBMISSION:

### A. Specific Requirements

Proposals should be as thorough and detailed as possible so that Virginia Tech may properly evaluate your capabilities to provide the required goods or services. Offerors are required to submit the following information/items as a complete proposal:

#### 1. Plan For Providing Services:

- a. Provide specific plans for providing service to Virginia Tech employees located throughout the state. Include plans for delivering tickets, costs or such delivery, express

mail costs, toll free phone numbers if available and plan for obtaining the PO / TA from the departments.

- b. Describe your approach to securing the lowest rates available to meet the traveler's needs.
  - c. Provide a list of additional services that you could provide Virginia Tech to improve its travel program.
  - d. If applicable, identify and list the amount of any fees (transaction, processing, service charge, etc.) that may be charged.
  - e. Provide completed sample forms including itinerary, invoice, reservation vouchers, customer reports, as well as internal forms such as procedures and policies, which your staff is required to follow.
  - f. Identify the location of the office that will provide services and its proximity to Virginia Tech.
2. Qualifications and Experience:
- a. Describe the experience and variety of services provided by your agency.
  - b. Describe the expertise of your staff and a description of your training and development program, which will assure that all personnel assigned to perform under any resultant contract, shall be capable and qualified in the work assigned to them. Include resumes for staff that will provide service to Virginia Tech.
  - c. Provide evidence of financial stability.
  - d. Describe service enhancements unique to your agency including franchise agreements.
  - e. Are you a member of a consortium? If so, which one and why did you select that one? Provide a list of services that the consortium provides to your agency.
  - f. Provide four (4) recent references, either educational or governmental, for whom you have provided the type of services described herein. Include the date(s) the services were furnished, the client name, address and the name and phone number of the individual Virginia Tech has your permission to contact

3. Equipment, Systems, Automation:

Describe your degree of automation, procedures for electronically transferring data, and plans for future enhancements that may provide efficiencies for processing invoices at Virginia Tech.

4. Participation of Small, Women-owned and Minority-owned Business (SWAM) Business:

If your business can not be classified as SWaM, describe your plan for utilizing SWaM subcontractors if awarded a contract. Describe your ability to provide reporting on SWaM subcontracting spend when requested. If your firm or any business that you plan to subcontract with can be classified as SWaM, but has not been certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), it is expected that the certification process will be initiated no later than the time of the award. If your firm is

currently certified, you agree to maintain your certification for the life of the contract. For assistance with SWaM certification, visit the SBSB website at <http://sbsd.virginia.gov/>.

5. The return of the General Information Form and addenda, if any, signed and filled out as required.

**B. General Requirements**

1. RFP Response: In order to be considered for selection, Offerors shall submit a complete response to this RFP to include:
  - a. **One (1) original and Seven (7) copies** of the entire proposal, including all attachments. Any proprietary information should be clearly marked in accordance with 2.e. below.
  - b. **One (1) electronic copy** in WORD format or searchable PDF (*CD or flash drive*) of the entire proposal as one document, INCLUDING ALL ATTACHMENTS. Any proprietary information should be clearly marked in accordance with 2.e. below.
  - c. Should the proposal contain **proprietary information**, provide **one (1) redacted hard copy** of the proposal and attachments **with proprietary portions removed or blacked out**. This copy should be clearly marked "*Redacted Copy*" on the front cover. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable. Virginia Tech shall not be responsible for the Contractor's failure to exclude proprietary information from this redacted copy.

Response shall be submitted to:

Virginia Polytechnic Institute and State University (Virginia Tech)  
Procurement Department (MC 0333)  
North End Center, Suite 2100  
300 Turner Street NW  
Blacksburg, Virginia 24061

**Reference the Due Date and Hour, and RFP Number in the lower left hand corner of the return envelope or package.**

No other distribution of the proposals shall be made by the Offeror.

2. Proposal Preparation:
  - a. Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in Virginia Tech 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 Virginia Tech at its discretion. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
  - b. Proposals should be prepared simply and economically providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content.



- c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, subletter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and subletter should be repeated at the top of the next page. The proposal should contain a table of contents which cross references the RFP requirements. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.
  - d. Each copy of the proposal should be bound in a single volume where practical. All documentation submitted with the proposal should be bound in that single volume.
  - e. Ownership of all data, material and documentation originated and prepared for Virginia Tech pursuant to the RFP shall belong exclusively to Virginia Tech and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act. However, to prevent disclosure the Offeror must invoke the protections of Section 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data or other materials is submitted. The written request must specifically identify the data or other materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and may result in rejection of the proposal.
3. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to Virginia Tech. This will provide an opportunity for the Offeror to clarify or elaborate on the proposal but will in no way change the original proposal. Virginia Tech will schedule the time and location of these presentations. Oral presentations are an option of Virginia Tech and may not be conducted. Therefore, proposals should be complete.

## VIII. SELECTION CRITERIA AND AWARD:

### A. Selection Criteria

Proposals will be evaluated by Virginia Tech using the following:

<u>Criteria</u>	<u>Maximum Point Value</u>
1. Quality of products/services offered and suitability for the intended purposes	25
2. Qualifications and experiences of Offeror in providing the goods/services	20
3. Specific plans or methodology to be used to provide the	25

**Services**

4. Cost (or Price)	20
5. Participation of Small, Women-Owned and Minority (SWAM) Business	10
	<hr/>
Total	100

**B. Award**

Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposal, including price, if so stated in the Request for Proposal. Negotiations shall then be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, Virginia Tech shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. Virginia Tech may cancel this Request for Proposal or reject proposals at any time prior to an award. Should Virginia Tech determine in writing and in its sole discretion that only one offeror has made the best proposal, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of this solicitation and the Contractor's proposal as negotiated. See Attachment C for sample contract form.

Virginia Tech reserves the right to award multiple contracts as a result of this solicitation.

**IX. INQUIRIES:**

All inquiries concerning this solicitation should be submitted in writing via email, citing the particular RFP section and paragraph number. All inquiries will be answered in the form of an addendum. Inquiries must be submitted by 10:00 am on Tuesday, December 19, 2017. Inquiries must be submitted to the procurement officer identified in this solicitation.

**X. INVOICES:**

Invoices for goods or services provided under any contract resulting from this solicitation shall be submitted by email to [vtinvoices@vt.edu](mailto:vtinvoices@vt.edu) or by mail to:

Virginia Polytechnic Institute and State University (Virginia Tech)  
Accounts Payable  
North End Center, Suite 3300  
300 Turner Street NW  
Blacksburg, Virginia 24061

**XI. METHOD OF PAYMENT:**

Virginia Tech will authorize payment to the contractor as negotiated in any resulting contract from the aforementioned Request for Proposal.

Payment can be expedited through the use of the Wells One AP Control Payment System. Virginia Tech strongly encourages participation in this program. For more information on this program please refer to Virginia Tech's Procurement website: <http://www.procurement.vt.edu/vendor/wellsone.html> or contact the procurement officer identified in the RFP.

XII. ADDENDUM:

Any ADDENDUM issued for this solicitation may be accessed at <http://www.apps.vpfin.vt.edu/html.docs/bids.php>. Since a paper copy of the addendum will not be mailed to you, we encourage you to check the web site regularly.

XIII. COMMUNICATIONS:

Communications regarding this solicitation shall be formal from the date of issue, until either a Contractor has been selected or the Procurement Department rejects all proposals. Formal communications will be directed to the procurement officer listed on this solicitation. Informal communications, including but not limited to request for information, comments or speculations regarding this solicitation to any University employee other than a Procurement Department representative may result in the offending Offeror's proposal being rejected.

XIV. CONTROLLING VERSION OF SOLICITATION:

The posted version of the solicitation and any addenda issued by Virginia Tech Procurement Services is the mandatory controlling version of the document. Any modification of/or additions to the solicitation by the Offeror shall not modify the official version of the solicitation issued by Virginia Tech Procurement Services. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, Virginia Tech reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

XV. TERMS AND CONDITIONS:

This solicitation and any resulting contract/purchase order shall be governed by the attached terms and conditions, see Attachment A.

XVI. CONTRACT ADMINISTRATION:

- A. Omar Banks, Executive Associate Athletic Director, at Virginia Tech or their designee, shall be identified as the Contract Administrator and shall use all powers under the contract to enforce its faithful performance.
- B. The Contract Administrator, or their designee, shall determine the amount, quantity, acceptability, fitness of all aspects of the services and shall decide all other questions in connection with the services. The Contract Administrator, or their designee, shall not have authority to approve changes in the services which alter the concept or which call for an extension of time for this contract. Any modifications made must be authorized by the Virginia Tech Procurement Department through a written amendment to the contract.

XVII. ATTACHMENTS:

Attachment A - Terms and Conditions  
Attachment B - Zone Map for Cooperative Contracts  
Attachment C - Sample of Standard Contract Form

**ATTACHMENT A**

**TERMS AND CONDITIONS**

**RFP GENERAL TERMS AND CONDITIONS**

See:

[http://www.procurement.vt.edu/content/dam/procurement\\_vt\\_edu/docs/terms/GTC\\_RFP\\_07012017.pdf](http://www.procurement.vt.edu/content/dam/procurement_vt_edu/docs/terms/GTC_RFP_07012017.pdf)

**ADDITIONAL TERMS AND CONDITIONS**

- A. ADDITIONAL GOODS AND SERVICES:** The University may acquire other goods or services that the supplier provides other than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services under the same pricing, terms and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services newly introduced during the term of the Agreement.
- B. AUDIT:** The Contractor hereby agrees to retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. Virginia Tech, its authorized agents, and/or the State auditors shall have full access and the right to examine any of said materials during said period.
- C. AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that Virginia Tech shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- D. CANCELLATION OF CONTRACT:** Virginia Tech reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the Contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- E. CONTRACT DOCUMENTS:** The contract entered into by the parties shall consist of the Request for Proposal including all modifications thereof, the proposal submitted by the Contractor, the written results of negotiations, the Commonwealth Standard Contract Form, all of which shall be referred to collectively as the Contract Documents.
- F. IDENTIFICATION OF BID/PROPOSAL ENVELOPE:** The signed bid or proposal should be returned in a separate envelope or package and identified as follows:

From: \_\_\_\_\_

Name of Bidder or Offeror	Due Date	Time Due
Street or Box No.	Solicitation Number	
City, State, Zip Code	Solicitation Title	

Name of Procurement Officer: \_\_\_\_\_

The envelope should be addressed to:

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY (Virginia Tech)  
Procurement Department (MC 0333)  
North End Center, Suite 2100  
300 Turner Street NW  
Blacksburg, Virginia 24061

The offeror takes the risk that if the envelope is not marked as described above, it may be inadvertently opened and the information compromised, which may cause the proposal to be disqualified. Bids or Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other bids/proposals should be placed in the envelope.

- G. NOTICES:** Any notices to be given by either party to the other pursuant to any contract resulting from this solicitation shall be in writing, hand delivered or mailed to the address of the respective party at the following address

If to Contractor: Address Shown On RFP Cover Page  
Attention: Name Of Person Signing RFP

If to Virginia Tech:

Virginia Polytechnic Institute and State University (Virginia Tech)  
Attn: Kimberly Dulaney  
Procurement Department (MC 0333)  
North End Center, Suite 2100  
300 Turner Street NW  
Blacksburg, Virginia 24061

and

Virginia Polytechnic Institute and State University (Virginia Tech)  
Attn: Omar Banks  
Executive Associate Athletics Director  
Athletic Department (0502)  
25 Beamer Way  
Blacksburg, Virginia 24061

- H. SEVERAL LIABILITY:** Virginia Tech will be severally liable to the extent of its purchases made against any contract resulting from this solicitation. Applicable entities described herein will be severally liable to the extent of their purchases made against any contract resulting from this solicitation.
- I. CLOUD OR WEB HOSTED SOFTWARE SOLUTIONS:** For agreements involving Cloud-based Web-hosted software/applications refer to link for additional terms and conditions: [http://www.ita.vt.edu/purchasing/VT\\_Cloud\\_Data\\_Protection\\_Addendum\\_final03102017.pdf](http://www.ita.vt.edu/purchasing/VT_Cloud_Data_Protection_Addendum_final03102017.pdf)

## **ADDITIONAL TERMS AND CONDITIONS**

1. **ADVERTISING:** In the event a contract is awarded for supplies, equipment, or services resulting from this solicitation, no indication of such sales or services to Virginia Tech will be used in product literature or advertising. The Contractor shall not state in any of the advertising or product literature that the Commonwealth of Virginia or any agency or institution of the Commonwealth has purchased or uses its products or services.
2. **SPECIAL OR PROMOTIONAL DISCOUNTS:** The Contractor shall extend any special promotional sale prices or discounts immediately to Virginia Tech during the term of the contract. Such notice shall also advise the duration of the specific sale or discount price.

3. **INSURANCE:**

By signing and submitting a proposal under this solicitation, the Offeror certifies that if awarded the contract, it will have the following insurance coverages at the time the work commences. Additionally, it will maintain these during the entire term of the contract and that all insurance coverages will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

During the period of the contract, Virginia Tech reserves the right to require the Contractor to furnish certificates of insurance for the coverage required.

### **INSURANCE COVERAGES AND LIMITS REQUIRED:**

- A. Worker's Compensation - Statutory requirements and benefits.
- B. Employers Liability - \$100,000.00
- C. General Liability - \$1,000,000.00 minimum or above combined single limit. Virginia Tech and the Commonwealth of Virginia shall be named as an additional insured with respect to goods/services being procured. This coverage is to include Premises/Operations Liability, Products and Completed Operations Coverage, Independent Contractor's Liability, Owner's and Contractor's Protective Liability and Personal Injury Liability.
- D. Automobile Liability - \$500,000.00

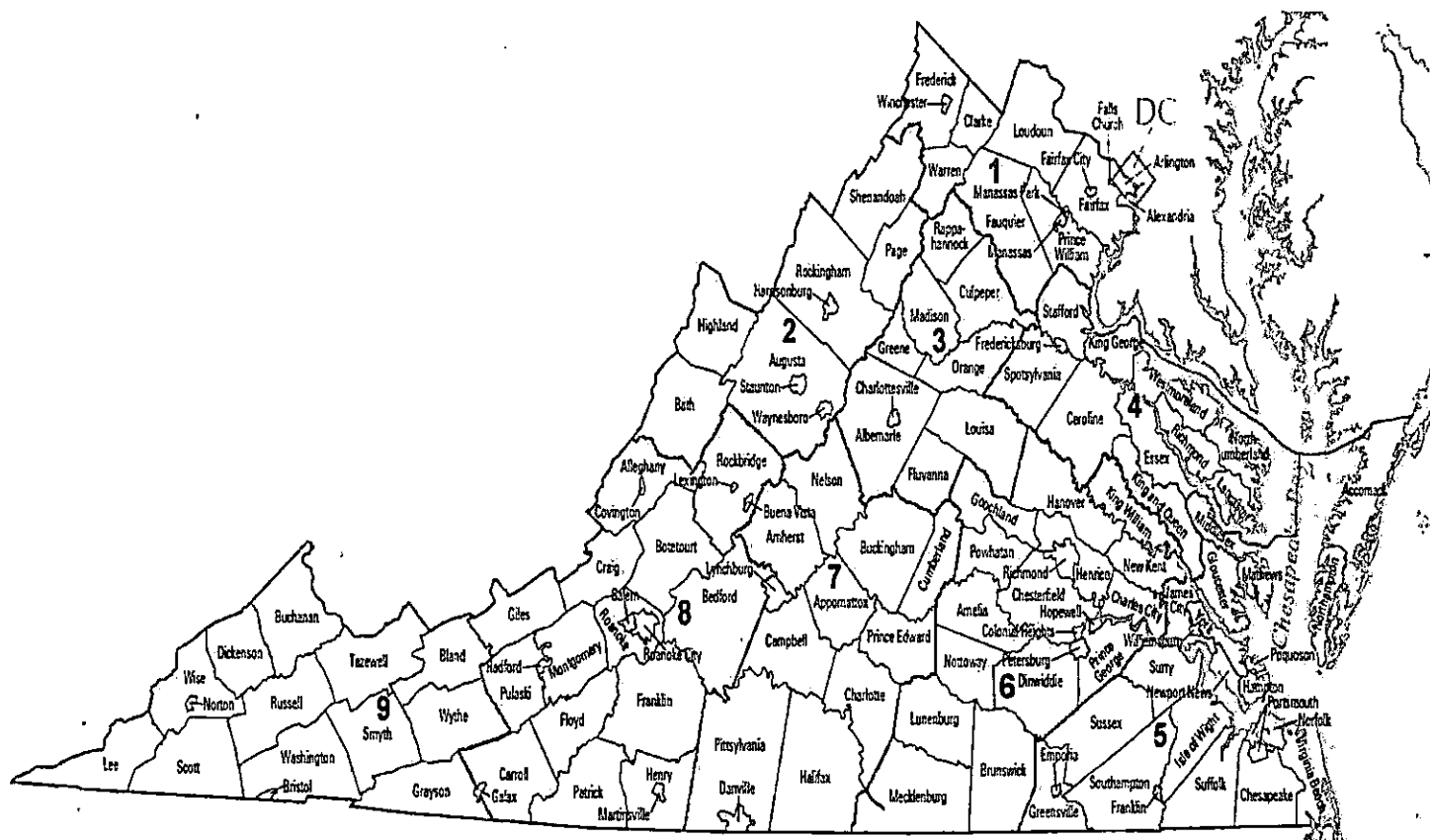
The contractor agrees to be responsible for, indemnify, defend and hold harmless Virginia Tech, its officers, agents and employees from the payment of all sums of money by reason of any claim against them arising out of any and all occurrences resulting in bodily or mental injury or property damage that may happen to occur in connection with and during the performance of the contract, including but not limited to claims under the Worker's Compensation Act. The contractor agrees that it will, at all times, after the completion of the work, be responsible for, indemnify, defend and hold harmless Virginia Tech, its officers, agents and employees from all liabilities resulting from bodily or mental injury or property damage directly or indirectly arising out of the performance or nonperformance of the contract.

## **SPECIAL TERMS AND CONDITIONS**

- 1. ADVERTISING:** In the event a contract is awarded for supplies, equipment, or services resulting from this solicitation, no indication of such sales or services to Virginia Tech will be used in product literature or advertising. The contractor shall not state in any of the advertising or product literature that the Commonwealth of Virginia or any agency or institution of the Commonwealth has purchased or uses its products or services.
- 2. CRIMINAL CONVICTION CHECKS:** All criminal conviction checks must be concluded prior to the Contractor's employees gaining access to the Virginia Tech Campus. Employees who have separated employment from Contractor shall undergo another background check prior to re-gaining access to the Virginia Tech campus. Contractor shall ensure subcontractors conduct similar background checks. Virginia Tech reserves the right to audit a contractor's background check process at any time. All employees have a duty to self-disclose any criminal conviction(s) occurring while assigned to the Virginia Tech campus. Such disclosure shall be made to Contractor, which in turn shall notify the designated Virginia Tech contract administrator within 5 days. If at any time during the term of the contract Virginia Tech discovers an employee has a conviction which raises concerns about university buildings, property, systems, or security, the contractor shall remove that employee's access to the Virginia Tech campus, unless Virginia Tech consents to such access in writing. Failure to comply with the terms of this provision may result in the termination of the contract.
- 3. LICENSE TO USE VIRGINIA TECH LICENSED INDICIA:** By signing and submitting this Proposal/Bid, the offeror/bidder agrees that if it is awarded a purchase order/contract as a result of this solicitation, it will follow the procedures outlined by Virginia Tech's Licensing and Trademarks Administration to become a licensed vendor authorized to use Virginia Tech licensed indicia identified in the solicitation and to follow all procedures for submitting artwork for product for approval prior to producing any product with Virginia Tech indicia. As a licensed vendor, the offeror/bidder will be required to pay the university's standard royalty rate for similarly licensed vendors. *More information on the licensing process and application can be found at: <http://clc.com/Licensing-Info.aspx>.*
- 4. PRICE ESCALATION/DEESCALATION:** Price adjustments for changes in the contractor's price of materials, labor, and transportation may be permitted during contract renewal only. Contractor shall give not less than 30 days advance notice of any desired price increase to the Virginia Tech Procurement Department. Any approved price changes will be effective only at the beginning of the calendar month following the end of the full 30 day notification period. The contractor shall document the amount and proposed effective date of any general change in the price of materials, labor, and transportation.
- 5. PRIME CONTRACTOR RESPONSIBILITIES:** The contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime Contractor. The contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.

## ATTACHMENT B

### Zone Map



### Virginia Association of State College & University Purchasing Professionals (VASCUPP)

#### List of member institutions by zones

**Zone 1**

**George Mason University  
(Fairfax)**

**Zone 2**

**James Madison University  
(Harrisonburg)**

**Zone 3**

**University of Virginia  
(Charlottesville)**

**Zone 4**

**University of Mary Washington  
(Fredericksburg)**

**Zone 5**

**College of William and Mary  
(Williamsburg)  
Old Dominion University (Norfolk)**

**Zone 6**

**Virginia Commonwealth  
University (Richmond)**

**Zone 7**

**Longwood University  
(Farmville)**

**Zone 8**

**Virginia Military Institute  
(Lexington)  
Virginia Tech (Blacksburg)  
Radford University (Radford)**

**Zone 9**

**University of Virginia - Wise  
(Wise)**

The zone map is provided for the offeror to determine appropriate pricing structures based on approved zones for cooperative institutions. If no other prices are offered, pricing provided will apply to all zones in the Commonwealth. If you wish to provide pricing for a zone other than which this solicitation originated, please indicate you are doing so in the response. If you anticipate pricing differentials for different zones, a separate pricing sheet must be submitted for each zone that includes appropriate pricing for that zone.



ATTACHMENT C

# SAMPLE CONTRACT FORM

Standard Contract form for reference only  
Offerors do not need to fill in this form

COMMONWEALTH OF VIRGINIA  
STANDARD CONTRACT

Contract Number: \_\_\_\_\_

This contract entered into this \_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_, by \_\_\_\_\_, hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Polytechnic Institute and State University called "Virginia Tech".

WITNESSETH that the Contractor and Virginia Tech, in consideration of the mutual covenants, promises and agreements herein contained, agrees as follows:

SCOPE OF CONTRACT: The Contractor shall provide the \_\_\_\_\_ to Virginia Tech as set forth in the Contract Documents.

PERIOD OF CONTRACT: From \_\_\_\_\_ through \_\_\_\_\_.

COMPENSATION AND METHOD OF PAYMENT: The Contractor shall be paid by Virginia Tech in accordance with the contract documents.

CONTRACT DOCUMENT: The Contract Documents shall consist of this signed contract, Request For Proposal Number \_\_\_\_\_ dated \_\_\_\_\_, together with all written modifications thereof and the proposal submitted by the Contractor dated \_\_\_\_\_ and the Contractor's letter dated \_\_\_\_\_, all of which Contract Documents are incorporated herein.

In WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

Contractor:

Virginia Tech

By: \_\_\_\_\_

By: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

**ORIGINAL**



Request for Proposal

***Athletic Travel Management  
Services***

RFP #0053631

January 12, 2018



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	Sample Documents	Attachment A
	Executive Summary Scorecard	Attachment B

**TYPE OF BUSINESS:** (Please check all applicable classifications). If your classification is certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), provide your certification number: \_\_\_\_\_. For assistance with SWaM certification, visit the SBSBD website at <http://sbsd.virginia.gov/>.

**Large**

**Small business** – An independently owned and operated business which, together with affiliates, has 250 or fewer employees or average annual gross receipts of \$10 million or less averaged over the previous three years. Commonwealth of Virginia Department of Small Business and Supplier Diversity (SBSD) certified women-owned and minority-owned business shall also be considered small business when they have received SBSBD small business certification.

**Women-owned business** – A business concern that is at least 51% owned by one or more women who are U. S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with the United States immigration law, and both the management and daily business operations are controlled by one or more women who are U. S. citizens or legal resident aliens.

**Minority-owned business** – A business concern that is at least 51% owned by one or more minority individuals (see Section 2.2-1401, Code of Virginia) or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals and both the management and daily business operations are controlled by one or more minority individuals.

**COMPANY INFORMATION/SIGNATURE:** In compliance with this Request For Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal and as mutually agreed upon by subsequent negotiation.

<p>FULL LEGAL NAME (PRINT) (Company name as it appears with your Federal Taxpayer Number) Anthony Travel, LLC</p>	<p>FEDERAL TAXPAYER NUMBER (ID#) ██████████</p>
<p>BUSINESS NAME/DBA NAME/TA NAME (If different than the Full Legal Name)</p>	<p>BILLING NAME (Company name as it appears on your invoice) Anthony Travel, LLC.</p>
<p>PURCHASE ORDER ADDRESS P.O. Box 1086 Notre Dame, IN 46556</p>	<p>PAYMENT ADDRESS P.O. Box 1086 Notre Dame, IN 46556</p>

CONTACT NAME/TITLE (PRINT) Patrick Walsh, Senior Vice President Collegiate Travel			E-MAIL ADDRESS Patwalsh@anthonytrave l.com
TELEPHONE NUMBER 574.631.5155	TOLL FREE TELEPHONE NUMBER 800.530.2560	FAX NUMBER TO RECEIVE E-PROCUREMENT ORDERS	574.631.8504

Is any member of the firm an employee of the Commonwealth of Virginia who has a personal interest in this contract pursuant to the Code of Virginia, 2.2 – 3102 - 3112

YES \_\_\_\_\_ NO X \_\_\_\_\_

SIGNATURE Pat Walsh Date: December 18, 2017

Revised 07/01/2017

## VII. PROPOSAL PREPARATION AND SUBMISSION:

### A. Specific Requirements

Proposals should be as thorough and detailed as possible so that Virginia Tech may properly evaluate your capabilities to provide the required goods or services. Offerors are required to submit the following information/items as a complete proposal:

#### 1. Plan For Providing Services:

Provide specific plans for providing service to Virginia Tech employees located throughout the state. Include plans for delivering tickets, costs or such delivery, express mail costs, toll free phone numbers if available and plan for obtaining the PO / TA from the departments.

Anthony Travel excels at catering to the unique travel needs of administrators, officials, teams, coaches, alumni, and fans. We are committed to providing the most cost-efficient, time-effective travel solutions available. It is our mission to enhance the overall travel experience of your competing student-athletes, coaches and fans.

Because Virginia Tech is seriously considering an on-site model, we propose placing a dedicated travel account manager in the department of athletics. We placed our first on-site agent in university athletics in 1999 and today 50 of our clients operate under this service model, including nine Atlantic Coast Conference peers.

Our designated Virginia Tech - Anthony Travel on-site consultant will provide a worry-free and hassle-free travel environment for your athletics staff by:

- Obtaining trip and budget information from your coaches
- Researching options
- Recommending and booking travel solutions
- Streamlining overall processes
- Managing all aspects of a team's travel: air and bus transportation, hotels, transfers and rental cars
- Rearranging flights and travel arrangement for elimination tournaments

This consultant will support traveler requests during the university's standard business hours. "After-hours" are considered to be anytime outside of regular business hours, specifically the operating hours of your Department of Athletics.

We equip all of our on-site account managers with a laptop and iPhone to ensure the efficiency of after-hours communication. We will provide you with the home and mobile phone numbers of your on-site account manager and other key Anthony Travel personnel who have access at home to the same technology and tools of the office, so you will never be stranded without our help.

In many cases our dedicated on-site account manager(s) can assist with after-hours travel needs. If not, our after-hours team can help. Anthony Travel has an in-house team of full-time agents available until 12 a.m. ET Monday-Friday and from 8 a.m. to 12 a.m. ET Saturday and Sunday to assist our on-site managers with after-hours emergencies. Each of these individuals has extensive industry experience and is a valuable asset to our after-hours servicing.

Anthony Travel's Satellite Office Support staff is also available to assist Virginia Tech Athletic Department travelers with travel emergencies occurring after regular business hours.

Additionally, we will provide Virginia Tech Department of Athletics' travelers with access to our 24-hour, toll-free emergency telephone service for after-hours emergencies, with both domestic and international access. This service, CCRA 24/7 Call Center Solutions, has all the capabilities to match or beat any other 24-hour service, including: multiple language translation, world-wide toll-free calling, lost luggage assistance, lost credit card alert, and 365-day service. CCRA 24/7 Call Center Solutions is not owned or operated by Anthony Travel. We are assigned to their highest level, platinum desk, which has a special number and much reduced hold and response times.

All Anthony Travel documentation is paperless so your travelers will always be able to electronically access their important travel information. A confirmation and itinerary will be e-mailed immediately upon booking to the individual who requested the ticket (coach/recruiter).

Each travel consultant is responsible for the quality control of their reservations, ensured by a quality control script that appears at the end of each reservation. The script contains questions that must be answered by the consultant before any tickets can be issued on the reservation. Virginia Tech Department of Athletics' approval process, including the required PO / TA, will be part of our quality control script to further guarantee that your policies and procedures are being followed.

Performance is measured by survey results, university account reviews, and employee evaluations. Because we are a service-based company a large part of our measurement of customer satisfaction comes from our customer survey. Each Anthony Travel university athletic department client is surveyed annually, solicited electronically to our customer database. We keep a running log of raw data and can provide you with any or all reports, including specific comments made by the respondents, each year.

Based on the 2016-2017 season client survey results from each of our collegiate accounts, Anthony Travel scored a **93% in overall satisfaction** and **96%** of our athletic department travelers **would recommend Anthony Travel to a colleague**. This is a fantastic score for our industry, proving that our collegiate athletic clients are very pleased with the service they receive from our collegiate travel specialists.

- a. Describe your approach to securing the lowest rates available to meet the traveler's needs.

Working with 75+ universities on a year-round basis means we are experienced in securing low group rates. As an industry leader, we are consistently able to leverage sales volume and buying power in the university travel market. Anthony Travel holds preferred airline agreements with major airline carriers, as well as preferred status with airline group desks, detailed in item 2.d.

As part of our SAP Concur Compleat mid-office solution, a low-fare search module checks the itinerary of a PNR for available lower fares both pre-ticketing and post-ticketing. Additionally, the solution checks other flight combinations to determine if any lower fares on different itineraries with the same dates of travel are available. We work with our partners to set pricing thresholds and frequency of checks of this

service.

We also utilize Bargain Finder Plus, an itinerary-led shopping feature that enables us to find lower-priced itinerary options based on specific criteria provided by our customers. This feature searches alternate airlines, airports, time of day and inventory to provide up to 19 lower fare options.

- b. Provide a list of additional services that you could provide Virginia Tech to improve its travel program.

### **Charter Air Expertise**

We have arranged hundreds of chartered aircraft for many of our clients using a variety of commercial and charter airlines including: Delta, United, Jet Blue, American, Allegiant, Southwest, Miami Air, PASS Charters, CharterSearch, and other carriers

Melissa Williams, a charter industry veteran, serves as full time Director of Charter Air. Her primary responsibilities include managing and developing our relationships with charter brokers and commercial carriers as well as streamlining the air charter process, increasing reporting and improving service.

Anthony Travel only contracts with charter carriers that meet state and federal guidelines, as well as the guidelines set forth by the Department of Transportation and the Risk Management office of our schools. Guidelines, including insurance requirements, are sent at the time of bid to ensure full compliance.

Anthony Travel currently provides air charter services for NCAA athletic teams of the following universities:

- Abilene Christian University
- Arizona State University
- Baylor University
- Butler University
- Creighton University
- Duke University
- East Carolina University
- George Washington University
- Georgetown University
- Indiana University
- Marquette University
- Marshall University
- North Carolina A&T State
- North Carolina Central University
- Old Dominion University
- Princeton University
- Purdue University
- UCF
- University of Arkansas
- University of Kansas
- University of Nevada, Las Vegas
- University of New Mexico
- University of North Carolina
- University of Notre Dame
- University of Texas



### International Athletic Team Trips

Within the scope of university athletic travel, Anthony Travel has organized more than 170 international tours on 6 continents for 50+ university clients. We arrange games, practice, air, hotel, ground transportation, meals, and educational tours for college teams in sports like basketball, field hockey, tennis, golf, lacrosse, baseball, softball, soccer, football, and more.

In 2017 we managed the following international team trips:

Collegiate Athletic Team Foreign Tours 2017		
Client	Athletic Team	Destination(s)
Emory University	Women's Basketball	Spain
Michigan State University	Women's Volleyball	Italy
Arizona State University	Men's Basketball	Italy and Spain
Butler University	Men's Basketball	Spain
University of Tennessee	Men's Basketball	Spain and France
University of Utah	Men's Basketball	France and Spain
University of Iowa	Men's Basketball	Germany, Italy, Switzerland
USA East Coast	Men's Basketball	Spain
University of Virginia	Men's Basketball	Spain
Emory University	Men's Basketball	Italy
University of Connecticut	Women's Basketball	Italy
Duke University	Women's Basketball	Italy
University of Michigan	Women's Basketball	Italy and Greece

### Fan Travel

Our most successful university partnerships incorporate both fan travel and daily team/department travel. Anthony Travel has significant experience coordinating official university bowl tours, Final Four trips, and major athletic events. We have taken teams, alumni, participants, and fans to many major sporting events, including:

Athletic Event Travel	
<ul style="list-style-type: none"> <li>• 2013 Discover BCS National Football Championship</li> <li>• 2010 Citi BCS National Football Championship</li> <li>• Orange Bowl</li> <li>• Rose Bowl</li> <li>• Sugar Bowl</li> <li>• Fiesta Bowl</li> <li>• Champs Bowl</li> <li>• Sun Bowl</li> <li>• Meineke Car Care Bowl</li> <li>• Music City Bowl</li> <li>• Military Bowl</li> <li>• Gator Bowl</li> <li>• Independence Bowl</li> <li>• Emerald Isle Classic (Dublin)</li> <li>• Super Bowl LI</li> </ul>	<ul style="list-style-type: none"> <li>• NCAA Men's Final Four®</li> <li>• NCAA Women's Final Four®</li> <li>• NCAA World Series</li> <li>• Maui Invitational</li> <li>• Rainbow Wahine Shootout</li> <li>• Great Alaska Shootout</li> <li>• Battle 4 Atlantis</li> <li>• ESPN Advocare Invitational (formerly Old Spice Classic)</li> <li>• ESPN Puerto Rico Tip-Off</li> <li>• ESPN Charleston Classic</li> <li>• DIRECTV Wooden Legacy</li> <li>• Shamrock Classic (Dublin, Ireland)</li> <li>• New York City Marathon</li> <li>• Croke Park Classic (Dublin, Ireland)</li> <li>• Donor trips to Ireland, Italy, Scotland, Croatia, Pebble Beach, and others</li> </ul>

We organize trips for groups ranging in size from 10 to 10,000 to many exciting sports events around the world. Not only do we arrange the transportation to get people there, we organize on-site activities such as private parties and special events which create memorable experiences for our travelers. Below are a few examples:

- Anthony Travel provided travel management services for fans of three of the four teams in the 2017 NCAA Men's Final Four® championship. North Carolina, Gonzaga and Oregon contracted Anthony Travel to manage charter air, hotels, airport transfers and gameday transportation for fans and donors traveling to Phoenix. Services included on-site assistance, marketing materials, customized web site creation, communication, and reporting.
- We were in Ireland for the Aer Lingus College Football Classic between Boston College and Georgia Tech in Dublin's Aviva Stadium on Saturday, September 3, 2016. The game was organized by a new entity called Irish American Events Limited (IAEL) which is a joint venture between Corporate.ie and Anthony Travel. As the official travel partner of both Boston College and Georgia Tech, Anthony Travel created travel packages for fans looking for the trip of a lifetime that included hotel accommodations, priority seating at the football game, a Welcome Gathering at world-famous Guinness Storehouse, multiple tour excursions, gameday transportation and Anthony Travel on-site assistance in Ireland.
- As the NFL's official hospitality partner, we were able to offer 9,500 fans game tickets and a unique, customized experience with exclusive access to distinctive events surrounding Super Bowl LI.

Anthony Travel participated in a variety of ways leading up to game day in Houston. Our team members managed charter aircraft and buses, solved logistical and transportation challenges for 3 nights of premiere concerts; managed hotel inventory across dozens of properties, secured last minute airplanes and buses across thousands of miles; staffed call centers, worked security and passed out Super Bowl game tickets, all the while delighting our guests.

- c. If applicable, identify and list the amount of any fees (transaction, processing, service charge, etc.) that may be charged.

Based on the requirements of this RFP, as well as our experience in handling athletic department travel at peer institutions, Anthony Travel recommends placing a dedicated Anthony Travel consultant on-site in your athletic department. We have similar arrangements at universities around the country, including nine ACC Conference peers. With on-site service, our personnel essentially act as part of your staff and serve as a resource for all of your travel issues. Far beyond the booking of airline tickets, our professional consultant will save your coaches hundreds of hours by assisting with team charters, hotel accommodations, charter busses, hotel reconciliations, accounting questions, weekend emergencies, bowl and post-season travel solutions, budgeting and scheduling assistance, and overall travel management.

In this structure, Anthony Travel proposes a monthly management fee to eliminate the need for individual transaction fees. Our proposed management fee for VT Athletics would be \$7,750 per month (\$93,000 annually) paid to Anthony Travel, with **Anthony**

**Travel waiving all service fees** to Virginia Tech Athletics. The monthly management fee shall increase by 3% annually throughout the term of the agreement and is payable to Anthony Travel via check or electronic funds transfer on a monthly basis.

Virginia Tech's Athletic Department will benefit from the following value-added services that are included in the management fee at no additional cost:

<b>Value Added Services Included in Management Fee</b>	
Savings from and access to Anthony Travel group airline contracts	Included
Savings from and access to Anthony Travel Preferred Hotel Program	Included
Savings from and access to Anthony Travel Preferred Bus Program	Included
Ad-hoc reports	Included
Credit card reconciliation	Included
Vendor negotiations	Included
After-hours calls	Included
Charter broker fees	Included
Charter air management services	Included
Management support in all areas of travel	Included
Any consultative services requested	Included
Best practices from sports travel around the country	Included
Backup support from experienced agents during heavy workloads or office absence	Included
Training and ongoing support for SAP Concur Travel	Included

This on-site operational configuration is proven to be the most successful at schools across the country. With fees paid centrally and no fees associated with transactions, your coaches and staff will embrace your travel program and thank you for taking such good care of them.

Additionally, we are often able to create additional revenues for our client partners like Virginia Tech Athletics when selling your official travel package to a major event. Pricing and travel packages for spectators attending an event will be developed and priced with the goal of maximizing the number of people willing to buy the preferred products at a price that allows both Virginia Tech and Anthony Travel to make a reasonable return for the services, expenses, and risk undertaken.

- d. Provide completed sample forms including itinerary, invoice, reservation vouchers, customer reports, as well as internal forms such as procedures and policies, which your staff is required to follow.

Sample reports, itineraries, invoices and confirmations are included as Attachment A.

Anthony Travel does not share internal staff policies as part of the RFP process.

- e. Identify the location of the office that will provide services and its proximity to Virginia Tech.

Anthony Travel is pleased to provide a dedicated account manager on campus in Blacksburg to manage Hokie Athletics' travel. Similar to 50 Anthony Travel collegiate athletics clients, including nine ACC peer institutions, this on-site service configuration has proven to be successful for a variety of reasons. We would be happy to further discuss its merits with Virginia Tech Department of Athletics.

## 2. Qualifications and Experience:

### a. Describe the experience and variety of services provided by your agency.

Anthony Travel is the country's leader in collegiate athletic travel management. We manage every athletic department travel need, including – staff and team travel, recruiting, and international trips – for every sport, and every administrator – 365 days a year for 79 athletic departments including nine Atlantic Coast Conference peers. A list of our current collegiate athletic department clients is as follows. ACC institutions are in bold font.

Anthony Travel Daily Athletic Travel Clients	
<ul style="list-style-type: none"> <li>• Abilene Christian University (since 2015)</li> <li>• Arizona State University (since 2013)</li> <li>• University of Arkansas (since 2013)</li> <li>• Auburn University (since 2015)</li> <li>• Baylor University (since 2009)</li> <li>• Bucknell University (since 2012)</li> <li>• Butler University (since 2008)</li> <li>• University of California, Berkeley (since 2007)</li> <li>• University of California, Davis (since 2010)</li> <li>• University of California, Los Angeles (since 2007)</li> <li>• University of California, Merced (since 2013)</li> <li>• University of California, Santa Barbara (since 2013)</li> <li>• University of California, Santa Cruz (since 2013)</li> <li>• University of Central Florida (since 2007)</li> <li>• University of Chicago (since 2007)</li> <li>• <b>Clemson University (since 2016)</b></li> <li>• Columbia University (since 2007)</li> <li>• University of Connecticut (since 2017)</li> <li>• Creighton University (since 2013)</li> <li>• University of Delaware (since 2009)</li> <li>• <b>Duke University (since 2009)</b></li> <li>• East Carolina University (since 2012)</li> <li>• Florida Gulf Coast University (since 2015)</li> <li>• Florida International University (since 2015)</li> <li>• <b>Florida State University (since 2017)</b></li> <li>• George Washington University (since 2015)</li> <li>• Georgetown University (since 2006)</li> <li>• Gonzaga University (since 2012)</li> <li>• Harvard University (since 2008)</li> <li>• University of Houston (since 2017)</li> <li>• Indiana University (since 2005)</li> <li>• IUPUI (since 2012)</li> <li>• Iowa State University (since 2010)</li> <li>• University of Kansas (since 2009)</li> <li>• <b>University of Louisville (since 2011)</b></li> <li>• Old Dominion University (since 2014)</li> <li>• Marquette University (since 2011)</li> <li>• Marshall University (since 2012)</li> <li>• University of Maryland (since 2017)</li> <li>• University of Michigan (since 2017)</li> </ul>	<ul style="list-style-type: none"> <li>• Michigan State University (since 2014)</li> <li>• University of Minnesota Duluth (since 2014)</li> <li>• Mississippi State University (since 2017)</li> <li>• University of Nebraska (since 2016)</li> <li>• University of Nevada, Las Vegas (since 2015)</li> <li>• New Jersey Institute of Technology (2017)</li> <li>• University of New Mexico (since 2008)</li> <li>• <b>University of North Carolina (since 2001)</b></li> <li>• North Carolina A&amp;T State (since 2015)</li> <li>• Northeastern University (since 2014)</li> <li>• Northern Arizona University (since 2008)</li> <li>• Northwestern University (since 2010)</li> <li>• <b>University of Notre Dame (since 1999)</b></li> <li>• University of Oregon (since 2013)</li> <li>• Oregon State University (since 2016)</li> <li>• Penn State University (since 2017)</li> <li>• <b>University of Pittsburgh (since 2016)</b></li> <li>• Portland State University (since 2013)</li> <li>• Princeton University (since 2004)</li> <li>• Purdue University (since 2002)</li> <li>• University of Rochester (since 2008)</li> <li>• Saint John's University (since 2010)</li> <li>• San Diego State University (since 2017)</li> <li>• University of San Francisco (since 2012)</li> <li>• Seattle University (since 2012)</li> <li>• South Dakota State University (since 2016)</li> <li>• University of Southern California (since 2007)</li> <li>• Southern Methodist University (since 2009)</li> <li>• Stanford University (since 2013)</li> <li>• Texas Christian University (since 2017)</li> <li>• University of Texas (since 2009)</li> <li>• University of Texas, El Paso (since 2017)</li> <li>• Texas Tech University (since 2016)</li> <li>• U.S. Air Force Academy (since 2015)</li> <li>• U. S. Military Academy (since 2017)</li> <li>• Vanderbilt University (since 2011)</li> <li>• <b>University of Virginia (since 2011)</b></li> <li>• West Virginia University (since 2017)</li> <li>• <b>Wake Forest University (since 2013)</b></li> <li>• University of Wisconsin (since 2010)</li> </ul>

In summary, components of Anthony Travel's services and benefits to collegiate athletic department clients include:

**Fulfillment Services**

- Air, ground, hotel, & rail
- Domestic and international
- Online and agent assisted
- 24-hour services

**Preferred Hotel Program**

- Exclusively negotiated rates
- Coaches' upgrades
- Complimentary rooms
- W-Fi and breakfast deals

**Technology**

- Support entire SAP Concur stack
- Grasp Technologies reporting
- Sabre Traveler Security
- Duty of care support

**International Team Travel**

- International exhibition games
- Customized itineraries
- 30+ countries visited
- 170+ team tours

**Group Airline Program**

- Discounted group rates
- Preferred ticketing deadlines
- Waiver of deposits
- Groups less than 10

**Preferred Bus Program**

- Preferred pricing
- DOD/DOT safety compliance
- Certificates of Insurance
- Site inspections

**Value Added Services**

- Dedicated account management
- Vendor negotiations
- Credit card reconciliation
- On-site services

**Fan Travel**

- Final Four and bowl games
- Customized trip experiences
- Dedicated marketing staff
- Sales strategy

Anthony Travel also has established travel partner relationships with many intercollegiate athletic organizations and other prestigious athletic-related partners, including:

**Anthony Travel Partners**

- |  |   |
|--|---|
| • U.S. Soccer Federation                     | • NCAA®   |
| • US Youth Soccer                            | • ESPN  |
| • US Lacrosse                                | • Disney's ESPN Wide World of Sports                                |
| • USA Diving                                 | • Global Football   |
| • USA Football                               | • Conference Commissioners Assoc.                                   |
| • Intercollegiate Tennis Association         | • Women's Golf Coaches Association                                  |
| • New York Road Runners                      | • National Association of Collegiate Women Athletics Administrators |
| • National Association of Basketball Coaches | • National Association of College Directors of Athletics            |
| • Big East Conference                        |   |
| • E & I Cooperative Services                 |   |

We firmly believe that we are the best solution for Virginia Tech's team, individual, fan and event travel, and that our service is simply without peer. In order to highlight Anthony Travel's expertise in collegiate athletic travel, we have included as

Attachment B an Executive Summary Scorecard to compare our services to that of your other options on a number of criteria.

- b. Describe the expertise of your staff and a description of your training and development program, which will assure that all personnel assigned to perform under any resultant contract, shall be capable and qualified in the work assigned to them. Include resumes for staff that will provide service to Virginia Tech.

### **Staff**

The following personnel will be involved in implementing and maintaining travel management services for Virginia Tech Department of Athletics.

#### **On-site Consultant | TBD**

Your Virginia Tech--Anthony Travel professional will be your primary contact and responsible for the day-to-day service for all your travel needs. The designated Virginia Tech--Anthony Travel consultant will be hired once Anthony Travel is selected as your Official Travel Partner. Virginia Tech representatives are invited and welcome to participate in the interview and selection process.

All agents must have a minimum of 5 years of travel industry experience. Global Distribution System experience is preferred. Group travel experience is preferred. Personnel must possess good communication skills and Microsoft product knowledge.

#### **Back-Up Consultant | TBD**

In addition to your on-site consultant, we will appoint one of our current Anthony Travel consultants to serve as a back-up contact when your primary Virginia Tech - Anthony Travel consultant is unavailable. This on-site support team is comprised of 12 sports travel agents with more than 200 years of combined experience in the travel industry. More than half of them worked as an on-site agent in college athletics during their careers, making them uniquely qualified to manage the travel needs of your student-athletes, coaches, administrators and staff.

#### **Melissa Lechlitner | Senior Manager, Collegiate Travel**

Melissa is responsible for working across Anthony Travel's collegiate athletic travel business lines, touching on sales strategies, future opportunities and account management. She assists in managing International team tours, fan and alumni trips and post-season events. As a 2010 graduate of the University of Notre Dame, member of the Fighting Irish women's basketball team and professional player internationally, Melissa offers a unique perspective and insight into collegiate athletic travel, both foreign and domestic.

#### **Stacey Bray | Director of Satellite Offices**

Stacey will have a supervisory role to our on-site consultant for Virginia Tech Athletics. She came to Anthony Travel in 2000 after serving as the primary travel consultant for the Purdue University Athletic Department for 4 years. Stacey excelled in her role as Sports Travel Consultant here at Anthony Travel and was given the responsibility of managing our satellite office operations in July 2002. She has been in the travel industry for 21 years.

#### **Kristi Hoff | Manager, Satellite Services**

Now in her eighth year at Anthony Travel, Kristi is a manager on our Satellite Services support team and serves as a resource for Anthony Travel on-site agents in athletic departments across the country. A 25+ year veteran of the travel industry and former on-site agent, Kristi brings a great mix of skills and experience to Anthony Travel.

### **Jill Dawson | Director of Collegiate Services**

A 1999 graduate of Purdue University, Jill has worked with Anthony Travel in various capacities since 2005, most recently serving as the Director of Event Services overseeing our marketing team. We first met Jill in 2000 when our former multimedia firm assigned her as our project manager. Jill now manages implementation of travel technologies and works closely with senior leadership to establish best practices and creative services.

### **Melissa Williams | Director, Charter Air**

Formerly our primary sales contact at PASS Charters, joined the Anthony Travel team to further develop our air charter business. Her primary responsibilities include managing and cultivating relationships with commercial carriers and charter brokers, streamlining processes, improving service and advancing data and reporting.

### **Ed Lane |Vice President, Transportation Services**

Ed is a 25-year veteran of the ground transportation industry. Ed oversees our exclusive charter bus program, the Anthony Travel Motor Coach Connection, and is dedicated to assisting our university clients and agents with reservations, contracts, negotiations, and general information.

### **Jim O'Connor | Senior Vice President**

Jim is responsible for relationships throughout college athletics and oversees Anthony Travel's Preferred Hotel Program, Motor Coach Connection, Charter Air Program and International team tours. He also serves a pivotal role in the daily athletic department travel, booster club and alumni association trips, bowl games and post-season travel. Jim's experience comes from working in the travel industry and collegiate sports for 30 years.

### **Craig Brummell |Senior Vice President**

Craig's focus is primarily on technology and process efficiencies. Craig joined Anthony Travel following eight years as Deputy CIO in the Office of Information Technology at the University of Notre Dame. Craig's background in higher education, technology and change management makes him uniquely qualified to help institutions like Virginia Tech successfully implement a high-tech travel program.

### **Pat Walsh | Sr. Vice President of Collegiate Travel**

Pat oversees our entire collegiate travel business, which currently services nearly 70 year-round university and athletic department travel partners. He will be significantly involved in the management of the Virginia Tech account. After receiving his B.A. in Business Administration from Notre Dame, Pat joined Anthony Travel in 1991 as the Business Manager.

### **Ashley Whitis | Director, Collegiate Team Hotel Program**

A 25-year industry veteran, including 17 years as an agent, Ashley has spent the last eight years developing and maintaining our exclusive Preferred Hotel Program. She and her staff are responsible for negotiating and contracting preferred pricing and amenities at hundreds of hotels near college campuses across the country.

### **Satellite Office Support Team**

In addition, Anthony Travel has a staff consisting of 19 sports travel specialists dedicated solely to supporting the 60+ agents we have working in 50 collegiate athletic offices across the country.

This **Satellite Office Support** structure and team is simply unmatched in the industry, with more than 200 years of experience in the travel industry, some of which were spent working as on-site agents themselves. These professionals provide:

- **A comprehensive training program unique to on-site athletic agents.** This training program, written by knowledgeable agents with decades of experience as on-site athletic department sports travel account managers, includes one-on-one training with new on-site athletic agents during the first month. Continued on-site training occurs through the first year.
- **Dedicated support and coverage for on-site offices.** A member of our Satellite Office Support team is assigned to each university client. This dedicated agent supports the on-site agent(s) with whatever is needed, including individual travel request, group travel research, ticketing, and invoicing. And when one of the on-site agents is out of office, your athletic department has an experienced Anthony Travel support agent familiar with their travel needs.
- **Experienced managers and trainers to assist with unique situations.** Athletic team travel has many unique situations such as changed tournament venues, changing rosters and special equipment needs. Our experienced Satellite Office Support staff assists the on-site agent(s) with these issues as well as those common to air travel such as flight cancellations and weather delays.
- **Immediate assistance through Anthony Travel instant messenger.** With a network of 60+ on-site agents and 19 on-site support staff, Anthony Travel sports travel consultants have a vast network of experienced athletic department travel consultants they can communicate with immediately.
- **Administrative Support.** The Satellite Office Support team assists with administrative tasks so that Anthony Travel on-site agents can focus on the travel needs of teams, coaches, administrators and staff.
- **Benchmarking of Services.** We continually review travel processes and tools to bring the best in efficiencies, cost savings, and customer service to athletic departments across the nation.
- **Employee Development.** Through continued training (including on-site training), annual on-site agent meetings, constant communication and sharing of best practices, Anthony Travel is committed to developing great sports travel consultants.

c. Provide evidence of financial stability.

Anthony Travel has been in business for more than 25 years and is in sound financial condition, operating with no debt and never posting a loss for any year of operation. We are certain you will find us to be a solid member of the business community, with no doubts of future stability.

Below is a list of our primary banks and contact information. If you require more financial detail, we would be happy to provide it upon being selected.

Old National Bank  
David Bruneel  
574.273.9700

1st Source Bank  
Ryan Fenstermaker  
574.235.2255



d. Describe service enhancements unique to your agency including franchise agreements.

Anthony Travel holds the distinction of being the official travel services provider of E&I Cooperative Services.

**Air Benefits**

Anthony Travel holds preferred airline agreements with the following major airline carriers and enjoys the following special designations:

- Alaska Airlines - **#1 sports intermediary**
- American Airlines - **# 1 sports intermediary**
- Delta Air Lines – **Top 3 sports intermediary**
- Southwest Airlines – **Top 3 sports intermediary**
- United Airlines - **# 1 sports intermediary**

We are the only TMC managed on a daily basis by Delta Airlines Sports and University Department. Given our close relationship, all year-round Anthony Travel clients receive a 2-10% discount off all Delta group bookings.

As an industry leader, we are consistently able to leverage sales volume and buying power in the university travel market, thus providing our university clients with unique savings opportunities. Anthony Travel offers the following team travel air benefits to the Virginia Tech Department of Athletics:

- Group discounts with preferred carriers
- Discounts for groups of less than 10 (golf, tennis)
- Waiver of Saturday night stay requirements
- Waiver of group deposits (on all five carriers noted above)
- We are the only agency to have preferred group booking status with Southwest

*\*Benefits are specific to contracts with certain airlines.*

Due to our preferred relationships we have reduced ticketing times. The following is a list of the major airline carriers and the corresponding ticketing guidelines for Anthony Travel clients versus standard industry ticketing requirements:

<b>Airline</b>	<b>Anthony Travel Ticketing Deadline</b>	<b>Industry Standard</b>
United	3 days prior to departure	30 days prior
Alaska	14 days prior to departure	Varies 30-120 days prior
Southwest	30 days prior to departure	45 days prior
Virgin	14 days prior to departure	Varies 30-120 days prior

We have the ability to do free name changes on group tickets with all major carriers with the exception of JetBlue, which charges \$100 for each name change.

We are thrilled to provide these efficient ticketing options to Virginia Tech as part of our services.

We understand that name changes are common in the world of collegiate athletic travel and are free for our commercial group tickets (with very few exceptions).

For replacement travelers, it is important to note two benefits that Anthony Travel has which help with late changes to your traveling parties:

- 1) Preferred status on airline group desks which allows us to avoid ticketing a group until closer to departure date
  - a) By ticketing closer to the departure date, it is much easier and cost-effective to change a name or drop one passenger due to injury, illness, etc.
- 2) Name change waivers
  - a) Due to our preferred relationship with United Airlines, change fees are waived on both domestic and international group reservations – a savings of \$200 minimum per domestic ticket and \$300 minimum per international ticket.

Additionally, Anthony Travel routinely enrolls university clients in incentive programs with partner air carriers such as United Airlines Perks Plus, Southwest Airlines SWABIZ, and American Airlines Business Extra programs to accumulate significant travel benefits.

### **Hotel Benefits**

Anthony Travel has established strong relationships with hotel vendors and account managers nationwide. Anthony Travel is considered a top level premiere account with Marriott, Hilton and IHG (Intercontinental/Holiday Inn) hotel companies and enjoys the following designations:

- #1 Sports Intermediary** – Hilton Hotels Corporation
- #1 Sports Intermediary** – Marriott International, Inc.
- #1 Sports Intermediary** – Carlson Rezidor Hotel Group
- #2 Sports Intermediary** – InterContinental Hotels Group
- Top 5 Sports Intermediary** – Hyatt Hotels & Resorts

Our status allows us access to national account managers who assist us throughout the year. In many cities where you travel, we can secure the lowest possible room rates and best benefits at the ideal hotel with a single phone call.

For individual travel the Marriott Athletic VIP Card Program is an exclusive discounted rate program giving key decision-making sports executives exposure to Marriott and Renaissance Hotels, as well as to certain select service brands (Courtyard, Fairfield Inn, Residence Inn, SpringHill Suites and TownePlace Suites) while being sensitive to the constraints of limited travel budgets. The VIP card is offered to the athletic staff of collegiate and professional teams for their front office personnel, coaches, referees, and scouts. Administrative office support and media are also now eligible for membership in the program.

Marriott Athletic Membership in the Marriott Athletic VIP Card Program entitles you to the benefit of a 25-50% discount off of the regular room rate, based upon availability at participating U.S., Canadian, and participating International Marriott Hotels and Resorts, Renaissance Hotels, Resorts, and Suites, and certain select service brands (Courtyard, Fairfield Inn, Residence Inn, SpringHill Suites, and TownePlace Suites).

Additionally, our clients benefit from the unique and innovative Anthony Travel Preferred Hotel Program provides exclusively negotiated group rates at more than 500 of the most popular hotels near college campuses across the country.

Some of the significant benefits to our clients through Anthony Travel's Preferred Hotel Program include, but are not limited to:

- Lowest group rate
- Late checkout
- Free breakfast
- Free internet
- Double reward points

And based on our strong relationships and buying power, our Anthony Travel Preferred Hotel partners often extend benefits such as waiving cancellation fees and attrition fees.

Ashley Whitis, Director, Collegiate Team Hotel Program oversees Anthony Travel's Preferred Hotel Program. To give you a bit of background, Ashley started with Anthony Travel as an on-site agent at Purdue University. It was there that the concept of the Preferred Hotel Program was born. Ashley found herself booking the same cities in the Big Ten Conference over and over, getting frustrated at the fluctuating rates being quoted and the time it was taking to research properties and negotiate rates. To simplify things, Ashley started developing relationships with key hotels, promising all of Purdue's room nights if they could commit to one low rate for all of the business. What started out at with 12 sports at Purdue University turned into a pilot program for all of Anthony Travel's clients in the Big Ten Conference and has developed into a program that helped produce over 1 million room nights in 2016.

Anthony Travel is also proud to offer applicable ABC Premier Hotel Program and E&I rates. The ABC Premier Hotel Program is the largest hotel program in the world with over 42,000 hotels in 163 countries. They offer more discounts than any other hotel affiliation program, as well as valuable amenities, sold out solutions and a corporate luxury program for your VIP travelers.

Due to our experience and expertise in managing lodging the NCAA® designated Anthony Travel the Official NCAA Championships Housing Management Company. We have an employee onsite at the NCAA National Office to help actively manage and leverage an estimated \$23+ million in NCAA and member institution hotel spend. In the first year of our partnership Anthony Travel's housing team evaluated over 2,500 hotel properties across 500 sites, resulting in negotiated housing for over 246 championship events over four years, 7 NCAA meetings and the 2017 NCAA Convention. Over the past two years, we have earned some of the highest performance scorecard results among NCAA partners.

### **Bus Benefits**

Our extensive experience in securing charter buses inspired us to create our exclusive preferred bus program, known as the Anthony Travel Motor Coach Connection. This program secures discounted ground transportation rates with many of the nation's most reputable motor coach companies. The partnerships we've formed with bus companies nationwide give us preferred pricing in exchange for our ever-increasing volume of bus reservations. These savings are then passed on to your athletic department, directly impacting your budget's bottom line.

Our Director of Transportation Services, Ed Lane, is a 25-year veteran of ground transportation. Ed oversees the Motor Coach Connection program and is dedicated to assisting our university clients and agents with reservations, contracts, negotiations, and general information.

To date, Anthony Travel has secured approximately 130 bus charter contracts for our clients nationally. Work is ongoing to add charter vendors that provide buses that are clean, safe, comfortable and in good mechanical condition. In addition to providing a quality fleet of buses at preferred pricing, we also offer your university risk management protection by:

- Performing background checks
- Securing certificates of insurance
- Confirming DOT/DOD compliance standing

Additional benefits exclusive to universities utilizing the Anthony Travel Motor Coach Connection are waivers of deposits and centralized billing. Anthony Travel will pay the contracted motor coach provider directly for each trip, and then invoice the university monthly.

Due to our experience and expertise in managing ground transportation, the NCAA® designated Anthony Travel the Official NCAA Ground Transportation Management Company for the Men's and Women's Final Four®. Last year we provided ground transportation management services for the complex challenges of moving 12,000 guests between various venues and 21 hotels via 145 motor coaches.

For rental cars, Anthony Travel has preferred supplier relationships with Hertz, Avis, National, and Budget that provide negotiated discounts for our clients. We also have preferred status with Tristar and Dav El Chauffeured Transportation Network, operating in over 550 cities worldwide.

We continually review travel processes and tools to bring the best in efficiencies, cost savings, and customer service to universities across the nation.

- e. Are you a member of a consortium? If so, which one and why did you select that one? Provide a list of services that the consortium provides to your agency.

Yes. Anthony Travel is a member of the TravelSavers consortium which is an international marketing organization with 3,265 independently-owned, full service travel agencies members in more than 30 countries. This consortium has long standing relationships with carefully selected travel suppliers that allow for extraordinary travel savings and exclusive offers.

More valuable to Virginia Tech Department of Athletics than consortium memberships are the following key points about Anthony Travel and the services we offer that distinguish us from the rest:

**Savings and Benefits Programs** – As an industry leader, we are consistently able to leverage sales volume and buying power in the university travel market, thus providing our university clients with unique savings opportunities.

**The Best of the Best** - With 28 years of experience in sports travel, serving as the official travel partner of 79 universities, including nine ACC peers, we bring you the best university travel management solutions from across the country.

**One-Stop Shop** - Our one-stop shop is designed to handle daily and post-season athletic travel, international team tours, booster/fan/alumni programs, customized VIP/board of trustees/ president's office trips, charters, air, ground transportation, rental cars, and hotels.

**Focus** – Athletic team travel is the backbone of our business. We manage every athletic department travel need – including team travel, recruiting trips, and staff travel – for every sport and administrator – 365 days a year.

**Payment Processing & Data Management** – We have 28 years of experience in assisting universities and athletic departments in managing their travel payment processing and data management. We work seamlessly with all major credit card companies as well as AirPlus International in reconciling monthly travel charges on your behalf.

- f. Provide four (4) recent references, either educational or governmental, for whom you have provided the type of services described herein. Include the date(s) the services were furnished, the client name, address and the name and phone number of the individual Virginia Tech has your permission to contact

[Redacted]

University of Notre Dame

[Redacted]

[Redacted]

University of North Carolina

[Redacted]

[Redacted]

Duke University

[Redacted]

[Redacted]

Wake Forest University



### 3. Equipment, Systems, Automation:

Describe your degree of automation, procedures for electronically transferring data, and plans for future enhancements that may provide efficiencies for processing invoices at Virginia Tech.

Anthony Travel utilizes multiple technologies and flexible pricing structures to maximize the efficiency and cost-effectiveness of our travel management programs. We procure “best of breed” solutions from industry leaders such as Sabre Travel Network, SAP Concur Technologies, and Grasp Technologies to deliver safe and economical air, ground, hotel, and rail transportation. Our accredited, PCI compliant systems safeguard all credit card information in a secure environment.

Our global distribution solution is hosted and managed by Sabre Travel Network. On March 10, 2015, Anthony Travel received the Peak of Excellence award from Sabre. The Peak of Excellence award recognizes distinction among business leaders, innovators and passionate professionals within the travel industry. Recipients of the award are named for their outstanding contribution, efforts and achievements throughout the year.

Sabre TripCase has mobile apps available for iPhone, Android, and Blackberry devices. Features include free flight notifications, confirmation emails and relevant pre-trip, in trip and post trip messages, flight check-in capabilities and the ability to quickly contact a travel arranger with a touch of a button. And best of all, with TripCase, flight alerts are always free. TripCase is the only tool of its kind to provide flight alerts like gate changes, delays and cancellations free of charge.

TripCase also offers a web platform for touchscreen access (for tablet devices).

Anthony Travel supports the full technology deck of SAP Concur Technologies and is the largest consumer of Concur Higher Education services. There are numerous advantages to Virginia Tech Department of Athletics for Anthony Travel's utilization of SAP Concur Compleat mid-office quality control.

BookingBuilder Technologies offers a unique level of expertise and experience in developing applications that interact with GDSs and web booking applications.

Reporting and data aggregation is provided via Grasp Technologies whose state of the art, web-based product serves as a repository for visualization and reporting of data from multiple and global data sources. Grasp was named to the 2015 Inc. 5000 list, an exclusive ranking of the nation's fastest-growing private companies.

This online tool offers over 600 reports in multiple formats. Anthony Travel sends monthly updates in the form of a reporting package that provides an account overview.

Virginia Tech Department of Athletics can designate one or more staff members with login permission to this web-based reporting tool. These assigned personnel will then have online access to all travel data. The report information is customizable, so each person can select the desired travel data they would like to see on their “dashboard”.

Part of our reporting package includes a monthly or bi-monthly credit card reconciliation report. We provide full electronic credit card reconciliation to our university travel partners on a monthly basis. We are also equipped to accept individual credit cards for transactions. This value-added service has been met with great success.

Anthony Travel utilizes Accurate SureWare Travel Hub™ to maintain and synchronize accurate travel profile information across multiple agencies, GDS's, and booking tools such as SAP Concur Travel, our OBT.

Anthony Travel partners with WEX, Inc., a global leader in corporate payments solutions. WEX is ranked 19th on the 2015 InformationWeek Elite 100 list of the top U.S. business technology innovators.

For meetings and events Anthony Travel utilizes our exclusive, proprietary on-line system, which we call "Blackbird." Blackbird streamlines every process involved in managing the travel issues for fan and donor groups of all sizes, such as a Final Four.

Internally, we recently implemented PipelineDeals, a customer relationship management and sales software, a state-of-the-art VoIP telephone system, and Microsoft Office 365 to improve collaboration capabilities, and increased accessibility to updated information.

In order to achieve successful outcomes with these programs and technologies it's imperative that we hire the right people. Adding a director of charter air, vice-president of transportation services, director of collegiate hotel programs and the necessary support staff to manage these initiatives signifies Anthony Travel's ability to develop and implement valuable products and services for our university clients.

4. Participation of Small, Women-owned and Minority-owned Business (SWaM) Business: If your business can not be classified as SWaM, describe your plan for utilizing SWaM subcontractors if awarded a contract. Describe your ability to provide reporting on SWaM subcontracting spend when requested. If your firm or any business that you plan to subcontract with can be classified as SWaM, but has not been certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), it is expected that the certification process will be initiated no later than the time of the award. If your firm is currently certified, you agree to maintain your certification for the life of the contract. For assistance with SWaM certification, visit the SBSD website at <http://sbsd.virginia.gov/>.

Our business cannot be classified as a SWaM business and subcontracted services are limited to those provided by standard industry vendors such as air carriers, hotels and bus companies.

If Virginia Tech Department of Athletics provides Anthony Travel a list of approved, preferred SWaM suppliers, we can provide usage reports on those vendors.

5. The return of the General Information Form and addenda, if any, signed and filled out as required.

Anthony Travel agrees and complies.

Attachment A - Sample Forms and Customer Reports





Pages have been  
redacted for public  
version of contract



**Procurement**

300 Turner Street NW  
North End Center, Ste 2100  
Blacksburg, Virginia 24061  
P: (540) 231-6221 F: (540) 231-9628  
[www.procurement.vt.edu](http://www.procurement.vt.edu)

March 8, 2018

Anthony Travel LLC  
Attn: Patrick Walsh  
PO Box 1086  
Notre Dame, IN 46556

Subject: Virginia Tech RFP #0053631

Thank you for submitting a proposal and for coming to campus for a presentation in response to the subject RFP for Athletic Management Services.

We would like to continue negotiations with you as provided for in Section VIII.B of the RFP. The committee would like additional clarification on the following items:

1. Will Virginia Tech be required to install an on-site booking tool?
2. Will all Concur transactions instigated by other travel agencies be required to go thru the Anthony Travel Concur solution?
3. How does Anthony Travel address different Concur accounts?
4. Are there any other documents that would be included in the contract should one be awarded?
5. Outline the implementation process if a contract would be awarded? Time frame?
6. Do you agree to provide invoices with payment due thirty days after receipt of invoice?
7. Do you agree that the initial contract period shall be two years and that the service fee prices will remain firm for the initial contract period?
8. Are prices for all services offered inclusive of all applicable EVA fees?
9. Have you provided your best price for the services offered?
10. Are there any other value added incentives you would like to offer at this time?

Your response by 10:00 am on Wednesday, March 14, 2018 will be greatly appreciated.

Sincerely,

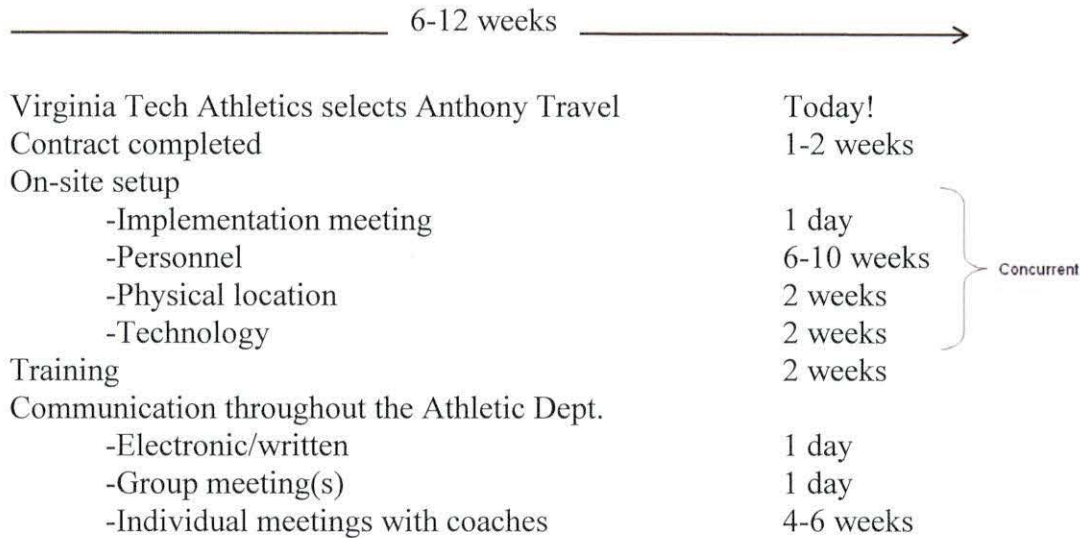


Kimberly Dulaney  
Assistant Director and Contracts Manager  
540-231-8543

- 1) No, Virginia Tech Athletics will have the choice to install an online booking tool and can implement it at any time throughout the partnership.
- 2) No; however, we do not fully understand the nature of the question and are happy to discuss further over the phone.
- 3) If we were to implement Concur there would be one site customized specifically for Virginia Tech Athletics, and built to adhere to your policies and compliance. All athletic department travelers would book through the single site.
- 4) No
- 5) See attachment.
- 6) The only invoice payable to Anthony Travel is the monthly management fee and we will agree to thirty days on those invoices.
- 7) Yes
- 8) Yes
- 9) Yes
- 10) No, all value added incentives were included in our original proposal.

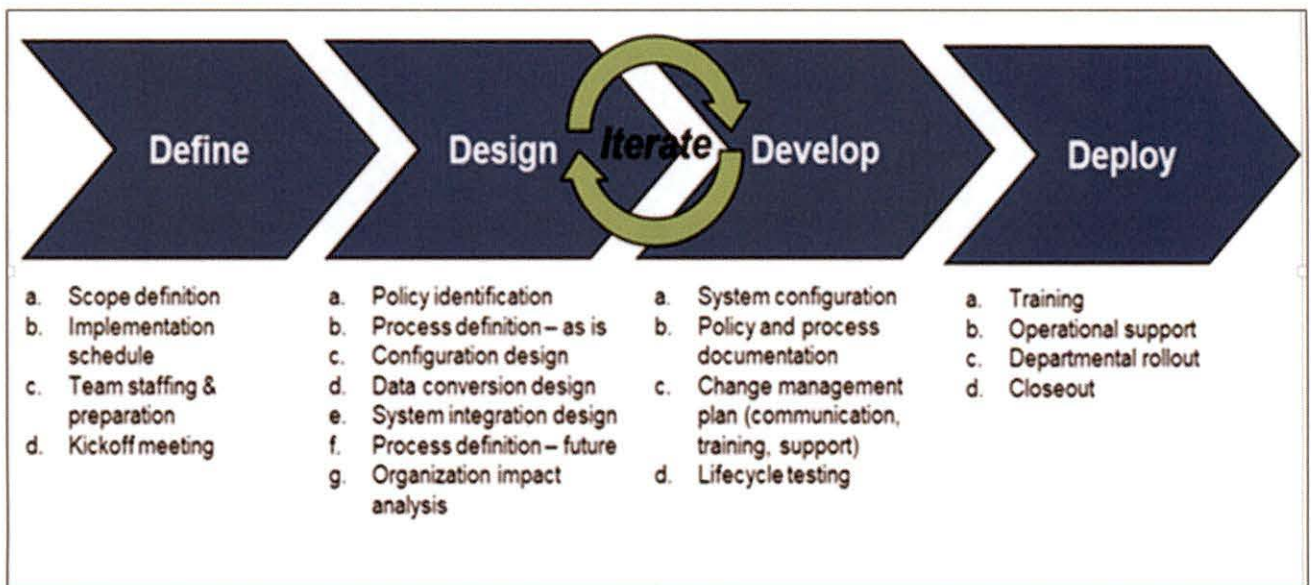
3/8/18

The timeline for an on-site service configuration in athletics is as follows:



Online Booking Tool Timeline

We have extensive Concur Travel implementation experiences both through applying Anthony Travel’s custom 4-D implementation methodology to new client sites and as a fulfillment partner supporting Concur-direct sites. In those scenarios, we follow the 4-D implementation process. OBT implementation timelines vary due to complexity of user group rule classes and other factors related to simultaneous implementations.



Once the contract has been awarded to Anthony Travel, communications begin with the appropriate Virginia Tech athletic department personnel. Typically, an in depth transition meeting is set up with the business office regarding implementation and reporting. Information we would require from Virginia Tech Athletics includes:

- Individual traveler profiles
- A copy of the University's travel policy and procedures
- Card billing information and processes
- Copies of any University airline agreements, car rental contracts, local vendor agreements and any University reward numbers (SkyBonus, car rental discount program numbers etc.)
- Accounting/billing codes
- Determine reporting/data needs (frequency, style etc.)

Discussions regarding existing travel reservations, unused tickets and the online booking tool will take place during the transition meeting.

In the initial stages of transition, Anthony Travel will meet regularly with Virginia Tech athletic department officials responsible for overseeing the implementation process to ensure proper training and communication on all travel policies and procedures.

Anthony Travel will email introductory information to your coaches and staff including the contact information of the travel account manager assigned to Virginia Tech Athletics. Anthony Travel will arrange initial meetings with coaches to ensure that they are well-informed of the assistance that Anthony Travel can provide them in planning their travel. As soon as schedules are released for the following season, we work closely with your coaches to begin the process of securing air space.

Members of our on-site implementation and training team spend different weeks with the on-site agent in the first 60 days to ensure the transition is seamless. Everything is covered from setting up the office (phones, internet connection, etc.) through full training on Anthony Travel's policies, procedures, programs, and best practices from our other collegiate on-site offices. Those doing this initial setup and training are also part of our ongoing support team, as we believe consistency of personnel is exceptionally important to the overall success of the on-site partnership.

Additionally, we like for our on-site account managers to have a face-to-face meetings with each sport during the first 60 days if possible as a way to ensure that the unique differences from sport to sport are fully communicated before travel planning begins. We stress heavily for our on-site account managers to build personal relationships with coaches, administrators, and staff.