

 UNIVERSITY OF NORTH CAROLINA <b>CHARLOTTE</b>	<b>REQUEST FOR PROPOSALS #66-24009 SB</b>  University of North Carolina at Charlotte Purchasing Office Reese Building, 3 <sup>rd</sup> Floor 9201 University City Boulevard Charlotte, North Carolina 28223-0001
Addendum Issue Date: September 14, 2023	Due Date: <b>Wednesday, September 27, 2023 by 2:00 PM ET</b>
Purchasing Contact: Scott Brechtel	<b>Travel Management Company Services</b>
<b>ADDENDUM #1</b>	

This addendum is issued to answer questions posed about the solicitation.

Q: 1.0 Purpose and Background: How is the University of North Carolina at Charlotte currently managing travel?

A: Currently, campus departments coordinate their own travel and utilize an internal form to provide all details to the Travel Department for review and approval.

Q: 2.0 General Information - 2.4 RFP Schedule: What is the targeted start/go live date?

A: There is no established target date for this new program; as soon as practical for the University and the awarded contractor.

Q: 5.0 Scope of Work – 5.1 General: Can you provide the University of North Carolina at Charlotte’s annual number of commercial air tickets issued? Please specify if the transactions shared were attributed to athletics department travel and/or campus business travel.

A: We do not have that level of detail available.

Q: 5.0 Scope of Work – 5.1 General: Can you provide the University of North Carolina at Charlotte’s annual travel spend broken out by air, hotel, and ground transportation? Please specify if the spend shared was attributed to athletics department travel and/or campus business travel.

A: Approximately one third of travel is attributed to Athletics.

Air transportation: \$4,464,412

Ground transportation: \$1,084,388

Hotel: \$2,985,596

Q: 5.2 Functional Services - 5.3.3 Commercial Air Transportation: Does the University of North Carolina at Charlotte have contractual agreements with any airlines?

A: No, not currently.

Q: What are your 3 pain points as it relates to travel today?

A: 1. No economies of scale, 2. Form based review and approval process, 3. Duplication of efforts.

Q: What is the driving force behind making a change to your travel company?/Why are you looking to change Travel Management Companies?

A: We do not currently have a TMC program or provider

Q: If you could customize your travel program, what would you change today and why?

A: We do not currently have a TMC program or provider.

Q: What are 3 things that keep your coaches and AD awake at night?

A: Coaches are spending too much time coordinating travel as opposed to focusing on their teams and game planning responsibilities.

Q: Are your agents currently negotiating with travel vendors to help impact Charlotte's bottom line?

A: We do not currently have a TMC program or provider.

Q: What is your annual TOTAL air transaction count? (ie: 4250 commercial air booking in FY22)

A: We do not have this level of detail available.

Q: Please describe or explain what information you are looking for in the two areas below:

#### 5.3.9 Implementation

Implementation process and adoption rates

A: We would like to know how you propose to implement a travel management program across campus and how you propose to encourage campus personnel to utilize the program as opposed to booking travel on their own outside the program.

Timeline for implementation including high-level project plan with major deliverables defined

A: We are seeking a project plan and timeline for implementing the proposed travel management program. This would include your key milestones from the start of implementation until the program was live for campus use.

#### Q: 5.5 TECHNICAL APPROACH

Vendor's proposal shall include, in narrative, outline, and/or graph form the Vendor's approach to accomplishing the tasks outlined in the Scope of Work section of this RFP. A description of each task and deliverable and the schedule for accomplishing each shall be included.

A: We are seeking the details about your travel program and how it will meet the requirements in the scope, how it will be implemented, and how it will be launched to campus.

Q: How much does University of North Carolina Charlotte spend on airfare, hotel, and car rentals on an annual basis?

A: Air transportation: \$4,464,412

Ground transportation: \$1,084,388

Hotel: \$2,985,596

Q: What percentage of the total travel spend is for athletic travel?

A: Approximately one-third

Q: What is the total amount spent for athletic travel on commercial air, charter air, charter bus and hotel?

A: See above; we do not have more detail than that available.

Q: Roughly how many unique travelers does University of North Carolina Charlotte have on an annual basis?

A: Approximately 2,800

Q: Roughly how many total trips are taken by University of North Carolina Charlotte personnel (faculty members, students, external staff, etc.) on an annual basis?

A: Approximately 6,600

Q: Roughly how many total trips are taken by University of North Carolina Charlotte athletic personnel and teams on an annual basis?

A: Athletic travel is approximately one third of the total

Q: What percentage of University of North Carolina Charlotte travel is domestic vs. international?

A: Approximately 80% domestic and 20% international

Q: Does the University currently have any negotiated air, car and hotel agreements?

A: We utilize the North Carolina state term contract with Enterprise/National for vehicle rentals, but no other contracts are currently in place.

Q: Does University of North Carolina Charlotte currently have airline up-front discount airline contracts in place? If so, which airlines?

A: No

Q: Is University of North Carolina Charlotte currently partnering with a Travel Management Company/Companies? If so, what percentage of the total travel spend is transacted by the TMC?

A: No

Q: Annual Domestic Air/Rail Volume?

A: \$1.5M

Q: Annual International Air/Rail Volume?

A: \$800k

Q: Annual Air/Rail Transactions (Domestic and International)?

A: We do not have this level of detail available.

Q: What % of International Airline volume is booked on Negotiated Agreements?

A: We do not currently have any agreements in place.

Q: Who is currently negotiating vendor agreements?

A: N/A

Q: What % of airline volume is transient, meeting & event, and athletic travel?

A: Athletics accounts for approximately one third of travel.

Q: Annual Hotel Volume?

A: \$3M

Q: Hotel Contracts, % of hotel volume spent at a preferred/negotiated property?

A: N/A

Q: Current hotel national agreements?

A: None

Q: What % of hotel volume is transient, meeting & event, and athletic travel?

A: Athletics accounts for approximately one third of travel.

Q: Current online booking tool adoption rate?

A: N/A

Q: Online adoption rate goal?

A: Ideally, we would like to have all campus departments utilize the new TMC program.

Q: What is the existing GDS system?

A: N/A

Q: What is the current expense management tool?

A: N/A

Q: Please provide current approval process.

A: Departments complete an in-house form and submit it to the Travel Department for review and approval.

Q: Are you currently experiencing any issues or challenges where you would like to see improvement?

A: 1. No economies of scale, 2. Form based review and approval process, 3. Duplication of efforts.

Q: How are unused tickets being tracked today?

A: Any tracking is done at the individual departmental level

Q: Anticipated TMC Go-live date?

A: There is no established target date for this new program; as soon as practical for the University and the awarded contractor.

**A SIGNED COPY OF THIS ADDENDUM MUST BE INCLUDED WITH YOUR PROPOSAL**

COMPANY NAME	DATE
PRINTED NAME	SIGNATURE