

## WINSTON SALEM/FORSTH COUNTY SCHOOLS

### REQUEST FOR PROPOSAL

RFP 260-02172024-90215

#### TRAVEL AGENCY PARTNERSHIP

The Winston Salem/Forsyth County School District is formally requesting proposals from qualified travel agencies to provide comprehensive travel services for our district. We are seeking a reputable and experienced travel agency to assist our staff and students with travel arrangements for various educational and extracurricular activities.

##### **1. Background information:**

Winston-Salem/Forsyth County Schools serve more than 53,000 students in Pre-K through Grade 12 with the goal of providing a quality education for each child. The school system has 42 elementary schools, 15 middle schools, and 16 high schools. Eight specialty schools bring the system-wide total to 81. Typical travel mostly involves conferences for employees in the continental United States.

##### **2. Scope of Work:**

The selected travel agency will be responsible for providing the following services:

- a. Booking, payment, and managing airfare, ground transportation, and accommodation for school related trips and activities.

We utilized a Purchase Order process with ACH payments. Please describe how this could work with your company without using a district credit card.

- b. Ensuring cost effectiveness and compliance with the school district's travel policies and budgets.
- c. Providing 24/7 emergency support for travelers.
- d. Managing changes, cancellations, and refunds as necessary.
- e. Keeping records of all travel-related expenses and providing regular reports to the school district.

##### **3. Proposal Submission:**

Interested travel agencies are invited to submit their proposal in response to this RFP by March 28, 2024, by 2:00 pm. Proposals should be submitted electronically to [jwmann@wsfcs.k12.nc.us](mailto:jwmann@wsfcs.k12.nc.us), John Mann Jr., Director of Procurement Services, with the subject line Travel Agencies Service Proposal- Winston Salem/Forsyth County Schools.

The service would begin on July 1, 2024, through June 30, 2025, and would be renewable if agreed with both parties for three additional one-year period.

#### **4. Evaluation Criteria:**

Proposals will be evaluated based on the following criteria:

- a. Experience and track record in providing travel services to educational institutions. **20 points**
- b. Competitive pricing and cost-effective solutions. **15 points**
- c. Quality of customer service, including responsiveness and availability. **20 points**
- d. Ability to meet the specific needs and preferences of Winston Salem/Forsyth County Schools. **15 points**
- e. References and recommendations from other clients, preferably educational clients. **10 points**
- f. Ability to utilize an internal payment process while working with our Purchase Order System. **20 points**

#### **5. Timeline:**

- Proposal submission must be sent to [jwmann@wsfcs.k12.nc.us](mailto:jwmann@wsfcs.k12.nc.us) by March 28, 2024, at 2:00 pm.
- Proposal evaluation period. The Evaluation Committee will review proposals and select one by April 19, 2024, or sooner.
- Notifications of selected travel agency: When/if a travel agency is selected, we will notify the agency by April 26, 2024, or sooner.

#### **6. Contact Information:**

For questions or clarifications regarding this RFP, please contact John Mann Jr, Director of Procurement Services at [jwman@wsfcs.k12.nc.us](mailto:jwman@wsfcs.k12.nc.us) or 336-748-4005.

We appreciate your interest in providing travel agency services to Winston Salem/Forsyth County Schools, and we look forward to receiving your proposal. Thank You for your time and consideration.