

STATE OF ALASKA



REQUEST FOR PROPOSALS

AMENDMENT NUMBER: TWO

THIS IS NOT AN ORDER

DATE AMENDMENT ISSUED: 10/2/2025

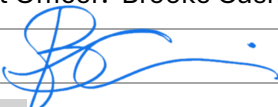
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|--------------------|----------------------------|-----------|--------------|
| RFP Number: | 2026-0200-0065 | | |
| RFP Short Title: | Travel Management Services | | |
| Proposal Due Date: | October 14, 2025 | Time Due: | 4:00 PM AKST |

RETURN THIS AMENDMENT TO THE ISSUING OFFICE AT:

| | | | |
|---------------------|---|------------|--|
| Department of | Administration | | |
| Division of | Shared Services | | |
| Attn: | Brooke Cashion, Deputy Chief Procurement Officer | | |
| Address | 515 E Dahlia Ave, Suite 140 | | |
| Phone: 907-269-0576 | Email: doa.oppm.procurement@alaska.gov | | |
| City: Palmer | State: Alaska | Zip: 99645 | |

This is a mandatory return Amendment: You must sign and return this page of the amendment document with your proposal. Failure to do so may result in the rejection of your proposal. Only the RFP terms and conditions referenced in this amendment are being changed. All other terms and conditions of the RFP remain the same.

Issuing Office:

| | |
|--|---|
| Procurement Officer: Brooke Cashion | Title: Deputy Chief Procurement Officer |
| Signature:  | Date: October 2, 2025 |

Offering Entity:

| | |
|--------------------|--------|
| Name of Business: | |
| Offeror Name: | Title: |
| Offeror Signature: | Date: |

(Continued on the following page)

The following questions have been posed by the vendor community. Please see below for the States' answers.

Question 1: How many hotels are negotiated by CTM annually today? Do you have any chain discounts? Are these hotel rates net of commission?

Answer 1:

- CTM Preferred Program: 38 specific hotels were negotiated by CTM's Property Solutions Group and included in our preferred hotel program.
- We utilize the NASPO ValuePoint Nationwide lodging program accessed through a statewide contract for additional lodging options.
- We have access to CTM's extensive Global Hotel Program, which provides corporate discount rates at 48,000 additional properties worldwide.
- Our current hotel rates are considered the hotel's charged amount. The TMC (Travel Management Company) does not add any additional amounts.
- If a hotel independently offers a commission, that commission is paid directly to the TMC.

Question 2: Can you provide how much spend there was for hotel/car and ferries in 2024?

Answer 2: State of Alaska, Medicaid and University of Alaska (U of A):

July 1st 2024 – June 30th 2025

- Hotel – Room Nights: 45,328 Total: \$9,354,748
- Car – Rental Days: 21,934 Total: \$1,271,777
- Ferries – Bookings: 3107 Total: \$137,920

Question 3: Does e-Travel currently support ferry/water bookings?

Answer 3: Booking requests for ferry or other water-based transportation are completed via CTM's rural request form, by submitting a special request notation in the Online Booking Tool (OBT), or through direct contact with a CTM travel agent.

Question 4: SEC. 3.09 PROMPT PAYMENT FOR STATE PURCHASES. Can you confirm this 5% applies to only the transaction fees from the TMC and not the full cost of the trip?

Answer 4: The prompt-pay discount would only apply to invoiced amounts, since trips which are booked through the booking tool are paid via p-card at time of booking. Medicaid travel reimbursement rates are set and would not be subject to a discount. Historically the state has not requested a discount for this contract.

Question 5: Cost Proposal: (c) Concur Booking Fee (U of A, and other entities) Can you confirm how many Concur implementations would be required? Are they all utilizing CTM's reseller agreement or do they hold a direct contract for SAP Concur Travel? Does the State of Alaska have a contract with SAP Concur? If so, does it include SAP Concur Travel that may just not be turned on?

Answer 5: Only one Concur implementation will be required, specifically for the University of Alaska.

The University of Alaska is currently utilizing CTM's reseller agreement for SAP Concur Travel. The State of Alaska does not hold a direct contract with SAP Concur for its travel platform.

Question 6: What are your top 5 city pairs?

Answer 6: For FY2025:

1. Anchorage – Fairbanks
 2. Anchorage – Juneau
 3. Anchorage – Bethel
 4. Juneau – Ketchikan
 5. Anchorage - Ketchikan
-

Question 7: What percentage of the executive travel has hotel and car reservations attached?

Answer 7: The approximate percentage of trips that include car and hotel is 33%.

Question 8: How many travelers will require VIP service?

Answer 8: Six.

Question 9: What percentage of your travel is international? How much of this is to Canada?

Answer 9: The combined international trips for the Executive branch, Medicaid, and the University of Alaska constitute less than 1% of the total overall travel. The percentage of international travel booked to/from Canada is 32%.

Question 10: Travel Data and Organizational Requirements 3. Will a SOC II Audit Suffice?

Answer 10: Yes.

Question 11: Complex or specialty services provided for DNR fire-suppression travel assistance may be billed weekly in 15-minute increments. All invoices for these services must include a copy of the call log and travel transactions. Specific invoicing requirements will be negotiated at time of award.

Will there be advance notification to when this is expected to take place? Is this in addition to the transaction fee? How is the air/hotel/ and car payment paid? Can you elaborate on the scope of work?

Answer 11: The Department of Natural Resources (DNR) communicates the schedule for fire season, which typically occurs from around the end of February to the beginning of March. Currently, the contract is renewed annually via an amendment that specifies these seasonal dates.

Yes, this is in addition to the standard ticketing fee.

Air travel costs are charged directly to the department's purchasing card. (Fire suppression teams typically do not book hotel or car reservations.)

This Scope of Work outlines the travel management services currently provided by our TMC to the Division of Forestry Fire Suppression Team for their fire season travel needs.

Key Service Points:

- **Dedicated Agent:** Provides a single, dedicated travel agent for all reservations.
- **Service Period:** April through October (amended yearly in February).
- **24/7 Support:** Offers around-the-clock support for DNR Dispatchers.

Reservation Methods and Information

- **Standard/Routine** – E-Travel Online booking tool
- **Emergency, Group or Complex Itineraries** – Phone or Email directly to the dedicated agent.

The following payment structure applies to our current agreement with the TMC:

1. **On-Call/Stand-by Fee:** The TMC is compensated \$148.40 per week for maintaining on-call, stand-by availability.
2. **After-Hours Overtime:** Services provided after standard hours are billed at \$38 per hour. Overtime is tracked and billed in 15-minute increments.
3. **Billing Authorization:**
 - Forestry has approved weekly billing to the Fort Wainwright Central Travel System (CTS).
 - A four percent (4%) merchant fee will be applied to all on-call and overtime charges.
 - All invoices that include overtime must be accompanied by a copy of the call log and associated travel transactions.
4. **Invoicing & Distribution:** All invoices must be emailed to designated finance accounts and copied to both dnr.dof.northernfire@alaska.gov and doa.dof.e-travel@alaska.gov.
5. **Fee Clarification:** These fees are in addition to the standard service fees allowed under the existing contract.

Question 12: What areas of service, technology or account management would you like to see improve?

Answer 12:

- **Reporting:** We need better, more granular and customized reporting, specifically to track and analyze car savings data.
 - We need a more modern booking tool to save time and upgrade the travel experience.
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Question 13: Are you utilizing a Virtual Card provider for any of your travel today?

Answer 13: Yes, we are currently utilizing a Virtual Card provider, though its application is limited to the Division of Risk Management purposes only.

Question 14: What ERP System are you utilizing today? What controls are in place and what data is passed?

Answer 14: Our core financial accounting is run by CGI Advantage. There is currently no integration between our travel booking platform and the CGI financial system. Consequently, we are not passing any data or applying system controls between these two environments.

The University of Alaska operates independently, utilizing Concur's expense management program for its travel expenditure processing.

Question 15: Does the state have its own fleet of aircraft today?

Answer 15: Yes, although the state does own and operate a small fleet of aircraft for state programs, the aircraft are not used for general travel and would not be utilized in the performance of this contract.

Question 16: What is working well with your current program?

Answer 16:

- **Dedicated Agents:** We have access to agents who meet Alaska's unique travel needs and can handle our specific bookings quickly.
- **Accounting Data:** We get the necessary financial data for accurate tracking and reporting.
- **Ticket Management:** We have a solid system for tracking and using unused flight tickets and credits.

The following changes/additions are hereby incorporated into this RFP:

Change 1: RFP Section 1.12 "RFP Schedule" is revised to read:

| ACTIVITY | TIME | DATE |
|---|---------|------------|
| Issue Date / RFP Released | NA | 9/10/2025 |
| Pre-Proposal Teleconference | 10:00AM | 10/2/2025 |
| Deadline for Receipt of Proposals / Proposal Due Date | 4:00PM | 10/14/2025 |
| Initial Proposal Evaluation Meeting (approximately) | NA | 10/16/2025 |
| Interviews (approximately week of) | NA | 10/20/2025 |
| Proposal Evaluations Complete (approximately) | NA | 10/31/2025 |
| Negotiations (approximately week of) | NA | 11/3/2025 |
| Notice of Intent to Award (approximately) | NA | 11/10/2025 |
| Contract Issued | NA | 11/20/2025 |

The approximate date of the Contract Issued was revised from 11/14/2025 to 11/20/2025.

Change 2: Formatting changes (reducing the footer size) resulted in changes to the page numbering, reflected in the Table of Contents.

Change 3: On Submittal Form A, “Alaska Offeror Preference Certification Form” Alaska Bidder Preference section, questions 10 and 11 have been revised to correct the references to previous questions.

Change 4: On Submittal Form A, “Alaska Offeror Preference Certification Form” Alaska Veterans Preference section, question 16 has been revised to correct the reference to a previous question.
