

REQUEST FOR PROPOSAL (RFP)

Competitive Proposal

The Columbia River Inter-Tribal Fish Commission



Professional Services: Travel Management Program

Contractors Invited: All licensed and qualified Contractors

Primary RFP Contact: Sara K. Pennington at rfq@critfc.org

Project Team Members: Jon Matthews, Chief Financial Officer; Lisa Wood, Controller; Jenny Thrasher, Travel Coordinator; Cecilia Traylor, Assistant Controller

Critical Dates:

Proposal Submission Deadline: **June 06, 2022, 5pm (PT)**

Tentative Award Selection: 30 business days after submission deadline.

Project Initiation: Commences upon completion of signed contracts by all involved parties.

PART I-BACKGROUND

The Columbia River Inter-Tribal Fish Commission (CRITFC), established in 1977, is comprised of four sovereign tribal governments: The Confederated Tribes of the Umatilla Indian Reservation (Pendleton, OR), the Confederated Tribes of the Warm Springs Reservation of Oregon (Warm Springs, OR), Nez Perce Tribe (Lapwai, ID), and the Confederated Tribes and Bands of the Yakama Indian Nation (Toppenish, WA).

The CRITFC mission is to ensure a unified voice in the overall management of the fishery resources, and as managers, to protect reserved treaty rights through the exercise of the inherent sovereign powers of the tribes. The organization conducts business through a single decision-making body known as the "Commission", which is comprised of Fish and Wildlife representatives from each member-tribe. The Commission operates and establishes policy through a consensus of those elected representatives, with each member-tribe having a single vote. The tribes' authority for action includes, but is not limited to, reserved treaty rights in the Columbia Basin, the Pacific Salmon Treaty, statutes, case law, and other legal precedent. Additional information on the CRITFC can be located on the website www.critfc.org

PART II-PROJECT OVERVIEW

The current CRITFC Travel Program consists of an in-house database system which was custom built many years ago to handle the business travel needs of that time. The system, which is a hybrid of some manual and some automated processes, worked satisfactorily enough, but with the advancements of technology and evolving travel related factors for staff, the system no longer supports those demands. Thus, the CRITFC is soliciting proposals from Contractors who can provide an end-to-end solution allowing for internal administration of a Travel Management Program.

Current System Details:

- **Pre-trip authorization:** (In-house database system)
 - Reimbursable travel
 - No cost travel
 - Split cost centers
 - Document attachment
 - Travel advance request
 - Multi-level approval
 - Daily per diem according to GSA rates
 - Furnished meal calculation

- **Travel Components:** (All travel particulars listed below are processed manually)
 - Lodging – Government rates or lower
 - Mileage – editable to accommodate cap
 - Auto rental – contracted preferred supplier
 - Auto rental gas

- Parking/tolls
- Airfare – fully refundable Government fares
- Public transportation/taxi
- Lodging tax/fees
- Other
- **Vouching/Audit:** (Hybrid--manual and electronic system)
 - Vouching/audit/reimbursement per trip
 - Reports
 - By traveler
 - By travel component
 - Travel unvouched
 - Travel unaudited
 - Travel advance -AP/check/transfer
 - Travel balance
 - Cost Centers
 - Credit Card Use
 - Duty of Care – who is where
 - Expense distribution

PART III-SCOPE OF SERVICES

The scope of service will include, but is not limited to the following elements:

- Creating and implementing an end-to-end solution allowing for internal administration of a Travel Management Program.
- Providing a 24/7 support service.
- Financial system integration compatible with Sage ERP 300 system integration support and implementation support.
- Multi-layered authentication controls, ensuring authorized access is provided.
- Credit card management and control.
- Providing periodic service review meetings.
- The proposed solution needs to ensure compliance with the United States Federal Travel Regulations, including Fly America Act, as well as other federal contracts and grant regulations unique to the CRITFC.

Service Period

The CRITFC intends to engage with the contractor for period not to exceed three (3) years (i.e., 2022 through 2025 coverage years). The proposal must quote firm pricing for each of the three years. The duration may be reviewed from year-to-year at the CRITFC's sole discretion. Annual contract renewals will be dependent upon satisfactory service evaluations.

PART IV-REQUIREMENTS

Provide an end-to-end solution for internal management of the CRITFC travel system. Requirements will include, but are not limited to the following elements:

Management System must, at minimum, provide:

- The most economic, best-value travel options while complying with the CRITFC travel policy.
- Air, land, sea, lodging bookings.
- Group travel arrangements and meeting/conference bookings.
- Multi-level automated approval process.
- Travel Manager/Coordinator mode to confirm and apply payment on all bookings.
- Full, user-friendly itineraries.
- Customizable reports.
- The ability to charge costs to multiple internal department cost centers (also by percentages to each) and credit cards; and generate invoices and reports outlining costs related to each cost center and card.
- Automated yearly GSA per diem updates.
- Travel Advance calculation and tracking.
- No cost trips.
- GSA City Pair Fares.
- E-Tickets and associated refund process.
- Ability for traveler to shop/trip plan prior to approval process.
- Online vouch with paperless receipts (upload or automated).
- Online travel booking integration with mobile app.
- Online, offline, and self-booked reservations.
- Custom email templates.
- Google Maps integration for mileage.
- Real-time destination information (weather/health/quarantines/testing).
- Travel profile database with document expiration alerts (Passport).
- Foreign currency conversion.

Booking Tool must, at minimum:

- Provide real time search and booking capabilities, available 24 hours a day, 7 days a week, with no additional charge to maintain, set up, or customize the booking tool.
- Maintain traveler profiles, with the capability of adding, maintaining user log in changing or deleting profiles by users.
- Be accessible for viewing and booking on a smartphone or tablet, in addition to a workstation desktop.
- Provide on-line user support i.e. chat support, etc.
- Online booking tool access must be secure; at least password protected and contain a ticket and payment authorization system.
- Provide reservation confirmation screens.
- Permit the use of online changes to be made by authorized staff.

- Provide capability of saving trips or cloning trip.
- List contracted lodging, air, car rental, and rail suppliers within the online booking tool.
- Identify preferred federal travel vendors.
- Include a secure payment authorization system that allows for multiple billing/payment options for the CRITFC to have available for its staff to select from, which must include payment by credit card and/or other select payment option.
- Support a pre-trip approval process to obtain multiple levels of approval via an automated process, and capture information about travel arrangements at the time of booking, i.e., travel itinerary details and trip approvals.
- Support the CRITFC travel policies identifying acceptable and non-acceptable travel.
- Provide full content and full functionality with participating carriers and other travel related vendors
- Provide the capability to input and transmit a frequent flyer rewards program number at the time of reservation.
- If requested, be able to provide the CRITFC records for a select number of years from date of purchase or be able to accommodate the CRITFC document retention policy.

Technical Requirements:

- Cloud-based
- Minimally support Internet Explorer, Edge, Safari, Firefox, Chrome web browsers
- Provide secure user accounts
- Responsive design, all platforms should be usable on mobile, tablet and desktop devices

In addition, the Contractor is required to provide clear expectations of what the Contractor may need the CRITFC to furnish such as, additional information, expertise, equipment, etc., to ensure a successful program.

PART V-STATEMENT OF QUALIFICATIONS

Interested Contractors must submit a statement of their qualifications. This submission must be responsive to the following items and may include supplemental material which further supports the Contractor ability to provide the services and requirements outlined. To simplify evaluation and to assure each submission receives the same orderly consideration; all proposals are to follow the format described in this section.

Title Page

Agency name; proposal title; address, website address, telephone number; primary contact person and an email address.

Cover letter

Signed by the person or persons authorized to sign on behalf of the agency.

Team Experience and Other Qualifications

- Indicate the location of the office, the number of staff (by level), and who will perform the services. The Contractor should also include the lines of communication and decision-making hierarchy, as well as any subsidiary consultants.
- Provide a resume for each assigned member to the project that describes their professional qualifications, licenses, and other experience relevant to providing professional travel management services.
- Identify any proposed sub-contractors and the portion of the engagement for which they will be utilized.
- Describe, in sufficient detail, any professional experience with tribal organizations the Agency may have, including years of each engagement.
- Any other supplemental items (proprietary offerings, value-added services, cost saving measures, enhancements, Contractor specific offerings, etc.) that you feel should be brought to our attention and consideration in evaluating your qualifications. Please feel free to elaborate on examples that substantiate your ability to provide the expected specifications and requirements of this RFP.

Agency References

- A minimum of three references must be provided, including client contact names similar project types, cost and scope completed, business addresses, phone numbers, and email addresses.

Cost proposal

The estimated cost of performing the CRITFC required scope of service and requirements must be detailed in a cost proposal. The total maximum estimated price is to contain all direct and indirect costs including all out-of-pocket expenses required to deliver the entire solution. Identify and describe any additional anticipated cost-based information. All costs must be listed separately, clearly identified, and un-bundled.

PART VI-EVALUATION AND SELECTION CRITERIA

Proposals will be evaluated through a criteria-based selection process conducted by a review team. The following selection criteria will be used to evaluate the content of the written proposals based on a weighted scoring method totaling 100 points:

Adequacy of Proposal: 50 points

- Demonstrated understanding of the service and requirements requested.
- Proposal outlines a process for ensuring an efficient and effective travel management program.

Contractor and Agency Qualifications: 40 points

- Relative experience of the Agency in providing professional travel management services for organizations with a similar size and complexity, including any past previous engagements with tribal organizations.
- Reputation and satisfaction of the Agency's services as expressed by their references.

Cost Proposal: 10 points

- Provides the best-value solution for the CRITFC.

Tribal Preference: Indian Preference Act of 1934 (Title 25, USC, Section 47). To the greatest extent feasible, preference shall be given to Indians, Indian Organizations, or Indian owned economic enterprises in the award of all contracts and subcontracts. Must meet these factors to secure Indian Preference status: Membership in a federally recognized tribe; Indian Ownership of 51% or more; Indian Control; and Indian Management.

PART VII-ADDITIONAL PROPOSAL INFORMATION

Closing Date for Submissions

The closing date for submissions will be on June 06, 2022, at 5:00 p.m. (PT). Proposals received after the specified time will not be considered. Contractors must submit a digital copy (via email) of their proposal to Sara K. Pennington at rfq@critfc.org

Necessary Information

Proposals must contain all information requested in the RFP. The CRITFC will not consider additional information submitted after the closing date and may reject incomplete proposals.

Cost of Proposals

The CRITFC shall not be liable for any expenses incurred by Contractors in either preparing or submitting proposals, evaluation/selection, or contract negotiation process, if any.

Note: Contractor will agree that Contractor is independent with respect to the CRITFC, and Contractor shall not be entitled to any fringe benefits (health, life or accident insurance benefits, paid vacation, or any other employee benefit); Federal Social Security; Worker's Compensation; or Unemployment Insurance benefits. Contractor is responsible for paying any tax due as a result of this RFP.

Request for Clarification

Contractor may submit requests for clarification via email by May 18, 2022, at 5:00 p.m. (PT). The CRITFC will not consider any requests submitted after the date specified above. Questions regarding the RFP or request for clarification shall be sent, via email, at rfq@critfc.org

Confidential Information

By submitting a proposal, the Contractor agrees to keep confidential all information provided in connection with the RFP.

Requests for Further Clarification of Proposals

The CRITFC may request additional clarification from Contractors on any portion of the proposal.

Cancellation of RFP

The CRITFC may cancel this RFP at any time upon finding that it is in the CRITFC's best interest to do so.

Rejection of Proposals

The CRITFC may reject a specific proposal, or all proposals, upon finding that it is in the CRITFC's best interest to do so.

Award and Contract

We will notify all Contractors, whether they are disqualified, rejected, or unsuccessful although responsive. All final specifications shall be negotiated and finalized by purchase order or contract. This RFP gives rise to no contractual obligations, implied or otherwise.

Protest of Tentative Award Selection

An email notification of tentative award to the Contractor whose proposal is deemed to be most advantageous and of best value towards meeting the project objectives will be sent. A separate 'no award' email will be sent to all other Contractors that submitted a proposal in response to this RFP. Any Contractor who claims to be adversely affected by the selection of a competing Contractor shall have seven (7) calendar days after receiving the notice of selection to submit a protest, via email, to rfq@critfc.org

References

The CRITFC reserves the right to investigate the references and past performance of any Contractor with respect to its successful performance of similar services, compliance with RFP and contractual obligations, and its lawful payment of suppliers, sub-contractors, and employees. The CRITFC reserves the right to reject any proposal at any time prior to the execution of any resulting contract. Please submit DUNS numbers for your company to facilitate our credential evaluation.