



REQUEST FOR PROPOSAL (RFP) TRAVEL AGENCY COORDINATION

Title: International Travel Services

RFP# 100A

Date Issued: 10/05/2009

Due Date: 11/11/2009

Time: 8:00pm PST

Contract Term: Approximately Two Years

Ending: May 2011

Estimated Value: \$600,000.00

Approximate number of employees: 250

Travel Locations: United States, Afghanistan, Angola, Brazil, Botswana, Barbados, Cambodia, Cameroon, Cot d'Ivoire, Ethiopia, Germany, Ghana, Guyana, Haiti, India, Indonesia, Kenya, Lesotho, Malawi, Mali, Mozambique, Namibia, Nigeria, Russia, Rwanda, South Africa, Swaziland, Tanzania, Trinidad, Thailand, St. Lucia, Uganda, Vietnam, Zambia, Zimbabwe. . .and other countries.

In accordance with the requirements of this proposal, the undersigned offers and agrees, if their proposal is accepted to furnish any and all services for which the prices are submitted in accordance with the attached conditions as specified by the proposal.

Bidders Name and Address

Signature and Title of Authorized
Individual

Comforce Technical Services, Inc.
5220 Pacific Concourse Drive, Suite, 135
Los Angeles, California 90045
Telephone: 310-643-2682 Facsimile: 310-643-8656 Toll-Free: 800-643-2682

1.0 Information for Bidders

1.1 Purpose and Intent of the Procurement

This RFP is being issued by CTS Global, Inc., a subsidiary of COMFORCE. The purpose of this RFP is to enter into a contract for the services of non-exclusive travel agency to manage and coordinate the business/personal travel needs for CTS Global employees.

CTS Global is soliciting proposals from travel agencies interested in servicing the business/personal travel needs of its employees and can demonstrate knowledge of United States Federal Travel Regulations. In addition, demonstrate via references that such travel services have/are being provided to other similar organizations with numerous numbers of travelers within multiple countries. Furthermore, CTS Global is seeking a travel agency that will earnestly put forth their best effort in resolving any travel-related problems or emergencies that may arise while traveling and an agency that can demonstrate the achievement of cost savings for clients in comparable in size and complexity.

1.2 Background

CTS Global is an expert innovative leader in Human Capital Management staffing and Vendor Management Services. We sustain companies and organizations overall success longer than their competitors by implementing practical staffing solutions at its full potential, no incremental changes.

Our business is helping make companies and organizations more valuable by implementing and adhering to cost savings metrics, innovating strategic concepts along the way while increasing employee retention, performance productivity which yield greater company revenue and costs savings.

Our 55 years of sophisticated expertise enables us to recruit, deliver and/or support employee professionals: “The perfect fit,” domestically and internationally. The perfect people for simple or complex work assignments around the world.

Questions

- 1.3** CTS Global will only accept written questions and inquires from all potential bidders receiving this RFP. Written questions should be emailed to services@ctsglobalusa.com. The deadline to submit questions is **October 20th 2009**.

1.4 Additional Information

Federal Travel Regulations: www.gsa.gov/federaltravelregulation

1.5 Bidder Responsibility

The bidder assumes sole responsibility for the complete effort required in this RFP. No special consideration shall be given after bids are open due to bidders failure to be knowledgeable of all the requirements of this RFP. By submitting a proposal in response to this RFP, the bidder represents that it has satisfied itself, from its own investigation, of all the requirements of this RFP.

1.6 Cost Liability

CTS Global assumes no responsibility and bears nor liability for cost incurred by bidders in the preparation and submittal of proposals in response to this RFP.

1.7 Joint Venture

If a joint venture is submitting a bid, the agreement between the parties relating to such joint venture is required to be submitted with the joint ventures proposal. Authorized signatures from each party comprising the joint venture must sign the bid proposal.

1.8 Business Registration Notice

Any organization submitting a proposal is required to be in good business standing with the United States government by adhering to all applicable registrations laws. Proof of a valid business registration is required prior to conducting business with CTS Global. Failure to submit such valid registration with a bid will render the bid materially non-responsive.

1.9 Scope of Work

CTS Global is interested in securing the highest quality of travel services, maximizing service convenience for its employees, while minimizing travel cost and developing a data base that will give CTS Global an accurate reference of its travel expenditure patterns.

CTS Global reserves the right to use other travel services when applicable.

1.10 Contractor Service Requirements

- 1.10.1** The contractor will be provided CTS Global credit card information to purchase the required airline tickets. Only airline reservations and travel service fees will be considered applicable on such a credit card. Hotel reservations charges are to be applied directly to an employees' credit card. CTS Global utilizes established rental car accounts that will be provided to the contractor.
- 1.10.2** The contractor must be able to coordinate hotel and rental car services as needed.
- 1.10.3** The contractor must have worldwide recognition and acceptance by major airlines, hotels/motels, car rental companies, restaurants and other travel related industries.
- 1.10.4** The contractor must provide professional and excellent efficient customer-oriented services to CTS Global. Due to the time difference in several countries email will be considered the best method in servicing CTS Global employees.
- 1.10.5** The contractor must effectively seek and identify the lowest available rates for hotels, car rentals and fares on domestic and international common carriers.
- 1.10.6** The contractor is required to deliver a travel itinerary in a timely manner to the appropriate employee.
- 1.10.7** The contractor should provide a travel profile sheet for employees, as requested.
- 1.10.8** The contractor is required to have a 24 hour telephone system for travel emergencies.
- 1.10.9** The contractor is required to identify one point of contact that will manage CTS Global travel needs via email and telephone.

1.11 Management Responsibilities

- 1.11.1** The contractor is required to provide management cost reports or availability to on-line reporting to include spend analysis, activity management, reconciliation analysis, etc. The reports should have the capability of detailing specific expenditures, i.e., airfare, car rental, vendor carrier and designated travel locations, as well as individual travel spend.
- 1.11.2** The contractor is required to provide quarterly summary reports.

1.12 Ownership of Material

All data, technical information, materials gathered, oriented, developed, prepared, use or obtained in the performance of the contract, including but not limited to, all reports, surveys, plans, written procedures which are completed for or are a result of services required under this contract shall and remain the property of CTS Global and shall be delivered to CTS Global upon a 30 day notice.

1.13 Data Confidentiality

All financial, statistical, personnel and/or technical data supplied by CTS Global to the contractor is confidential. The contractor is required to use reasonable care to protect the confidentiality of such data. Any use, sale or offering of this data in any form by the contractor, or any individual or entity in the contractors charge or employ, will be considered a violation of this contract and may result in termination and the contractors suspension of debarment. In addition, such conduct may be considered a breach of contract that is liable to litigation.

- 1.13.1** The contractor shall not use CTS Global clients names, logos, images, or any data or results arising from the contract without first obtaining the prior written consent of CTS Global.

1.14 License and Permits

The contractor shall obtain and maintain in full compliance and effect all required licenses, permits, and authorizations necessary to perform this contract. The contract shall supply CTS Global with evidence of all such licenses, permits and authorizations. This evidence shall be submitted subsequent to the contract award.

1.15 Invoice and Payments

All services are paid upfront via a CTS Global credit card. However, weekly documentation detailing tickets issued, etc., are required to be provided to CTS Global.

1.16 Suspension of Work

CTS Global may, for valid reason, issue a stop order directing the contractor to suspend work under the contract for a specific time. The contract services shall be paid until the effective stop date of the stop order.

1.17 Proposal Preparation and Submission Instructions

The bidder is required to follow instructions contained in this RFP and in the bid cover sheet in preparing and submitting its bid proposal. The bidder is advised to read thoroughly and follow all instructions.

Each bidder is given wide latitude in the degree of detail it elects to offer or extent to which plans, designs, systems, procedures are revealed. However, insufficient detail may result in a determination that the bid proposal is materially non-responsive or may lower its technical score.

1.18 Number of Bid Proposals

Each bidder is required to submit one (1) complete original bid proposal, utilizing word or excel format, via email to services@ctsglobalusa.com

1.19 Proposal Form and Content

The bidder shall set forth its overall technical approach and plans to meet the requirements of the RFP in a narrative format. The narrative should convince CTS Global the bidder understands the objectives that the contract intended to meet the nature of the required work level necessary to successfully complete the contract while adhering to Federal Travel Regulations as required.

The proposal should follow the format indicated alphabetically below. The bidder should limit their response to 20 pages:

A>Company capabilities and financial statements for the prior three years of operation

B>Number of employees/staff handling such travel service needs

C>References from clients with similar needs, and with the names and titles who can be contacted

D>The bidders ability to reconcile centrally billed airfare and the ability to separate personal from business travel arrangements

E>Description of management information system

F>Twenty-four hour emergency service capacity.

G>Identification by name and title of the key individuals, especially an account representative, who would direct and provide the services including a resume of each individual that describe his or her experience and responsibilities

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H>The bidder's, approximate waiting time to respond to a call and or return a voicemail message

I>A description of the bidder's plans for e-ticket confirmation or door-to-door delivery if necessary

J>Sample copy reports the bidder is capable of producing for CTS Global

K>A description on how the bidder will ensure the utmost customer satisfaction

L>A list of the bidder's proposed service enhancements unique to the bidder including any franchise agreements, discounts or rebates. CTS Global is interested in any arrangements that can be made to eliminate or minimize penalties when legitimate reasons exist for ticket cancellations, or to waive the "Saturday stay over" often required on fares

M>The bidder's philosophy and approach to securing air travel and other travel services at the lowest most logical available fare or rates

N>The bidder's approach to quality control

O>The bidder's approach to identifying projected savings for CTS Global and the methodology and format that would be utilized to present this information to CTS Global. In addition, CTS Global is interested in the type of recommendations the bidder would make to CTS Global regarding the ways to achieve future savings

P>The bidder's normal business days and hours, and description of how international travelers may obtain assistance after the normal work hours

Q>The bidder is required to include the location of the bidder's office that will be responsible for managing the contract. The bidder should include the telephone number and name of the individual

R>A description of any special procedures or unique features, i.e., VIP services, development of traveler profiles, meet and greet services, etc.

S>Alternate offerings deemed by the bidder to be of added value to this proposal may be submitted in addition to the preceding technical requirements

1.20 Contract Management

The bidder should describe its specific plans to manage, control and supervise the contract to ensure satisfactory contract completion. The plan should include how it will communicate to CTS Global including and not limited to teleconference status meetings.

1.21 Implementation Plan

It is essential that CTS Global move forward quickly to have the contract in place. Therefore, the bidder must include as part of its proposal a travel company profile that would be forwarded to all CTS Global employees.

1.22 Price Sheet and Supporting Detail

Please submit a price schedule of services that will be provided to CTS Global.

1.23 Resumes

Detailed resumes should be submitted for all supervisory and key personnel to be assigned to the contract.

1.24 Cost Proposal

All responsive proposals will be evaluated to determine which offers CTS Global the greatest return on its travel expenditures.

1.25 Cost Proposal Sample

Please provide the estimate cost and proposed itinerary for the following two samples travel request and the coordination undertaken to ensure cost efficiency and adherence to Federal Travel Regulations:

1. Family relocation: Two adults, two children (16 years and 2 years in age).
The family is to travel from San Francisco, CA to Entebbe, Uganda with a departure date of November 30, 2009. Price as a one-way ticket. Is it cheaper to book one way or round trip – what is the latest the round trip ticket can be used and what are the penalties that may be imposed?
2. One person traveling from Johannesburg, South Africa to Lusaka, Zambia with a departure date of November 23, 2009 and a return date of November 26, 2009. This person has requested business class. How is eligibility determined for this request?

Thank you for your interest in working with CTS Global, Inc.