



## REQUEST FOR PROPOSALS (RFP): TRAVEL MANAGEMENT SERVICES RESPONSES TO SUBMITTED QUESTIONS

1. What are Making Cents' current booking and approval processes?
  - a) The traveler or the designated employee organizing travel emails the TMC representative providing:
    - i. Traveler profile (if not on file);
    - ii. A copy of the traveler's passport face page (if not on file);
    - iii. Requested travel information (departure date and city, destination date and city, return dates, and any other important time, date, or location information);
    - iv. Ticket restrictions (usually Fly America Act compliant); and
    - v. Ticket preference (usually changeable for a fee).
  - b) TMC representative provides two or three itinerary options, noting:
    - i. The cost of the ticket;
    - ii. The agent fee;
    - iii. The change and cancellation fee; and
    - iv. The justification for proposed itineraries that do not meet the restrictions provided.
  - c) The traveler or organizer may ask for adjustments. The current TMC offers unlimited changes until the ticket is booked.
  - d) The traveler approves the logistics of the itinerary.
  - e) The traveler or organizer sends the itinerary to the Vice President, Projects and Operations or her designee, for purchase approval copying the TMC representative.
  - f) The Vice President, Projects and Operations approves the itinerary for purchase or returns it with questions. The TMC receives the approval for purchase directly from the Vice President, Projects and Operations or her designee at which time the TMC may charge the corporate credit card provided.
  - g) The TMC representative sends the confirmed reservation and the receipt to the traveler, the organizer, and the Operations Associate (for tracking and credit card reconciliation).
2. Does Making Cents require all bookings to go through an experienced agent?
  - o Due to the complexity of the travel, Making Cents wishes to develop a relationship with an experienced agent.
3. Is Making Cents interested in online booking?
  - o Making Cents is not interested in an online booking tool at this time.
4. What is Making Cents' travel policy?
  - o Making Cents' travel agency is responsible for offering the lowest fare class and price that best meets assignment needs for all bookings while remaining in compliance with all federal travel regulations.
  - o All air travel must be booked using the most direct and expeditious route to the final destination.
  - o Making Cents adheres to the travel regulations set forth in the Federal Travel Regulations (FTR) and the Federal Acquisition Regulations (FAR) for all United States Government-funded projects, which includes the Fly America Act and Open Skies Guidelines.

- Making Cents also adheres to the USAID Acquisition Regulations (AIDAR) for USAID-funded projects.
  - Making Cents travel must comply with terms of individual client contracts and agreements.
  - See below for full airfare and rail travel policy and procedures. We have also included the two forms referenced in the policy; these may be changed or updated based on the recommendations of the selected TMC.
5. Does Making Cents have a preferred supplier?
- Making Cents does not currently have a preferred supplier.
  - Making Cents wishes to work with a TMC that has established preferred corporate and traveler programs.
6. Does Making Cents provide Third Party Security?
- Making Cents does not provide third party security.
7. Does Making Cents have a Duty of Care Provider?
- Making Cents does not have a Duty of Care provider.
8. What are Making Cents' top three destinations of travel?
- East Africa (Kenya, Uganda)
  - The Middle East (Jordan, Lebanon)
  - Central Asia (Tajikistan, Kazakhstan)
9. Which airlines are Making Cents' top suppliers?
- Making Cents does not have a primary airline supplier; United and Delta are the two most frequently used airlines.
10. Does Making Cents have travel that originates outside the United States?
- Making Cents does book travel that originates outside the United States, this travel is included in the numbers provided in the RFP.
11. Does Making Cents have group travel or meeting travel requirements?
- At this time Making Cents does not have group travel or meeting travel requirements.
12. Does Making Cents currently use a travel management company?
- Making Cents is currently working with a TMC.
13. Why is Making Cents issuing an RFP now?
- Making Cents has issued an open bid RFP to ensure Making Cents is working with the TMC that best meets Making Cents' growing needs and to ensure compliance with its own procurement policies, which require periodic review and competition of reoccurring service needs.

**Making Cents Travel Airfare and Rail Policy and Procedures  
(From Making Cents' Travel Policy and Procedures)**

**Airfare**

Before booking airfare, the traveler must have completed a *Traveler Profile Form* and provided Making Cents a copy of his/her current passport face page. It is recommended that itineraries are requested using the *Travel Itinerary Request Form* so as to avoid mistakes or misunderstandings with traveler identification information, preferences, and routing needs.

All air travel must be booked using the most direct and expeditious route to the final destination. If a traveler opts for alternative routing due to a personal preferences (e.g., specific air carrier or transit point), he/she is responsible for any price increase. Making Cents also reserves the right not to approve such alternative routing should the total cost to the company be increased due to indirect costs such as delayed delivery to the client, additional billed transit time, or per diem.

All air travel must be arranged to the fullest extent possible using the lowest economy fare that can be changed with a fee. See table below for clarification of the different ticket types. Travelers must also consider the itinerary flexibility that may be required before or during travel (for example, to accommodate a client's schedule, or when working in a volatile or risky environment) in order to select the most appropriate ticket type.

<b>Ticket Type</b>	<b>Description</b>	<b>Recommendation</b>
Instant fare or consolidator tickets	100% nonrefundable. Once booked, it is use or lose.	Not recommended as the cost of the ticket cannot be used against another should it need to be changed.
Nonrefundable	Ticket may be changed with a fee. This option is the most cost-effective as it allows any unused travel tickets to be credited to Making Cents, less a change fee (usually USD200-350).	<b>Recommended in most instances, especially if the traveler will have future trips that may use that same carrier.</b>
Refundable with a fee	Ticket may be refunded to the original form of payment minus a fee.	<b>Recommended only if traveler anticipates that the trip may not occur in the future.</b>
Refundable	Fully refundable. Any unused travel tickets can be credited to Making Cents for use by any traveler.	Not recommended given the expense of the ticket.

All air travel funded (directly or indirectly) by the US Government must fly on a US-flag air carrier, Open Skies carrier or code share flight (see [Fly America Act](#) Guidelines for requirements, exceptions, and frequently asked questions). Travelers who deviate from this requirement must provide a written justification to the Project Officer. Cost alone is not a justification for taking a foreign carrier per FTR regulations.

While travelling internationally a rest period (layover) is permitted assuming all of the following conditions apply:

- 14. Travel is by coach class, and

15. Scheduled flight time, including non-overnight stopovers and change of planes, is in excess of 14 hours, and
16. Travel is by a direct, or usually traveled route, and
17. The layover may not exceed 24 hours, and
18. Lodging and M&IE are within the authorized per diem rate at the rest stop location.

Business class or other upgraded class of service (e.g., Economy Plus, Coach Elite, Coach Plus, and Preferred Coach) airfare is not reimbursable, except in one of the following circumstances with a documented, written justification:

19. The traveler's class of service is upgraded by the airline at no additional cost to Making Cents or its client.
20. The traveler has a documented physical or medical condition as determined by a certified medical doctor, and submits written documentation of such a physical need signed by a certified medical doctor to Making Cents' Human Resources representative. Such documentation should include the medical reason for such accommodation (to the extent allowed by [HIPAA](#)), the length of travel when such accommodation is needed, and for how long the accommodation may be needed should the medical reason not be chronic. Making Cents reserves the right to request such documentation be updated on a regular basis and no less than annually.
21. Regularly scheduled flights between origin and destination points provide only premium class service, or business class (or other upgraded class) is the only available option on a required travel date.
22. Travel is for a non-USG-funded contract or agreement that permits the class of service and the additional costs are reimbursable to Making Cents.
23. The use of business class service is essential for security reasons; emergency evacuation circumstances; and/or is essential to the Company's or client's mission, and/or traveler safety.

## **Rail**

Travelers may use rail/train transportation using the most direct and expeditious route to the final destination. Applicable air travel policies and procedures govern rail travel as well (such as class of service, personal stops, etc.).

**Making Cents International  
Traveler Profile**

Individual Completing this Form: [Click here to enter text.](#)

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**Name As It Appears on Passport:**

Last/Surname: [Click here to enter text.](#)

First Name: [Click here to enter text.](#)

Middle Name: [Click here to enter text.](#)

**Date of Birth:**

Month: [Select Month](#)

Day: [Select Day](#)

Year: [Enter Year](#)

Gender: [Select](#)

Passport No: [Click here to enter text.](#)

**Expiration Date on Passport:**

Month: [Select Month](#)

Day: [Select Day](#)

Year: [Enter Year](#)

Country Passport is From (not location where it was issued): [Click here to enter text.](#)

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Special Meal Requests: [Click here to enter text.](#)

Seat Preference: [Choose an item.](#)

Seat Preference Notes: [Click here to enter text.](#)

**Frequent Flyer Information:**

<b>Airline</b>	<b>Frequent Flyer Number</b>
<b>1.</b> <a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>
<b>2.</b> <a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>
<b>3.</b> <a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>
<b>4.</b> <a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>

**(If more than 4, additional space available on second page of this form)**

**Car Rental Club Information:**

<b>Car Rental Name</b>	<b>Membership/Corporate Discount ID</b>
1. Click here to enter text.	Click here to enter text.
2. Click here to enter text.	Click here to enter text.
3. Click here to enter text.	Click here to enter text.
4. Click here to enter text.	Click here to enter text.

**Hotel Frequent Guest Information:**

<b>Hotel</b>	<b>Membership ID</b>
1. Click here to enter text.	Click here to enter text.
2. Click here to enter text.	Click here to enter text.
3. Click here to enter text.	Click here to enter text.
4. Click here to enter text.	Click here to enter text.

Additional Requests: Click here to enter text.

**Frequent Flyer Information, additional space:**

<b>Airline</b>	<b>Frequent Flyer Number</b>
5. Click here to enter text.	Click here to enter text.
6. Click here to enter text.	Click here to enter text.
7. Click here to enter text.	Click here to enter text.
8. Click here to enter text.	Click here to enter text.
9. Click here to enter text.	Click here to enter text.
10. Click here to enter text.	Click here to enter text.
11. Click here to enter text.	Click here to enter text.
12. Click here to enter text.	Click here to enter text.

**Making Cents International  
Travel Itinerary Request Form**

Individual Completing this Form: [Click here to enter text.](#)

Project Manager/Approver: [Click here to enter text.](#)

Job Code: [Click here to enter text.](#)

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**Name as it Appears on Passport:**

Last/Surname: [Click here to enter text.](#)

First Name: [Click here to enter text.](#)

Middle Name: [Click here to enter text.](#)

**Date of Birth:**

Month: [Select Month](#)

Day: [Select Day](#)

Year: [Enter Year](#)

Gender: [Select](#)

Passport No: [Click here to enter text.](#)

**Expiration Date on Passport:**

Month: [Select Month](#)

Day: [Select Day](#)

Year: [Enter Year](#)

Country Passport is from (not location where it was issued): [Click here to enter text.](#)

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**Travel**

**Details:**

<p><b>Leg 1:</b></p> <p>Departure City/Airport: <a href="#">Click here to enter text.</a></p> <p>Arrival City/Airport: <a href="#">Click here to enter text.</a></p> <p>Requested Departure Date: <a href="#">Click here to enter text.</a></p>	<p><b>Leg 2:</b></p> <p>Departure City/Airport: <a href="#">Click here to enter text.</a></p> <p>Arrival City/Airport: <a href="#">Click here to enter text.</a></p> <p>Requested Departure Date: <a href="#">Click here to enter text.</a></p>
<p><b>Leg 3:</b></p> <p>Departure City/Airport: <a href="#">Click here to enter text.</a></p> <p>Arrival City/Airport: <a href="#">Click here to enter text.</a></p> <p>Requested Departure Date: <a href="#">Click here to enter text.</a></p>	<p><b>Leg 4:</b></p> <p>Departure City/Airport: <a href="#">Click here to enter text.</a></p> <p>Arrival City/Airport: <a href="#">Click here to enter text.</a></p> <p>Requested Departure Date: <a href="#">Click here to enter text.</a></p>

Additional Information, as needed: [Click here to enter text.](#)

Preferred Airline(s) (not guaranteed): [Click here to enter text.](#)

Type (Fully Refundable, Non-Refundable, etc.): [Click here to enter text.](#)

Needs to Comply with Fly America Act: [Check funding source rules, then select...](#)

Special Meal Requests: [Click here to enter text.](#)

Seat Preference: [I'd like...](#)

Seat Preference Notes: [Click here to enter text.](#)

Additional Requests: [Click here to enter text.](#)