



A thorough scope of work and description of the University's program is not included in this example, but is an essential component to soliciting valid proposals.

SECTION 1: FARES AND SEARCHES

- 1.A** Does your product have the ability to display university negotiated rates? If so, describe how these negotiated airfares are identified in your product's flight availability screens.
- 1.B** Can your product accommodate different university negotiated discount types (i.e., flat fares, private fares, and discount fares)?
- 1.C** Please describe your product's ability to find the lowest available airfare and price comparisons for domestic and international flights.
- 1.D** Is there an alternate city, airport option? How does your product search for the lowest airfare with alternate routing?
- 1.E** Is your product able to display complete and detailed airfare rules? At what stage in the reservation process does this occur?
- 1.F** With which GDS system(s) does your product interface?
- 1.G** With which supplier Internet site(s) does your product interface?
- 1.H** Describe the integration of non-GDS bookings within the booking process?
- 1.I** What is the engine that is used to search for web fares?

SECTION 2: POLICIES / ADMINISTRATION

- 2.A** How does your product identify and inform the user of non-compliance to the university's travel policy during the reservation process?
- 2.B** Does the system have the ability to identify policy exceptions as well as allow for or deny exceptions? Please explain.
- 2.C** Is the system able to be configured to establish different policy compliances for companies, departments, individuals? Describe how this is accomplished.
- 2.D** Please describe your system's ability to have policy data updated in a real time environment.

- 2.E Does your tool allow for changes to content and or allow the administrator to make changes to the content, i.e., pop boxes, banners, etc?
- 2.F Does your product provide the ability for the client administrator to post custom messages on each page?
- 2.G Does your solution provide for the automatic monitoring of market share and then adjust preferred settings accordingly?

SECTION 3: PRE-TRIP AND EXCEPTION APPROVALS

- 3.A Describe your product's process to identify pre-trip exceptions.
- 3.B Can your product provide itinerary details including lost savings in the pre-trip notification?
- 3.C Is the tool customizable for flexibility using workflow, or multiple approval processes? Please describe.
- 3.D What is the routing method to the authorized approver(s)?

SECTION 4: RESERVATIONS AND GHOST CARDS

- 4.A Can the tool be used by both travelers and travel arrangers? Please describe.
- 4.B Are there graphical real time seat maps available? Can the user reserve a seat?
- 4.C Can trip templates be created by both the University as well as the individual traveler? Please describe in detail.
- 4.D Does your product allow for individuals to book together as a "group?" Describe in detail.
- 4.E Explain the product's ability to make changes on a pre and post ticketing basis.
- 4.F Can your product accommodate ghost credit cards? Please explain.
- 4.G Can travelers who are using a ghost card be required to enter University-specific accounting information in user defined fields to ensure the ghost card ticket can be reconciled?
- 4.H Can user identification fields be limited to validate numeric sequences only? For example: a department accounting code must be a seven digit number without spaces or dashes, just numeric values should be accepted.
- 4.I Can user identification fields be required only for ghost card transactions, but not for corporate card transactions?
- 4.J What fields are user definable within the system?
- 4.K How do you request and store university cost center data so when the data file is received (see question G7.9), we can merge with our financial data?
- 4.L When travel reservations are made or changed in your product, can they be immediately retrieved by the ticking source (agents)?

- 4.M How are unused ticket coupons and unused e-tickets tracked? How are credits given?
- 4.N Please specify the types of destination information that can be accessed through your system, i.e., weather, facts, etc.

SECTION 5: PROFILE MANAGERMENTS

- 5.A Does your product have Mass Update (Auto Load) capability? Describe how this works.
- 5.B Can your product link to a HR/PR system to verify and access employee data?
- 5.C Explain how users make changes to their profiles through your product and what fields they can change. Does this automatically synchronize with agency-held profiles, if applicable? If not, how does the travel agency get the profile change information?
- 5.D What is the security for the approval of creating a new traveler in the system?
- 5.E Is your product capable of determining the need for visas and passports based on the parameters of the trip and the traveler? Please explain.

SECTION 6: SECURITY, SIGN ON, COMPATIBILITY, & DISASTER RECOVERY

- 6.A Is your firm PCI-DSS compliant? Your firm must be PCI-DSS compliant as per the requirements indicated according to the PC Security Standards Council which can be found at <https://pcisecuritystandards.org>. Your company will be required to provide an annual certificate of compliance from a PCI-DSS Qualified Security Assessor (QSA). Your firm will be held financially responsible for all fines and fees including attorney's fees in the event of a credit card exposure. Please provide a copy of your certification with your proposal.
- 6.B What methods of encryption are utilized to ensure data confidentiality, for both data at rest and in motion?
- 6.C Are there firewalls conformance specifications so that the system operates within our University's firewalls? Please describe. Will the University need any exceptions to a standard firewall policy to use your application and/or service? For example, will the University need to permit any inbound connections from one of your hosts?
- 6.D Can your online system be integrated into the University's One Start portal using CAS authentication? Does the tool have single sign on capability?
- 6.E How does an employee log in to the system?
- 6.F What are the browser requirements?
- 6.G What are your Disaster Recovery plans? Describe this in detail
- 6.H How will your organization notify the University in the event of a breach of your electronic or paper records systems that reasonably appears to have resulted in the disclosure or exposure of institutional data, and cooperate fully with the University's efforts to investigate the incident and to provide notice as appropriate to the individuals whose data was involved and to others as required by law or deemed appropriate by the University?
- 6.I Describe your information security policies and practices and how they will protect the University's data.

- 6.J** How will your organization ensure that all transmission, receipt, storage, use, and disposal of institutional data is handled in accordance with all applicable laws as well as prevailing commercial best practices with regard to the type(s) of data involved, including but not limited to Safeguards Rule of the Financial Services Modernization Act of 1999 (Gramm-Leach-Bliley or GLB); the Family Educational Rights and Privacy Act (FERPA); and the Payment Card Industry Data Security Standards (PCIDSS)?
- 6.K** How are you able to discover and respond to publicly known software bugs or other security gaps, that may expose institutional data to risk of unauthorized access or use?
- 6.L** How will you ensure that institutional data is only accessed and used for the purpose of performing the activities that are the subject of this RFP, and only by those personnel within your organization who require access to perform such activities; and
- 6.M** How will you ensure that institutional data will not be shared with any third party except as required by state or federal law or a valid court order, or with prior written consent from the student or individual whose records would be disclosed?
- 6.N** How will you demonstrate that your personnel understand and accept their obligations to handle institutional data with the proper security as described above?

SECTION 7: DATA MANAGEMENT AND REPORTING

- 7.A** Can your system provide management information that has access to travel expense-reporting information in real time?
- 7.B** Can your product produce reporting that reflects expenses by categories, by University campus, by department, and by traveler? Can your product track vendor usage and percentage? Are cost savings and opportunities identified?
- 7.C** Can your product report by day, week, month, and year?
- 7.D** Describe your management data delivery options. Is this a web form with optional download types?
- 7.E** Are your product's reports predefined, ad hoc, query based? Please elaborate.
- 7.F** Please provide examples of detailed standard management reports.
- 7.G** Can data be captured from various sources such as GDS, Internet, and supplier direct for reporting?
- 7.H** Can the system interface with our local travel system? Ideally, we would want a file created with the trip-specific details (segments, ticket number, lodging, rental car, cost center detail, etc.) that we can obtain via FTP.
- 7.I** Describe in detail the fields you would provide to us.
- 7.J** Describe how you validate our custom fields. For example, can we provide you a list of valid values? Can we specify length and data type for the fields? Give us examples of how you have done this successfully with other clients.
- 7.K** Describe how you would integrate the ticket number for each record with the service fees.

- 7.L** Would you be able to load our current employee data into your database? If so, please explain how this would work and what you would need from the University. Also, what security would be available during the load to ensure no data is corrupted or compromised? What would our users have to do to set-up their new account?
- 7.M** How would users set up the relationship between an individual employee and their travel arranger?

SECTION 8: SUPPORT

- 8.A** Describe the support staff, their hours, number of individuals, and technical level of expertise. Describe the standard response time for resolution of problems and hierarchy to escalate issues.
- 8.B** Is there a help desk for the University's administrator and travelers and other users?
- 8.C** Are there scheduled maintenance and restricted usage times?
- 8.D** Will there be dedicated support personnel assigned to the University?

SECTION 9: TRAINING

- 9.A** Provide a plan for training our end users during implementation and transition.
- 9.B** What is the average training time?
- 9.C** Define critical training elements.
- 9.D** Is on-line training available during implementation?
- 9.E** Provide any additional information about training that may be helpful.

SECTION 10: IMPLEMENTATION

- 10.A** Please describe the implementation process.
- 10.B** How will you ensure on-time, on-budget delivery?
- 10.C** Will a project manager be assigned as a dedicated point of contact during installation, testing and customer acceptance?

SECTION 11: MAINTENANCE

- 11.A** How does your company address the process flow for fixing/proactive prevention of software bugs?
- 11.B** Provide a written description of your maintenance support policy.
- 11.C** Does product maintenance include future enhancements? Please explain in detail.
- 11.D** Explain your company's policy with system upgrades and new releases.

SECTION 12: PRICING AND REFERENCES

- 12.A** Outline the structure of your pricing model. Describe all cost elements associated with your product. Include set-up pricing, annual and/or monthly fees, maintenance fees, transaction fees for all categories, including online and agent-assisted. If you have VIP pricing, please describe that. Provide itemization of costs that are fixed, recurring, customized, service bureau costs, customization costs, etc.
- 12.B** References – please provide three references, preferably from other universities, who are using your online booking services.
- 12.C** Please describe areas where you believe you provide a unique competitive advantage compared to other online booking vendors.