



State of Oklahoma
Department of Central Services
Central Purchasing

Notice of Statewide Contract
Award

Official signed contract documents are on file with DCS-Central Purchasing.

Contract Title: Travel Agents Services

Statewide Contract #: SW100

Contract Issuance Date: 08/25/2011

Total Number of Vendors: 19 (For details see: Vendor Information Sheet)

Contract Period: 08/25/2011 through 08/12/2012

Agreement Period: 08/25/2011 through 08/12/2013

Authorized Users: All State Departments, Boards, Commissions, Agencies, Counties, Cities, School Districts, Hospitals, Institutions, Political Sub-Divisions, Higher Education and Municipalities

Contract Priority: Mandatory for State Departments, Boards, Commissions, Agencies

Type of Contract: Firm, Fixed Price Contract

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A. GENERAL PROVISIONS

A.1. Definitions

As used herein, the following terms shall have the following meaning unless the context clearly indicates otherwise:

- A.1.1.** "Acquisition" means items, products, materials, supplies, services and equipment a state agency acquires by purchase, lease purchase, lease with option to purchase, or rental pursuant to the Oklahoma Central Purchasing Act;
- A.1.2.** "Bid" means an offer in the form of a bid, proposal or quote a bidder submits in response to a solicitation;
- A.1.3.** "Bidder" means an individual or business entity that submits a bid in response to solicitation;
- A.1.4.** "Solicitation" means a request or invitation by the State Purchasing Director or a state agency for a supplier to submit a priced offer to sell acquisitions to the state. A solicitation may be an invitation to bid, request for proposal, or a request for quotation; and
- A.1.5.** "Supplier" means an individual or business entity that sells or desires to sell acquisitions to state agencies.

A.2. Bid Submission

- A.2.1.** Submitted bids shall be in strict conformity with the instructions to bidders and shall be submitted with a completed "Responding Bidder Information", DCS-FORM-CP-076, and any other forms required by the solicitation.
- A.2.2.** Bids shall be submitted to the Central Purchasing Division in a single envelope, package, or container and shall be sealed. The name and address of the bidder shall be inserted in the upper left corner of the single envelope, package, or container. SOLICITATION NUMBER AND SOLICITATION RESPONSE DUE DATE AND TIME MUST APPEAR ON THE FACE OF THE SINGLE ENVELOPE, PACKAGE, OR CONTAINER.
- A.2.3.** The required certification statement, "Certification for Competitive Bid and/or Contract (Non-Collusion Certification)", DCS-FORM-CP-004, must be made out in the name of the bidder and must be properly executed by an authorized person, with full knowledge and acceptance of all its provisions.
- A.2.4.** All bids shall be legibly written or typed. Any corrections to bids shall be initialed. Pencil bids and penciled corrections shall NOT be accepted and will be rejected as non-responsive.
- A.2.5.** All bids submitted shall be subject to the Oklahoma Central Purchasing Act, Central Purchasing Rules, and other statutory regulations as applicable, these General Provisions, any Special Provisions, solicitation specifications, required certification statement, and all other terms and conditions listed or attached herein—all of which are made part of this solicitation.

A.3. Solicitation Amendments

- A.3.1.** If an "Amendment of Solicitation", DCS-FORM-CP-011, is issued, the bidder shall acknowledge receipt of any/all amendment(s) to solicitations by signing and returning the solicitation amendment(s). Amendment acknowledgement(s) may be submitted with the bid or may be forwarded separately. If forwarded separately, amendment acknowledgement(s) must contain the solicitation number and response due date and time on the front of the envelope. The Central Purchasing Division must receive the amendment acknowledgement(s) by the response due date and time specified for receipt of bids for the bid to be deemed responsive. Failure to acknowledge solicitation amendments may be grounds for rejection.
- A.3.2.** No oral statement of any person shall modify or otherwise affect the terms, conditions, or specifications stated in the solicitation. All amendments to the solicitation shall be made in writing by the Central Purchasing Division.
- A.3.3.** It is the Bidder's responsibility to check the DCS/Central Purchasing Division website frequently for any possible amendments that may be issued. The Central Purchasing Division is not responsible for a bidder's failure to download any amendment documents required to complete a solicitation.

A.4. Bid Change

If the bidder needs to change a bid prior to the solicitation response due date, a new bid shall be submitted to the Central Purchasing Division with the following statement "This bid supersedes the bid previously submitted" in a single envelope, package, or container and shall be sealed. The name and address of the bidder shall be inserted in the upper left corner of the single envelope, package, or container. SOLICITATION NUMBER AND SOLICITATION RESPONSE DUE DATE AND TIME MUST APPEAR ON THE FACE OF THE SINGLE ENVELOPE, PACKAGE, OR CONTAINER.

A.5. Certification Regarding Debarment, Suspension, and Other Responsibility Matters

By submitting a response to this solicitation:

- A.5.1.** The prospective primary participant and any subcontractor certifies to the best of their knowledge and belief, that they and their principals or participants:
 - A.5.1.1.** Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal, State or local department or agency;

- A.5.1.2.** Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) contract; or for violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- A.5.1.3.** Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph A.5.1.2. of this certification; and
- A.5.1.4.** Have not within a three-year period preceding this application/proposal had one or more public (Federal, State or local) contracts terminated for cause or default.

A.5.2. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to its solicitation response.

A.6. Bid Opening

Sealed bids shall be opened by the Central Purchasing Division at the Department of Central Services, Will Rogers Building, 2401 N. Lincoln Blvd. First Floor, Suite 116, Oklahoma City, Oklahoma, 73105 at the time and date specified in the solicitation as Response Due Date and Time.

A.7. Bids Subject to Public Disclosure

Unless otherwise specified in the Oklahoma Open Records Act, Central Purchasing Act, or other applicable law, documents and information a bidder submits as part of or in connection with a bid are public records and subject to disclosure. Bidders claiming any portion of their bid as proprietary or confidential must specifically identify what documents or portions of documents they consider confidential and identify applicable law supporting their claim of confidentiality. The State Purchasing Director shall make the final decision as to whether the documentation or information is confidential pursuant to 74 O.S. §85.10.

A.8. Late Bids

Bids received by the Central Purchasing Division after the response due date and time shall be deemed non-responsive and shall NOT be considered for any resultant award.

A.9. Legal Contract

- A.9.1.** Submitted bids are rendered as a legal offer and any bid, when accepted by the Central Purchasing Division, shall constitute a contract.
- A.9.2.** The Contract resulting from this solicitation will consist of the following documents in order of preference: Contract award documents, including but not limited to the Purchase Order, Contract Modifications, required certification statement, affidavit, and change orders; the solicitation including any amendments; and the successful bid to the extent that the bid does not conflict with the requirements of the Contract award documents or solicitation or applicable law. In the event there is a conflict between any of the preceding documents, the Contract award documents prevail over the solicitation, and both the Contract award documents and the solicitation shall prevail over the successful bid.
- A.9.3.** Any contract(s) awarded pursuant to the solicitation shall be legibly written or typed.

A.10. Pricing

- A.10.1.** Bids shall remain firm for a minimum of sixty (60) days from the solicitation closing date.
- A.10.2.** Bidders guarantee unit prices to be correct.
- A.10.3.** In accordance with 74 O.S. §85.40, ALL travel expenses to be incurred by the supplier in performance of the Contract shall be included in the total bid price/contract amount.

A.11. Manufacturers' Name and Approved Equivalents

Unless otherwise specified in the solicitation, manufacturers' names, brand names, information and/or catalog numbers listed in a specification are for information and not intended to limit competition. Bidder may offer any brand for which they are an authorized representative, which meets or exceeds the specification for any item(s). However, if bids are based on equivalent products, indicate on the bid form the manufacturer's name and number. Bidder shall submit sketches, descriptive literature, and/or complete specifications with their bid. Reference to literature submitted with a previous bid will not satisfy this provision. The bidder shall also explain in detail the reason(s) why the proposed equivalent will meet the specifications and not be considered an exception thereto. Bids that do not comply with these requirements are subject to rejection.

A.12. Clarification of Solicitation

Clarification pertaining to the contents of this solicitation shall be directed in writing to the Central Purchasing Contracting Officer specified in the solicitation.

A.13. Rejection of Bid

The State reserves the right to reject any bids that do not comply with the requirements and specifications of the solicitation. A bid may be rejected when the bidder imposes terms or conditions that would modify requirements of the solicitation or limit the bidder's liability to the State. Other possible reasons for rejection of bids are listed in OAC 580:15-4-11.

A.14. Award of Contract

- A.14.1.** The State Purchasing Director may award the Contract to more than one bidder by awarding the Contract(s) by item or groups of items, or may award the Contract on an ALL OR NONE basis, whichever is deemed by the State Purchasing Director to be in the best interest of the State of Oklahoma.
- A.14.2.** Contract awards will be made to the lowest and best bidder(s) unless the solicitation specifies that best value criteria is being used.
- A.14.3.** In order to receive an award or payments from the State of Oklahoma, suppliers must be registered. The vendor registration process can be completed electronically through the DCS website at the following link:
<https://www.ok.gov/dcs/vendors/index.php>.

A.15. Contract Modification

- A.15.1.** The Contract is issued under the authority of the State Purchasing Director who signs the Contract. The Contract may be modified only through a written Contract Modification, signed by the State Purchasing Director.
- A.15.2.** Any change to the Contract, including the addition of work or materials, the revision of payment terms, or the substitution of work or materials, directed by a person who is not specifically authorized by the Central Purchasing Division in writing, or made unilaterally by the Supplier, is a breach of the Contract. Unless otherwise specified by applicable law or rules, such changes, including unauthorized written Contract Modifications, shall be void and without effect, and the Supplier shall not be entitled to any claim under this Contract based on those changes. No oral statement of any person shall modify or otherwise affect the terms, conditions, or specifications stated in the resultant Contract.

A.16. Delivery, Inspection and Acceptance

- A.16.1.** Unless otherwise specified in the solicitation or awarding documents, all deliveries shall be F.O.B. Destination. The bidder(s) awarded the Contract shall prepay all packaging, handling, shipping and delivery charges and firm prices quoted in the bid shall include all such charges. All products and/or services to be delivered pursuant to the Contract shall be subject to final inspection and acceptance by the State at destination. "Destination" shall mean delivered to the receiving dock or other point specified in the purchase order. The State assumes no responsibility for goods until accepted by the State at the receiving point in good condition. Title and risk of loss or damage to all items shall be the responsibility of the supplier until accepted by the receiving agency. The supplier(s) awarded the Contract shall be responsible for filing, processing, and collecting any and all damage claims accruing prior to acceptance.
- A.16.2.** Supplier(s) awarded the Contract shall be required to deliver products and services as bid on or before the required date. Deviations, substitutions or changes in products and services shall not be made unless expressly authorized in writing by the Central Purchasing Division.

A.17. Invoicing and Payment

- A.17.1.** Pursuant to 74 O.S. §85.44(B), invoices will be paid in arrears after products have been delivered or services provided.
- A.17.2.** Interest on late payments made by the State of Oklahoma is governed by 62 O.S. §34.71 and 62 O.S. §34.72.

A.18. Tax Exemption

State agency acquisitions are exempt from sales taxes and federal excise taxes. Bidders shall not include these taxes in price quotes.

A.19. Audit and Records Clause

- A.19.1.** As used in this clause, "records" includes books, documents, accounting procedures and practices, and other data, regardless of type and regardless of whether such items are in written form, in the form of computer data, or in any other form. In accepting any Contract with the State, the successful bidder(s) agree any pertinent State or Federal agency will have the right to examine and audit all records relevant to execution and performance of the resultant Contract.
- A.19.2.** The successful bidder(s) awarded the Contract(s) is required to retain records relative to the Contract for the duration of the Contract and for a period of seven (7) years following completion and/or termination of the Contract. If an audit, litigation, or other action involving such records is started before the end of the seven (7) year period, the records are required to be maintained for two (2) years from the date that all issues arising out of the action are resolved, or until the end of the seven (7) year retention period, whichever is later.

A.20. Non-Appropriation Clause

The terms of any Contract resulting from the solicitation and any Purchase Order issued for multiple years under the Contract are contingent upon sufficient appropriations being made by the Legislature or other appropriate government entity. Notwithstanding any language to the contrary in the solicitation, purchase order, or any other Contract document, the procuring agency may terminate its obligations under the Contract if sufficient appropriations are not made by the Legislature or other appropriate governing entity to pay amounts due for multiple year agreements. The Requesting (procuring) Agency's decisions as to whether sufficient appropriations are available shall be accepted by the supplier and shall be final and binding.

A.21. Choice of Law

Any claims, disputes, or litigation relating to the solicitation, or the execution, interpretation, performance, or enforcement of the Contract shall be governed by the laws of the State of Oklahoma.

A.22. Choice of Venue

Venue for any action, claim, dispute or litigation relating in any way to the Contract shall be in Oklahoma County, Oklahoma.

A.23. Termination for Cause

- A.23.1.** The supplier may terminate the Contract for default or other just cause with a 30-day written request and upon written approval from the Central Purchasing Division. The State may terminate the Contract for default or any other just cause upon a 30-day written notification to the supplier.
- A.23.2.** The State may terminate the Contract immediately, without a 30-day written notice to the supplier, when violations are found to be an impediment to the function of an agency and detrimental to its cause, when conditions preclude the 30-day notice, or when the State Purchasing Director determines that an administrative error occurred prior to Contract performance.
- A.23.3.** If the Contract is terminated, the State shall be liable only for payment for products and/or services delivered and accepted.

A.24. Termination for Convenience

- A.24.1.** The State may terminate the Contract, in whole or in part, for convenience if the State Purchasing Director determines that termination is in the State's best interest. The State Purchasing Director shall terminate the Contract by delivering to the supplier a Notice of Termination for Convenience specifying the terms and effective date of Contract termination. The Contract termination date shall be a minimum of 60 days from the date the Notice of Termination for Convenience is issued by the State Purchasing Director.
- A.24.2.** If the Contract is terminated, the State shall be liable only for products and/or services delivered and accepted, and for costs and expenses (exclusive of profit) reasonably incurred prior to the date upon which the Notice of Termination for Convenience was received by the supplier.

A.25. Insurance

The successful bidder(s) awarded the Contract shall obtain and retain insurance, including workers' compensation, automobile insurance, medical malpractice, and general liability, as applicable, or as required by State or Federal law, prior to commencement of any work in connection with the Contract. The supplier awarded the Contract shall timely renew the policies to be carried pursuant to this section throughout the term of the Contract and shall provide the Central Purchasing Division and the procuring agency with evidence of such insurance and renewals.

A.26. Employment Relationship

The Contract does not create an employment relationship. Individuals performing services required by this Contract are not employees of the State of Oklahoma or the procuring agency. The supplier's employees shall not be considered employees of the State of Oklahoma nor of the procuring agency for any purpose, and accordingly shall not be eligible for rights or benefits accruing to state employees.

A.27. Compliance with the Oklahoma Taxpayer and Citizen Protection Act of 2007

By submitting a bid for services, the bidder certifies that they, and any proposed subcontractors, are in compliance with 25 O.S. §1313 and participate in the Status Verification System. The Status Verification System is defined in 25 O.S. §1312 and includes but is not limited to the free Employment Verification Program (E-Verify) available at www.dhs.gov/E-Verify.

A.28. Compliance with Applicable Laws

The products and services supplied under the Contract shall comply with all applicable federal, state and local laws, and the supplier shall maintain all applicable licenses and permit requirements.

A.29. Special Provisions

Special Provisions set forth in SECTION B apply with the same force and effect as these General Provisions. However, conflicts or inconsistencies shall be resolved in favor of the Special Provisions.

B. SPECIAL PROVISIONS

B.1. DEFINITION

Addendum – Written revision to the contracts resulting from this solicitation issued by the Central Purchasing Division.

Amendment – A change in solicitation closing date, or the scope of work to be performed by the successful Bidder.

ARC - the Airlines Reporting Corporation - is an airline-owned company serving the travel industry with financial services, data products and services, ticket distribution, and settlement in the United States, Puerto Rico and the U.S. Virgin Islands.

ARS – Airline Reservation System

Cancellation Fee - Fee charged for canceling a ticket.

CAOK fare – The code used to identify capacity-controlled coach class contract fares for Oklahoma State contract carriers. It indicates a market that is capacity-controlled by the airline with a limited number of seats available at the contract rate. No administrative fee/penalty shall apply for rebooking, re-ticketing or cancellation.

City Pair - the city point of origin and the city point of destination of a flight.

Contract Fare - the State of Oklahoma awarded airfares as it pertains to the City Pair Program Contract. Contract fares include Unrestricted (YCAOK), Capacity Controlled (CAOK).

Contracting Officer – The State representative designated by the State Purchasing Director who is responsible for the Contract, determining scope issues. The State reserves the right to change the Contracting Officer at any time.

Contracted Travel Agency – The State of Oklahoma awarded travel agencies as it pertains to the Travel Agency Program Contract resulting from this solicitation.

CP – State of Oklahoma, Department of Central Services, Central Purchasing Division.

CRS – Computer Reservations System - is a computerized system used to store and retrieve information and conduct transactions related to travel.

DCS – State of Oklahoma Department of Central Services.

E-Ticket – The generation of a ticket without the production of a flight coupon.

GDS – Global Distribution System. - CRS operations that book and sell tickets for multiple airlines.

Hotel Fee – fee charged for booking a reservation at a hotel.

Last Seat Availability - as long as there is a coach class seat available on the plane, the Oklahoma State traveler can purchase it.

Online Travel Services - the travel coordinator or other person shall have the ability to book their travel services such as airfares, hotel, or vehicle rental online themselves via the travel agency online booking engine on its website. In short, online travel processing means reservations made online using travel agency's booking engine on its website.

Bidder – An individual or business entity submitting a bid in response to this ITB.

Paper ticket Fee – fee for a paper ticket.

Quote Fee - Charge for receiving a price quote/no reservation.

Rebooking - Change in date/time of reservation or other change not requiring ticket reissuance.

Refund Fee– fee for processing any refund or issuing a new ticket as a result of a refund or exchange - partial or full.

Rental Car Fee – fee charged for booking a reservation for a rental car.

Reroute - A change of routing fare, carriers, class of service, flight, or date from that originally provided for on the ticket. (Not applicable to open tickets.)

Reservation/Ticketing fee – Fee for making reservation and issuing a ticket. The Fee may be charged per trip, for booking and ticketing air travel. For purposes of airline reservation/ticketing fees, a "Trip" is defined as all segments booked for one individual at one time for one itinerary.

Re-ticketing - Any change to a validated ticket requiring a replacement ticket be issued, including but not limited to the following: upgrade, downgrade, additional coupons, and increase in fare.

Round Trip - Any trip, the ultimate destination of which is the point of origin, and which is made via the same routing in both directions. Reservations for all segments of a trip for tickets issued at round trip fares must be confirmed in the same-single-PNR.

Segment – Flight(s) between city of origin and destination. For example: Seattle connecting in Chicago to Washington D.C. is one segment. Seattle stopping in Chicago overnight, then on to Washington D.C. is two segments.

Solicitation – This document which establishes the offering and contract requirements and solicits bid responses to meet the purchase needs of the using entities as identified herein.

State Entity – States agencies, or any other entity authorized under this solicitation to participate in the contracts resulting from this solicitation. Each state entity shall be held solely responsible for liabilities or payments due as a result of its participation.

Successful Bidder – The Bidder that is awarded a contract. It is used interchangeably with the “Contractor”.

The State – The State of Oklahoma

Travel Coordinator – The individual or individuals designated by an agency to coordinate all travel activity for that agency. Not all agencies may have a designated Travel Coordinator.

Telephone Conference fee - charge for travel advice/no reservation.

Ticket Delivery Fee – Fee charged for delivery of the hard copy of the ticket.

Purchase Card – The State of Oklahoma contractor-issued charge card which can be used for passenger transportation services, subsistence expenses, and other travel and transportation related expenses incurred in connection with official travel away from the official duty station. The card is also known as P/Card (purchase card). To determine eligibility and utilization of use of the card, the P/Card is issued to each State Entity Travel Coordinator and the backup that participate in the Purchase Card Program. Only State Entity Travel Coordinator and the backup are authorized to contact the contracted Travel Agency for travel arrangements.

Undisputed refunds – The refunds that are not called into question – generally agreed upon.

Unrestricted Coach Fare (YCAOK) – This is the lowest full “Y” fare at which every coach seat is available for sale and may be purchased for one way travel. An unrestricted coach fare is fully refundable and not subject to capacity controls, ticketing time limits, advance purchase requirements, minimum or maximum stays requirements, travel time limits, blackout periods or penalty. For purposes of this definition, an administrative fee for re-booking, re-ticketing or cancellation is not considered a penalty. This fare is also referred to as “Market Fare” in this contract.

Volume Based Fee - based on all airfare sales volume each travel agency sales to all state entities. The annual net dollar amount for each travel agency may be different based on the number of transactions. The State expects that, especially within the high travel traffic areas when travel agency’s airfare sales volume increases to a certain amount that meets or exceeds an expected profitable level (the level varies by each travel agency as expectation differs), the travel agency will offer the State a discount in processing state travel transactions. The discount can be a reduction in initial reservation fees, refunds/exchanges fees, or other fees listed in attachment B. For example, the initial reservation fee was \$25.00 and the volume based fee was \$24.00 when airfare sales volume exceeding \$100,000 for the preceding 12 months.

YCAOK fare - The code used to designate unrestricted coach class contract fares for Oklahoma State contract carriers. It is last seat availability. No administrative fee/penalty shall apply for rebooking, re-ticketing or cancellation.

B.2. CONTRACT TERM

The initial contract term is from date of award thru 08/12/2012. The State Travel Office within the purchasing division of the Department of Central Services, reserves the option to renew this contract, or any portion thereof, for up to one (1) additional twelve (12) month periods. The renewal must be mutually agreed upon in writing. Contract award will be by the issuance of a Notice of Award and renewals will be by the issuance of an Addendum.

B.3. Type of Contract.

This is a firm fixed price contract type contract for indefinite delivery and indefinite quantity for the supplies/services specified.

B.4. Authorized Users.

Bid shall cover requirements during the specified period for all State Departments, Boards, Commissions, Agencies. Counties, Cities, School Districts, Hospitals, Institution, Political sub-division, Higher Education and Municipalities may avail themselves of the contract.

B.5. Extension of Contract.

The State may extend the term of this contract up to 90 days or more if mutually agreed upon by both parties in writing.

B.6. Ordering.

Any supplies and/or services to be furnished under this contract shall be charged to any types of state purchase cards as instructed by using entity. There is no limit on the number that may be issued. Delivery to multiple destinations may be required. All orders are subject to the terms and conditions of this contract. Any order dated prior to expiration of this contract shall be performed. In the event of conflict between an order and this contract, the contract shall have precedence.

B.7. Patents and Royalties.

The supplier, without exception, shall indemnify and save harmless the State of Oklahoma and its employees from liability of any nature or kind, including cost and expenses for or on account of any copyrighted, patented, or unpatented invention, process, or article manufactured or used in the performance of the contract including its use by the State of Oklahoma. If the supplier uses any design, device or materials covered by letters, patent copyright, it is mutually agreed and understood without exception that the bid prices shall include all royalties or cost arising from the use of such design, device, or materials in any way involved in the work.

C. SOLICITATION SPECIFICATIONS

C.1. OVERVIEW

The Travel Agency Program is designed to assist participating state entities through contractually designated travel agencies in obtaining the most economical airfares and the best possible other travel arrangements when elected, with excellent customer service for state travelers.

Primary laws applicable to this program are the Central Purchasing Act and the State Travel Reimbursement Act, both of Oklahoma Statutes Title 74. Primary applicable rules are the Central Purchasing Codified Rules and the State Travel Division Rules.

C.2. PURPOSE

The purpose of this solicitation is to solicit bids on a geographic zone basis for travel agents services for the utilization by all State of Oklahoma agencies, departments, boards, and commissions. The Higher Education, Cities, Counties, School Districts, Hospital, Institution, and Political Subdivisions may elect to participate in this State Travel Agency Program resulting from this solicitation. This contract is also intended to be used for persons who are performing substantial and necessary services to the State which have been approved by the appropriate department official, e.g., Wards of the State and their escort. This contract is for state official business and not extended for personal travel.

C.3. QUALIFICATIONS AND REQUIREMENTS

C.3.1. General Requirements

C.3.1.1. State travel zones. Zones requested under this solicitation are as follows:

- Zone 1: Oklahoma County
- Zone 2: Payne County
- Zone 3: Tulsa County
- Zone 4: Cleveland County
- Zone 5: Remaining Counties of the State

- C.3.1.2.** The successful bidder shall only do business with state entities within the zone(s) for which the successful bidder has been awarded a contract. The successful bidder ticketing site must have located in the zone, a fully functioning and staffed office that can independently perform all requirements of the contract. The State Purchasing Director reserves the right to offer exemptions to certain travel agencies to cross zones based on the best interest to the State.
- C.3.1.3.** Each ticketing site shall be equipped with all necessary furnishings, office equipment, supplies and have access to tariff information, communications services and related items necessary to conduct contract operations without disruption.
- C.3.1.4.** The successful bidder shall provide, at its business address, a computer reservations system including all equipment necessary to complete air travel transactions, linked to national airline scheduling systems enabling booking and selling tickets for multiple airlines. The successful bidder CRS operation must currently accept at least one of four (4) major Global Distribution Systems (GDS); Sabre, Galileo (Apollo), Amadeus, and Worldspan.
- C.3.1.5.** The successful bidder shall be an ARC accredited agency and have a valid ARC number.
- C.3.1.6.** For the purpose of this solicitation, the successful bidder shall provide the agent-assisted travel services. The successful bidder that provides online travel services is an addition to this contract.

C.3.2. Service Requirements

- C.3.2.1.** The contractor shall provide travel services for state entities for a transaction fee to include the following:
 - C.3.2.1.1. Domestic air travel utilizing Oklahoma State City Pairs contract.
 - C.3.2.1.2. International air travel utilizing Oklahoma State City Pair contract.
- C.3.2.2.** The contractor shall provide state entities in their zone with quality airline ticketing services and, if elected by the state entity, other travel services offered by the contractor such as arrangements for lodging, car rental, other surface transportation.
- C.3.2.3.** The contractor shall make the state entity travel coordinator and/or the traveler, aware of the lowest available fare at the initial inquiry and the travel conditions at that fare. Should those conditions not meet the travel requirements, the contractor shall also advise the travel coordinator and/or traveler of the lowest available fare which does meet the travel requirements as well as advising of optional travel requirements which would lower the fare.
- C.3.2.4.** The contractor shall compare the fares offered to the State City Pairs contract rate (YCAOK or CAOK). The State City Pairs fare is the maximum the State should pay, consistent with state entity or traveler requirements. Where the State City Pairs airfare is the lowest available fare meeting requirements and seats are available, the contractor shall give preference the airline on the state contract as opposed to a matching price with a non-contract airline.
- C.3.2.5.** The contractor shall ensure that, at the time the ticket is requested for booking, that the state entity is advised of the lowest available, applicable fare that meets state entity requirements.
- C.3.2.6.** The contractor shall provide toll-free or call collect telephone numbers for state entities located outside the contractor's calling area.

- C.3.2.7.** The contractor shall provide timely ticket delivery. In the event that electronic ticketing is not available or the travel coordinator insists on paper ticket, where the contractor and state entity are located in the same metropolitan area, the contractor may hand-deliver tickets to the location agreed to with the state entity travel coordinator. Other ticket delivery shall be made by U.S. Postal Service or other U.S. small package delivery carrier. In the event timely delivery cannot be made by the above methods, the contractor shall be responsible for taking tickets for pickup by the traveler at the airport where the trip originates. The state entity is responsible for any prepayment fee imposed from outside the contractor's business unless need for prepayment is the result of untimely delivery caused by the contractor, when the booking was timely made by the state. In the latter case, the contractor shall pay the fee.
- C.3.2.8.** The contractor shall correct and report any schedule and/or fare changes that occur between the time of fare booking and departure to the travel coordinator and traveler.
- C.3.2.9.** The contractor shall maintain a system designated to take advantage of any bonus or discount offers given by airlines or other companies serving travelers.
- C.3.2.10.** The state shall only be responsible for the payment of coach class fares. The contractor shall be responsible for collecting from the traveler, any charge over and above the cost of standard coach. The state will not be responsible for business class or first class fares.
- C.3.2.11.** The contractor shall provide twenty-four (24) hours per day, seven (7) days a week, emergency travel service.
- C.3.2.11.1. To the extent possible, the contractor shall handle transactions, including itinerary changes, through state entity travel coordinators rather than individual travelers. Emergency changes in itinerary may be made by the individual traveler if the change occurs from a location outside the state. Such emergency changes shall be handled via the contractor toll-free number or emergency number indicated on the bid. When a change in itinerary occurs after travel has begun, electronic ticketing shall be used, if possible. If not possible, new tickets will be prepaid to the appropriate airport unless the state entity travel coordinator provides other instructions. Prepayment fees, if any shall be paid by the state entity. The contractor shall notify the state agency travel coordinator the next workday of any itinerary changes made by individual travelers.
- C.3.2.11.2. For emergency changes in itinerary made by Airlines to include, but not limit to, severe weather, crew / equipment, national declaration, the contractor shall assist the individual traveler directly, if unable to reach the travel coordinator, in locating and issuing the lowest possible re-routing airfare in order for such traveler to reach his/her destination at the required timeframe. The contractor shall also advise the traveler how to obtain a refund from the original ticket if the refund is not under the contractor's control.
- C.3.2.12.** The contractor will remit any undisputed refunds under his/her control within 30 calendar days. Reasons for delay in providing funds will be given to the requesting state entity promptly. In the event that undisputed refunds are not under the contractor's control, the contractor shall advise or direct the state traveler to the appropriate area in obtaining refunds.
- C.3.2.13.** The contractor shall furnish advance seat assignment and issuance of boarding passes when available from the airline and requested by the state agency.
- C.3.2.14.** The contractor shall, when requested by the state entity, establish a traveler profile to reduce order placement time.
- C.3.2.15.** Electronic or printed itinerary for each ticketed traveler, the contractor shall remove or truncate down to no greater than the last six (6) digits all credit card numbers listed on the itinerary.

C.3.2.16. The contractor shall provide budgetary travel estimates for individuals for specific trips, conferences or other potential services upon request.

C.4. Reporting Requirements

C.4.1. Failure to provide usage reports will result in cancellation or suspension of contract at no cost to the State.
In the event of cancellation, the Contracting Officer will provide 30 calendar days advance written notice to the contract carrier. If there is no volume, the contractor must specify "no volume for this period".

C.4.2. Reports are due on the 15th of the month immediately following the quarter; the first quarter from January – March, the second quarter from April – June, the third quarter from July – September, and the fourth quarter from October – December. The electronic reporting via email is preferable or it can be sent by mail with C.D. in Microsoft Excel Spreadsheet or other similar format and directed to the Travel Contracting Officer herein:

Lisa Martin, CPPO, CPO
Travel Contracting Officer
Department of Central Services
Central Purchasing Division
2401 N. Lincoln Blvd., Suite 116
Will Rogers Building
Oklahoma City, OK 73105
Lisa_Martin@dcs.state.ok.us

C.4.3. Data needed on both quarterly reports are ticketed transactions.

C.4.4. There are 5 types of reports required as follows: (NOTE: "Ref ID" in the reports means the row number starting from 1, 2, and so on)

C.4.4.1. Airline reports

The reports should include all air ticket purchased including contract City Pair rates and non-contract City Pair rates. In the event that flight number may change prior to the trip, use the original flight number when report.

C.4.4.2. Hotel reports

The reports should include all hotel reservation thru the travel agents

C.4.4.3. Vehicle Rental reports

C.4.4.4. Others

The reports should include all other types of transportation excluding C.4.4.1 thru C.4.4.4 such as bus tickets, train tickets, etc.

C.4.4.5. Service Fee reports

The reports should include all service fees for all services provided to the state travelers.

C.4.5. The travel agents shall follow the format provided in attached Excel Spreadsheet. The Travel agents can generate their own spreadsheet but the headings shall remain unchanged.



**State of Oklahoma
Department of Central Services
Central Purchasing**

Statewide Contract Addendum

This addendum is added to and is to be considered part of the subject contract.

Contract Issuance Date: 08/25/2011

Statewide Contract #: SW100

Contract Title: Travel Agents Services

Addendum Date: October 25, 2011

Addendum #: 1

The following information has been updated to "Zone 3 Tulsa County Vendor Information":

World Travel Service LLC

Online Booking Instructions:

Change Contact Information to:

918-743-8856

corporateservices@worldtv.com

www.concursolutions.com

(The Zone 3 Tulsa County Vendor Information sheet has been updated.)

DCS-CP Contact: Lisa Martin - Primary

Title: State P/Card Administrator

Phone: 1 - 405 - 522 - 1654

Fax: 1 - 405 - 522 - 1077

Email: Lisa_martin@dcs.state.ok.us

DCS-CP Contact: Vickie Rivas – Secondary

Title: Asst. State P/Card Admin.

Phone: 1 – 405 – 522-4970

Fax: 1 – 405 – 522-1077

Email: Vickie_rivas@dcs.state.ok.us

Zone 1 - Oklahoma County
Vendor Information

Zone 1 Oklahoma County Vendor Information	Vendor	Vendor	Vendor	Vendor	Vendor	Vendor
	Ethel's Travel Haus	Travel Agents Incorporated	Journey House Travel, Inc.	Travelectra, Inc.	Travel Source, Inc. dba Big Sky Travel Source	Prime Time Travel
	Edmond, OK 73003	Oklahoma City, OK 73120	Oklahoma City, OK 73112-4248	Oklahoma City, OK 73120	Oklahoma City, OK 73112	Edmond, OK 73034
	Vendor ID #0000075818	Vendor ID #0000074517	Vendor ID #0000072554	Vendor ID #0000331219	Vendor ID #0000075704	Vendor ID #0000073725
Address:	328 S. Kelly Ave.	9415 N. May Ave.	2915 United Founders Blvd.	9636 N. May Ave.	2601 N.W. Expressway, Suite 105W	103 S. Broadway
Telephone:	405-340-4040	405-752-5252	405-463-5800	405-445-3027 x102	405-840-8220	405-340-1120
Fax:	405-340-4022	405-752-7020	405-242-2947	800-419-5563	405-840-8233	405-340-1155
Toll Free Number:	800-460-4040	800-255-7002	800-726-0051	800-711-4662	800-840-8220	800-522-7155
After Hours Emergency Number:	800-460-4040	405-340-4498	866-803-5418	800-711-4662	800-356-2538	800-358-1213
Web Address:	N/A	www.taiokc.com	www.journeyhouse.com	www.travelectra.com	www.bigskytours.com	N/A
Principal Owner(s):	Ethel Bergmann	Brent Clark Trisha Clark Patricia Clark Gary Clark	Stanton L. Young	Kyle McWhirter	Judy Reinauer	Victor Neal
Manager(s):	Ethel Bergmann Tel: 405-340-4040	Brent Clark Tel: 405-752-5252 Trisha Clark 405-752-5252 Traver Hulse 405-752-5252	Riley T. Fitzhugh, Pres. Tel: 405-463-5800	Scott Nicholson Tel: 800-711-4662	Judy Reinauer Tel: 405-840-8220	Ivy Bradford Tel: 405-340-1120
Reservation Contacts:	Ethel Bergmann Tel: 405-340-4040	Traver Hulse Tel: 405-752-5252 Donna Dean Tel: 405-752-5252	Teresa Wilds Tel: 405-463-5800 Marta Valle Tel: 405-463-5800 Aimee Trompeter Tel: 405-463-5800 Shanna Tigner Tel: 405-463-5800	OKC Regional Hub Tel: 405-445-3027 Dedicated email: ok@travelectra.com eSupport System: http://support.travelectra.com Dedicated State site: http://ok.travelectra.com	Rosemary Featherly Tel: 405-840-8220 Jennifer Waldron Tel: 405-840-8220 Judy Reinauer Tel: 405-840-8220	Tracy Henshaw Tel: 405-340-1120 Traci Moeller Tel: 405-340-1120

<p style="text-align: center;">Zone 1 Oklahoma County Vendor Information</p>	Vendor	Vendor	Vendor	Vendor	Vendor	Vendor
	Ethel's Travel Haus	Travel Agents Incorporated	Journey House Travel, Inc.	Travelectra, Inc.	Travel Source, Inc. dba Big Sky Travel Source	Prime Time Travel
	Edmond, OK 73003	Oklahoma City, OK 73120	Oklahoma City, OK 73112-4248	Oklahoma City, OK 73120	Oklahoma City, OK 73112	Edmond, OK 73034
	Vendor ID #0000075818	Vendor ID #0000074517	Vendor ID #0000072554	Vendor ID #0000331219	Vendor ID #0000075704	Vendor ID #0000073725
				Chat: http://www.travelectra.com Click on "Chat"		
<p style="text-align: center;">Online Booking Instructions: The users are advised to contact the selected contracted Travel Agency if having a problem(s) with the online tool.</p>	Do not offer	Please contact TAI for complete instructions. Web address is www.taiokc.com	Please contact Journey House for complete instructions. Web address is www.resx.com	Please contact Travelectra, Inc. for complete instructions at ok@travelectra.com . Web address is http://oklahoma.travelectra.com	Please contact Travel Source, Inc. for complete instructions. Web address is www.bigskytours.com	Please contact Prime Time Travel, Inc. for complete instructions. Web address is www.primetimetrvl.com (\$250.00 per agency set up fee)

Zone 1 Oklahoma County List of Service Fees		Vendor	Vendor	Vendor	Vendor	Vendor	Vendor
		Ehtel's Travel Haus	Travel Agents, Inc.	Journey House Travel, Inc.	Travelectra, Inc.	Travel Source, Inc.	Prime Time Travel, Inc.
		Edmond, OK	Oklahoma City, OK	Oklahoma City, OK	Oklahoma City, OK	Oklahoma City, OK	Edmond, OK
Line	Description	Service fee per transaction	Service fee per transaction				
1	Initial reservation/ticketing fee						
	Year #1: 8/25/11 - 8/12/12	\$25.00	\$26.99	\$25.00	\$19.25	\$20.00	\$25.50
	Year #2: 8/13/12 - 8/12/13	\$25.00	\$26.99	\$25.00	\$19.50	\$20.00	\$27.50
2	Refunds / Exchange fee						
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$25.00	\$0.00	\$20.00	\$25.50
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$25.00	\$0.00	\$20.00	\$27.50
						Only for exchange when new ticket is issued	
3	Cancellation fee						
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
						Unless imposed by airline/hotel/car rental may apply	
4	Paper ticket mail deliveries fee						
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$0.00	Actual Costs	\$15.00	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$0.00	Actual Costs	\$15.00	\$0.00
						Only charged for overnight priority service	Overnight express apply by client request at net rate

Zone 1 Oklahoma County List of Service Fees		Vendor	Vendor	Vendor	Vendor	Vendor	Vendor
		Ehtel's Travel Haus	Travel Agents, Inc.	Journey House Travel, Inc.	Travelectra, Inc.	Travel Source, Inc.	Prime Time Travel, Inc.
		Edmond, OK	Oklahoma City, OK	Oklahoma City, OK	Oklahoma City, OK	Oklahoma City, OK	Edmond, OK
Line	Description	Service fee per transaction	Service fee per transaction	Service fee per transaction	Service fee per transaction	Service fee per transaction	Service fee per transaction
5	Paper ticket local delivery fee						
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
							Overnight express apply by client request at net rate
6	Paper ticket processing fee						
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$0.00	\$25.00	\$75.00	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$0.00	\$5.00	\$75.00	\$0.00
			Initial Reservation/ Ticketing Fee of \$26.99 and any airline fees for paper tickets		Plus Carrier Fees	Only charged if airline charges for issuing paper tickets	Only fees imposed by airlines
7	Written quote fee						
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$0.00	\$0.00	\$10.00	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$0.00	\$0.00	\$10.00	\$0.00
							Only charged if subsequent reservation is made on-line
8	Telephone conference fee						
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$0.00	\$0.00	\$10.00	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$0.00	\$0.00	\$10.00	\$0.00
							Only charged if subsequent reservation is made on-line
9	Rental car fee						
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$0.00	\$8.95	\$10.00	\$10.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$0.00	\$8.95	\$10.00	\$10.00
					Without Airline Reservation	Only charged if reservation is for non- commisionable rate	Without Air Booking

Zone 1 Oklahoma County List of Service Fees		Vendor	Vendor	Vendor	Vendor	Vendor	Vendor
		Ehtel's Travel Haus	Travel Agents, Inc.	Journey House Travel, Inc.	Travelectra, Inc.	Travel Source, Inc.	Prime Time Travel, Inc.
		Edmond, OK	Oklahoma City, OK	Oklahoma City, OK	Oklahoma City, OK	Oklahoma City, OK	Edmond, OK
Line	Description	Service fee per transaction	Service fee per transaction	Service fee per transaction	Service fee per transaction	Service fee per transaction	Service fee per transaction
10	Hotel fee						
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$0.00	\$8.95	\$10.00	\$10.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$0.00	\$8.95	\$10.00	\$10.00
					Without Airline Reservation	Only charged if reservation is for non-commisionable rate	Without Air Booking
11	Online reservation fee						
	Year #1: 8/25/11 - 8/12/12	Do not provide services	\$26.99	\$15.00	\$9.10	\$7.00	\$19.00
	Year #2: 8/13/12 - 8/12/13	Do not provide services	\$26.99	\$15.00	\$9.10	\$7.00	\$20.00
			Price is same as other tickets issued		Airline	No agent assistance	\$250.00 per agency set up fee
12	Online rental car fee						
	Year #1: 8/25/11 - 8/12/12	Do not provide services	\$0.00	\$10.00	\$7.25	\$0.00	\$8.00
	Year #2: 8/13/12 - 8/12/13	Do not provide services	\$0.00	\$10.00	\$7.25	\$0.00	\$8.00
				Fee applied when no purchase of air ticket	Car/Hotel Only	No agent assistance	
13	Online hotel fee						
	Year #1: 8/25/11 - 8/12/12	Do not provide services	\$0.00	\$10.00	\$7.25	\$0.00	\$8.00
	Year #2: 8/13/12 - 8/12/13	Do not provide services	\$0.00	\$10.00	\$7.25	\$0.00	\$8.00
				Fee applied when no purchase of air ticket	Car/Hotel Only	No agent assistance	

Zone 1 Oklahoma County List of Service Fees		Vendor	Vendor	Vendor	Vendor	Vendor	Vendor
		Ehtel's Travel Haus	Travel Agents, Inc.	Journey House Travel, Inc.	Travelectra, Inc.	Travel Source, Inc.	Prime Time Travel, Inc.
		Edmond, OK	Oklahoma City, OK	Oklahoma City, OK	Oklahoma City, OK	Oklahoma City, OK	Edmond, OK
Line	Description	Service fee per transaction	Service fee per transaction	Service fee per transaction	Service fee per transaction	Service fee per transaction	Service fee per transaction
14	Volume based fee						
	Year #1: 8/25/11 - 8/12/12	\$24.00	Do Not Offer	Do Not Offer	See Below	\$6.00 online/\$19.00 agency	\$20.00
	Year #2: 8/13/12 - 8/12/13	\$24.00	Do Not Offer	Do Not Offer	See Below	\$6.00 online/\$19.00 agency	\$20.00
		when air sales > \$100,000 preceding 12 months			> \$250,000 - 10% Off > \$500,000 - 20% Off > \$750,000 - 25% Off	Based on individual state agency production of \$100,000	Per transaction above \$1 M The reduction rate is not retro active to \$1. The discounted rate is for all sales above \$1 M in volume

Zone 2 Payne County Vendor Information	Vendor
	International Tours of Stillwater, Inc.
	Stillwater, OK 74074
	Vendor ID #0000079032
Address:	401 S. Main Street
Telephone:	405-372-1647
Fax:	405-372-7752
Toll Free Number:	800-678-2255
After Hours Emergency Number:	405-269-9620
Web Address:	www.travel-its.com
Principal Owner(s):	Jim Bolding
	Debbie Holesko
	Dick Powell
	Carol Ann Powell
Manager(s):	Debbie Holesko Tel: 405-372-1647
Reservation Contacts:	Bonnie Miller Tel: 405-372-1647
	Janet Singleton Tel: 405-372-1647
	Lou Tolbert Tel: 405-372-1647
	Carolyn Mireles Tel: 405-372-1647
	Penny Mahan Tel: 405-744-6894
	Debbie Holesko Tel: 405-372-1647
Online Booking Instructions:	Do Not Offer

Zone 2 Payne County List of Service Fees		Vendor Name and Address
		International Tours of Stillwater, Inc.
		Stillwater, OK
Line	Description	Service fee per transaction
1	Initial reservation/ticketing fee	
	Year #1: 8/25/11 - 8/12/12	\$28.00
	Year #2: 8/13/12 - 8/12/13	\$28.00
2	Refunds / Exchange fee	
	Year #1: 8/25/11 - 8/12/12	\$28.00
	Year #2: 8/13/12 - 8/12/13	\$28.00
3	Cancellation fee	
	Year #1: 8/25/11 - 8/12/12	\$28.00
	Year #2: 8/13/12 - 8/12/13	\$28.00
		Additional Airline imposed fees
4	Paper ticket mail deliveries fee	
	Year #1: 8/25/11 - 8/12/12	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00
		US Regular Mail Only
5	Paper ticket local delivery fee	
	Year #1: 8/25/11 - 8/12/12	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00

Zone 2 Payne County List of Service Fees		Vendor Name and Address
		International Tours of Stillwater, Inc.
		Stillwater, OK
Line	Description	Service fee per transaction
6	Paper ticket processing fee	
	Year #1: 8/25/11 - 8/12/12	\$28.00
	Year #2: 8/13/12 - 8/12/13	\$28.00
		Additional Airline Imposed Fees
7	Written quote fee	
	Year #1: 8/25/11 - 8/12/12	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00
8	Telephone conference fee	
	Year #1: 8/25/11 - 8/12/12	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00
9	Rental car fee	
	Year #1: 8/25/11 - 8/12/12	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00
10	Hotel fee	
	Year #1: 8/25/11 - 8/12/12	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00
11	Online reservation fee	
	Year #1: 8/25/11 - 8/12/12	Not Available
	Year #2: 8/13/12 - 8/12/13	Not Available
12	Online rental car fee	
	Year #1: 8/25/11 - 8/12/12	Not Available
	Year #2: 8/13/12 - 8/12/13	Not Available

Zone 2 Payne County List of Service Fees		Vendor Name and Address
		International Tours of Stillwater, Inc.
		Stillwater, OK
Line	Description	Service fee per transaction
13	Online hotel fee	
	Year #1: 8/25/11 - 8/12/12	Not Available
	Year #2: 8/13/12 - 8/12/13	Not Available
14	Volume based fee	
	Year #1: 8/25/11 - 8/12/12	Do not offer
	Year #2: 8/13/12 - 8/12/13	Do not offer

Zone 3 - Tulsa County
Vendor Information

Zone 3 Tulsa County Vendor Information	Vendor	Vendor	Vendor	Vendor	Vendor	Vendor
	Total Travel of Tulsa	Journey House Travel, Inc.	Nammar Travel Service	World Travel Service LLC	Spears World Travel Service, Inc.	Travel by Design, LLC
	Tulsa, OK 74136	Tulsa, OK 74114-7022	Tulsa, OK 74136-9003	Tulsa, OK 74133	Tulsa, OK 74133	Owasso, OK 74055 (Tulsa & Rogers Counties)
	Vendor ID #0000294056	Vendor ID #0000072554	Vendor ID #0000079201	Vendor ID #0000076286	Vendor ID #0000072501	Vendor ID #0000331463
Address:	6217 East 61st Street	2200 S. Utica Place, Suite 220	8038 S. Yale Ave.	7645 E. 63rd Street	8321 E. 61st, Suite 201	P.O. Box 2351
Telephone:	918-492-3980	918-524-5249	918-492-6800	918-743-8856	918-254-1608	918-691-4164
Fax:	Not Provided	918-524-5298	918-492-7533	918-743-8726	918-252-2660	918-550-8222
Toll Free Number:	800-245-8092	800-251-6559	800-421-6635	800-324-4987	800-688-8034	877-423-2077
After Hours Emergency Number:	918-809-5101 918-630-4636	866-803-5418	918-492-6800	877-431-0911	888-831-9847	877-423-2077
Web Address:	www.total-travel.com	www.journeyhouse.com	www.nammartravel.com	www.worldtraveltoday.com	www.spearstravel.com	www.travelbydesign.net
Principal Owner(s):	Robert G. Allison III	Stanton L. Young	David Nammar Maggi Nammar	Len Eaton	Gary Spears Greg Spears	Liz Tippit Jeff Tippit
Manager(s):	Susanne Daigneault Tel: 918-492-3980	Riley T. Fitzhugh, President Tel: 918-524-5249	David Nammar Tel: 918-492-6800	Alex Eaton, President Tel: 918-743-8856	Rick Rust Tel: 918-254-1608	Liz Tippit Tel: 918-376-9222 x101 Jeff Tippit Tel: 918-691-4164
Reservation Contacts:	Barbara Hardin Tel: 918-492-3980	Donna Powers Tel: 918-524-5249	David Nammar Tel: 918-492-6800	State of Oklahoma Agent Team Tel: 918-743-8856 Toll Free: 800-324-4987	Gary Michels Tel: 918-254-1608 Email: gmichels@spearstravel.com	Liz Tippit Tel: 918-376-9222 x101
	Rob Allison Tel: 918-492-3980	Nancy Kindle Tel: 918-524-5249	Maggi Nammar Tel: 918-492-6800	Vicki Lane Email: vlane@worldtvl.com	Brad Johnson Tel: 918-254-1608	Keri Buchner Tel: 918-691-4164
	Susanne Daigneault Tel: 918-492-3980	Lynn Merritt Tel: 918-524-5249		Susan Hall Email: shall@worldtvl.com	Margie McKay Email: mmckay@spearstravel.com	

<p style="text-align: center;">Zone 3 Tulsa County Vendor Information</p>	Vendor	Vendor	Vendor	Vendor	Vendor	Vendor
	Total Travel of Tulsa	Journey House Travel, Inc.	Nammar Travel Service	World Travel Service LLC	Spears World Travel Service, Inc.	Travel by Design, LLC
	Tulsa, OK 74136	Tulsa, OK 74114-7022	Tulsa, OK 74136-9003	Tulsa, OK 74133	Tulsa, OK 74133	Owasso, OK 74055 (Tulsa & Rogers Counties)
	Vendor ID #0000294056	Vendor ID #0000072554	Vendor ID #0000079201	Vendor ID #0000076286	Vendor ID #0000072501	Vendor ID #0000331463
		Sally Briggs Tel: 918-524-5249		Peggy Wilson Email: pwilson@worldtvl.com	Mary Pointer Email: mpointer@spearstravel.com	
<p style="text-align: center;">Online Booking Instructions: The users are advised to contact the selected contracted Travel Agency if having a problem(s) with the online tool.</p>	Do not offer	<p>Please contact Journey House for complete instructions. Web address is www.resx.com</p>	Do not offer	<p>Please contact World Travel's Corporate Client Services Team at 918-746-7224 918-743-8856 or corporateservices@worldtvl.com; for further information regarding the online reservation system, go to www.concursolutions.com Online reservation system web address is: https://www.concursolutions.com/Default.asp</p>	<p>Please contact Spears World Travel Service, Inc. for complete instructions. Using a Concur travel booking tool. Web address is www.mycliqbook.com</p>	Do not offer

Zone 3 Tulsa County List of Service Fees		Vendor Name and Address	Vendor Name and Address	Vendor Name and Address	Vendor Name and Address	Vendor Name and Address	Vendor Name and Address
		Total Travel, Inc.	Journey House Travel, Inc.	Nammar Travel Service	World Travel Service LLC	Spears World Travel Service, Inc.	Travel by Design, LLC
		Tulsa, OK	Tulsa, OK	Tulsa, OK	Tulsa, OK	Tulsa, OK	Owasso, OK
Line	Description	Service fee per transaction	Service fee per transaction	Service fee per transaction	Service fee per transaction	Service fee per transaction	Service fee per transaction
6	Paper ticket processing fee						
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00
				Paper Tickets are obsolete and not recommended due to loss and theft		Airline charges a paper fee	
7	Written quote fee						
	Year #1: 8/25/11 - 8/12/12	\$20.00	\$0.00	\$5.00	\$0.00	\$0.00	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$20.00	\$0.00	\$5.00	\$0.00	\$0.00	\$0.00
8	Telephone conference fee						
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	No Bid
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	No Bid
9	Rental car fee						
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
10	Hotel fee						
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$0.00	\$0.00	\$10.00	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$0.00	\$0.00	\$10.00	\$0.00
11	Online reservation fee						
	Year #1: 8/25/11 - 8/12/12	Do not provide services	\$15.00	Do not provide services	\$14.00	\$15.00	Do not provide services
	Year #2: 8/13/12 - 8/12/13	Do not provide services	\$15.00	Do not provide services	\$14.00	\$15.00	Do not provide services

Zone 3 Tulsa County List of Service Fees		Vendor Name and Address	Vendor Name and Address	Vendor Name and Address	Vendor Name and Address	Vendor Name and Address	Vendor Name and Address
		Total Travel, Inc.	Journey House Travel, Inc.	Nammar Travel Service	World Travel Service LLC	Spears World Travel Service, Inc.	Travel by Design, LLC
		Tulsa, OK	Tulsa, OK	Tulsa, OK	Tulsa, OK	Tulsa, OK	Owasso, OK
Line	Description	Service fee per transaction	Service fee per transaction	Service fee per transaction	Service fee per transaction	Service fee per transaction	Service fee per transaction
12	Online rental car fee						
	Year #1: 8/25/11 - 8/12/12	Do not provide services	\$10.00	Do not provide services	\$0.00	\$0.00	Do not provide services
	Year #2: 8/13/12 - 8/12/13	Do not provide services	\$10.00	Do not provide services	\$0.00	\$0.00	Do not provide services
			Fee applied when no purchase of air ticket				
13	Online hotel fee						
	Year #1: 8/25/11 - 8/12/12	Do not provide services	\$10.00	Do not provide services	\$0.00	\$0.00	Do not provide services
	Year #2: 8/13/12 - 8/12/13	Do not provide services	\$10.00	Do not provide services	\$0.00	\$0.00	Do not provide services
			Fee applied when no purchase of air ticket				
14	Volume based fee						
	Year #1: 8/25/11 - 8/12/12	Do not offer	Do not offer	Do not offer	\$24.00	\$20.00	Do not offer
	Year #2: 8/13/12 - 8/12/13	Do not offer	Do not offer	Do not offer	\$24.00	\$20.00	Do not offer
					Air Sales > \$500,000	\$150,000 Air Sales	

Zone 4 - Cleveland County
Vendor Information

Zone 4 Cleveland County Vendor Information	Vendor	Vendor	Vendor
	Journey House Travel, Inc.	University American Travel, Inc.	Bentley Hedges Travel Service, Inc. dba Travel Leaders/Bentley Hedges Travel
	Norman, OK 73069-4960	Norman, OK 73069	Oklahoma City, OK 73159 (Cleveland County)
	Vendor ID #0000072554	Vendor ID #0000073107	Vendor ID #0000073277
Address:	733 Asp Ave., Suite B	1225 W. Main St., Suite 126	10011 S. Pennsylvania Ave.
Telephone:	405-366-8037	405-321-9629	405-237-3333
Fax:	405-366-7081	405-321-2402	405-237-3334
Toll Free Number:	800-583-1455	800-580-8747	800-467-7402
After Hours Emergency Number:	866-803-5418	800-628-6668	After Hours Emergency Only Tel: 800-823-9469 After Hours Internatl. Collect Tel: 303-876-4190 Calling Code IS-70S2 and ID-37560714
Web Address:	www.journeyhouse.com	www.universityamericantravel.com	www.bhtravel.com
Principal Owner(s):	Stanton L. Young	Charles Hooper	Angela K. Hendricks, President/CEO Bentley C. Hedges, Founder/Chairman
Manager(s):	Riley T. Fitzhugh, President Tel: 405-366-8037	Jana Knott Tel: 405-321-9629	Sherry Willis Tel: 405-237-3334 x104 Email: sherry@bhtravel.com
Reservation Contacts:	Mary Kaye Park Tel: 405-366-8037	Jana Knott Tel: 405-321-9629	Russ Weed Tel: 405-237-3333 x106 Email: russ@bhtravel.com
	Brent Sanner Tel: 405-366-8037	Carol Lang-Drapala Tel: 405-321-9629	Robert Scoles Tel: 405-237-3333 x107 Email: robert@bhtravel.com

Zone 4 - Cleveland County
Vendor Information

<p style="text-align: center;">Zone 4 Cleveland County Vendor Information</p>	Vendor	Vendor	Vendor
	Journey House Travel, Inc.	University American Travel, Inc.	Bentley Hedges Travel Service, Inc. dba Travel Leaders/Bentley Hedges Travel
	Norman, OK 73069-4960	Norman, OK 73069	Oklahoma City, OK 73159 (Cleveland County)
	Vendor ID #0000072554	Vendor ID #0000073107	Vendor ID #0000073277
	Sandy Webb Tel: 405-366-8037		Sherry Willis Tel: 405-237-3334 x104 Email: sherry@bhtravel.com
			Back-up Agent: Bonnie Hedges Tel: 405-237-3333 x113 Email: bonni1@bhtravel.com
<p>Online Booking Instructions: The users are advised to contact the selected contracted Travel Agency if having a problem(s) with the online tool.</p>	<p>Please contact Journey House for complete instructions. Web address is www.resx.com</p>	<p>Do not offer</p>	<p>Do not offer</p>

Zone 4 Cleveland County List of Service Fees		Vendor Name and Address	Vendor Name and Address	Vendor Name and Address
		Journey House Travel, Inc.	University American	Bentley Hedges Travel Service, Inc. dba Travel Leaders/Bentley Hedges Travel
		Norman, OK	Norman, OK	Oklahoma City, OK 73159 (Cleveland County)
Line	Description	Service fee per transaction	Service fee per transaction	Service fee per transaction
1	Initial reservation/ticketing fee			
	Year #1: 8/25/11 - 8/12/12	\$25.00	\$19.00	\$25.00
	Year #2: 8/13/12 - 8/12/13	\$25.00	\$20.00	\$26.00
				Projecting higher fuel cost and cost of doing business
2	Refunds / Exchange fee			
	Year #1: 8/25/11 - 8/12/12	\$25.00	\$19.00	\$10.00
	Year #2: 8/13/12 - 8/12/13	\$25.00	\$20.00	\$11.00
			Fee for exchanges only - not refunds	Projecting higher fuel cost and cost of doing business
3	Cancellation fee			
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$0.00
				At this time, we can cancel a reservation within 24 hours of making the reservation. Penalty and rules apply after 24 hours. This is subject to change.
4	Paper ticket mail deliveries fee			
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$1.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$1.00

Zone 4 Cleveland County List of Service Fees		Vendor Name and Address	Vendor Name and Address	Vendor Name and Address
		Journey House Travel, Inc.	University American	Bentley Hedges Travel Service, Inc. dba Travel Leaders/Bentley Hedges Travel
		Norman, OK	Norman, OK	Oklahoma City, OK 73159 (Cleveland County)
Line	Description	Service fee per transaction	Service fee per transaction	Service fee per transaction
5	Paper ticket local delivery fee			
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$5.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$5.00
				Projecting higher fuel cost and cost of doing business
6	Paper ticket processing fee			
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$50.00 - \$150.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$50.00 - \$150.00
				This is an airline charge, not Bentley Hedges Travel Service charge, and varies with airline
7	Written quote fee			
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$5.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$5.00
				If mailed; no fee if it is an email written quote
8	Telephone conference fee			
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$0.00
				\$25.00 if long distance telephone calls are involved
9	Rental car fee			
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$10.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$10.00
				For car only bookings/car companies do not pay commision

Zone 4 Cleveland County List of Service Fees		Vendor Name and Address	Vendor Name and Address	Vendor Name and Address
		Journey House Travel, Inc.	University American	Bentley Hedges Travel Service, Inc. dba Travel Leaders/Bentley Hedges Travel
		Norman, OK	Norman, OK	Oklahoma City, OK 73159 (Cleveland County)
Line	Description	Service fee per transaction	Service fee per transaction	Service fee per transaction
10	Hotel fee			
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$10.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$10.00
				For hotel only bookings/most hotels do not pay commission on state/government hotel rates
11	Online reservation fee			
	Year #1: 8/25/11 - 8/12/12	\$15.00	Do not provide services	Do not provide services
	Year #2: 8/13/12 - 8/12/13	\$15.00	Do not provide services	Do not provide services
12	Online rental car fee			
	Year #1: 8/25/11 - 8/12/12	\$10.00	Do not provide services	Do not provide services
	Year #2: 8/13/12 - 8/12/13	\$10.00	Do not provide services	Do not provide services
		Fee applied when no purchase of air ticket		
13	Online hotel fee			
	Year #1: 8/25/11 - 8/12/12	\$10.00	Do not provide services	Do not provide services
	Year #2: 8/13/12 - 8/12/13	\$10.00	Do not provide services	Do not provide services
		Fee applied when no purchase of air ticket		
14	Volume based fee			
	Year #1: 8/25/11 - 8/12/12	Do not offer	Do not offer	Do not offer
	Year #2: 8/13/12 - 8/12/13	Do not offer	Do not offer	Do not offer

Zone 5 - Remaining Counties
Vendor Information

Zone 5 Remaining Counties Vendor Information	Vendor	Vendor	Vendor	Vendor
	Trey Investments dba Adventure Travel	Travel Haus/McClureAgency	All Seasons Travel, Inc.	Travel by Design, LLC
	Lawton, OK 73501	Alva, OK 73717	Durant, OK 74701	Owasso, OK 74055
	Comanche County	Woods County	Bryan County	Rogers County
	Vendor ID# 0000079049	Vendor ID#0000075819	Vendor ID #0000213761	Vendor ID #0000331463
Address:	12 Central Mall	P.O. Box 917	1203 W. Main Street	P.O. Box 2351
Telephone:	580-250-4000	580-327-3213	580-924-9201	918-691-4164
Fax:	580-353-5393	580-327-3218	580-924-9203	918-550-8222
Toll Free Number:	800-540-9030	800-281-3213	800-552-5484	877-423-2077
After Hours Emergency Number:	800-790-1265	580-430-5123	580-920-8477	877-423-2077
Web Adress:	www.adv-travel.com	N/A	www.allseasonstravelok.com	www.travelbydesign.net
Principal Owner(s):	Hossein Moini	Carol and Steve Bramlett	Shelley Lovan	Liz Tippit
				Jeff Tippit
Manager(s):	Hossein Moini Tel: 580-250-4000	Carol Bramlett Tel: 580-327-3213	Cindy Bowden Tel: 580-924-9201	Liz Tippit Tel: 918-376-9222 x101
			Kesha Martin Tel: 580-924-9201	Jeff Tippit Tel: 918-691-4164
Reservation Contacts:	George Johnsen Tel: 580-250-4000	Carol Bramlett Tel: 580-327-3213	Kesha Martin Tel: 580-924-9201	Liz Tippit Tel: 918-376-9222 x101
	Heidi Hudson Tel: 580-250-4000	Kiley Brown Tel: 580-327-3213	Shelley Lovan Tel: 580-924-9201	Keri Buchner Tel: 918-691-4164
	Kim Schmitt Tel: 580-250-4000		Cindy Bowden Tel: 580-924-9201	
			Christy Wagnitz Tel: 580-924-9201	

Zone 5 - Remaining Counties
Vendor Information

Zone 5 Remaining Counties Vendor Information	Vendor	Vendor	Vendor	Vendor
	Trey Investments dba Adventure Travel	Travel Haus/McClureAgency	All Seasons Travel, Inc.	Travel by Design, LLC
	Lawton, OK 73501	Alva, OK 73717	Durant, OK 74701	Owasso, OK 74055
	Comanche County	Woods County	Bryan County	Rogers County
	Vendor ID# 0000079049	Vendor ID#0000075819	Vendor ID #0000213761	Vendor ID #0000331463
<p>Online Booking Instructions: The users are advised to contact the selected contracted Travel Agency if having a problem(s) with the online tool.</p>	<p>Do not offer As they are not able to offer the State contracted rates (City Pairs) online</p>	Do not offer	Do not offer	Do not offer

Zone 5 Remaining Counties List of Service Fees		Vendor Name and Address	Vendor Name and Address	Vendor Name and Address	Vendor Name and Address
		Adventure Travel	Travel Haus/McClure	All Seasons Travel, Inc.	Travel by Design, LLC
		Lawton, OK	Alva, OK	Durant, OK	Owasso, OK
		Comanche County	Woods County	Bryan County	Tulsa & Rogers Counties
Line	Description	Service fee per transaction	Service fee per transaction	Service fee per transaction	Service fee per transaction
1	Initial reservation/ticketing fee				
	Year #1: 8/25/11 - 8/12/12	\$35.00	\$25.00	\$10.00	\$25.00
	Year #2: 8/13/12 - 8/12/13	\$35.00	\$25.00	\$10.00	\$25.00
2	Refunds / Exchange fee				
	Year #1: 8/25/11 - 8/12/12	\$35.00	\$0.00	\$10.00	\$25.00
	Year #2: 8/13/12 - 8/12/13	\$35.00	\$0.00	\$10.00	\$25.00
3	Cancellation fee				
	Year #1: 8/25/11 - 8/12/12	\$35.00	\$0.00	\$10.00	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$35.00	\$0.00	\$10.00	\$0.00
4	Paper ticket mail deliveries fee				
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	No Bid	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	No Bid	\$0.00
				No ticket printer to print paper tickets	
5	Paper ticket local delivery fee				
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	No Bid	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	No Bid	\$0.00
6	Paper ticket processing fee				
	Year #1: 8/25/11 - 8/12/12	Airline Fee	\$0.00	No Bid	\$25.00
	Year #2: 8/13/12 - 8/12/13	Airline Fee	\$0.00	No Bid	\$25.00
		We only charge if there is a charge from the airline			

Zone 5 - Remaining Counties
Vendor Information

Zone 5 Remaining Counties List of Service Fees		Vendor Name and Address		Vendor Name and Address	
		Adventure Travel		Travel Haus/McClure	
		Lawton, OK		Alva, OK	
		Comanche County		Woods County	
Line	Description	Service fee per transaction			
7	Written quote fee				
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$0.00	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$0.00	\$0.00
8	Telephone conference fee				
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$0.00	No Bid
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$0.00	No Bid
9	Rental car fee				
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$0.00	\$0.00	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$0.00	\$0.00	\$0.00
10	Hotel fee				
	Year #1: 8/25/11 - 8/12/12	\$0.00	\$20.00	\$0.00	\$0.00
	Year #2: 8/13/12 - 8/12/13	\$0.00	\$20.00	\$0.00	\$0.00

Zone 5 Remaining Counties List of Service Fees		Vendor Name and Address	Vendor Name and Address	Vendor Name and Address	Vendor Name and Address
		Adventure Travel	Travel Haus/McClure	All Seasons Travel, Inc.	Travel by Design, LLC
		Lawton, OK	Alva, OK	Durant, OK	Owasso, OK
		Comanche County	Woods County	Bryan County	Tulsa & Rogers Counties
Line	Description	Service fee per transaction	Service fee per transaction	Service fee per transaction	Service fee per transaction
11	Online reservation fee				
	Year #1: 8/25/11 - 8/12/12	Do not provide services	Do not provide services	Do not provide services	Do not provide services
	Year #2: 8/13/12 - 8/12/13	Do not provide services	Do not provide services	Do not provide services	Do not provide services
		(Adventure Travel unable to include State City Pairs rates)			
12	Online rental car fee				
	Year #1: 8/25/11 - 8/12/12	Do not provide services	Do not provide services	Do not provide services	Do not provide services
	Year #2: 8/13/12 - 8/12/13	Do not provide services	Do not provide services	Do not provide services	Do not provide services
13	Online hotel fee				
	Year #1: 8/25/11 - 8/12/12	Do not provide services	Do not provide services	Do not provide services	Do not provide services
	Year #2: 8/13/12 - 8/12/13	Do not provide services	Do not provide services	Do not provide services	Do not provide services
14	Volume based fee				
	Year #1: 8/25/11 - 8/12/12	Do not offer	Do not offer	Do not offer	Do not offer
	Year #2: 8/13/12 - 8/12/13	Do not offer	Do not offer	Do not offer	Do not offer