

**NASPO ValuePoint COOPERATIVE PURCHASING PROGRAM
PARTICIPATING ADDENDUM (“Addendum”)**



**Travel Management Services (2023-2029)
Administered by the State of Oregon (“Lead State”)**

MASTER AGREEMENT NO. PO-10700-00017269

Corporate Travel Management North America, Inc. (“Contractor”)

And

The State of Louisiana (“Participating State”)
Participating State Contract Number: 4400028049

The following products or services are included under this Participating Addendum and State Contract Number 4400028049:

- All Travel Management Services

1. Scope

This Participating Addendum covers the Travel Management Services (2023-2029) contracts led by the State of Oregon along with a multi-state sourcing team for use by all state agencies and local government entities, institutions of higher education, and school districts located in the State of Louisiana who are authorized by the State of Louisiana statutes to utilize state contracts.

2. Participation

Use of specific NASPO ValuePoint cooperative contracts by State agencies, political subdivisions and other entities (including cooperatives) authorized by the State of Louisiana’s statutes to use state contracts are subject to the prior approval of the State of Louisiana’s Chief Procurement Officer. Issues of interpretation and eligibility for participation in the State’s program are solely within the authority of the State Chief Procurement Officer.

3. Term

The term of this Participating Addendum and State Contract Number 4400028049 shall be effective upon the date of final execution below (the “Effective Date”) by the State of Louisiana through March 13, 2025, unless otherwise terminated in accordance with the termination provisions of this Participating Addendum or the Master Agreement. This Participating Addendum and State Contract Number 4400028049 may be extended in accordance with the terms and conditions of the Master Agreement.

4. Non-Exclusive Contract

This Participating Addendum and State Contract Number 4400028049 are non-exclusive and shall not in any way preclude State Agencies or Political Subdivisions of the State of Louisiana from entering into similar agreements, contracts and/or arrangements with other vendors or from acquiring similar, equal

or like goods and/or services from other entities or sources.

5. **Participating Entity Modifications and/or Additions to the Master Agreement**

Participating Entity must check one of the boxes below:

- ☐ No changes to the terms and conditions of the Master Agreement are required.
- ☒ The following changes are modifying or supplementing the Master Agreement terms and conditions. These modifications or additions apply only to actions and relations within the State of Louisiana as a Participating Entity under this Participating Addendum.

A. **Usage Reports:**

The Contractor shall submit detailed contract usage reports **quarterly** to the State Procurement Analyst (SPA) for State Contract Number 4400028049 in accordance with the below schedule. Initiation and submission of the quarterly reports to the SPA is the responsibility of the Contractor without prompting or notification by the SPA. If these reports are not submitted in a timely manner, the Office of State Procurement (OSP) shall have the right to terminate this Participating Addendum and State Contract Number 4400028049.

The specific usage report content, scope, and format requirements are available on the OSP website under Vendor Resources/Vendor Forms:

<https://www.doa.la.gov/doa/osp/vendor-resources/>.

In addition, the person's name who compiled the report and their contact information shall be provided. OSP reserves the right to request copies of any purchase orders issued against State Contract Number 4400028049.

The usage reports shall be submitted utilizing this format or an equivalent format that has been pre-approved by OSP. Schedule for submittal of usage reports:

<u>Quarter</u>	<u>Reporting Period</u>	<u>Due Date</u>
First Quarter	July 1 through September 30	October 31
Second Quarter	October 1 through December 31	January 31
Third Quarter	January 1 through March 31	April 30
Fourth Quarter	April 1 through June 30	July 31

B. **Modifications:**

No amendment or modification of the terms of this Participating Addendum shall be valid unless made in writing, signed by the parties and approved as required by law. No oral understanding or agreement not incorporated in this Participating Addendum is binding on any of the parties.

C. **Amendments:**

Any further Amendments to the Master Agreement after the Effective Date of this Participating Addendum, that have been approved by the Lead State, will not be applicable to this Participating Addendum and will not be valid unless made in writing as an amendment to this Participating Addendum, signed by the parties and approved as required by the laws of the State of Louisiana. No oral understanding or agreement not incorporated in this Participating Addendum is binding on any of the parties.

D. Assignment:

The Contractor shall not assign any interest in this Participating Addendum or State Contract Number 4400028049 by assignment, transfer or novation without prior written consent of the State. This provision shall not be construed to prohibit the Contractor from assigning his bank, trust company, or other financial institution any money due or to become due from approved contracts without such prior written consent. Notice of any such assignment or transfer shall be furnished promptly to the State.

E. Termination:

The State of Louisiana has the right to terminate this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049 immediately for any of the following reasons: (a) misrepresentation by the Contractor; (b) Contractor's fraud, collusion, conspiracy or other unlawful means of obtaining any contract with the State of Louisiana; (c) conflict of contract provisions with constitutional or statutory provisions of State or Federal Law; (d) abusive or belligerent conduct by the Contractor towards an employee or agent of the State of Louisiana; (e) Contractor's intentional violation of the Louisiana Procurement Code (La. R.S. 39:1551 et seq.) and its corresponding regulations; or, (f) any listed reason for debarment under La. R.S. 39:1672.

Termination for Cause:

The State of Louisiana may terminate this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049 for cause based upon the failure of Contractor to comply with the terms and/or conditions of this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049 provided that the State shall give the Contractor written notice specifying the Contractor's failure. If within thirty (30) days after receipt of such notice, the Contractor shall not have corrected such failure or, in the case of failure which cannot be corrected in thirty (30) days, begun in good faith to correct such failure and thereafter proceeded diligently to complete such correction, then the State may, at its option, place the Contractor in default and this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049 shall terminate on the date specified in such notice.

The Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the State to comply with the terms and conditions of this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049, provided that the Contractor shall give the State written notice specifying the State's failure and a reasonable opportunity for the State to cure the defect.

Termination for Convenience:

The State of Louisiana may terminate this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049 for convenience at any time (1) by giving thirty (30) days written notice to the contractor of such termination; or (2) by negotiating with the Contractor an effective date. The State shall pay the Contractor for, if applicable: (a) deliverables in progress; (b) the percentage that has been completed satisfactorily; and, (c) for transaction-based services up to the date of termination, to the extent work has been performed satisfactorily.

Termination for Non-Appropriation of Funds:

The continuation of this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049 is contingent upon the continuation of an appropriation of funds by the legislature to fulfill the requirements of this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049. If the legislature fails to appropriate sufficient monies to provide for the continuation of this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049, or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act or Title 39 of the Louisiana Revised Statutes of 1950 to prevent the total appropriations for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049; this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049 shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

The Contractor should be aware that our legislative process is such that it is often impossible to give prior notice of the non-appropriation of funds.

F. Default of Contractor:

Failure to provide goods and/or services within the time frame(s) specified and according to the other terms and conditions specified in this Participating Addendum and State Contract Number 4400028049 constitutes a default by the Contractor and may cause cancellation of this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049. Where the State has determined the Contractor to be in default the State reserves the right to purchase any or all products or services covered by this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049 on the open market and to charge the Contractor with cost in excess of the contract price. Until such assessed charges have been paid, no subsequent bid from the defaulting Contractor will be considered.

G. Governing Law:

This Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049 shall be governed by and interpreted in accordance with the laws of the State of Louisiana. Venue of any action brought with regard to this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049 shall be in the Nineteenth Judicial District Court, parish of East Baton Rouge, State of Louisiana.

H. Taxes:

Any taxes, other than State and local sales and use taxes from which the State of Louisiana is exempt, shall be assumed to be included within the total cost.

I. Payment Method:

The method of payment will be via Credit Card.

J. Late Payments:

Interest due by a State agency for late payments shall be in accordance with La. R.S. 39:1695 at the rates established in La. R.S. 13:4202.

K. Public Information:

For the purposes of this Participating Addendum, the provisions of the Louisiana Public Records Act (La. R.S. 44.1 et. seq.) will be in effect.

L. Contract Controversies:

Any claim or controversy arising out of this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049, shall be resolved by the provisions of Louisiana Revised Statute 39:1673.

M. Code of Ethics:

The Contractor acknowledges that Chapter 15 of Title 42 of the Louisiana Revised Statutes (La. R.S. 42:1101 et. seq., Code of Governmental Ethics) applies to the Contracting Party in the performance of services called for in this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049. The Contractor agrees to immediately notify the State of Louisiana if potential violations of the Code of Governmental Ethics arise at any time during the term of this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049.

N. Right to Audit:

The State of Louisiana Legislative Auditor, Federal Auditors and Internal Auditors of the Louisiana Division of Administration (DOA), or others so designated by the DOA, shall have the option to audit all Contractor accounts directly pertaining to this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049 for a period of five (5) years from the date of final payment made under this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049 or as required by applicable State and Federal Law. Records shall be made available by the Contractor during normal working hours for this purpose.

O. Record Retention:

The Contractor shall maintain all records in relation to this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049 for a period of at least five (5) years after final payment.

P. Contractors Cooperation/Close-Out:

The Contractor has the duty to fully cooperate with the State and provide any and all requested information, documentation, etc. to the State when requested. This applies even if this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049 is terminated and/or a lawsuit is filed. Specifically, the Contractor shall not limit or impede the State's right to audit or to withhold State owned documents.

Q. Contractor's Certification of No Federal Suspension or Debarment:

By signing this Participating Addendum, the Contractor certifies that their company, any subcontractors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in "Audit Requirements in

Subpart F of the Office of Management and Budget's Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards" (formerly OMB Circular A-133).

A list of parties who have been suspended or debarred can be viewed via the internet at <https://www.sam.gov>.

Contractor has a continuing obligation to disclose any suspensions or debarment by any government entity, including but not limited to General Services Administration (GSA). Failure to disclose may constitute grounds for suspension and/or termination of this Participating Addendum and State Contract Number 4400028049 and debarment from future contracts.

R. Secretary of State Registration Requirement:

In accordance with Louisiana law, all corporations (see La. R.S. 12:262.1) and limited liability companies (see La. R.S. 12:1308.2) must be registered and in good standing with the Louisiana Secretary of State in order to hold a purchase order and/or a contract with the State.

S. Prohibition of Discriminatory Boycotts of Israel:

In accordance with La. R.S. 39:1602.1, for any contract with a value of \$100,000 or more and for any Contractor with five (5) or more employees, the Contractor, or Subcontractor, shall certify that it is not engaging in a boycott of Israel and shall, for the duration of its contractual obligations, refrain from a boycott of Israel.

The State of Louisiana reserves the right to terminate this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049, if the Contractor, or any Subcontractor, engages in a boycott of Israel during the term of this Participating Addendum, State Contract Number 4400028049, or any order issued pursuant to State Contract Number 4400028049.

T. Insurance Requirements:

Contractor will be required to provide the State of Louisiana with Certificates of adequate insurance indicating coverage required, in accordance with the Master Agreement.

U. CyberSecurity Training:

A. In accordance with La. R.S. 42:1267(B)(3) and the State of Louisiana's Information Security Policy, if the Contractor, any of its employees, agents, or subcontractors will have access to State government information technology assets, the Contractor's employees, agents, or subcontractors with such access must complete cybersecurity training annually, and the Contractor must present evidence of such compliance annually and upon request. The Contractor must use the cybersecurity training course offered by the Louisiana Department of State Civil Service without additional cost.

B. For purposes of this Section, "access to State government information technology assets" means the possession of credentials, equipment, or authorization to access the internal workings of State information technology systems or networks. Examples would include but not be limited to State-issued laptops, VPN credentials to credentials to access the State network, badging to access the State's telecommunications closets or systems, or permissions to maintain or modify IT systems used by the State. Final

determination of scope inclusions or exclusions relative to access to State government information technology assets will be made by the Office of Technology Services.

V. Additional Services Required:

- Unused tickets must be associated with a traveler's profile and appear when booking. The unused tickets must be visible on the home page for the traveler, arranger and the travel agent.
- Unused ticket alerts must be sent to travelers, administrators, and individuals identified by the department at 120, 90, 60, 30 and 14 days prior to expiration and facilitate usage of tickets prior to expiration.
- Unused ticket reports and any other requested reports must be sent to agency/department's contacts on a monthly basis. Reports must contain the data of the agency/department information.
- Contractor must have the ability to maintain contact information for multiple contacts within a single agency or department. Monthly reports must be distributed to all contacts.
- Contractor must continue to service unused airfare with any residual value at an agreed upon rate per transaction after expiration of this Participating Addendum and State Contract Number 4400028049.
- Contractor shall comply with the State of Louisiana's Travel Policy, PPM 49 - <https://www.doa.la.gov/doa/ost/ppm-49-travel-guide/>.
- Contractor shall comply with the LSU Travel Program Travel Services Requirements, per Attachment A to this Participating Addendum.

6. Louisiana Pricing Schedule ("LAPS") Contract

State Contract Number 4400028049 has been designated as a Louisiana Pricing Schedule ("LAPS") contract and LAC 34.V.1709 must be followed by Louisiana purchasing entities utilizing State Contract Number 4400028049.

7. Primary Contacts

The primary contact individuals for this Participating Addendum are as follows (or their named successors):

Contractor

Name	Carol Hall or Lynn Kerntz
Address	2120 South 72 Street, Suite 700, Omaha, NE 68124
Telephone	402-399-4500
E-mail	Carol.Hall@travelctm.com or Lynn.Kerntz@travelctm.com

Participating State

Name	Felicia Sonnier
Title	Deputy Director
Address	Office of State Procurement 1201 North 3 rd Street, Claiborne Building – Suite 2-160 Baton Rouge, LA 70802
Telephone	225-342-8029
Fax	225-342-9756
E-mail	felicia.sonnier@la.gov

The Parties will keep and maintain current at all times a primary point of contact for administration of this Participating Addendum.

8. Signature Authority

Evidence of signature authority to contract with the state of Louisiana must be provided. One of the following must apply to the Contractor:

- a) The signer of this Participating Addendum is either a corporate officer who is listed on the most current annual report on file with the Secretary of State or a member of a partnership or partnership in commendam as reflected in the most current partnership records on file with the Secretary of State. **A copy of the annual report or partnership record must be submitted to the Louisiana Office of State Procurement before finalization of this Participating Addendum.**
- b) The signer of this Participating Addendum is a representative of the Contractor authorized to sign this Participating Addendum as evidenced by documents such as, corporate resolution, certification as to corporate principal, etc. **If this applies a copy of the resolution, certification or other supportive documents must be submitted to the Louisiana Office of State Procurement before finalization of this Participating Addendum.**
- c) The Contractor has filed with the Secretary of State an affidavit or resolution or other acknowledged/authentic document indicating that the signer is authorized to sign this Participating Addendum. **A copy of the applicable document must be submitted to the Office of State Procurement before finalization of this Participating Addendum.**
- d) The signer of this Participating Addendum has been designated by the Contractor as authorized to sign this Participating Addendum on the Contractor's vendor registration on file with the Louisiana Office of State Procurement.

9. Authorized Distributors

All contractors, dealers, and resellers authorized in the State of Louisiana, as shown on the dedicated Contractor (cooperative contract) website, are approved to provide sales and service support to participants in the NASPO ValuePoint Master Agreement. The contractor's dealer participation will be in accordance with the terms and conditions set forth in the aforementioned Master Agreement.

In order to be added to State Contract Number 4400028049 as an Authorized Distributor, the distributor must meet the following requirements:

- a) Be approved and added to the Contractor's Approved Distributor Listing;
- b) Be enrolled in the State of Louisiana LaGov Vendor System;
- c) Be registered and in good standing with the Louisiana Secretary of State's office;
- d) Have no suspensions or debarments listed on the General Services Administration's website (www.sam.gov)

10. Orders

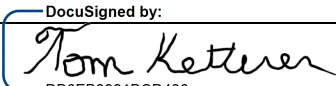
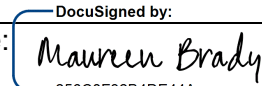
Any Order placed by a Participating Entity or Purchasing Entity for a Product and/or Service available from this Participating Addendum and/or State Contract Number 4400028049 shall be

deemed to be a sale under (and governed by the prices and other terms and conditions) of the Master Agreement unless the parties to the Order agree in writing that another contract or agreement applies to such Order.

11. Entire Agreement

This Participating Addendum and the NASPO ValuePoint Master Agreement together with its exhibits, set forth the entire agreement between the parties with respect to the subject matter and supersedes all previous communications, representations or agreements, whether oral or written. Terms and conditions inconsistent with, contrary or in addition to the terms and conditions of this Participating Addendum and the NASPO ValuePoint Master Agreement, together with its exhibits, shall not be added to or incorporated into this Participating Addendum or the NASPO ValuePoint Master Agreement and its exhibits, by any subsequent Purchase Order or otherwise, and any such attempts to add or incorporate such terms and conditions are hereby rejected. The terms and conditions of this Participating Addendum and the NASPO ValuePoint Master Agreement and its exhibits shall prevail and govern in the case of any such inconsistent or additional terms.

IN WITNESS WHEREOF, the parties have executed this Participating Addendum as of the date of execution by both parties below.

Participating State: State of Louisiana	Contractor: Corporate Travel Management North America, Inc.
Signature: DocuSigned by:  DB6EB0084BCD436...	Signature: DocuSigned by:  266C8F32B4DE44A...
Name: Tom Ketterer	Name: Maureen Brady
Title: Director of State Procurement	Title: COO
Date: 9/29/2023	Date: 9/25/2023

ATTACHMENT A

LSU Travel Program Travel Services Requirements

Revised August 15, 2023

LSU Program Requirements (non-athletics departments):

1. Single Sign On & HR Integration

- a. The software must be able to integrate with LSU Single Sign On solution that allows LSU to restrict access to the application to relevant users.
- b. The software must be able to support integrations to support upload of relevant employee information via batch file, flat file or modern integration through web APIs. The goal is to eliminate having to manually create employee profiles.
- c. The software must be able to support identification of users authenticating via Single Sign On based on the uploaded employee information.
- d. The software must be able to support **Employee ID** (i.e., Numeric ID) as the username and not rely on email addresses and/or username as the unique identifier. The purpose is to avoid issues with incorrect usernames or email addresses.

2. Online Booking System

- a. Customized website for LSU travelers with an online link/website specific to LSU, excluding LSU Athletics.
- b. LSU travelers include but are not limited to employees of the LSU Baton Rouge, LSU Alexandria, LSU Eunice, LSU Shreveport, Pennington Biomedical Research Center and LSU Ag Center campuses.
- c. LSU Health Science Center – New Orleans, LSU Health Science Center-Shreveport and LSU Healthcare Services Division will book travel using the State of LA link/portal.
- d. Website must be in compliance with PCI Security Council Standards for accepting credit cards. Contractor must provide current PCI certificate upon request.
- e. Various training types must be provided at no cost to LSU for the website and online booking system, specifically as to the functionality of the different access permissions. The booking system should be available with 24/7 access.
- f. Contractor's Account Manager assigned to State of LA/LSU account must be knowledgeable/ proficient with the website and online booking system.
- g. Online booking fee should be honored when system is down, and travelers/arrangers have to utilize agent-assistance.

The online system, at the minimum, must provide the following:

- One-stop shop where the lowest fares, and state's negotiated fares can be viewed and booked online.
 - Provide online booking at a lower transaction cost to the university
 - Indicate what fares are listed in the booking tool with the ability to block certain types of fares.
- Populate University travel policy
 - Link the University travel policy
 - FAQ's travel news
 - Updates and other travel information
- Advise on university travel rules/policy exceptions
- Direct users to appropriate travel locators on site (i.e., online booking tool, reporting tool)
- Have the ability to make lodging and vehicle rental reservations on-line utilizing the statewide mandatory contracts

- Prevent unauthorized travel from being purchased
- Profile Management
 - Program Administrators and Travel Arrangers will require administrative access to maintain approvals and/or business manager changes
 - Maintain traveler profiles, with the capability to:
 - Add, change or delete profiles by the authorized travel coordinators
 - House all traveler profiles in online travel portal and automatically sync with the GDS and online booking tool.
 - Manage all critical information
 - Allow traveler or traveler arranger the ability to update all profile information at any time.
 - Allow traveler to add travel arranger to their profile
 - Apply information when utilizing the booking tool and when making a reservation with the agent
 - Apply any additions, changes or terminations updated immediately
 - Ensure all information is secure and confidential.
 - Save and Clone Trips
 - Allow Program Administrators to add Approvers
- Real Time Reporting
- Unused Ticket Management through the life of the ticket.
- Invoice lookup
- Itineraries and e-ticket receipts for current and past travel
- Provide online user support for any online booking technical issues.
- Provide contact information for technical assistance.
- Travel Arrangers will need the capability to book for university guests, students or other employees which will require them to have access to the employee profiles.

3. Traveler's itineraries should be provided electronically and include the following:

- Traveler (legal) name
 - Department name & Cost Center Number
 - Exchange information
 - Penalty information
 - Agent notes
 - Airline Carrier(s)
 - Flight Number(s)
 - Fare Paid
 - Form of Payment
 - Payment information (last 4 digits of credit card number)
 - Departure and arrival times for each trip segment
 - Flight time of each segment
 - Origin and destination for each trip segment
 - Ground transportation arrangements
 - Confirmation numbers supplied by vendors
- a. A unique identifying number should be provided for agent fees supplied to the credit card company for the information to feed into LSU ERP to assist in identifying the agent fee to the associated airfare.

4. Air and Bus Charters

- a. Regulations require that three quotes must be obtained awarded to the lowest vendor with quotes forwarded to the requesting agency for file maintenance.
- b. For bus charters, the motor coach equipment utilized must be no more than 48 months old.

5. International and Group Travel

- a. Provide international and group travel section, staffed with experienced travel agents in international and group sales, to handle complete accommodations such as airfare, lodging, transportation, etc. for international and group travelers.
 1. Group travel would be defined as 10 or more travelers. The group section should have the ability to purchase/block seats for a 90 day or more period prior to departure. Also, must have the ability to change names or cancel tickets as a team/group roster change. Contractor should specify the smallest window that could be offered for ticketing prior to departure.
 2. Since a group (ten or more travelers) may not be eligible for State discounted rates, the Contractor must have the ability to negotiate prices for group travel. The Contractor must obtain three quotes for group rates and provide the bid information to LSU for the requestor to determine the award.
 3. Provide travel fulfillment for groups of 10 or more
 - i. athletics,
 - ii. studies abroad
 - iii. department/agency business trips
- b. Waive penalty fees on name changes for group travel before travel commences (at airline discretion)
- c. Identify additional services provided for group and/or 10 or more travelers booking.
- d. Provide a plan for assisting individuals or groups with cancellation or emergency notifications and rebooking.
- e. One invoice is required for group travel

6. Fly America Act

- a. The contractor must be familiar with the Fly America Act and advise travelers to ticket in compliance with the Act when applicable.

7. Travel Alert Notifications

- a. The Contractor must provide travel alert notification in the event of emergencies (disasters, evacuations, floods, hurricanes etc.), as well as flight cancelations/changes which are non-emergency.
- b. A copy of electronic notifications sent to the traveler must also be sent to all parties involved (i.e., approver, department administrators, department head, business managers, University Campuses and agency departments, if applicable).
- c. The Contractor must provide a summary report, upon event, to include the affected travelers name, flight information, e-mail address, department name, campus, etc. to the LSU Program Administrators and the designated campuses.

8. International Travel Assistance Provider

- a. The Contractor will be required to coordinate with the University's designated international travel assistance provider (i.e., On Call International) to share traveler and trip data through a common source data feed.
- b. Data shall be transmitted to the University's travel assistance provider's travel tracking system at least daily via integration.

- c. Data transmitted should include traveler data including name, e-mail, phone number, emergency contact information and itinerary data including flights, lodging and rental cars booked.
- d. No additional cost shall be incurred by the University or University travel assistance provider to establish or maintain the necessary data feeds.

9. Unused Ticket Management

- a. Provide a fully automated process to identify, track and recover value from unused tickets.
- b. Provide end-to-end unused ticket tracking solution for the life of any unused ticket that has value remaining on the ticket and can be used. The proposer shall provide real time reporting for unused ticket tracking from beginning to end.
 - Unused tickets must be displayed for both the traveler and travel arranger to assist in choosing the best flight.
 - Must have the ability to request to apply an unused ticket credit toward the new ticket at check-out.
 - Must display fully open unused tickets with a value exceeding the airline penalty fee.
 - Confirmation invoice must reflect the final ticket cost including the original ticket amount, new ticket amount and airline exchange penalties.
- c. Unused ticket alerts must be sent to travelers, department administrators, department head, cost manager and business managers at 120, 90, 60, 30 and 14 days prior to expiration and facilitate usage of tickets prior to expiration.
 - Proposer must have the ability to maintain the department administrators, department head, cost manager and business managers contact information associated with each traveler.
- d. Non-Refundable unused ticket reports must be sent monthly to LSU Program Administrators
- e. Provide non-refundable unused ticket report by LSU campuses and athletics.
- f. Contractor shall convert expired tickets to vouchers for airlines allowing conversion, manage process and report usage
- g. Unused ticket summary report must summarize the following:
 - Unused Tickets Captured
 - Ineligible Tickets
 - Expired-Ineligible Tickets
 - Eligible Unused Tickets
 - Exchange Tickets
 - Expired-Eligible Tickets
- h. Unused ticket summary report must not include tickets that contain no value or cannot be used.

10. Trainings

- a. Provide training to Program Administrators and department's Travel Arrangers/Coordinators prior to implementation and after rollout.
- b. Training should be at no cost to LSU and conducted until it's determined that the University's training needs have been fulfilled.
- c. Trainings Options:
 - i. Online webinars
 - ii. Virtual training sessions
 - iii. How to Videos/Demos
 - iv. Online Tutorials
 - v. Self-service reference guides
 - vi. In-person (live) trainings

11. Reports

- a. The following at a minimum, are required monthly reports:
 - Unused ticket report by total by Campus and subtotaled by Cost Center
 - Air Activity by campus
 - Air Exceptions by campus
 - Travel Management Summary
 - Air Summary
 - Hotel Summary
 - Rental Vehicle Summary
 - Advance Air Purchase
 - Provides raw data for all campuses in one Excel worksheet for each of the following:
 - o Rental Vehicle Activity
 - o Hotel Activity
 - o Air Activity
 - o Agent Fee Activity

12. Customer Service

- a. Provide professional, courteous and prompt services to LSU travelers.
- b. Provide a 24 hour, 7 days a week toll-free dedicated 800# that is available to travelers traveling on business on behalf of the university.
- c. Provide core business hours of 8:00 a.m. to 5:00 p.m. (CST) Monday thru Friday.
- d. Provide holiday schedules that should complement the university's schedule.
- e. Provide a reliable & dedicated After-Hour service to address traveler issues promptly

13. Customer Survey

- a. Conduct traveler surveys which can be completed after each booking, or by providing a link to be available on the LSU Accounts Payable & Travel website for employees/travelers to provide feedback on customer service.
- b. All surveys including comments and Contractor's responses are to be provided to the LSU Program Administrators for review on a monthly basis.

14. Conference Call

- a. Contractor's Account Manager shall provide a weekly or bi-monthly conference call with the LSU Program Administrators to address any issues, etc. especially with implementation. These calls will keep LSU Program Administrators abreast of any industry changes/requirements and/or system issues, policies/regulations.