

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

418



FROM: Purchasing and Fleet Services

SUBMITTAL DATE:
January 24, 2005

SUBJECT: APPROVE THE AGREEMENT FOR TRAVEL AGENCY SERVICES WITH CANYON CREST TRAVEL INC., FOR RIVERSIDE COUNTY

RECOMMENDED MOTION: Move that the Board of Supervisors;

1. Approve and execute the professional service agreement with Canyon Crest Travel Inc., in the amount of \$2,000,000, for three (3) years, renewable in one-year increments; and
2. Authorize the Purchasing Agent to sign amendments and exercise the renewal options.

Departmental Concurrence

BACKGROUND: The County of Riverside's annual expenditure for official travel and related services is estimated to be \$2,000,000 dollars for airfare, and an additional \$1,000,000 for car rental, lodging and related expenses. While airfare is paid at the time of booking, the costs for hotels, car rentals and related expenses are customarily paid by the traveler directly to the rental agencies, hotels or other service providers at the time of travel. Due to the volume of travel, the County found it prudent to solicit travel agencies and select a responsive/responsible vendor to obtain the most economical rates for official County government travel as well as the latest technology to create a more efficient travel program. The selected contractor, Canyon Crest Travel, Inc., will assist county employees with airline reservation, hotel, and car rental reservations and provide training for their automated on-line booking service. Canyon Crest Travel will book contract car rental rates whenever possible because the rates

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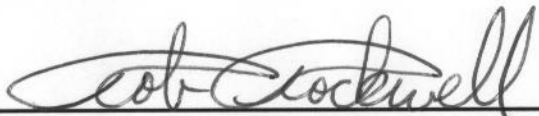


ROBERT HOWDYSHELL, Director
Purchasing and Fleet Services

FINANCIAL DATA	Current F.Y. Total Cost:	\$ 1,000,000	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	\$ 500,000	Budget Adjustment:	No
	Annual Net County Cost:	\$ 1,000,000	For Fiscal Year:	FY 04/05

SOURCE OF FUNDS: 50% General Fund, 50% Other Funds	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

C.E.O. RECOMMENDATION:
APPROVE

County Executive Office Signature 

Policy
 Policy
 Consent
 Consent
 Dep't Recomm.:
 Per Exec. Ofc.:

Prev. Agn. Ref.: _____ District: _____ Agenda Number: _____

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are inclusive of Loss Damage Waiver and Third Party Liability insurance since the County is self-insured for vehicle liability and third party physical damage and provides worker's compensation coverage.

Canyon Crest offers:

In-House Training: Canyon Crest Travel will be conducting a workshop concerning their on-line travel reservation system as well as current industry policies and procedures. This training will be beneficial to the County by making travel arrangement more effective and timely. Also, the training of those assigned to this task will provide a better understanding of how a professional travel agency operates and allow them to determine reasonable and customary travel costs at the earliest opportunity as well as doing their own travel arrangements, as an alternative option. At the discretion of the departments throughout the County, select personnel may attend in-house training for a minimal fee of \$25.00 per person.

Automated Booking System: All County agencies are connected to the Internet. Canyon Crest has their own website for travel reservations which will allow agencies to obtain their own travel arrangements.

E-Mail Reservation Requests: If a County agency would like assisted travel arrangements, Canyon Crest will offer an electronic form to enable County travelers to e-mail reservation requests to them. This form will enable Canyon Crest to then send a tentative reservation by return e-mail for final confirmation by the traveler to Canyon Crest.

Services include:

- Local Office
- Corporate experience
- Availability of dedicated agent, agents, or departments
- Ticket deliveries: daily, emergency, and overnight
- Telephone services: multiple line, faxes, toll free, & toll-free after hours services
- Assistance in credit card reconciliation (disk/electronic data transmission)
- Familiarity with lowest air fare policies
- Ability to track unused tickets
- Training opportunities for travelers and travel coordinators
- Automated CRT information downloads and automated fare audits
- Computerized County and individual traveler profiles
- Availability of standard and specialized management reports
- Experienced of travel management personnel

PRICE REASONABLENESS: Purchasing released a request for proposal and mailed the proposals to nine vendors and advertised on the Internet. There were two responses, Canyon Crest Inc., and Sunward Adventures, with Canyon Crest (local vendor) as the lowest responsive/responsible bidder. Their proposed ticketing fees are set as flat rates per person

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ranging from \$12 for unassisted online bookings (airfare, and/or hotel, and/or car rental) to a maximum of \$22 for Canyon Crest to assist bookings (airfare, hotel, and car). Canyon Crest's ticketing fee consists of a one-time fee including, but not limited to, processing, canceling, changes/exchanges, and ticket delivery (for hard copy ticket requests). There are no fees for refunds or exchanges/changes.

The evaluation committee, which consisted of a representative from the following departments: Sheriff, DPSS, CHA, D.A., and Purchasing, evaluated the proposals and attended a presentation from Canyon Crest regarding the services offered and their on-line booking capabilities. The committee recommends that the award be given to Canyon Crest, Inc., as the lowest responsive/responsible vendor.

While this contract annual dollar amount is estimated to be \$2,000,000, the majority of this is for direct reimbursement for airfares paid by the contractor on behalf of the County. Nothing in this agreement precludes the County from booking their own travel directly should they elect to do so.