

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

918



FROM: Purchasing and Fleet Services

SUBMITTAL DATE:
November 20, 2008

SUBJECT: APPROVE THE AGREEMENT FOR TRAVEL AGENCY SERVICES WITH SUNWARD ADVENTURES FOR RIVERSIDE COUNTY

RECOMMENDED MOTION: Move that the Board of Supervisors;

1. Approve and execute the service agreement with Sunward Adventures in the annual amount of \$2,000,000, for five (5) years renewable in one-year increments accordance with Ordinance 459.4, and;
2. Authorize the Purchasing Agent to sign amendments and exercise the renewal options not to exceed the annual CPI rates.

BACKGROUND: The County of Riverside's annual expenditure for official travel and related services is estimated to be \$2,000,000 dollars for airfare, 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, Sunward Adventures will assist county employees with airline reservation, hotel, and car rental reservations and provide training for their automated on-line booking service.
(Continued on Page 2)

[Signature]
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 08/09

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

BY: *[Signature]*
Serena Chow

County Executive Office Signature

Prev. Agn. Ref.: 3-15-05 3.32 | District: | Agenda Number:

ATTACHMENTS FILED WITH
THE CLERK OF THE BOARD

3.50

FORM APPROVED COUNTY COUNSEL
BY: NEAL R. KIPNIS DATE: 11/20/08

Dept's Recomm.: Consent Policy Policy
Per Exec. Ofc.: Consent Policy

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SUNWARD ADVENTURES, FOR RIVERSIDE COUNTY**

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BACKGROUND CONTINUED

Sunward Adventures offers:

In-House Training: Sunward Adventures 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.

Automated Booking System: Sunward Adventures 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, Sunward Adventures will offer an electronic form to enable County travelers to e-mail reservation requests. This form will enable Sunward Adventures to then send a tentative reservation by return e-mail for final confirmation by the traveler to Sunward Adventures.

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: County Purchasing released a request for proposal PUARC-1037 and mailed the proposals to five vendors and advertised on the purchasing web site. Two (2) proposals were received in response to the RFP. The evaluation committee consisted of representatives from the following departments: Mental Health Agency, D.A., and County Purchasing, and evaluated the proposals on the following criteria: Overall responsiveness and understanding of the RFP requirements, the quality of the work plan and how the work will be performed, bidder experience and ability, overall cost to the County, references, technical capability and financial status.

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BACKGROUND CONTINUED

The proposals ranged from \$11 to \$16 for unassisted online bookings and \$16 to \$23 for agent assisted booking with airlines. The County requested best and final prices from both vendors, with Sunward Adventures offering the lowest fees from \$10 for unassisted online booking to a maximum of \$15 for agent assisted booking for airfare, and no agent assisted fee for hotel and car rental when booking directly with Sunward Adventures by calling their 800 number. There will be a grace period of up to two changes per booking before a new fee applies. The evaluation team recommends Sunward Adventures, as the lowest responsive, responsible vendor for providing travel agency services.

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.

Sunward Adventures Fee

Online Self Booking: \$10.00 fee with the use of a credit card per booking.

Airline Bookings via email to Sunward Adventures: \$12.00 fee for billing less than twenty days per booking.

Agent Assisted Booking for all airlines: \$15.00 fee per booking.

Agent Assisted for booking hotels: \$0.00 fee. (Must call Sunward Adventures for booking)

Agent Assisted for booking car rentals: \$0.00 fee. (Must call Sunward Adventures for booking)

24 Hour Emergency Bookings: \$15.00 fee.

REVIEW AND APPROVAL: Riverside County Counsel concur with this request.