OFFICE OF THE CITY ATTORNEY
DAWN MCINTOSH, City Attorney
411 West Ocean Boulevard, 9th Floor
Long Beach, CA 90802-4664

AGREEMENT

36509

THIS AGREEMENT is made and entered, in duplicate, as of January 3, 2023 for reference purposes only, pursuant to Resolution No. RES-22-0211 adopted by the City Council of the City of Long Beach at its meeting on December 13, 2022, by and between WEST ENTERPRISE, INC., DBA UNIGLOBE TRAVEL DESIGNERS, an Ohio Corporation ("Contractor"), with a place of business located at 480 S. 3rd St., Columbus, Ohio 43215, and the CITY OF LONG BEACH ("City"), a municipal corporation.

WHEREAS, Section 1802 of the Long Beach City Charter permits the City to make purchases under the purchasing contracts of other governmental agencies when authorized to do so by a resolution; and

WHEREAS, the City desires as-needed travel management, travel expense management, and related services; and

WHEREAS, West Enterprises Inc. DBA Uniglobe Travel Designers has a contract with Region 4 Education Service Center through Omnia Partners for the purchase of as-needed travel management, travel expense management, and related services, Contract No. R220102 ("Omnia Contract"); and

WHEREAS, Resolution No. RES-22-0211 authorizes the City to purchase as-needed travel services by virtue of the Omnia Contract;

NOW, THEREFORE, in consideration of the terms and conditions contained in this Agreement, the parties agree as follows:

1. The Omnia Contract with Contractor, attached hereto as Exhibit "A", is incorporated by this reference as if fully set forth, and the same terms and conditions contained in the Omnia Contract shall be applicable here except as follows:

A. Wherever the Omnia Contract refers to Region 4 Education Service Center through Omnia Partners, it shall be deemed to refer to the City of Long Beach;

B. This Agreement shall be construed in accordance with the laws

of the State of California, and the venue for any legal actions brought by any party with respect to this Agreement shall be the County of Los Angeles, State of California for state actions and the Central District of California for any federal actions.

C. In relation to the certificates of insurance obligations identified in Section 32 of the Omnia Contract, Consultant shall procure and maintain, at Consultant's expense for the duration of this Agreement, from insurance companies that are admitted to write insurance in California and have ratings of or equivalent to A:V by A.M. Best Company or from authorized non-admitted insurance companies subject to Section 1763 of the California Insurance Code and that have ratings of or equivalent to A:VIII by A.M. Best Company the insurance requirements identified in the Omnia Contract. Where insurance obligations in the Omnia Contracts refers to Region 4 Education Service Center, it shall be deemed to refer to the City of Long Beach, its officials, employees, and agents.

2. Contractor shall sell, furnish and deliver to the City as-needed travel management, travel expense management and related services of substantially the same type and kind identified in the Omnia Contract, except as modified by Exhibit "B" attached hereto and incorporated by this reference, in an annual amount of Two Hundred Fifty Thousand Dollars ($250,000), plus a Twenty percent (20%) contingency in the amount of Fifty Thousand Dollars ($50,000), for a total annual contract amount not to exceed Three Hundred Thousand Dollars ($300,000), until the Omnia Contract expires on November 30, 2024, with the option to renew for as long as the Omnia Contract is in effect, at the discretion of the City Manager. To the extent that the Omnia Contract and this Agreement are inconsistent, the following priority shall govern: (1) this Agreement and (2) the Omnia Contract.

3. The term of this Agreement shall commence at midnight on January 4, 2023, and shall terminate at 11:59 p.m. on November 30, 2024, unless sooner terminated as provided in this Agreement, with the option to renew for as long as the

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Omnia Contract is in effect, at the discretion of the City Manager.

4. Payment for the as-needed travel services purchased from Contractor by the City shall be made by the City on delivery to and acceptance of the terms by City as outlined in Exhibit ~~"C"~~ "B", attached hereto and incorporated and incorporated by this reference, and submittal of an invoice to the City. Payment is due thirty (30) days after the date of the invoice.

5. All warranties shall accrue to the City of Long Beach.

6. Neither this Agreement nor any money that becomes due to Contractor under this Agreement may be assigned by Contractor without the prior written consent of the City Manager or his designee.

7. Any notice given under this Agreement shall be in writing and personally delivered or deposited in the U.S. Postal Service, return receipt, and shall be delivered or mailed to Contractor at the relevant address first stated above, and to the City at 411 West Ocean Boulevard, Long Beach, California 90802 Attn: City Manager. Notice shall be deemed given three days after deposit in the mail.

8. The terms appearing on the Omnia Contract are incorporated into this Agreement.

9. Contractor shall cooperate with the City in all matters relating to self-accrual of use tax. Contractor shall contact the City Treasurer for additional information regarding self-accrual.

10. This Agreement and all documents which are incorporated by reference in this Agreement constitute the entire understanding between the parties and supersede all other agreements, oral or written, with respect to the subject matter of this Agreement.

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IN WITNESS WHEREOF, the parties have caused this document to be duly executed with all formalities required by law as of the date first stated above.

WEST ENTERPRISE, INC., DBA UNIGLOBE TRAVEL DESIGNERS, an Ohio Corporation

January 12th, 2023

By Elizabeth Blount McCormick
Name Elizabeth Blount McCormick
Title President

_____, 2023

By _____
Name _____
Title _____

"Contractor"

EXECUTED PURSUANT TO SECTION 301 OF THE CITY CHARTER.

CITY OF LONG BEACH, a municipal corporation

February 17, 2023

By Linda F. Tatum
City Manager

"City"

This Agreement is approved as to form on February 7, 2023.

DAWN MCINTOSH, City Attorney

By _____
Deputy

State of Ohio
County of Franklin

The foregoing instrument was acknowledged before me on this January 12, 2023 by Elizabeth Blount McCormick

NOTARIAL SEAL STATE OF OHIO

Ernestine M. Smith
Notary Public, State of Ohio
My Commission Expires 03-06-2024

Ernestine M Smith
Signature of Notary Public

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WEST ENTERPRISES, INC.
ACTION IN WRITING WITHOUT A
MEETING BY THE SHAREHOLDERS

Date: January 1, 2023 Columbus, Ohio

Pursuant to the authority of Section 1701.54 of the Ohio Revised Code, the undersigned, being all of the Shareholders of **WEST ENTERPRISES, INC.**, an Ohio Corporation (the "Corporation"), take the following action in writing in lieu of a meeting:

NOW, THEREFORE, BE IT RESOLVED, that the Officers of the Company shall continue in the year 2023 to be as follows, until removal or resignation;

Elizabeth Blount, President
Elsie Blount, Chief Financial Officer
Jacqueline Blount, Secretary

RESOLVED, FURTHER, that all the acts of the Officers in the name of and on behalf of the Corporation that have been taken during the calendar year 2021 and 2022 are, in all respects, ratified, confirmed and approved;

RESOLVED, FINALLY, that the Officers are authorized to do, or cause to be done, all actions advisable or appropriate to effectuate or carry out the purpose and intent of the role of the Officers, and to perform the obligations of the role of the Officers for the Company thereunder, including to act as signatories on all accounts and contracts.

This action taken on behalf of the Corporation is consented to and executed as a complete record of action taken by all of the Shareholders as of January 1, 2023.

SHAREHOLDERS:

Elizabeth Blount
Elizabeth Blount

Elsie Blount
Elsie Blount

J. Blount
Jacqueline Blount

EXHIBIT “A”

Region 4 Education Service Center (ESC)

Contract # R220102

for

Travel Management, Travel Expense Management and Related Services

with

Uniglobe Travel Designers

Effective: December 1, 2021

The following documents comprise the executed contract between the Region 4 Education Service Center and Uniglobe Travel Designers, effective December 1, 2021:

I. Vendor Contract and Signature Form
II. Supplier's Response to the RFP, incorporated by reference

CONTRACT

This Contract ("Contract") is made as of December 1, 2022 by and between West Enterprises Inc., DBA Uniglobe Travel Designers "Contractor") and Region 4 Education Service Center ("Region 4 ESC") for the purchase of Travel Management, Travel Expense Management and Related Services ("the products and services").

RECITALS

WHEREAS, Region 4 ESC issued Request for Proposals Number R220102 for Travel Management, Travel Expense Management and Related Services ("RFP"), to which Contractor provided a response ("Proposal"); and

WHEREAS, Region 4 ESC selected Contractor's Proposal and wishes to engage Contractor in providing the services/materials described in the RFP and Proposal;

WHEREAS, both parties agree and understand the following pages will constitute the Contract between the Contractor and Region 4 ESC, having its principal place of business at 7145 West Tidwell Road, Houston, TX 77092.

WHEREAS, Contractor included, in writing, any required exceptions or deviations from these terms, conditions, and specifications; and it is further understood that, if agreed to by Region 4 ESC, said exceptions or deviations are incorporated into the Contract.

WHEREAS, this Contract consists of the provisions set forth below, including provisions of all attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any attachment, the provisions set forth below shall control.

WHEREAS, the Contract will provide that any state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit ("Public Agencies") may purchase products and services at prices indicated in the Contract upon the Public Agency's registration with OMNIA Partners.

1) Term of agreement. The term of the Contract is for a period of three (3) years unless terminated, canceled or extended as otherwise provided herein. Region 4 ESC shall have the right to renew the Contract for two (2) additional one-year periods or portions thereof. Region 4 ESC shall review the Contract prior to the renewal date and notify the Contractor of Region 4 ESC's intent renew the Contract. Contractor may elect not to renew by providing three hundred sixty-five days' (365) notice to Region 4 ESC. Notwithstanding the expiration of the initial term or any subsequent term or all renewal options, Region 4 ESC and Contractor may mutually agree to extend the term of this Agreement. Contractor acknowledges and understands Region 4 ESC is under no obligation whatsoever to extend the term of this Agreement.

2) Scope: Contractor shall perform all duties, responsibilities and obligations, set forth in this agreement, and described in the RFP, incorporated herein by reference as though fully set forth herein.

3) Form of Contract. The form of Contract shall be the RFP, the Offeror's proposal and Best and Final Offer(s).

4) Order of Precedence. In the event of a conflict in the provisions of the Contract as accepted by Region 4 ESC, the following order of precedence shall prevail:

   i. This Contract
   ii. Offeror's Best and Final Offer
   iii. Offeror's proposal
   iv. RFP and any addenda

5) Commencement of Work. The Contractor is cautioned not to commence any billable work or provide any material or service under this Contract until Contractor receives a purchase order for such work or is otherwise directed to do so in writing by Region 4 ESC.

6) Entire Agreement (Parol evidence). The Contract, as specified above, represents the final written expression of agreement. All agreements are contained herein and no other agreements or representations that materially alter it are acceptable.

7) Assignment of Contract. No assignment of Contract may be made without the prior written approval of Region 4 ESC. Contractor is required to notify Region 4 ESC when any material change in operations is made (i.e. bankruptcy, change of ownership, merger, etc.).

8) Novation. If Contractor sells or transfers all assets or the entire portion of the assets used to perform this Contract, a successor in interest must guarantee to perform all obligations under this Contract. Region 4 ESC reserves the right to accept or reject any new party. A change of name agreement will not change the contractual obligations of Contractor.

9) Contract Alterations. No alterations to the terms of this Contract shall be valid or binding unless authorized and signed by Region 4 ESC.

10) Adding Authorized Distributors/Dealers. Contractor is prohibited from authorizing additional distributors or dealers, other than those identified at the time of submitting their proposal, to sell under the Contract without notification and prior written approval from Region 4 ESC. Contractor must notify Region 4 ESC each time it wishes to add an authorized distributor or dealer. Purchase orders and payment can only be made to the Contractor unless otherwise approved by Region 4 ESC. Pricing provided to members by added distributors or dealers must also be less than or equal to the Contractor's pricing.

11) TERMINATION OF CONTRACT

   a) Cancellation for Non-Performance or Contractor Deficiency. Region 4 ESC may terminate the Contract if purchase volume is determined to be low volume in any 12-month period. Region 4 ESC reserves the right to cancel the whole or any part of this Contract due to failure by Contractor to carry out any obligation, term or condition of the contract. Region 4 ESC may issue a written deficiency notice to Contractor for acting or failing to act in any of the following:

      i. Providing material that does not meet the specifications of the Contract;
      ii. Providing work or material was not awarded under the Contract;
      iii. Failing to adequately perform the services set forth in the scope of work and specifications;

iv. Failing to complete required work or furnish required materials within a reasonable amount of time;
v. Failing to make progress in performance of the Contract or giving Region 4 ESC reason to believe Contractor will not or cannot perform the requirements of the Contract; or
vi. Performing work or providing services under the Contract prior to receiving an authorized purchase order.

Upon receipt of a written deficiency notice, Contractor shall have ten (10) days to provide a satisfactory response to Region 4 ESC. Failure to adequately address all issues of concern may result in Contract cancellation. Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by Contractor under the Contract shall immediately become the property of Region 4 ESC.

b) Termination for Cause. If, for any reason, Contractor fails to fulfill its obligation in a timely manner, or Contractor violates any of the covenants, agreements, or stipulations of this Contract Region 4 ESC reserves the right to terminate the Contract immediately and pursue all other applicable remedies afforded by law. Such termination shall be effective by delivery of notice, to the Contractor, specifying the effective date of termination. In such event, all documents, data, studies, surveys, drawings, maps, models and reports prepared by Contractor will become the property of the Region 4 ESC. If such event does occur, Contractor will be entitled to receive just and equitable compensation for the satisfactory work completed on such documents.

c) Delivery/Service Failures. Failure to deliver goods or services within the time specified, or within a reasonable time period as interpreted by the purchasing agent or failure to make replacements or corrections of rejected articles/services when so requested shall constitute grounds for the Contract to be terminated. In the event Region 4 ESC must purchase in an open market, Contractor agrees to reimburse Region 4 ESC, within a reasonable time period, for all expenses incurred.

d) Force Majeure. If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders of any kind of government of the United States or the State of Texas or any civil or military authority; insurrections; riots; epidemics; landslides; lighting; earthquake; fires; hurricanes; storms; floods; washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accidents to machinery, pipelines or canals, or other causes not reasonably within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the judgment of the party having the difficulty.

e) Standard Cancellation. Region 4 ESC may cancel this Contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order.

12) Licenses. Contractor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by Contractor. Contractor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the Contract. Region 4 ESC reserves the right to stop work and/or cancel the Contract if Contractor's license(s) expire, lapse, are suspended or terminated.

13) Survival Clause. All applicable software license agreements, warranties or service agreements that are entered into between Contractor and Region 4 ESC under the terms and conditions of the Contract shall survive the expiration or termination of the Contract. All Purchase Orders issued and accepted by Contractor shall survive expiration or termination of the Contract.

14) Delivery. Conforming product shall be shipped within 7 days of receipt of Purchase Order. If delivery is not or cannot be made within this time period, the Contractor must receive authorization for the delayed delivery. The order may be canceled if the estimated shipping time is not acceptable. All deliveries shall be freight prepaid, F.O.B. Destination and shall be included in all pricing offered unless otherwise clearly stated in writing.

15) Inspection & Acceptance. If defective or incorrect material is delivered, Region 4 ESC may make the determination to return the material to the Contractor at no cost to Region 4 ESC. The Contractor agrees to pay all shipping costs for the return shipment. Contractor shall be responsible for arranging the return of the defective or incorrect material.

16) Payments. Payment shall be made after satisfactory performance, in accordance with all provisions thereof, and upon receipt of a properly completed invoice.

17) Price Adjustments. Should it become necessary or proper during the term of this Contract to make any change in design or any alterations that will increase price, Region 4 ESC must be notified immediately. Price increases must be approved by Region 4 ESC and no payment for additional materials or services, beyond the amount stipulated in the Contract shall be paid without prior approval. All price increases must be supported by manufacturer documentation, or a formal cost justification letter. Contractor must honor previous prices for thirty (30) days after approval and written notification from Region 4 ESC. It is the Contractor's responsibility to keep all pricing up to date and on file with Region 4 ESC. All price changes must be provided to Region 4 ESC, using the same format as was provided and accepted in the Contractor's proposal.

    Price reductions may be offered at any time during Contract. Special, time-limited reductions are permissible under the following conditions: 1) reduction is available to all users equally; 2) reduction is for a specific period, normally not less than thirty (30) days; and 3) original price is not exceeded after the time-limit. Contractor shall offer Region 4 ESC any published price reduction during the Contract term.

18) Audit Rights. Contractor shall, at its sole expense, maintain appropriate due diligence of all purchases made by Region 4 ESC and any entity that utilizes this Contract. Region 4 ESC reserves the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. Region 4 ESC shall have the authority to conduct random audits of Contractor's pricing at Region 4 ESC's sole cost and expense. Notwithstanding the foregoing, in the event that Region 4 ESC is made aware of any pricing

being offered that is materially inconsistent with the pricing under this agreement, Region 4 ESC shall have the ability to conduct an extensive audit of Contractor's pricing at Contractor's sole cost and expense. Region 4 ESC may conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 4 ESC.

19) Discontinued Products. If a product or model is discontinued by the manufacturer, Contractor may substitute a new product or model if the replacement product meets or exceeds the specifications and performance of the discontinued model and if the discount is the same or greater than the discontinued model.

20) New Products/Services. New products and/or services that meet the scope of work may be added to the Contract. Pricing shall be equivalent to the percentage discount for other products. Contractor may replace or add product lines if the line is replacing or supplementing products, is equal or superior to the original products, is discounted similarly or greater than the original discount, and if the products meet the requirements of the Contract. No products and/or services may be added to avoid competitive procurement requirements. Region 4 ESC may require additions to be submitted with documentation from Members demonstrating an interest in, or a potential requirement for, the new product or service. Region 4 ESC may reject any additions without cause.

21) Options. Optional equipment for products under Contract may be added to the Contract at the time they become available under the following conditions: 1) the option is priced at a discount similar to other options; 2) the option is an enhancement to the unit that improves performance or reliability.

22) Warranty Conditions. All supplies, equipment and services shall include manufacturer's minimum standard warranty and one (1) year labor warranty unless otherwise agreed to in writing.

23) Site Cleanup. Contractor shall clean up and remove all debris and rubbish resulting from their work as required or directed. Upon completion of the work, the premises shall be left in good repair and an orderly, neat, clean, safe and unobstructed condition.

24) Site Preparation. Contractor shall not begin a project for which the site has not been prepared, unless Contractor does the preparation work at no cost, or until Region 4 ESC includes the cost of site preparation in a purchase order. Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.

25) Registered Sex Offender Restrictions. For work to be performed at schools, Contractor agrees no employee or employee of a subcontractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or are reasonably expected to be present. Contractor agrees a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at Region 4 ESC's discretion. Contractor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.

26) Safety measures. Contractor shall take all reasonable precautions for the safety of employees on the worksite and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Contractor shall post warning signs against all hazards created by

its operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.

27) Smoking. Persons working under the Contract shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.

28) Stored materials. Upon prior written agreement between the Contractor and Region 4 ESC, payment may be made for materials not incorporated in the work but delivered and suitably stored at the site or some other location, for installation at a later date. An inventory of the stored materials must be provided to Region 4 ESC prior to payment. Such materials must be stored and protected in a secure location and be insured for their full value by the Contractor against loss and damage. Contractor agrees to provide proof of coverage and additionally insured upon request. Additionally, if stored offsite, the materials must also be clearly identified as property of Region 4 ESC and be separated from other materials. Region 4 ESC must be allowed reasonable opportunity to inspect and take inventory of stored materials, on or offsite, as necessary. Until final acceptance by Region 4 ESC, it shall be the Contractor's responsibility to protect all materials and equipment. Contractor warrants and guarantees that title for all work, materials and equipment shall pass to Region 4 ESC upon final acceptance.

29) Funding Out Clause. A Contract for the acquisition, including lease, of real or personal property is a commitment of Region 4 ESC's current revenue only. Region 4 ESC retains the right to terminate the Contract at the expiration of each budget period during the term of the Contract and is conditioned on a best effort attempt by Region 4 ESC to obtain appropriate funds for payment of the contract.

30) Indemnity. Contractor shall protect, indemnify, and hold harmless both Region 4 ESC and its administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the Contractor, Contractor employees or subcontractors in the preparation of the solicitation and the later execution of the Contract. Any litigation involving either Region 4 ESC, its administrators and employees and agents will be in Harris County, Texas.

31) Marketing. Contractor agrees to allow Region 4 ESC to use their name and logo within website, marketing materials and advertisement. Any use of Region 4 ESC name and logo or any form of publicity, inclusive of press releases, regarding this Contract by Contractor must have prior approval from Region 4 ESC.

32) Certificates of Insurance. Certificates of insurance shall be delivered to the Region 4 ESC prior to commencement of work. The Contractor shall give Region 4 ESC a minimum of ten (10) days' notice prior to any modifications or cancellation of policies. The Contractor shall require all subcontractors performing any work to maintain coverage as specified.

33) Legal Obligations. It is Contractor's responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services and shall comply with all laws while fulfilling the Contract. Applicable laws and regulation must be followed even if not specifically identified herein.

OFFER AND CONTRACT SIGNATURE FORM

The undersigned hereby offers and, if awarded, agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing.

Company Name: West Enterprises Inc., DBA Uniglobe Travel Designers

Address: 480 S Third Street

City/State/Zip: Columbus, OH 43215

Telephone No.: (614) 237-4488

Email Address: elizabethb@uniglobetd.com

Printed Name: Elizabeth Blount McCormick

Title: President

Authorized signature: Elizabeth Blount McCormick

Accepted by Region 4 ESC:

Contract No. R220102

Initial Contract Term December 1, 2021 to November 30, 2024

Carmen J. Moreno
Region 4 ESC Authorized Board Member

12/15/2021
Date

Carmen Moreno
Print Name

Linda Tinnerman
Region 4 ESC Authorized Board Member

12/15/2021
Date

Linda Tinnerman
Print Name

Appendix B

TERMS & CONDITIONS ACCEPTANCE FORM

Signature on the Offer and Contract Signature form certifies complete acceptance of the terms and conditions in this solicitation and draft Contract except as noted below with proposed substitute language (additional pages may be attached, if necessary). The provisions of the RFP cannot be modified without the express written approval of Region 4 ESC. If a proposal is returned with modifications to the draft Contract provisions that are not expressly approved in writing by Region 4 ESC, the Contract provisions contained in the RFP shall prevail.

Check one of the following responses:

☒ Offeror takes no exceptions to the terms and conditions of the RFP and draft Contract.

(Note: If none are listed below, it is understood that no exceptions/deviations are taken.)

☐ Offeror takes the following exceptions to the RFP and draft Contract. All exceptions must be clearly explained, reference the corresponding term to which Offeror is taking exception and clearly state any proposed modified language, proposed additional terms to the RFP and draft Contract must be included:

(Note: Unacceptable exceptions may remove Offeror's proposal from consideration for award. Region 4 ESC shall be the sole judge on the acceptance of exceptions and modifications and the decision shall be final.

If an offer is made with modifications to the contract provisions that are not expressly approved in writing, the contract provisions contained in the RFP shall prevail.)

Section/Page	Term, Condition, or Specification	Exception/Proposed Modification	Accepted (For Region 4 ESC's use)

TAB 2: PRODUCTS & PRICING

i. Travel Management Services

i. Describe products, services and travel management services packages. Will a participating public agency be able to create a travel management services solutions package(s) based on their needs? Detail your response.

Yes, a participating agency will be able to create a travel management services solution based on their needs.

Uniglobe Travel Designers specializes in travel management and offers a holistic approach to optimizing our clients' travel programs. Every organization is different, and we take the time to understand our clients' individual needs and cultures.

Please note: In regards to any of our services, the approval process will be at your discretion. We work with your organization to ensure all booked travel is compliant with your travel policy and approval process.

We will assist with any of your organization's travel needs, including (but not limited to!) these core services which we describe in greater detail below:

- Airline Reservations
- Ground Transportation
- Hotel Accommodations
- Group & Conference Services
- Charters
- Customer Service & After-Hours Support
- VIP Services
- Reporting & Unused Tickets
- Duty of Care
- Online Booking Tool
- Quality Control
- Training & Implementation
- Visa & Passport Services

AIRLINE RESERVATIONS

Uniglobe Travel Designers has extensive experience providing airline reservations and services. If your organization's travel policy includes specific supplier preferences, Uniglobe Travel Designers will accommodate those preferences and work with you to develop those strategic partnerships. Uniglobe Travel Designers can also load any discounts and preferences into our online booking tool, Concur.

Uniglobe Travel Designers is a preferred agency with the 3 legacy carriers: Delta Airlines, United Airlines, and American Airlines. With this status, we are provided "waivers and favors" from the airlines. We are able to request services from the airlines that are not available to the general booking public like change fee waivers, name changes, advance purchase waivers, and seat assignments.

GROUND TRANSPORTATION

Uniglobe Travel Designers has a preferred relationship with Hertz Car Rental and Enterprise-National Car Rental. We have direct contact with local representatives to assist if issues arise and to assist with contract negotiations for corporate discounts and direct billing accounts.

HOTEL ACCOMMODATIONS

Uniglobe Travel Designers will book lodging at the lowest rate within your travel policy and has experience confirming GSA rates. We will also negotiate on your behalf at hotel properties in your most frequented cities. We will work on your behalf to establish discounts with your preferred or existing vendors. Uniglobe Travel Designers has the following program and partnerships:

- **RADIUS HOTEL CONSORTIUM & GLOBAL HOTEL PROGRAM**
  Uniglobe Travel Designers belongs to the Radius hotel consortium to ensure that we provide our clients with the most competitive rates available. Additionally, Uniglobe Travel International provides our clients with access to more than 39,000 hotels in 137 countries that are included in the Uniglobe Global Hotel Program. Each hotel offers the best room rates available as well as additional amenities and services including last room availability. Unlike promotional rates that have limited accessibility, these rates are available year-round and guaranteed to last room availability. Value for travelers is further enhanced through the extra, complimentary amenities offered by many properties, which can include breakfast, ground transportation or health club access. These rates are for the exclusive use of Uniglobe and their clients.

- **TOUR CONNECTION**
  Tour Connection provides the best online and printed resource possible for the entertainment travel community. For more than 28 years, Tour Connection has been the entertainment industry's primary tour guide. Through this affiliation, Uniglobe Travel Designers has access to the highest level of management at hotel properties and transportation companies throughout the world as well as exposure, experience, and expertise of the Tour Connection staff. This partnership allows Uniglobe Travel Designers access to preferred rates, upgrades, special amenities, as well as the negotiation of the best contractual conditions not offered to the general travel management community.

GROUP & CONFERENCE SERVICES

Uniglobe Travel Designers has extensive experience with large groups including university athletics and study abroad programs. Our travel professionals are well versed in NCAA rules/regulations and are well equip to handle last minute requests and changes.

Uniglobe Travel Designers utilizes our global network and our powerful booking influence to get the most varied and economical options based on our client's needs. Coming from a global organization that books 15 million room nights on an annual basis, we are able to utilize this buying power on the behalf of our clients. Beyond the reach of our global commercial and leisure bookings, our booking power provides an un-paralleled advantage in sourcing pricing for travel services from flights and hotel accommodations to bus rentals and meal sourcing.

Uniglobe Travel Designers defines a group as 10 or more passengers traveling on identical itineraries. Uniglobe Travel Designers' experience has included Bowl games and other post season sporting events, study abroad groups, and other educational events. These group trips have included securing scheduled and charter air, hotel accommodations, bus charters, limousine service, sport and entertainment tickets, excursions, site inspections, banquet and catering services for both domestic and international travel.

Services include:

- Trip planning services/consultation
- Air transportation (international and in-country)
- Visa/Passport services
- Advice on immunizations
- Lodging
- Museum/cultural event coordination and ticketing
- Meals
- Sightseeing/points of interest
- Securing of tour guide services
- Ground transportation
- Pre-payment services (for hotel and bus)

Uniglobe Travel Designers provides multiple options and offers guidance when securing itineraries. We only utilize vetted vendors and are happy to work with any of our client's preferred vendors, if applicable.

Meals/catering sourcing can be customized beyond convention type arrangements through the hotel or airline, which are often not the most cost-efficient options. We include outside sources such as local restaurants or favored food franchises.

Uniglobe Travel Designers has experience handling groups with hundreds of passengers going in one day to the same destination. We're experts at combining innovative technologies with personal attention to create an experience that will meet and exceed expectations. Our professional and courteous travel staff understands that each program is unique, and that every aspect of each event requires the highest level of responsiveness.

Group behaviors and needs change according to group size. Uniglobe Travel Designers is flexible to provide group travel services regardless of size.

Whether we are accommodating 10 travelers, or 100+ or larger, your organization can expect the lowest rates, latest technology, smartest innovations, and the simplest solutions. Our extensive relationships in the airline industry empowers Uniglobe Travel Designers to offer clients the most flexible contracts and travel itineraries available.

Our commitment to customer service and attention to detail means our team focuses on all aspects of travel. This includes assisting travelers with their visa and passport requests and offering beginning to end assistance to confirm that your travel documents are in place when your departure date arrives. We also work with your seat and meal preferences, tours, and catering. No detail is too small. We handle accommodations for all trips, from start to finish.

CHARTERS

Uniglobe Travel Designers has over 20 years of experience coordinating charter athletic team travel. Aircraft sizes range from small aircraft 6-8 passenger to aircraft that will accommodate up to 360 passengers. In addition to regular season athletic team travel, we have experience providing charters for post season sporting events such as bowl games, Final Four, and other championship venues. We presently have long standing relationships with many vetted charter companies and have the capability to fulfill all charter requests. All quotes are based on your specific needs and requirements.

Uniglobe Travel Designers secures 3 to 5 quotes for all charter team travel. For each quote we require the specific airline, type of aircraft, fuel base, certification, safety record, and their abilities to provide substitute aircraft in the event of an emergency. We only solicit quotes from major airlines, Delta, United etc., or vetted charter brokers/airlines. Uniglobe Travel Designers also works closely with the FBOs to insure the team travel goes smoothly. We provide the team travel coordinators/contacts with flight details including departure and arrival time and assign a dedicated flight-follower to help coordinate all aspects of each flight, from FBO arrangements to catering. All flights are monitored and provided with pro-active support 24-7, before, during and after each charter routing. Further, one of the owners is on-call for any changes or issues that arise. Owners and flight followers have after hours contact information for all contracted suppliers.

CUSTOMER SERVICE & AFTER-HOURS SUPPORT

Uniglobe Travel Designers' hours of operation are Monday through Friday 8:30am to 5:00pmEST. We have an after-hours emergency service that is available 24/7.

Our Contact Information:

- Website: www.uniglobetraveldesigners.com
- Phone: (614) 237-4488
- Fax: (614) 237-4516
- After Hours Email: afterhours@uniglobetd.com
- After Hours Number: (855) 365-9185

Uniglobe Travel Designers' 7/24 Rescue Line is equipped to provide assistance to our clients who are traveling outside of normal business hours and in emergency situations. This service offers 24 hours, 7-days a week service to assist with flight changes, cancellations, delays, and lost luggage service after hours and on weekends. Each itinerary booked through Uniglobe Travel Designers has the necessary information, phone numbers, and agency code for access to our emergency service anytime, anywhere. Our after- hours service is not outsourced. It is an extension of our office and all consultants are trained on our accounts and empowered to resolve matters on your behalf to complete satisfaction.

What sets Uniglobe Travel Designers apart is our understanding that in today's travel landscape, change is the only constant. You expect better fares, reporting, savings and outstanding customer service, all using the latest technology to save you time, money, and trouble. Our commitment to your organization is to provide you the very best service with the tools you need fast, easy and seamless – online or email, in person or over the phone. Take control or leave the details to us; we stand behind every reservation. We service our clients with the following customer commitments:

Uniglobe Servicing Standards - Our 10 Customer Commitments

Uniglobe Professionalism - Our People: Uniglobe people are certified travel professionals – every UNIGLOBE agent undergoes extensive customer service and quality assurance training.

Uniglobe Travel Management: Every Uniglobe agency can be relied upon to offer a complete range of Travel Management & Leisure Travel Services.

Uniglobe Communications Service: Uniglobe clients are important to us, your telephone calls will be answered within 2 rings, you will never be on hold longer than 30 seconds, and we will respond to every inquiry by e-mail, telephone, or fax within two hours.

Uniglobe Quality-Assured Reservations: Uniglobe reservations are subject to our multi-point Quality Assurance System for 100% error-free reservations.

Uniglobe Quality-Assured Documents: Uniglobe travel documents and our "no surprises" itinerary info whether electronic or paper, are 100% accurate and "worry free" – subject to our multi-point Quality Assurance Check.

Uniglobe Best Fare Assurance: Uniglobe is committed to researching all appropriate buying channels for "best" fares, including but not limited to GDS fares, web fares, private/contract fares, consolidator fares and UNIGLOBE network fares right up to the day of departure.

Uniglobe Travel Information Services: Uniglobe knows information is the key to controlling travel costs so we will work with you to analyze your needs and requirements in order to provide you with alternatives that will minimize cost and maximize your choice and value.

Uniglobe On-stream Servicing - New Clients: Within their first month with us, every new Uniglobe client will be offered our exclusive On-stream Servicing Program.

Uniglobe Ongoing Client Servicing: Every client's experience with us is important - so we closely monitor our performance for every client with our customized "Complete Customer Care" program.

Uniglobe Service Recovery - Complaints Resolution: We will resolve any complaint about our services and respond to any complaint about the service of a Uniglobe Preferred Supplier within 24 hours.

VIP SERVICES

Uniglobe Travel Designers assigns our most tenured team members to assist with any Executive and VIP travelers. We customize "how-to-book" guides and internal marketing pieces for this group of travelers as well. Uniglobe Travel Designers ensures that your top executives and most important travelers are comfortable and productive during all phases of their travel itinerary.

At Uniglobe Travel Designers, our level of service is unmatched. Our extensively trained VIP consultants are easily accessible through our state-of-the-art phone system. This system will route your VIP's call, based on their individual phone number, so that they are assured of reaching their dedicated travel staff immediately. We always conduct in person meetings with your team so that we have a heightened understanding of what your travel needs are.

REPORTING & UNUSED TICKETS

Uniglobe Travel Designers has the ability to generate over 500 standard reports, either in-house or through our web-based data management platform called Prime Analytics. This enables our clients to create a virtually unlimited number of customized reports daily, weekly, monthly, quarterly, and annually based on our client's specific needs. These reports are available in PDF, Word, or Excel formats. Reports can also be broken down by client, then by departments. A representative at your organization will also have the ability to generate these reports real-time, 24x7x365 in addition to having automated reporting scheduled. Some examples of the types of standard reports requested by our clients include:

- Executive Summary
- Fare Savings/Exceptions Report
- Unused Airline Ticket Report
- Crisis Management Reporting
- Airline, Lodging, and Rental Car Spend
- Advance Booking Air Report
- Credit Card Reconciliation
- Audit Reports for Non-Compliant Spend Report

Uniglobe Travel Designers utilizes our reporting tools and expertise to assist our clients in uncovering cost saving opportunities and suggesting best practices or travel policy updates. Please find samples of these reports in the Value Add section of this proposal.

In regards to Unused Tickets, Uniglobe Travel Designers will track all unused e-tickets, which can be utilized for future travel depending on the rules of the various airlines. They can be used for future travel subject to the penalties, rules and fees of the airlines. When a consultant goes to re-book a traveler on a future flight, a notification pops up in our GDS system informing them that there are unused credits available.

Unused tickets that were booked using the online booking tool, Concur, are available to the traveler are displayed in the pricing matrix. For the convenience of the user, the online booking tool highlights the qualifying carriers and fares to which the unused ticket can be applied. The traveler can then simply apply the unused ticket to their next qualifying trip.

DUTY OF CARE

Uniglobe Travel Designers (UTD) is able to track your travelers before, during, and after a trip. We can track every traveler at any given time and make these reports available to you, on demand.

Amadeus Mobile Messenger technology allows us and your organization's designated staff to contact travelers in an emergency situation via text, SMS, or email. It provides ongoing, real-time risk monitoring and proactive communications to travelers in the area of immediate risk. Organizations can also conduct searches to see who is or will be travelling to potential areas of risk. The administrator can then select all or some of the travelers identified through the search to contact.

With Crisis Management Reporting, a few clicks of the mouse provides instant access to traveler locations and planned destinations. This technology regularly queries our GDS queues to get the most up-to-date trip details and makes this information available to us and our customers within minutes of the trip being booked. Sample reports include: Air Activity, Itinerary Details, Weekly Traveler Activity, Passengers on a Plane.

In the event of an emergency, UTD tracks and notifies travelers with crisis management reporting and Amadeus Mobile Messenger. We then work with the appropriate travel arranger and travelers to find a solution to travel home safely. UTD management, owners, and after-hours team work proactively and diligently to ensure all travelers are accommodated safely.

An example of UTD exercising this protocol was in January 2017 when there was a shooting at Fort Lauderdale-Hollywood International Airport. UTD's first action was to pull reports of all travelers that were scheduled to fly to, from, or connect in that airport. We found that two student groups from a University client, of approximately 75 students, were scheduled to fly and were preparing to leave for the airport. We called

the group leaders to inform them to remain at their hotel, kept them updated on the situation, and confirmed alternative travel itineraries.

We chartered a bus for one team of 55 to travel from Fort Lauderdale back to Columbus, OH. We secured the second team on flights traveling the following day out of an alternative airport and arranged hotel accommodations for them that evening.

UTD was proactive and responsive to the situation. Our travelers' safety is our number one priority. All travelers were accommodated on safer alternate routes, based on availability and preference.

ONLINE BOOKING TOOL

Uniglobe Travel Designers also offers online booking tool options: Concur and Deem. Offering an online booking tool is great to appease the independent travelers that prefer to book online themselves while demanding travel policy compliance and ensuring all travelers are included in reporting and duty of care initiatives.

Our online booking tools create parameters based on your needs including pre-trip and exception approvals, standardized reports, and offers visibility throughout the booking cycle. Mobile versions streamline business travel and gives travelers the flexibility to manage itineraries on the go. We are able to enforce policies with a customizable pre-trip planning process that enables managers to approve, reject, and request changes for our clients.

Our online booking tools are customized and created based on your organization's travel policy. This demands policy compliance from its users. We can include your travel policy on the front page of the booking tool, in the company notes section.

QUALITY CONTROL

Uniglobe Travel Designers' consultants go the extra step to assure you receive the absolute lowest fare available at the time of booking to match your schedule. Each itinerary is double-checked before it is issued to verify the fare. In addition, automated systems compare the rate booked to all other fares available to your destination city. This three-step process allows us to guarantee the lowest applicable fare at the time of travel. In conjunction with your travel policy guidelines, we can add additional steps to assure you and your travelers that they have the best airfare for their schedule and your requirements.

Uniglobe Travel Designers implements our back-office quality control program called UCQM (Uniglobe Complete Quality Manager). This program does the following on every reservation that is booked whether it is through an online-booking tool or a consultant-initiated reservation:

- UCQM only confirms and tickets a reservation when all components of the reservation are confirmed. Whether that be frequent flyer numbers, frequent hotel guest ID's, frequent car guest ID's, corporate discount codes, direct billing numbers, and any approval process you would like to have. Once ticketed, the traveler and any other person at your company you designate will receive the confirmation email.

- **Complete Trip Start** – The check-in email will assist you by including a direct link to the airline's check-in page. This email is generated the MINUTE the traveler is eligible. It includes a link for mobile devices and will let the traveler know if the airline does NOT offer a mobile check-in site.

- **Complete flight tracking** – Clients receive pre-departure emails confirming the itinerary status before the traveler leaves. Travelers know they are being taken care of and they have an edge if something should go wrong. The travelers have the support of the corporate travel consultants and with this traveler messaging, the traveler is always aware of trip status with a pre-trip full itinerary recap, real-time status updates, and has accurate flight and airport information. This allows the traveler to concentrate on business rather than the journey.

- **Fare Tracker** - UCQM technology also has a built-in module to search for lower fares after a flight is booked – If a lower fare is available on a flight that was previously booked, our consultants will receive an email with the flight and fare details of the lower fare; if it makes sense to re-book the flight, our consultants will notify the customer that a lower fare was found and if the cost savings are significant, we will re-book the flights at the lower price.

- **Seat Tracker** - We also have a powerful and sophisticated seat module that not only allows for specific seat preference BUT also seat exclusions. If the customer NEVER wants to be moved to a bulkhead seat, a consultant can add that to the preference and our technology will NEVER move your traveler there. Some airlines have premium seating when booking specific classes of service – our technology knows this and will try to confirm the preferential seats. If a desired seat is not available, our technology will continue checking the flight until departure.

Additionally, Booking Builder is a web-based fare search application that is installed on every consultant workstation. Because it integrates with our Amadeus reservation system, it automatically performs a web-fare search every time an agent performs a search within Amadeus. The purpose of the tool is to provide insight into potentially lower fares available on airline websites and retail online booking websites like Orbitz or Expedia. So, if a lower fare is available online, our consultants will be notified and can pull the fare into Amadeus to ticket.

TRAINING & IMPLEMENTATION

Uniglobe Travel Designers will schedule on-site and/or virtual trainings with your organization to teach your travelers how to best utilize our services and utilize the online booking tool. In our experience, having training sessions is crucial for a successful travel program launch. Uniglobe Travel Designers will typically schedule a series of presentations and "office hours" to accommodate your team's varying schedules.

Uniglobe Travel Designers will perform webinars and provide your team with guides, pre-recorded training videos, and cheat sheets. We will work with you on the best way to communicate internally with your team and assist in creating any resources needed to introduce and maintain your travel program.

VISA & PASSPORT SERVICES

Uniglobe Travel Designers works with our preferred contract provider, Washington Passport and Visa Services, to process all visas, passports, and any other related documents. Our consultants can assist your travelers in finding the appropriate paperwork or overnighting any applications, but our third-party provider processes all applications through the appropriate embassy or consulate. Travelers will have to notate and likely pay additional fees for expediting applications for urgent requests. Urgent requests can be turned around in as little as 24 hours, depending on the specific countries' requirements.

Australia is an exception in which Uniglobe Travel Designers can process electronic visas through our GDS system at no additional cost.

ii. Describe your system and process for pre-travel authorization of planned travel for Authorized Travelers and your ability to ensure agency travel policy is met.

Uniglobe Travel Designers' consultants are trained on every client's travel policy, approval process, and preferences. Our consultants go the extra step to assure you receive the absolute lowest logical fare available at the time of booking. Each itinerary is double-checked before it is issued to verify the fare and cross referenced with your travel policy. Our team does not confirm any travel outside of policy unless it is approved by the client.

For online booking tool reservations, we customize the online booking tool to each client's travel policy so bookings cannot be confirmed unless they are compliant.

The travel policy and approval process will be at the client's discretion.

Uniglobe Travel Designers offers an Exceptions Report so if any travel is booked outside of policy, the reason why is documented. These reports can then be analyzed to help develop best practices.

iii. Offeror will describe the procedures by which they will provide airline ticket reservation services, ground transportation and all car rental reservation services for Authorized Travelers upon request. If Offeror proposes to enter into discount agreements with specific airlines and/or other travel service providers, the discounts and the processes that will be utilized to enter into such agreements must be described in detail.

Uniglobe Travel Designers has extensive experience booking air, car rental, and ground transportation reservations. If your travel policy includes specific supplier preferences, Uniglobe Travel Designers will accommodate those preferences and work with you to develop those strategic partnerships. Uniglobe Travel Designers can also load any discounts and preferences into our system and online booking tool.

Uniglobe Travel Designers is a preferred agency with the 3 legacy carriers: Delta Airlines, United Airlines, and American Airlines. With this status, we are provided "waivers and favors" from the airlines. We are able to request services from the airlines that are not available to the general booking public like change fee waivers, name changes, advance purchase waivers, and seat assignments.

Uniglobe Travel Designers has years of experience negotiating contracts on behalf of our clients. Typically, Uniglobe Travel Designers needs a year of travel data to begin negotiating on your behalf. With this data we provide assistance with negotiating and administering discount price agreements with airlines, rental car agencies, and/or hotels, including reporting capabilities of market shares by industry.

Uniglobe Travel Designers has long standing partnerships with vetted motor coach companies. We work with you to determine the number of travelers, pick up/ drop off locations, catering requirements, and any other specifications required. Uniglobe Travel Designers works with our partners to secure 3-5 quotes, all based on your specific needs and requirements, per trip.

In regards to individual rental car reservations, Uniglobe Travel Designers has a preferred relationship with Hertz Car Rental and Enterprise/National Car Rental. We have direct contact with local representatives to assist if issues arise and to assist with contract negotiations for corporate discounts and direct billing accounts.

Once an organization is set up in Uniglobe Travel Designers' system(s), travelers can book travel in the following ways:

Group Travel Reservation Process:

1. Travel arranger calls, e-mails, or faxes with date/times/cities/tours for travel.
2. Consultant builds or works with a partner vendor to build itinerary and quotes.
3. Consultant provides pricing for customized options and proposed payment schedule.
4. Consultant receives necessary information (name, date of birth, phone number) from the travel arranger.
5. Once the name list and payment is received the consultant will issue the tickets and send the travel arranger an invoice/itinerary.

Individual Travel Reservation Process:

1. Traveler calls in with date/times/cities for travel.
2. Consultant provides available flight/hotel/car rental options and pricing.
3. Consultant confirms name, date of birth, phone number, form of payment, etc.
4. Consultant asks for any approval codes that may be needed for reservation.
5. Recap of entire reservation is made with the traveler before ending the call.
6. After call has ended, the consultant does the finishing entries needed and emails the reservation to the traveler for review and final approval to ticket.
7. Once approval is received via email from the traveler, the reservation is placed through UCQM for final quality control. Once QC is passed, the airline ticket is issued and a final confirmation email is sent to all email addresses in the profile.

Online reservations:

1. Traveler logs in to the on-line booking tool.
2. Traveler chooses flights, hotel, and car booking.
3. Once all the pertinent information is completed online, the reservation will end and send it to UCQM.
4. UCQM processes the reservation for all of the approvals put in place by the client. If all of the proper fields are completed and approvals in place, the ticket will issue and an email will be sent to all of the email addresses present in the reservation.
5. If approvals are needed, then an email will be sent to the proper approvers for approval. Once those approvals are in place, the ticket will issue and an email will be sent to all of the email addresses present in the reservation.

iv. Offeror will provide lowest hotel rate options and will describe the procedures by which they will provide rates for hotel reservation services. Describe the process for lodging accommodations for Authorized Travelers.

Uniglobe Travel Designers has extensive experience securing hotel accommodations for travelers. If your travel policy includes specific supplier preferences, Uniglobe Travel Designers will accommodate those preferences and work with you to develop those strategic partnerships. Uniglobe Travel Designers can also load any discounts and preferences into our system and online booking tool.

Uniglobe Travel Designers will book lodging at the lowest rate within our client's travel policy and has experience confirming GSA rates. We will also negotiate on your behalf at hotel properties in your most frequented cities. We will work on your behalf to establish discounts with your preferred or existing vendors. Uniglobe Travel Designers has the following program and partnerships:

- **RADIUS HOTEL CONSORTIUM & GLOBAL HOTEL PROGRAM**
  Uniglobe Travel Designers belongs to the Radius hotel consortium to ensure that we provide our clients with the most competitive rates available. Additionally, Uniglobe Travel International provides our clients with access to more than 39,000 hotels in 137 countries that are included in the Uniglobe Global Hotel Program. Each hotel offers the best room rates available as well as additional amenities and services including last room availability. Unlike promotional rates that have limited accessibility, these

rates are available year-round and guaranteed to last room availability. Value for travelers is further enhanced through the extra, complimentary amenities offered by many properties, which can include breakfast, ground transportation or health club access. These rates are for the exclusive use of Uniglobe and their clients.

- **TOUR CONNECTION**
  Tour Connection provides the best online and printed resource possible for the entertainment travel community. For more than 28 years, Tour Connection has been the entertainment industry's primary tour guide. Through this affiliation, UTD has access to the highest level of management at hotel properties and transportation companies throughout the world as well as exposure, experience, and expertise of the Tour Connection staff. This partnership allows UTD access to preferred rates, upgrades, special amenities, as well as the negotiation of the best contractual conditions not offered to the general travel management community.

Once an organization is set up in Uniglobe Travel Designers' system(s), travelers can book travel in the following ways:

Group Travel Reservation Process:

1. Travel arranger calls, e-mails, or faxes with date/times/cities/tours for travel.
2. Consultant builds or works with a partner vendor to build itinerary and quotes.
3. Consultant provides pricing for customized options and proposed payment schedule.
4. Consultant receives necessary information (name, date of birth, phone number) from the travel arranger.
5. Once the name list and payment is received the consultant will issue the tickets and send the travel arranger an invoice/itinerary.

Individual Travel Reservation Process:

1. Traveler calls in with date/times/cities for travel.
2. Consultant provides available flight/hotel/car rental options and pricing.
3. Consultant confirms name, date of birth, phone number, form of payment, etc.
4. Consultant asks for any approval codes that may be needed for reservation.
5. Recap of entire reservation is made with the traveler before ending the call.
6. After call has ended, the consultant does the finishing entries needed and emails the reservation to the traveler for review and final approval to ticket.
7. Once approval is received via email from the traveler, the reservation is placed through UCQM for final quality control. Once QC is passed, the airline ticket is issued and a final confirmation email is sent to all email addresses in the profile.

Online reservations:

1. Traveler logs in to the on-line booking tool.
2. Traveler chooses flights, hotel, and car booking.
3. Once all the pertinent information is completed online, the reservation will end and send it to UCQM.
4. UCQM processes the reservation for all of the approvals put in place by the client. If all of the proper fields are completed and approvals in place, the ticket

will issue and an email will be sent to all of the email addresses present in the reservation.

5. If approvals are needed, then an email will be sent to the proper approvers for approval. Once those approvals are in place, the ticket will issue and an email will be sent to all of the email addresses present in the reservation.

v. Offeror must provide agency designated employee(s) and Authorized Travelers with complete trip itinerary immediately following completion of reservation, to include at a minimum:

- **Carrier(s) information**
- **Flight number**
- **Departure and arrival date(s)/time(s)**
- **Ground transportation at destination**
- **Hotel information, including name, telephone number and location**
- **Vehicle rental information, including name, pickup location, telephone number, and driving directions, if necessary; and**
- **Offeror's nationwide toll-free phone number, along with the nationwide toll-free phone number of accommodations provided in the itinerary.**
- **Offeror will provide delivery of itineraries by one of the following:**
- **Email, facsimile, USPS, Courier; or Overnight or 2-day at applicable agency cost, unless the need for overnight/2-day delivery is the result of an untimely delivery caused by the Contractor when the booking was timely made by the Authorized Traveler. In this case, the Contractor shall pay the delivery fee. Describe the process for providing travel and lodging itineraries to agency designated employee(s) and Authorized Travelers and include any additional information to be presented on itineraries.**

Yes, Uniglobe Travel Designers provides an invoice with every reservation complete with all itinerary details and contact information. Please see a sample invoice on the proceeding page.

Uniglobe.
Travel Designers

Uniglobe Travel Designers
480 South Third Street
Columbus OH 43215 Phone:
614 237-4488
Fax: 614 237-4516

lennys@uniglobetd.com

Passenger(s):	**SAMPLE NAME** **Ref: HEM/ONC/BMT**	**Booking Ref.:**	2BBPRQ
Invoice No.:	331139	**Agent:**	Lenny Sandine
Date:	Tuesday, December 24, 2013	**Customer:**	6143553407
Billing:	COMPANY NAME DEPARTMENT 123 SAMPLE DRIVE COLUMBUS OH 43215	**Deliver:**	COMPANY NAME 123 SAMPLE DRIVE COLUMBUS OH 43215

• If you would like to view your reservation online: **Click Here**

Allows travelers to check trip online – linked to CheckMyTrip.com

AIR - Thursday April 10 2014

American Airlines Flight AA3703 Economy Class
Operated By American Eagle Airlines
Check In With AMERICAN EAGLE AIRLINES

Check In Confirmation:
ZZRBIY

Depart:	7:55 AM, Thursday, April 10 Port Columbus Intl Airport Columbus, Ohio, USA	**Arrive:**	8:15 AM, Thursday, April 10 O'Hare Intl. Airport-Terminal 3 Chicago, Illinois, USA
Status:	Confirmed	**Booking Code:**	S
Equipment:	Canadair Regional Jet 700	**Stops:**	Non-stop
Duration:	1 hours 20 minutes	**Seat:**	16C (Non smoking, Aisle) Confirmed
Meal:	Food For Purchase		

Check weather and flight status

• Weather • Flight Status *(*up to 3 days prior)* • Dining Reservations

AIR - Thursday April 10 2014

American Airlines Flight AA1346 Economy Class

Check In Confirmation:
ZZRBIY *(*24 Hours Prior)*

Depart:	9:10 AM, Thursday, April 10 O'Hare Intl. Airport-Terminal 3 Chicago, Illinois, USA	**Arrive:**	1:10 PM, Thursday, April 10 Miami Intl. Airport Miami, Florida, USA
Status:	Confirmed	**Booking Code:**	S
Equipment:	Boeing 737-800	**Stops:**	Non-stop
Duration:	3 hours 0 minutes	**Seat:**	23D (Non smoking, Aisle) Confirmed
Meal:	Food For Purchase		

• Weather • Flight Status *(*up to 3 days prior)* • Dining Reservations

AIR - Sunday April 13 2014

American Airlines Flight AA3462 Economy Class
Operated By American Eagle Airlines
Check In With AMERICAN EAGLE AIRLINES

Check In Confirmation:
ZZRBIY

Depart:	8:05 PM, Sunday, April 13 Miami Intl. Airport	**Arrive:**	10:55 PM, Sunday, April 13 Port Columbus Intl Airport

	Miami, Florida, USA		Columbus, Ohio, USA
Status:	Confirmed	**Booking Code:**	G
Equipment:	Embraer RJ145	**Stops:**	Non-stop
Duration:	2 hours 50 minutes	**Seat:**	13A (Non smoking, Aisle) Confirmed
Meal:	Food For Purchase		

• **Weather** • **Flight Status** *(*up to 3 days prior)*

MISCELLANEOUS - Wednesday, July 30

Details

Departs: Columbus
Details: LS

Invoice Details

Transaction / Document	Base	Tax	Total
American Airlines / 001 7353599962	377.68	61.02	438.70
	Form of Payment: VI XXXXXXXXXXXXXX1978		
Nonrefundable Service Fee / 890 0607559424	25.00		25.00
	Form of Payment: VI XXXXXXXXXXXXXX1978		
Totals:			USD 463.70

Total Charged to Credit Card: USD 463.70
Balance Due: USD 0.00

Fare Rules

• Ticket is not refundable and not transferable. Non refundable means absolutely no refund for any reason a penalty applies for change or cancellation if not traveling-You must call the airline or UNIGLOBE Prior To Travel- Or you will lose the value of the ticket. Notice: due to possible schedule changes- Pls reconfirm flight reservations directly with airlines at least 24hrs prior for domestic and 72hrs prior for international flights.

Baggage Fees & Allowances

Baggage allowance, specific size and weight restrictions vary between airlines. Please visit the link below to view the allowances and possible fees for your trip.

- **Baggage Fees/Allowances**

Important Information

• LI cost center: 82600-145300 department: hem/onc/bmt

• The above has been issued as an electronic ticket your e-Ticket confirmation nbr is: zzrbiy

• Due to heightened security, please check in at least 2 hours prior to flight time for domestic flights and 3 hours prior for international flights

• --FOR EMERGENCY TRAVEL ASSISTANCE- Please call: --1-800-787-1030 - Your sos code is: e9053

• For info.About airport security-Go to: **www.tsa.gov**

• Photo ID required for those over 16 year old please provide a home phone number and a phone number where you can be reached while you are away in case of airline cancellation or rescheduling

• --notice-A checked baggage fee may apply. Please check with airlines for more details.

Invoice No: 331139

Sent To:
admin@yourcompany.com
admin2@yourcompany.com

access more

Fare Rules
Baggage Fees
Important Information (cost center)

vi. Offeror will describe their process and ability to assist agencies in developing virtual, hybrid or face-to-face meetings to include the creation of agenda/itinerary and booking of venues for events, trade shows, meetings, conferences, and conventions. Offeror will provide agencies with a listing of available venues and amenities provided through each.

Yes, Uniglobe Travel Designers can assist with arranging travel and other needed details for events, trade shows, meetings, conferences, and conventions.

Uniglobe Travel Designers has extensive experience with large groups including university athletics and study abroad programs. Our travel professionals are well versed in NCAA rules/regulations and are well equip to handle last minute requests and changes.

Uniglobe Travel Designers utilizes our global network and our powerful booking influence to get the most varied and economical options based on our client's needs. Coming from a global organization that books 15 million room nights on an annual basis, we are able to utilize this buying power on the behalf of our clients. Beyond the reach of our global commercial and leisure bookings, our booking power provides an un-paralleled advantage in sourcing pricing for travel services from flights and hotel accommodations to bus rentals and meal sourcing.

Uniglobe Travel Designers defines a group as 10 or more passengers traveling on identical itineraries. Uniglobe Travel Designers' experience has included Bowl games and other post season sporting events, study abroad groups, and other educational events. These group trips have included securing scheduled and charter air, hotel accommodations, bus charters, limousine service, sport and entertainment tickets, excursions, site inspections, banquet and catering services for both domestic and international travel.

Services include:

- Trip planning services/consultation
- Air transportation (international and in-country)
- Visa/Passport services
- Advice on immunizations
- Lodging
- Museum/cultural event coordination and ticketing
- Meals
- Sightseeing/points of interest
- Securing of tour guide services
- Ground transportation
- Pre-payment services (for hotel and bus)

Uniglobe Travel Designers provides multiple options and offers guidance when securing itineraries. We only utilize vetted vendors and are happy to work with any of our client's preferred vendors, if applicable.

Meals/catering sourcing can be customized beyond convention type arrangements through the hotel or airline, which are often not the most cost-efficient options. We include outside sources such as local restaurants or favored food franchises.

Uniglobe Travel Designers has experience handling groups with hundreds of passengers going in one day to the same destination. We're experts at combining innovative technologies with personal attention to create an experience that will meet and exceed expectations. Our professional and courteous travel staff understands that each program is unique, and that every aspect of each event requires the highest level of responsiveness.

Group behaviors and needs change according to group size. Uniglobe Travel Designers is flexible to provide group travel services regardless of size.

Whether we are accommodating 10 travelers, or 100+ or larger, your organization can expect the lowest rates, latest technology, smartest innovations, and the simplest solutions. Our extensive relationships in the airline industry empowers Uniglobe Travel Designers to offer clients the most flexible contracts and travel itineraries available.

Our commitment to customer service and attention to detail means our team focuses on all aspects of travel. This includes assisting travelers with their visa and passport requests and offering beginning to end assistance to confirm that your travel documents are in place when your departure date arrives. We also work with your seat and meal preferences, tours, and catering. No detail is too small. We handle accommodations for all trips, from start to finish.

vii. Offeror will describe their duty of care/risk management process, pricing, and services to include, but not limited to:

- **Health, safety, and security information for authorized travelers**
- **Flight insurance and other insurance coverage(s)**

Throughout the Covid-19 pandemic, Uniglobe Travel Designers has been in constant contact with our travel partners about the policies and procedures that have been changing on a daily basis. We advise our clients accordingly with pandemic-related concerns and any other health, safety, and security information relevant to their itineraries.

Uniglobe Travel Designers (UTD) is able to track your travelers before, during, and after a trip. We can track every traveler at any given time and make these reports available to you, on demand.

Amadeus Mobile Messenger technology allows us and your organization's designated staff to contact travelers in an emergency situation via text, SMS, or email. It provides ongoing, real-time risk monitoring and proactive communications to travelers in the area of immediate risk. Organizations can also conduct searches to see who is or will be travelling to potential areas of risk. The administrator can then select all or some of the travelers identified through the search to contact.

With Crisis Management Reporting, a few clicks of the mouse provides instant access to traveler locations and planned destinations. This technology regularly queries our GDS queues to get the most up-to-date trip details and makes this information

available to us and our customers within minutes of the trip being booked. Sample reports include: Air Activity, Itinerary Details, Weekly Traveler Activity, Passengers on a Plane.

In the event of an emergency, UTD tracks and notifies travelers with crisis management reporting and Amadeus Mobile Messenger. We then work with the appropriate travel arranger and travelers to find a solution to travel home safely. UTD management, owners, and after-hours team work proactively and diligently to ensure all travelers are accommodated safely.

An example of UTD exercising this protocol was in January 2017 when there was a shooting at Fort Lauderdale-Hollywood International Airport. UTD's first action was to pull reports of all travelers that were scheduled to fly to, from, or connect in that airport. We found that two student groups from a university client, of approximately 75 students, were scheduled to fly and were preparing to leave for the airport. We called the group leaders to inform them to remain at their hotel, kept them updated on the situation, and confirmed alternative travel itineraries.

We chartered a bus for one team of 55 to travel from Fort Lauderdale back to Columbus, OH. We secured the second team on flights traveling the following day out of an alternative airport and arranged hotel accommodations for them that evening.

UTD was proactive and responsive to the situation. Our travelers' safety is our number one priority. All travelers were accommodated on safer alternate routes, based on availability and preference.

Additionally, Uniglobe Travel Designers provides $200,000 in automatic flight insurance for all University travelers. This insurance is provided at no additional cost and covers for accidental loss of life, limbs or sight during a flight for which your travelers' ticket was issued either through our consultants or via online booking tool.

ii. Travel Expense Management Services

i. Describe products, services and travel expense management services packages. Will a participating agency be able to create a travel expense management services solutions package(s) based on their needs? Detail your response.

Uniglobe Travel Designers does not offer travel expense management services. However, we work with our clients to find data syncing solutions between our data and their expense tool of choice. This is on a case-by-case basis as different online booking tools and expense systems have different syncing capabilities.

ii. Offeror will describe their process and system for expense management services and functionality with agencies' existing accounting system.

Uniglobe Travel Designers does not offer travel expense management services. However, we work with our clients to find data syncing solutions between our data and their expense tool of choice. This is on a case-by-case basis as different online booking tools and expense systems have different syncing capabilities.

iii. Describe procedures and/or systems in place to manage travel, transportation and lodging upgrades and additional cost avoidance.

Uniglobe Travel Designers does not offer travel expense management services.
In regards to UTD's services offered, Uniglobe Travel Designers creates and maintains personal travel profiles including personal preferences, key information, and frequent flyer numbers. When a reservation is booked, applicable information is sent to the airlines/travel partners. This information is then at our travel partners' discretion to apply for any upgrades or value-added services.

iv. Describe procedures and/or systems in place for travel expense reimbursement approvals and payments.

Uniglobe Travel Designers does not offer travel expense management services.
Reimbursement approvals and payments are not part of UTD's proposed offerings.

v. Offeror will describe their claim compliance validation process and their ability to support GSA per diem rates.

Uniglobe Travel Designers does not offer travel expense management services.

In regards to Uniglobe Travel Designers' offerings, we have experience confirming GSA rates for our clients.

In regards to compliance, Uniglobe Travel Designers' consultants are trained on every client's travel policy, approval process, and preferences. Our consultants go the extra step to assure you receive the absolute lowest logical fare available at the time of booking. Each itinerary is double-checked before it is issued to verify the fare and cross referenced with your travel policy. Our team does not confirm any travel outside of policy unless it is approved by the client.

For online booking tool reservations, we customize the online booking tool to each client's travel policy so bookings cannot be confirmed unless they are compliant.

The travel policy and approval process will be at the client's discretion.

Uniglobe Travel Designers offers an Exceptions Report so if any travel is booked outside of policy, the reason why is documented. These reports can then be analyzed to help develop best practices.

iii. Related Services

Offeror shall include experience, capabilities, and overall services to include, but not limited to, the following:

- **Air Charters**
- **VIP or other special services such as Group Travel**
- **Companion reservation and ticketing**
- **Layover day-room bookings**
- **Group and Meeting Planning**
- **Non-Employee and Recruit Travel**
- **Passport and Visa**
- **Global Capabilities**
- **Leisure travel discounts for agency employees**
- **Describe the qualifications and applicability for unused tickets for refund/void/future exchange.**
- **Include other services and products not mentioned and additional saving opportunities.**

Yes, Uniglobe Travel Designers assists with the services above.

CHARTERS

Uniglobe Travel Designers has over 20 years of experience coordinating charter athletic team travel. Aircraft sizes range from small aircraft 6-8 passenger to aircraft that will accommodate up to 360 passengers. In addition to regular season athletic team travel, we have experience providing charters for post season sporting events such as bowl games, Final Four, and other championship venues. We presently have long standing relationships with many vetted charter companies and have the capability to fulfill all charter requests. All quotes are based on your specific needs and requirements.

Uniglobe Travel Designers secures 3 to 5 quotes for all charter team travel. For each quote we require the specific airline, type of aircraft, fuel base, certification, safety record, and their abilities to provide substitute aircraft in the event of an emergency. We only solicit quotes from major airlines, Delta, United etc., or vetted charter brokers/airlines. Uniglobe Travel Designers also works closely with the FBOs to insure the team travel goes smoothly. We provide the team travel coordinators/contacts with flight details including departure and arrival time and assign a dedicated flight-follower to help coordinate all aspects of each flight, from FBO arrangements to catering. All flights are monitored and provided with pro-active support 24-7, before, during and after each charter routing. Further, one of the owners is on-call for any changes or issues that arise. Owners and flight followers have after hours contact information for all contracted suppliers.

VIP SERVICES

Uniglobe Travel Designers assigns our most tenured team members to assist with any Executive and VIP travelers. We customize "how-to-book" guides and internal

marketing pieces for this group of travelers as well. Uniglobe Travel Designers ensures that your top executives and most important travelers are comfortable and productive during all phases of their travel itinerary.

At Uniglobe Travel Designers, our level of service is unmatched. Our extensively trained VIP consultants are easily accessible through our state-of-the-art phone system. This system will route your VIP's call, based on their individual phone number, so that they are assured of reaching their dedicated travel staff immediately. We always conduct in person meetings with your team so that we have a heightened understanding of what your travel needs are.

COMPANION RESERVATION & TICKETING

Uniglobe Travel Designers works within your organization's travel policy and approval process. Should a client allow companions to travel with an employee, Uniglobe Travel Designers can assist in arranging their travel. Please note, the travel policy and approval process will be at the client's discretion.

LAYOVER DAY-ROOM BOOKINGS

Yes, Uniglobe Travel Designers can assist travelers in confirming layover day-room bookings.

GROUP & CONFERENCE SERVICES

Uniglobe Travel Designers has extensive experience with large groups including university athletics and study abroad programs. Our travel professionals are well versed in NCAA rules/regulations and are well equip to handle last minute requests and changes.

Uniglobe Travel Designers utilizes our global network and our powerful booking influence to get the most varied and economical options based on our client's needs. Coming from a global organization that books 15 million room nights on an annual basis, we are able to utilize this buying power on the behalf of our clients. Beyond the reach of our global commercial and leisure bookings, our booking power provides an un-paralleled advantage in sourcing pricing for travel services from flights and hotel accommodations to bus rentals and meal sourcing.

Uniglobe Travel Designers defines a group as 10 or more passengers traveling on identical itineraries. Uniglobe Travel Designers' experience has included Bowl games and other post season sporting events, study abroad groups, and other educational events. These group trips have included securing scheduled and charter air, hotel accommodations, bus charters, limousine service, sport and entertainment tickets, excursions, site inspections, banquet and catering services for both domestic and international travel.

Services include:

- Trip planning services/consultation

- Air transportation (international and in-country)
- Visa/Passport services
- Advice on immunizations
- Lodging
- Museum/cultural event coordination and ticketing
- Meals
- Sightseeing/points of interest
- Securing of tour guide services
- Ground transportation
- Pre-payment services (for hotel and bus)

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Our commitment to customer service and attention to detail means our team focuses on all aspects of travel. This includes assisting travelers with their visa and passport requests and offering beginning to end assistance to confirm that your travel documents are in place when your departure date arrives. We also work with your seat and meal preferences, tours, and catering. No detail is too small. We handle accommodations for all trips, from start to finish.

NON-EMPLOYEE AND RECRUIT TRAVEL

Uniglobe Travel Designers works within your organization's travel policy and approval process. We have extensive experience assisting non-employees and coordinating recruitment travel. Please note, the travel policy and approval process will be at the client's discretion.

VISA & PASSPORT SERVICES

Uniglobe Travel Designers works with our preferred contract provider, Washington Passport and Visa Services, to process all visas, passports, and any other related documents. Our consultants can assist your travelers in finding the appropriate paperwork or overnighting any applications, but our third-party provider processes all applications through the appropriate embassy or consulate. Travelers will have to notate and likely pay additional fees for expediting applications for urgent requests. Urgent requests can be turned around in as little as 24 hours, depending on the specific countries' requirements.

Australia is an exception in which Uniglobe Travel Designers can process electronic visas through our GDS system at no additional cost.

GLOBAL CAPABILITIES

All of Uniglobe Travel Designers' services apply to both domestic and international travel. We do not have a separate international department; all consultants are trained to assist with international reservations.

Additionally, Uniglobe Travel Designers is supported by a global network of agencies and coverage. Being part of Uniglobe Travel International allows us the ability to provide travelers with access to a global network and cutting-edge technology. Uniglobe Travel International has locations in 60 countries (servicing approximately 90 countries), across 6 continents, with $5B in systemwide sales. Should any issue arise with any travelers out-of-country, we can reach out to another agency in our network to assist.

LEISURE TRAVEL

Uniglobe Travel Designers has a Leisure Department to assist with personal vacation travel. This operates separately from our Corporate Departments and form of payments / expenses are kept entirely separate.

In the case of adding personal travel to a pre-existing work trip, the ability to do so and process is at our clients' discretion. Uniglobe Travel Designers strictly follows your travel policy and approval process. Some organizations permit this and enable this ability in their online booking tool to contribute to overall travel volume we can leverage for additional vendor discounts.

UNUSED TICKETS

If a traveler needs to change or cancel a reservation, they must let Uniglobe Travel Designers know immediately. Voids, cancellations, refunds, and exchanges are subject to the vendor rules and are processed according to the vendor rules and regulations. When Uniglobe Travel Designers changes or voids a ticket, it is done within 2 hours of receiving the request, as outlined in our Service Level Agreements.

In the instances in which an airline cancels/changes a flight, UTD and our travelers receive automated cancellation and delay notifications. We then assist your travelers with alternate accommodations.

Uniglobe Travel Designers will track all unused e-tickets, which can be utilized for future travel depending on the rules of the various airlines. They can be used for future travel subject to the penalties, rules and fees of the airlines. When a consultant goes to re-book a traveler on a future flight, a notification pops up in our GDS system informing them that there are unused credits available.

Unused tickets that were booked using the online booking tool and are available to the traveler are displayed in the pricing matrix. For the convenience of the user, the online booking tool highlights the qualifying carriers and fares to which the unused ticket can be applied. With a single click of the mouse, the traveler can simply apply the unused ticket to their next qualifying trip.

Uniglobe Travel Designers offers an Unused Airline Ticket Report. This report lists the unused non-refundable tickets that are available for your travelers. Data included in this report are: Passenger Name, Ticket Number, Airline, Amount, Reissue Date, and Travel Deadline.

The approval policy for changing or cancelling reservations will be at the organization's discretion.

VENDOR NEGOTIATIONS

Uniglobe Travel Designers has years of experience negotiating contracts on behalf of our clients. Typically, Uniglobe Travel Designers needs a year of travel data to begin negotiating on your behalf. With this data we provide assistance with negotiating and administering discount price agreements with airlines, rental car agencies, and/or hotels, including reporting capabilities of market shares by industry.

ADDITIONAL SAVINGS OPPORTUNITIES

Uniglobe Travel Designers has the ability to generate over a 500 standard reports, either in-house or through our web-based data management platform called Prime Analytics. This enables our clients to create a virtually unlimited number of customized reports daily, weekly, monthly, quarterly, and annually based on our client's specific needs. These reports are available in PDF, Word, or Excel formats. Reports can also be broken down by client, then by departments. A representative at your organization will also have the ability to generate these reports real-time, 24x7x365 in addition to having automated reporting scheduled. Some examples of the types of standard reports requested by our clients include:

- Executive Summary
- Fare Savings/Exceptions Report
- Unused Airline Ticket Report
- Crisis Management Reporting
- Airline, Lodging, and Rental Car Spend

- Advance Booking Air Report
- Credit Card Reconciliation
- Audit Reports for Non-Compliant Spend Report

Uniglobe Travel Designers utilizes our reporting tools and expertise to assist our clients in uncovering cost saving opportunities and suggesting best practices or travel policy updates.

Additionally, Uniglobe Travel Designers has the following partnerships that we leverage on behalf of our clients to provide additional savings:

- Uniglobe Travel Designers is a preferred agency with the 3 legacy carriers: Delta Airlines, United Airlines, and American Airlines. With this status, we are provided "waivers and favors" from the airlines. We are able to request services from the airlines that are not available to the general booking public like change fee waivers, name changes, advance purchase waivers, and seat assignments.

- Uniglobe Travel Designers has a preferred relationship with Hertz Car Rental and Enterprise-National Car Rental. We have direct contact with local representatives to assist if issues arise and to assist with contract negotiations for corporate discounts and direct billing accounts.

- Uniglobe Travel Designers belongs to the Radius hotel consortium to ensure that we provide our clients with the most competitive rates available. Additionally, Uniglobe Travel International provides our clients with access to more than 39,000 hotels in 137 countries that are included in the Uniglobe Global Hotel Program. Each hotel offers the best room rates available as well as additional amenities and services including last room availability. Unlike promotional rates that have limited accessibility, these rates are available year-round and guaranteed to last room availability. Value for travelers is further enhanced through the extra, complimentary amenities offered by many properties, which can include breakfast, ground transportation or health club access. These rates are for the exclusive use of Uniglobe and their clients.

iv. Customer Support Services
Offeror must describe the process and system by which they will provide agency employees and/or authorized travelers with customer support service to include those agency employees and/or authorized travelers in travel status, including:

- **Agency employees and authorized traveler self-service portal (mobile and/or web-based solution)**
- **Reservation confirmations**
- **Checks to ensure that travelers adhere to contracting agency's travel policy**
- **24-hour per day, 365 days per year, emergency travel assistance for agency employees in travel status, including notifications of any emergency events or localized disasters, arrangements for traveler in the event of a family emergency, and providing alternatives to cancelled flights**
- **Provide copies of current and past itineraries**
- **Provide general travel information, including free estimates for travel costs upon request; and**
- **Addressing and resolving all complaints from agency employees and authorized travelers regarding their travel requests**

Uniglobe Travel Designers' hours of operation are Monday through Friday 8:30am to 5:00pm EST. We have an after-hours emergency service that is available 24/7. Travelers and travel arrangers can contact our team via phone, e-mail, forms on our website, or fax. Travelers can also utilize the online booking tool, should their organization utilize that service offering.

Our Contact Information:

- Website: www.uniglobetraveldesigners.com
- Phone: (614) 237-4488
- Fax: (614) 237-4516
- After Hours Email: afterhours@uniglobetd.com
- After Hours Number: (855) 365-9185

Uniglobe Travel Designers' 7/24 Rescue Line is equipped to provide assistance to our clients who are traveling outside of normal business hours and in emergency situations. This service offers 24 hours, 7-days a week service to assist with flight changes, cancellations, delays, and lost luggage service after hours and on weekends. Each itinerary booked through Uniglobe Travel Designers has the necessary information, phone numbers, and agency code for access to our emergency service anytime, anywhere. Our after- hours service is not outsourced. It is an extension of our office and all consultants are trained on our accounts and empowered to resolve matters on your behalf to complete satisfaction.

What sets Uniglobe Travel Designers apart is our understanding that in today's travel landscape, change is the only constant. You expect better fares, reporting, savings and outstanding customer service, all using the latest technology to save you time, money, and trouble. Our commitment to your organization is to provide you the very best service with the tools you need fast, easy and seamless – online or email, in person or over the phone. Take control or leave the details to us; we stand behind every reservation. We service our clients with the following customer commitments:

Uniglobe Servicing Standards - Our 10 Customer Commitments

Uniglobe Professionalism - Our People: Uniglobe people are certified travel professionals – every UNIGLOBE agent undergoes extensive customer service and quality assurance training.

Uniglobe Travel Management: Every Uniglobe agency can be relied upon to offer a complete range of Travel Management & Leisure Travel Services.

Uniglobe Communications Service: Uniglobe clients are important to us, your telephone calls will be answered within 2 rings, you will never be on hold longer than 30 seconds, and we will respond to every inquiry by e-mail, telephone, or fax within two hours.

Uniglobe Quality-Assured Reservations: Uniglobe reservations are subject to our multi-point Quality Assurance System for 100% error-free reservations.

Uniglobe Quality-Assured Documents: Uniglobe travel documents and our "no surprises" itinerary info whether electronic or paper, are 100% accurate and "worry free" – subject to our multi-point Quality Assurance Check.

Uniglobe Best Fare Assurance: Uniglobe is committed to researching all appropriate buying channels for "best" fares, including but not limited to GDS fares, web fares, private/contract fares, consolidator fares and UNIGLOBE network fares right up to the day of departure.

Uniglobe Travel Information Services: Uniglobe knows information is the key to controlling travel costs so we will work with you to analyze your needs and requirements in order to provide you with alternatives that will minimize cost and maximize your choice and value.

Uniglobe On-stream Servicing - New Clients: Within their first month with us, every new Uniglobe client will be offered our exclusive On-stream Servicing Program.

Uniglobe Ongoing Client Servicing: Every client's experience with us is important - so we closely monitor our performance for every client with our customized "Complete Customer Care" program.

Uniglobe Service Recovery - Complaints Resolution: We will resolve any complaint about our services and respond to any complaint about the service of a Uniglobe Preferred Supplier within 24 hours.

Once an organization is set up in Uniglobe Travel Designers' system(s), travelers can book travel in the following ways:

Group Travel Reservation Process:

1. Travel arranger calls, e-mails, or faxes with date/times/cities/tours for travel.

2. Consultant builds or works with a partner vendor to build itinerary and quotes.
3. Consultant provides pricing for customized options and proposed payment schedule.
4. Consultant receives necessary information (name, date of birth, phone number) from the travel arranger.
5. Once the name list and payment is received the consultant will issue the tickets and send the travel arranger an invoice/itinerary.

Individual Travel Reservation Process:

a. Traveler calls in with date/times/cities for travel.
b. Consultant provides available flight/hotel/car rental options and pricing.
c. Consultant confirms name, date of birth, phone number, form of payment, etc.
d. Consultant asks for any approval codes that may be needed for reservation.
e. Recap of entire reservation is made with the traveler before ending the call.
f. After call has ended, the consultant does the finishing entries needed and emails the reservation to the traveler for review and final approval to ticket.
g. Once approval is received via email from the traveler, the reservation is placed through UCQM for final quality control. Once QC is passed, the airline ticket is issued and a final confirmation email is sent to all email addresses in the profile.

Online reservations:

1. Traveler logs in to the on-line booking tool.
2. Traveler chooses flights, hotel, and car booking.
3. Once all the pertinent information is completed online, the reservation will end and send it to UCQM.
4. UCQM processes the reservation for all of the approvals put in place by the client. If all of the proper fields are completed and approvals in place, the ticket will issue and an email will be sent to all of the email addresses present in the reservation.
5. If approvals are needed, then an email will be sent to the proper approvers for approval. Once those approvals are in place, the ticket will issue and an email will be sent to all of the email addresses present in the reservation.

Uniglobe Travel Designers' consultants are trained on every client's travel policy, approval process, and preferences. Our consultants go the extra step to assure you receive the absolute lowest logical fare available at the time of booking. Each itinerary is double-checked before it is issued to verify the fare and cross referenced with your travel policy. Our team does not confirm any travel outside of policy unless it is approved by the client.

For online booking tool reservations, we customize the online booking tool to each client's travel policy so bookings cannot be confirmed unless they are compliant.

The travel policy and approval process will be at the client's discretion.

Uniglobe Travel Designers offers an Exceptions Report so if any travel is booked outside of policy, the reason why is documented. These reports can then be analyzed to help develop best practices.

Service fees are applied once a reservation is booked. Upon confirmation, an invoice with all itinerary details and contact information is sent to the traveler and any designated contacts.

Additionally, a customer service survey is sent with each invoice where we collect real time feedback on each client's experience. This feedback is invaluable for our company and ensures that we are able to continue to provide excellent customer service.

If there is an issue, or if we receive negative feedback with our survey, the department manager will reach out and work to resolve the issue at hand. If necessary, one of the owners will be involved in finding a solution for your organization.

Uniglobe Travel Designers will resolve any complaint about our services and respond within 24 hours. All agents are trained on our accounts and empowered to resolve matters on our behalf to complete satisfaction of our clients. In addition, you will have the comfort and assurance that any issues are forwarded to senior level management for review and follow up where necessary.

v. System Interface and Integration
Describe your solution interface and any integration necessary for the delivery of your solution, but not limited to, the following:

- **Travel Planning**
- **Hotel, airline and car rental billing integration**
- **Claims compliance validation and reimbursement processing**
- **Automated notification system**
- **Receipt scanning with Optical Character Recognition (OCR) capabilities**
- **24/7 data security including recovery solutions**
- **Customization of data imports and exports to meet agency system requirements**
- **Describe any additional interface and/or integration solutions which are part of the services provided by Offeror**

Travelers and travel arrangers can contact our team via phone, e-mail, forms on our website (www.uniglobetraveldesigners.com), or fax. Travelers can also utilize the online booking tool, should their organization utilize that service offering.

Some of our clients pursue interfacing options in conjunction with the online booking tool, but this is not necessary to utilize Uniglobe Travel Designers' services. If requested, we can establish SSO connections or HR feeds into an online booking tool solution for added value.

Uniglobe Travel Designers does not offer travel expense management services. However, we work with our clients to find data syncing solutions between our data and their expense tool of

choice. This is on a case-by-case basis as different online booking tools and expense systems have different syncing capabilities.

Please note, since Uniglobe Travel Designers does not offer travel expense management services directly, features such as receipt scanning and reimbursement processing does not apply to our offerings.

vi. Pricing

i. Describe any additional discounts or rebates available. Additional discounts or rebates may be offered for large quantity, growth, annual spend, guaranteed quantity, etc.

Uniglobe Travel Designers offers discounted pricing for our Master Agreement with OMNIA Partners due to the nature of our partnership and the opportunities this agreement provides. Uniglobe Travel Designers does not offer any additional discounts or rebates.

However, Uniglobe Travel Designers has years of experience negotiating contracts on behalf of our clients. These discounts are based on the individual client's travel volume. Typically, Uniglobe Travel Designers needs a year of travel data to begin negotiating on your behalf. With this data we provide assistance with negotiating and administering discount price agreements with airlines, rental car agencies, and/or hotels, including reporting capabilities of market shares by industry.

ii. Offerors shall provide pricing based on a discount from offeror's price list or catalog, or fixed price, or a combination of both with indefinite quantities. Prices listed will be used to establish the extent of Offeror's product lines, services, warranties, etc. that are available from Offeror and the pricing per item. Multiple percentage discounts are acceptable if, where different percentage discounts apply, the different percentages are specified. Additional pricing and/or discounts may be included. Products and services proposed are to be priced separately with all ineligible items identified. Offerors may elect to limit their proposals to any category or categories.

Uniglobe Travel Designers offers discounted pricing for our Master Agreement with OMNIA Partners due to the nature of our partnership and the opportunities this agreement provides.

iii. Discounts proposed should remain the same throughout the term of the contract and at all renewal options. At a minimum, the Contractor must hold the proposed price list firm for the first twelve (12) months after contract award.

Yes, Uniglobe Travel Designers is proposing pricing that will remain the same for the duration of our contract.

Media submitted for price list must include the Offerors' company name, name of the solicitation, and date on a Flash Drive (i.e. Pin or Jump Drives).

iv. Is pricing available for all products and services?
v. Describe how customers verify they are receiving Contract pricing.
vi. Describe payment methods offered.
vii. Propose the frequency of updates to the Offeror's pricing structure. Describe any proposed indices to guide price adjustments. If offering a catalog contract with discounts by category, while changes in individual pricing may change, the category discounts should not change over the term of the Contract.
viii. Describe how future product introductions will be priced and align with Contract pricing proposed.
ix. Provide any additional information relevant to this section.
x. Propose available ordering methods – online ordering, order tracking, search options, order history.

Uniglobe Travel Designers' sales and onboarding team checks every new lead/inquiry that we receive and cross-reference it with OMNIA Partners' list of membership via OMNIA Connect. If the contact is listed as a member, we offer the appropriate contracted pricing.

Regardless of how a member discovers our services (Google, UTD website, OMNIA Partners' website, social media, referral, etc.), contacting Uniglobe Travel Designers' sales team (either via e-mail or phone) is the first step in utilizing our services. Clients cannot utilize our services without this initial contact, which ensures they will receive the appropriate pricing.

To utilize Uniglobe Travel Designers' services, clients need to utilize a credit card, P-card, or EFT at time of booking.

Uniglobe Travel Designers offers two online booking tools (OBT): Concur and Deem-Etta. We make recommendations on which tool to utilize based on our clients' specific needs. However, these solutions are priced differently. We are submitting two pricing scenarios to represent a travel program utilizing Concur and a travel program utilizing Deem-Etta. Please see both tables on the proceeding pages.

OMNIA PARTNERS PRICING W/ CONCUR

Uniglobe Travel Designers' fee structure outlines the baseline cost for each transaction type, online reservations, and agent assisted reservations. Your travelers will have the option to book online using a customized Online Booking Tool or receive one-on-one service from a consultant for more complex itineraries. Should your organization choose to only leverage our consultants to secure reservations, only the consultant assisted fees will apply.

TYPE	DESCRIPTION	CONCUR (OBT)	AGENT ASSISTED BOOKING
Domestic	Airline Ticket Only	$8.00	$20.00
	Hotel Reservation Only	$8.00	$13.00
	Car Rental Reservation Only	$8.00	$13.00
	Rail Reservation Only	$8.00	$20.00
	Pre-Paid Hotel **Please note this fee is in addition to the hotel reservation fee.*	$30.00	$30.00
	Flat fee for booking any combination of air/lodging/car **Please note pre-paid hotel will be the additional fee.*	$8.00	$20.00
	Group Tickets: Per person fee for group tickets. A group is 10+ tickets that are issued for the same origin and destination and for the same travel dates.	N/A	$15.00 per person
	Group Cancellation Penalty	N/A	$150.00 per group + *SFM
	Group Name Change Fee	N/A	$10.00
	Ticket Exchange Fee	N/A	$20.00
	Ticket Refund Fee	*SFM	*SFM
	Conference Registration Fee	N/A	$50.00
After Hours	After-Hours Service Fee (per call)	$40 per call + any applicable service fees	
International	Airline Ticket Only	$8.00	$35.00
	Hotel Reservation Only	$8.00	$13.00
	Car Rental Reservation Only	$8.00	$13.00
	Rail Reservation Only	$8.00	$35.00
	Pre-Paid Hotel **Please note this fee is in addition to the hotel reservation fee.*	$30.00	$30.00
	Flat fee for booking any combination of air/lodging/car **Please note pre-paid hotel will be the additional fee*	$8.00	$35.00
	Group Tickets: Per person fee for group tickets. A group is 10+ tickets that are issued for the same origin and destination and for the same travel dates.	N/A	$25.00 per person
	Group Cancellation Penalty	N/A	$150.00 per group + *SFM
	Group Name Change Fee	N/A	$20.00
	Ticket Exchange Fee	N/A	$30.00
	Ticket Refund Fee	*SFM	*SFM
	Conference Registration Fee	N/A	$75.00
After Hours	After-Hours Service Fee (per call)	$40 per call + any applicable	

		service fees

VALUE ADDED SERVICES		
Service	**Standard Fee**	**Your Fee**
On-stream & Implementation	$500.00	Fee Waived
Travel Policy Consultation	$75.00	Fee Waived
Booking Tool Setup Fee	$1,200	$750.00
Booking Tool Customization Fee	$75 per hour	$50 per hour
On Site Booking Tool Traveler Training	Travel costs for 2 UTD consultants, within your travel policy, plus $500 per day.	Travel costs for 2 UTD consultants, within your travel policy, plus $250 per day.
Off Site Webinar Trainings	1 Per Quarter Included. Additional sessions are $75 per webinar.	2 Per Quarter Included. Additional sessions are $50 per webinar.
Customized Training Video	$50.00	$25.00
Basic Reporting	$500.00	Fee waived
Customized Reports/Programming Fee	$120 per hour	$75.00 flat fee
CETAS Custom Approval	$150.00 per hour set up fee + $1.15 per approval	$150.00 per hour set up fee + $1.15 per approval
Automated Hotel Prepayment via Conferma	$400.00 implementaiton fee + $3.00 per reservation	$400.00 implementaiton fee + $3.00 per reservation
HR Feed Integration	$2,500.00 per feed	$2,500.00 per feed
SSO Integration	$2,500.00 per site, per option *(Example: $2,500 for Desktop, $2,500 for mobile)*	$2,500.00 per site, per option *(Example: $2,500 for Desktop, $2,500 for mobile)*
Credit Card Reconciliation	$450.00 per month	$450.00 per month

Notes to Consider & Clarifications:

- *SFM: Service Fee Maintained. This means no additional fees are charged for the service, but any service fees already applied are not refunded.
- Uniglobe Travel Designers does not have any annual management fees.
- The Booking Tool Setup Fee is a one-time cost for implementation.
- In regards to Off Site Webinar Trainings: These fees apply only after the client is fully onboarded. During the implementation process, Uniglobe Travel Designers sets up several webinars with no additional cost to launch the partnership.
- Uniglobe Travel Designers does not have any applicable software licensing fees.
- Booking Tool Customization and Reports Customization are services for highly intricate travel policies and reporting needs that require more than the standard customization that is included.
- CETAS Custom Approval is a service that is only needed for highly intricate approval processes.
- For reservations that originate in the OBT, but then needs assistance by a consultant, the agent-assisted fees will apply.

OMNIA PARTNERS PRICING W/ ETTA

Uniglobe Travel Designers' fee structure outlines the baseline cost for each transaction type, online reservations, and agent assisted reservations. Your travelers will have the option to book online using a customized Online Booking Tool or receive one-on-one service from a consultant for more complex itineraries. Should your organization choose to only leverage our consultants to secure reservations, only the consultant assisted fees will apply.

TYPE	DESCRIPTION	ETTA (OBT)	AGENT ASSISTED BOOKING
Domestic	Airline Ticket Only	$12.00	$20.00
	Hotel Reservation Only	$12.00	$13.00
	Car Rental Reservation Only	$12.00	$13.00
	Rail Reservation Only	$12.00	$20.00
	Pre-Paid Hotel **Please note this fee is in addition to the hotel reservation fee.*	$30.00	$30.00
	Flat fee for booking any combination of air/lodging/car **Please note pre-paid hotel will be the additional fee.*	$12.00	$20.00
	Group Tickets: Per person fee for group tickets. A group is 10+ tickets that are issued for the same origin and destination and for the same travel dates.	N/A	$15.00 per person
	Group Cancellation Penalty	N/A	$150.00 per group + *SFM
	Group Name Change Fee	N/A	$10.00
	Ticket Exchange Fee	N/A	$20.00
	Ticket Refund Fee	*SFM	*SFM
	Conference Registration Fee	N/A	$50.00
After Hours	After-Hours Service Fee (per call)	$40 per call + any applicable service fees	
International	Airline Ticket Only	$12.00	$35.00
	Hotel Reservation Only	$12.00	$13.00
	Car Rental Reservation Only	$12.00	$13.00
	Rail Reservation Only	$12.00	$35.00
	Pre-Paid Hotel **Please note this fee is in addition to the hotel reservation fee.*	$30.00	$30.00
	Flat fee for booking any combination of air/lodging/car **Please note pre-paid hotel will be the additional fee*	$12.00	$35.00
	Group Tickets: Per person fee for group tickets. A group is 10+ tickets that are issued for the same origin and destination and for the same travel dates.	N/A	$25.00 per person
	Group Cancellation Penalty	N/A	$150.00 per group + *SFM
	Group Name Change Fee	N/A	$20.00
	Ticket Exchange Fee	N/A	$30.00
	Ticket Refund Fee	*SFM	*SFM
	Conference Registration Fee	N/A	$75.00
After Hours	After-Hours Service Fee (per call)	$40 per call + any applicable	

		service fees
VALUE ADDED SERVICES		
Service	**Standard Fee**	**Your Fee**
On-stream & Implementation	$500.00	Fee Waived
Travel Policy Consultation	$75.00	Fee Waived
Booking Tool Setup Fee	$1,200	$750.00
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On Site Booking Tool Traveler Training	Travel costs for 2 UTD consultants, within your travel policy, plus $500 per day.	Travel costs for 2 UTD consultants, within your travel policy, plus $250 per day.
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Customized Training Video	$50.00	$25.00
Basic Reporting	$500.00	Fee waived
Customized Reports/Programming Fee	$120 per hour	$75.00 flat fee
CETAS Custom Approval	$150.00 per hour set up fee + $1.15 per approval	$150.00 per hour set up fee + $1.15 per approval
Automated Hotel Prepayment via Conferma	$400.00 implementaiton fee + $3.00 per reservation	$400.00 implementaiton fee + $3.00 per reservation
HR Feed Integration	$2,500.00 per feed	$2,500.00 per feed
SSO Integration	$2,500.00 per site, per option *(Example: $2,500 for Desktop, $2,500 for mobile)*	$2,500.00 per site, per option *(Example: $2,500 for Desktop, $2,500 for mobile)*
Credit Card Reconciliation	$450.00 per month	$450.00 per month

Notes to Consider & Clarifications:

- *SFM: Service Fee Maintained. This means no additional fees are charged for the service, but any service fees already applied are not refunded.
- Uniglobe Travel Designers does not have any annual management fees.
- The Booking Tool Setup Fee is a one-time cost for implementation.
- In regards to Off Site Webinar Trainings: These fees apply only after the client is fully onboarded. During the implementation process, Uniglobe Travel Designers sets up several webinars with no additional cost to launch the partnership.
- Uniglobe Travel Designers does not have any applicable software licensing fees.
- Booking Tool Customization and Reports Customization are services for highly intricate travel policies and reporting needs that require more than the standard customization that is included.
- CETAS Custom Approval is a service that is only needed for highly intricate approval processes.
- For reservations that originate in the OBT, but then needs assistance by a consultant, the agent-assisted fees will apply.

TAB 3: PERFORMANCE CAPABILITY

i. Include a detailed response to Appendix D, Exhibit A, OMNIA Partners Response for National Cooperative Contract. Responses should highlight experience, demonstrate a strong national presence, describe how Offeror will educate its national sales force about the Contract, describe how products and services will be distributed nationwide, include a plan for marketing the products and services nationwide, and describe how volume will be tracked and reported to OMNIA Partners.

Uniglobe Travel Designers understands and agrees to the terms provided in Appendix D, Exhibit A. Please see our responses to the questionnaire provided in Section 3. If additional details are needed, we are happy to provide them.

Supplier must supply the following information for the Principal Procurement Agency to determine Supplier's qualifications to extend the resulting Master Agreement to Participating Public Agencies through OMNIA Partners.

3.1 Company

A. Brief history and description of Supplier to include experience providing similar products and services.

Uniglobe Travel Designers is a Black, women owned, award-winning, full-service travel management company offering over 40 years of experience in the travel industry. As a member of Uniglobe Travel International, Uniglobe Travel Designers offers the strength of a global network, backed by local, hands-on ownership unmatched in the industry. Uniglobe Travel Designers was designated as the first Uniglobe franchise established in the United States in 1981. Uniglobe Travel Designers currently services our clients from two locations:

Columbus (HQ)
480 South Third Street
Columbus, OH 43215
(614) 237-4488

Atlanta
400 Westpark Ct. #210
Peachtree City, GA 30269
(770) 487-0487

Elsie Blount purchased the business in 1996 and, with a team of two consultants, grossed $800,000 in revenue during her first year as president and owner. Based on an idea and a slogan we still use today, "The customer is always right even when they are wrong," she established a business model focused on customer service and integrity.

For the past 20 years, the business has experienced remarkable growth. Elsie's daughters, Elizabeth Blount McCormick and Jacqueline Blount, joined the family business in 2005 and became the majority stockholders in 2011. They knew that upholding the high standards Elsie had established would be paramount to Uniglobe Travel Designers' success.

The acquisitions of Uniglobe Precise Travel in 2012 and Uniglobe Accent Travel in 2017, combined with a heavy emphasis on outreach and networking, exponentially increased revenue in recent years yielding: $26.5M in 2016, $28.1M in 2017, $35M in

2018, and in 2019 we experienced our most robust year yet, with revenue totaling $37.5M.

Additionally, in April 2017, Uniglobe Travel Designers was awarded a national cooperative contract to provide services to government agencies and educational institutions. The competitively solicited and publicly awarded agreement by Region 4 Education Service Center is made available through OMNIA Partners. Partnering with OMNIA Partners is a natural fit for Uniglobe Travel Designers with our experience serving education and government clients. We understand the unique travel needs within these industries and are confident in our abilities to continue our partnership with Region 4 Education Service Center and OMNIA Partners.

B. Total number and location of salespersons employed by Supplier.

Uniglobe Travel Designers' sales team includes 4 team members at this time, located in our Columbus (HQ) office.

C. Number and location of support centers (if applicable) and location of corporate office.

Uniglobe Travel Designers currently services our clients from two locations:

CMH

Columbus (HQ)
480 South Third Street
Columbus, OH 43215
(614) 237-4488

ATL

Atlanta
400 Westpark Ct. #210
Peachtree City, GA 30269
(770) 487-0487

D. Annual sales for the three previous fiscal years. Submit FEIN and Dunn & Bradstreet report.

Uniglobe Travel Designers' sales for the three previous fiscal years is the following:

2018: $35M
2019: $37.5M
2020: $9.2M

Please keep in mind, the Covid-19 pandemic has deeply impacted the entire travel industry. We have a diversified portfolio of clients and were able to pivot some of our services to maintain a portion of revenue. However, our 2020 sales reflects the impact of travel freezes, restrictions, and quarantines that were put in place.

FEIN: 31-1184551

Dunn & Bradstreet: 058376732

E. Describe any green or environmental initiatives or policies.

Uniglobe Travel Designers does not have a formalized green or environmental initiative or policy at this time. Our offices act mindfully when utilizing resources, printing, and recycling. All invoices and most communications are sent digitally, via e-mail.

F. Describe any diversity programs or partners supplier does business with and how Participating Agencies may use diverse partners through the Master Agreement. Indicate how, if at all, pricing changes when using the diversity program. If there are any diversity programs, provide a list of diversity alliances and a copy of their certifications.

Uniglobe Travel Designers will not be subcontracting any services. Uniglobe Travel Designers will perform 100% of the travel services contract, should we be awarded. As the prime contractor we are both MBE and WBE certified nationally. Alternate pricing does not apply.

Uniglobe Travel Designers does not have any formalized diversity programs at this time. However, as a Black women owned business, Uniglobe Travel Designers has always recognized the importance of diversity and inclusion in the work place. We maintain strong partnerships in organizations that uphold these same values such as HBCUs, Columbus Chamber of Commerce, US Black Chamber, and National Association of Women Business Owners (NAWBO) for both recruitment leads and supplier recommendations.

G. Indicate if supplier holds any of the below certifications in any classified areas and include proof of such certification in the response:

a. **Minority Women Business Enterprise**
X Yes __ No
- MBE with National Minority Supplier Development Council (NMSDC)
- WBE with National Women Business Enterprise National Council (WBENC)
- M/WBE with the New York City Department of Small Business Services
- M/WBE with the Port Authority of NY & NJ
- MBE with the State of Ohio
- MBE with the State of New York
- WBE with the State of New York
- MBE with the State of Tennessee
- MBE with the City of Columbus

b. **Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE)**
__ Yes _X_ No

c. **Historically Underutilized Business (HUB)**
__ Yes _X_ No

d. **Historically Underutilized Business Zone Enterprise (HUBZone)**
__ Yes _X_ No

e. **Other recognized diversity certificate holder**
__ Yes _X_ No

H. List any relationships with subcontractors or affiliates intended to be used when providing services and identify if subcontractors meet minority-owned standards. If any, list which certifications subcontractors hold and certifying agency.

Uniglobe Travel Designers will not be subcontracting any services. Uniglobe Travel Designers will perform 100% of the travel services contract, should we be awarded. As the prime contractor we are both MBE and WBE certified nationally.

I. Describe how supplier differentiates itself from its competitors.

Uniglobe Travel Designers (UTD) is a Black, women owned, award-winning, full-service travel management company offering over 40 years of experience in the travel industry. As a member of Uniglobe Travel International, UTD offers the strength of a global network, backed by local, hands-on ownership unmatched in the industry.

Being part of Uniglobe Travel International allows us the ability to provide travelers with access to a global network and cutting-edge technology. Uniglobe Travel International has locations in 60 countries (servicing approximately 90 countries), across 6 continents, with $5B in systemwide sales.

As a result of Uniglobe Travel Designers' continuous growth, Uniglobe Travel International asks us to be a Beta tester for new technology. We work with business development specialists to assess what new technology might help the company continue to service its clients as the company grows and adds more and more clients. In the past we have assisted in testing our (now live) mobile app and were Beta testers for a Client Relationship Management database.

UTD differentiates itself from our competition with our elevated levels of customer service. Personal, professional, service is the backbone of our success and we realize beyond technology there still needs to be caring travel professionals to work with clients and provide cost saving alternatives for their business travel. We are committed to providing this level of service excellence.

UTD holds both MBE and WBE certifications on a national level. This value-add helps support our clients' diversity initiatives without use of any subcontractors.

Additionally, In April 2017, Uniglobe Travel Designers was awarded the competitively solicited and publicly awarded agreement by Region 4 Education Service Center, made available through OMNIA Partners. Partnering with OMNIA Partners is a natural fit for Uniglobe Travel Designers with our experience serving education and government clients. Since then, Uniglobe Travel Designers has had the privilege to work with OMNIA Partners' team in marketing and managing our contract. We have cultivated countless relationships and have a true understanding of what the partnership entails to be successful.

J. Describe any present or past litigation, bankruptcy or reorganization involving supplier.

This is not applicable to Uniglobe Travel Designers.

K. Felony Conviction Notice: Indicate if the supplier

a. is a publicly held corporation and this reporting requirement is not applicable;
b. is not owned or operated by anyone who has been convicted of a felony; or
c. is owned or operated by and individual(s) who has been convicted of a felony and provide the names and convictions.

B: Uniglobe Travel Designers is not owned and operated by anyone who has been convicted of a felony.

L. Describe any debarment or suspension actions taken against supplier.

This is not applicable to Uniglobe Travel Designers.

3.2 Distribution, Logistics

A. Each offeror awarded an item under this solicitation may offer their complete product and service offering/a balance of line. Describe the full line of products and services offered by supplier.

Uniglobe Travel Designers is a Black, women owned, award-winning, full-service travel management company specializing in corporate and leisure travel for over 40 years. Our mission is to be the leading and most dependable travel management company in the world, thereby setting the standard for professionalism and reliability to its customers. Our core services include (but are not limited to):

- **Travel Policy Maintenance and Compliance**
- **Profile Management**
- **Domestic and International Travel**
  - Flights
  - Hotel Reservations
  - Car Rentals
  - Car Services
  - Train Tickets
  - Personal Vacation Packages
  - Chartered Flights or Buses
  - Conferences
- **Group Travel**
  - Conferences
  - Incentive Group Travel
  - Athletic Groups
  - Study Abroad Groups
  - Student Travel
  - Fan-based Travel

  We help with details including meeting space, catering, AV equipment, tours, etc.
- **Online Booking Tool**
- **VIP Services**

- **Passport & Visa Services**
- **Travel Insurance**
- **Reporting & Analysis**
- **Market Share Strategies & Vendor Negotiations**
- **After Hours 24/7 Emergency Services**

We understand that not every organization will utilize all of these services. We work with every organization to understand their culture and travel needs to create a travel program suited to them.

B. Describe how supplier proposes to distribute the products/service nationwide. Include any states where products and services will not be offered under the Master Agreement, including U.S. Territories and Outlying Areas.

Uniglobe Travel Designers can assist any client nationwide. All members eligible to receive the services/rates offered in the Master Agreement will be provided with those services accordingly.

C. Describe how Participating Agencies are ensured they will receive the Master Agreement pricing; include all distribution channels such as direct ordering, retail or in-store locations, through distributors, etc. Describe how Participating Agencies verify and audit pricing to ensure its compliance with the Master Agreement.

Uniglobe Travel Designers' sales and onboarding team checks every new lead/inquiry that we receive and cross-reference it with OMNIA Partners' list of membership via OMNIA Connect. If the contact is listed as a member, we offer the appropriate contracted pricing.

Regardless of how a member discovers our services (Google, UTD website, OMNIA Partners' website, social media, referral, etc.), contacting Uniglobe Travel Designers' sales team (either via e-mail or phone) is the first step in utilizing our services. Clients cannot utilize our services without this initial contact, which ensures they will receive the appropriate pricing.

D. Identify all other companies that will be involved in processing, handling or shipping the products/service to the end user.

Uniglobe Travel Designers is the primary contractor. However, we would like to note that we utilize our travel partners to fulfill travel requests and assist in managing our accounts. These vendors include airlines, hotels, transportation companies, online booking tools, and technology partners.

E. Provide the number, size and location of Supplier's distribution facilities, warehouses and retail network as applicable.

Uniglobe Travel Designers currently services our clients from two locations:

Columbus (HQ)
480 South Third Street
Columbus, OH 43215
(614) 237-4488

Atlanta
400 Westpark Ct. #210
Peachtree City, GA 30269
(770) 487-0487

We also have remote consultants that assist clients. Uniglobe Travel Designers does not have any distribution facilities, warehouses, or retail networks.

3.3 Marketing and Sales

A. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to immediately implement the Master Agreement as supplier's primary go to market strategy for Public Agencies to supplier's teams nationwide, to include, but not limited to:

i. Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy within first 10 days.

ii. Training and education of Supplier's national sales force with participation from the Supplier's executive leadership, along with the OMNIA Partners team within first 90 days

In April 2017, Uniglobe Travel Designers was awarded the competitively solicited and publicly awarded agreement by Region 4 Education Service Center, made available through OMNIA Partners. Since then, Uniglobe Travel Designers has had the privilege to work with OMNIA Partners' team in marketing and managing our contract. Through this contract our team has done the following:

- Established monthly check-in calls with our OMNIA Partners support team.
- Maintained a presence on the Uniglobe Travel Designers website (www.uniglobetraveldesigners.com).
- Provided materials for Uniglobe Travel Designers' vendor page via OMNIA Partners (https://www.omniapartners.com/publicsector/suppliers/uniglobe-travel-designers/overview)
- Performed webinars highlighting our services and contract to OMNIA Partners' national sales force.
- Performed webinars highlighting our services and contract to OMNIA Partners' membership.
- Collaborated on various marketing materials such as blogs, fliers, and social media pieces.
- Reported our volume on a monthly basis.
- Attended OMNIA Partners' Regional Supplier Summits, Annual Forums, and other networking events.
- Utilized OMNIA Connect as a tool to find member information to make direct introductions.

- Registered for any applicable supplier portals, including being registered as a favored supply partner with the University of California System on the CalUsource Platform.
- Included the appropriate sales managers in our prospecting process. We have been diligent in keeping the OMNIA Partners' team apprised of any new opportunities we are pursuing and our contact efforts.

Should we be awarded, Uniglobe Travel Designers will continue these efforts to strengthen our relationships and increase sales volume. Our team is already well-versed and continually trained on our partnership.

In the first 90 days, Uniglobe Travel Designers will connect with OMNIA Partners' marketing team on the best way to announce and celebrate an updated contract. This can include:

- Co-branded social media collateral and celebration posts
- Webinars with sales team reviewing our contract and services
- Webinars with members reviewing our contract and services
- E-mail / newsletter blasts to sales team and/or members
- Press release announcement
- Blog post or other marketing materials tying in the contract announcement
- Collaborating with your team to update our Vendor Profile

Please see some examples of our customized communications provided in the next section, 3.3B. Uniglobe Travel Designers will continue to customize any materials (one-pagers, capability statements, etc.) the OMNIA Partners team finds beneficial to enhance the partnership and provide added value to members.

B. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to market the Master Agreement to current Participating Public Agencies, existing Public Agency customers of Supplier, as well as to prospective Public Agencies nationwide immediately upon award, to include, but not limited to:

i. Creation and distribution of a co-branded press release to trade publications
ii. Announcement, Master Agreement details and contact information published on the Supplier's website within first 90 days
iii. Design, publication and distribution of co-branded marketing materials within first 90 days
iv. Commitment to attendance and participation with OMNIA Partners at national (i.e. NIGP Annual Forum, NPI Conference, etc.), regional (i.e. Regional NIGP Chapter Meetings, Regional Cooperative Summits, etc.) and supplier-specific trade shows, conferences and meetings throughout the term of the Master Agreement
v. Commitment to attend, exhibit and participate at the NIGP Annual Forum in an area reserved by OMNIA Partners for partner suppliers. Booth space will be purchased and staffed by Supplier. In addition, Supplier commits to provide reasonable assistance to the overall promotion and marketing efforts for the NIGP Annual Forum, as directed by OMNIA Partners.
vi. Design and publication of national and regional advertising in trade publications throughout the term of the Master Agreement

vii. Ongoing marketing and promotion of the Master Agreement throughout its term (case studies, collateral pieces, presentations, promotions, etc.)
viii. Dedicated OMNIA Partners internet web-based homepage on Supplier's website with:

- **OMNIA Partners standard logo;**
- **Copy of original Request for Proposal;**
- **Copy of Master Agreement and amendments between Principal Procurement Agency and Supplier;**
- **Summary of Products and pricing;**
- **Marketing Materials**
- **Electronic link to OMNIA Partners' website including the online registration page;**
- **A dedicated toll-free number and email address for OMNIA Partners**

In April 2017, Uniglobe Travel Designers was awarded the competitively solicited and publicly awarded agreement by Region 4 Education Service Center, made available through OMNIA Partners. Since then, Uniglobe Travel Designers has had the privilege to work with OMNIA Partners' team in marketing and managing our contract. Through this contract our team has done the following:

- Established monthly check-in calls with our OMNIA Partners support team.
- Maintained a presence on the Uniglobe Travel Designers website (www.uniglobetraveldesigners.com).
- Provided materials for Uniglobe Travel Designers' vendor page via OMNIA Partners (https://www.omniapartners.com/publicsector/suppliers/uniglobe-travel-designers/overview)
- Performed webinars highlighting our services and contract to OMNIA Partners' national sales force.
- Performed webinars highlighting our services and contract to OMNIA Partners' membership.
- Collaborated on various marketing materials such as blogs, fliers, and social media pieces.
- Reported our volume on a monthly basis.
- Attended OMNIA Partners' Regional Supplier Summits, Annual Forums, and other networking events.
- Utilized OMNIA Connect as a tool to find member information to make direct introductions.
- Registered for any applicable supplier portals, including being registered as a favored supply partner with the University of California System on the CalUsource Platform.
- Included the appropriate sales managers in our prospecting process. We have been diligent in keeping the OMNIA Partners' team apprised of any new opportunities we are pursuing and our contact efforts.
- Uniglobe Travel Designers' toll free number is (800) 966-6512. Purchasing@uniglobetd.com and omniapartners@uniglobetd.com both go directly to the sales team managing our partnership.

Should we be awarded, Uniglobe Travel Designers will continue these efforts to strengthen our relationships and increase sales volume. Our team is already well-versed and continually trained on our partnership.

In the first 90 days, Uniglobe Travel Designers will connect with OMNIA Partners' marketing team on the best way to announce and celebrate an updated contract. This can include:

- Co-branded social media collateral and celebration posts
- Webinars with sales team reviewing our contract and services
- Webinars with members reviewing our contract and services
- E-mail / newsletter blasts to sales team and/or members
- Press release announcement
- Blog post or other marketing materials tying in the contract announcement
- Collaborating with your team to update our Vendor Profile

Uniglobe Travel Designers will continue to customize any materials (one-pagers, capability statements, etc.) the OMNIA Partners team finds beneficial to enhance the partnership and provide added value to members.

Please see some examples of our customized communications on the proceeding pages. Samples include:

- OMNIA Partners' representation on Uniglobe Travel Designers' website.
- Uniglobe Travel Designers Vendor page on OMNIA Partners' website.
- Blog UTD and OMNIA Partners has collaborated on.
- Sample 1-Pager Uniglobe Travel Designers utilizes when communicating with members.
- Sample Capability Statement Uniglobe Travel Designers utilizes when communicating with members.
- Presentation Uniglobe Travel Designers utilizes when speaking with OMNIA Partners' sales team and/or members. This is a generic template that we modify per audience.

OMNIA PARTNERS

In April 2017 UNIGLOBE Travel Designers was awarded a national cooperative contract to provide managed business and operational services solutions to government agencies and educational institutions.

The competitively solicited and publicly awarded agreement by Region 4 Education Service Center is made available through OMNIA Partners (formerly National IPA).

OMNIA PARTNERS

NATIONAL IPA EXPERIENCED • FOCUSED • TRUSTED

U.S. COMMUNITIES GOVERNMENT PURCHASING ALLIANCE

CHECK OUT THE PRESS RELEASE

CHECK OUT OUR VENDOR PAGE

JOIN OUR NEWSLETTER

Your Email Address: _____

I'm Interested in ☐ Corporate ☐ Leisure

By submitting this form, you are consenting to receive marketing emails from: Uniglobe Travel Designers. You can revoke your consent to receive emails at any time by using the SafeUnsubscribe® link, found at the bottom of every email. Emails are serviced by Constant Contact.

JOIN

COLUMBUS OH

480 SOUTH THIRD STREET
COLUMBUS, OH 43215

LOCAL: 614-237-4488
TOLL FREE: 800-966-6512

ATLANTA GA

400 WESTPARK COURT,
SUITE 210
PEACHTREE CITY, GA
30269

LOCAL: 770-487-0487
TOLL-FREE: 800-359-4460

Uniglobe Travel Designers

Travel Management Services

Uniglobe. Travel Designers

Overview

Contract Documentation

Travel Management Contract

Marketing Materials

Supplier Diversity

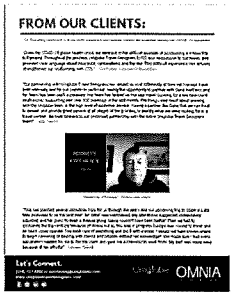
Testimonials

UNIGLOBE Travel Designers is a minority, women owned, award winning, full service, travel management company specializing in both corporate and leisure travel. Offering over 35 years of experience in the travel industry, our mission is to be the leading and most dependable travel management company in the world, thereby setting the standard for professionalism and reliability to its clients."

SUPPLIER WEBSITE

Tips On Safely Traveling During The Pandemic

POST COVID-19 SUPPORT



Contact Information

Ali Iovino
Director of Marketing

480 South Third Street Columbus, OH 43215
Email: purchasing@uniglobetd.com
Phone: 614-237-4488 (say Ali Iovino)

SUPPLIER WEBSITE

Sign up to receive email updates from OMNIA Partners, Public Sector

First name** | Last name**

Company name** | Agency Type **

Email**

By providing email address(es) and/or any other personal information, as defined under applicable law, you represent that you have the authority to provide such information and acknowledge that you are agreeing to OMNIA Partners' use of your information as provided in the Terms of Use and Privacy Notice.

☐ I agree*

SIGN UP FOR EMAIL UPDATES

Industry Insights

6 Travel Trends of 2021

Posted by Uniglobe Travel Designers on April 23, 2021

As vaccines become readily available in most states, the excitement to get back to exploring new travel destinations is at an all-time high. Uniglobe Travel Designers is anticipating this year to be filled with new best practices and a bit of "growing pains" as the travel industry re-regulates. To help you safely prepare for upcoming travel plans, Uniglobe Travel Designers has six trends to keep an eye out for in 2021.

1. Attention to Sanitation

Travel partners are continuing to sanitize all surfaces, wear masks, maintain social distancing, and provide a clean and safe experience for all travelers on the go.

2. Earlier Bookings

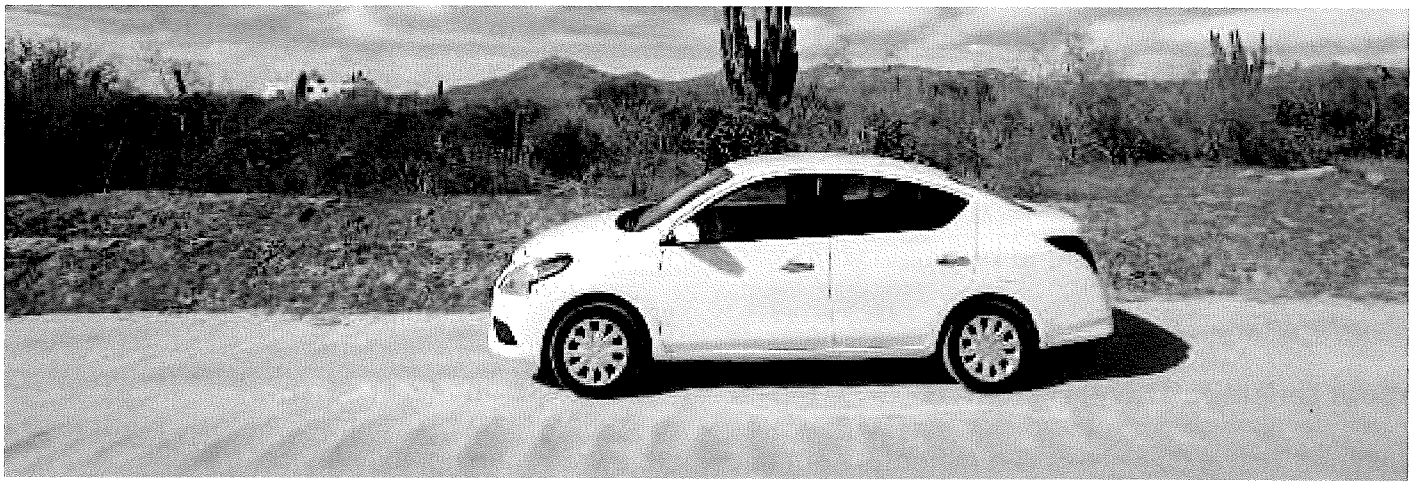
In 2020 airlines slashed the number of flights per day to match the plummeted demand with worldwide quarantines. Now that demand is steadily increasing, the supply has not quite caught up yet. Airlines need to forecast what is needed, reinstate flights, and hire back employees – which may take some time. To ensure your seat is reserved, Uniglobe Travel Designers recommends booking your flights earlier than you normally would.

3. Increased Flight Fares

With the limited supply and high demand mentioned above, expect higher fares! Confirming your plans can help ensure you find the best value possible. This trend is not just for larger cities or specific market. Smaller markets are not exempt from limited availability and higher rates – plan accordingly! Confirm your plans far in advance to ensure you are receiving the best value for your trip.

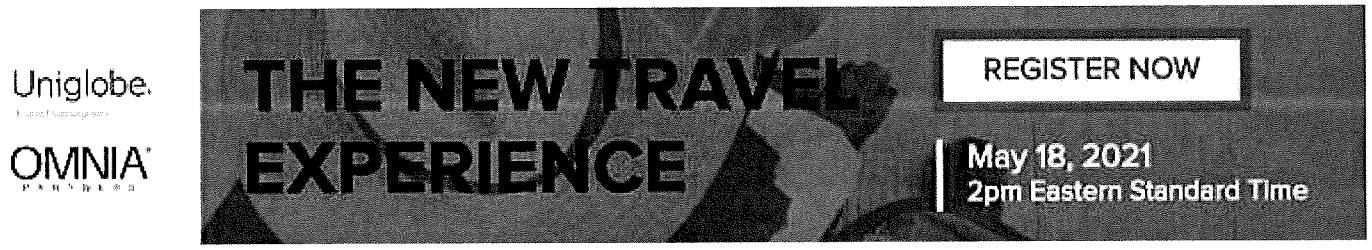
4. Limited Car Rentals

Limited availability and higher pricing is also trending with rental car companies. In 2020, most rental car companies sold their inventory. Many people who normally relied on public transport felt safer purchasing or leasing vehicles. Rental car companies took note and saw an opportunity to generate some revenue when travel was disrupted. Now that travel is opening up again, they find themselves with limited fleets and will need some time to rebuild to meet returning demand.



5. Climbing Hotel Rates

To try and supplement revenue lost, prices throughout the industry will be inflated. While it is normal for hotel rates to increase 2-3% per year, we are anticipating an increase as high as 11% between 2021 and 2022.



6. Increased Use of Travel Insurance

Travel insurance is one of those things you hope to never use, but are so relieved to have it when you need it (You can even read some of our travel insurance tales here). Since the start of the pandemic, travel insurance companies started providing more options for travelers so you can find the best plan for you.

Now more than ever, it is important to plan ahead and stay up to date on the most recent travel updates. Continue being safe, exercise a little extra patience, and do not forget to reach out to Uniglobe Travel Designers to help plan your next getaway.

About Uniglobe Travel Designers

Uniglobe Travel Designers is a minority, women owned, award winning, full service, travel management company specializing in both corporate and leisure travel. Offering over 40 years of experience in the travel industry, our mission is to be the leading and most dependable travel management company in the world, thereby setting the standard for professionalism and reliability to its clients. Available through OMNIA Partners, Public Sector, Uniglobe Travel Designers offers a cooperative contract for participants to save time and money when it comes to travel management services. To view more OMNIA Partners cooperative contract, click here.

Topics: Business Products & Solutions

THE VALUE OF UNIGLOBE TRAVEL DESIGNERS

Uniglobe Travel Designers is a Black, women owned, award-winning, full service Travel Management Company specializing in corporate and leisure travel for over 40 years. Our mission is to be the leading and most dependable travel management company in the world, thereby setting the standard for professionalism and reliability to its customers. We now serve our clients from two locations:

CMH

Columbus (HQ)
480 South Third Street
Columbus, OH 43215
(614) 237-4488

ATL

Atlanta
400 Westpark Ct. #210
Peachtree City, GA 30269
(770) 487-0487

We provide our clients significant savings by:

PROVIDING OPPORTUNITY

Our reports provide our clients visibility to their travel spend. This visibility helps us be more strategic with their preferred suppliers and exploring discounts. If our client has a centralized environment utilizing Uniglobe Travel Designers, we are more likely to have accurate data for these negotiations.

BEING STRATEGIC

We help our clients manage their travel policy. Confirming full size cars instead of luxury. 3-star hotels instead of 5 star hotels. Only permitting business/first class seating on certain flights. Evaluating these decisions and ensuring policy compliance for all itineraries is crucial.

SUPPORTING INTERNAL COMMUNICATIONS

We empower you to communicate your policy and our services to your team. We help create internal marketing pieces and provide on-site training to work with your travel arrangers. Having your team understand your airline and car company preferences increases market share for larger front end discounts.

PERFECTING THE APPROVAL PROCESS

We work with a variety of approval processes to demand compliance to your travel policy. We can utilize Department ID numbers when booking, set up different approval processes for different departments, and create soft and hard stops within our system for approvals. Ensuring travel policy compliance supports a successful collaborative strategy.

Let's Connect.

(614) 237-4488 or purchasing@uniglobetd.com
www.uniglobetraveldesigners.com

Uniglobe Travel Designers

OMNIA PARTNERS

Competitively solicited and publicly awarded agreement by Region 4 Education Service Center, available through OMNIA Partners (formerly National IPA).

CAPABILITY STATEMENT

Uniglobe.
Travel Designers

ABOUT UNIGLOBE TRAVEL DESIGNERS

West Enterprises Inc., DBA Uniglobe Travel Designers is a Black, women owned, award-winning, full service Travel Management Company specializing in corporate and leisure travel for over 40 years. Our mission is to be the leading and most dependable travel management company in the world, thereby setting the standard for professionalism and reliability to its customers. We now serve our clients from two locations:

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ATL

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We assist organizations in creating, managing, and maintaining their corporate travel program. Core services include:

- Travel Policy Maintenance & Support
- Domestic and International Travel Procurement
- Mobile / Online Booking Options
- After Hours 24/7 Rescue Line
- Risk Management Program Development
- Personalized Travel Consultant Services
- Travel Profile Management

CODES & CERTIFICATIONS

Duns Number: 058376732 **CAGE Code:** 38UW6

NAICS Codes: 561510 , 561599 **UNSPSC**: 90121502, 90121500

ARC (Airline Reporting Corporation)
MBE National Minority Supplier Development Council (NMSDC)
WBE Women's Business Enterprise National Council (WBENC)

AWARDED CONTRACTS

Awarded contracts through **Vizient's Supplier Diversity Program** (#SV1150)

Competitively solicited and publicly awarded agreement by Region 4 Education Service Center, available through **OMNIA Partners** (formerly known as **National IPA**).

SOME OF OUR CLIENTS

- The Ohio State University Athletics Department *since 1998*
- The Wasserstrom Company *since 1993*
- Children's Hospital Los Angeles *since 2016*
- Columbus City Schools *since 2002*
- MidMichigan Health Systems *since 2017*
- HFI Inc, *since 1999*
- Ohio Wesleyan University *since 2017*
- National Electric Coil *since 1995*

WHAT OUR CLIENTS ARE SAYING

"In today's business world, where service is sometimes the last thing on the list, it is refreshing to work with someone who obviously makes service a top priority!" - *The Ohio State University*

"Very accommodating, especially with my last minute changes (literally) in helping our company react to customer emergencies with sudden travel arrangements." - *National Electric Coil*

"My reservation for my hotel was completed incredibly fast and it was quite a simple process. This is my first time booking a reservation through your company and it was fabulous!" - *MidMichigan Health*

Let's Connect.

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www.uniglobetraveldesigners.com

Uniglobe. Travel Designers OMNIA PARTNERS

Competitively solicited and publicly awarded agreement by Region 4 Education Service Center, available through OMNIA Partners (formerly National IPA).

Uniglobe®
Travel Designers

OMNIA
PARTNERS

TRAVEL MANAGEMENT SERVICES

WHO WE ARE

OMNIA PARTNERS

Uniglobe Travel Designers

- Full service, accredited Travel Management Company.
- Award-winning organization providing travel services since 1981.
- Part of a global network of agencies with over 750 locations in over 60 countries, across 6 continents, administering over $5 billion in travel each year.
- Specializing in higher education and healthcare industries.
- Competitively solicited and publicly awarded agreement by Region 4 Education Service Center made available through OMNIA Partners (formerly National IPA, Contract #R161201).
- Both MBE and WBE certified.

OUR CONTRACT: R161201

OMNIA PARTNERS

Uniglobe Travel Designers

- Awarded by Region 4 Education Service Center
- Contract Term: April 1, 2017-March 31, 2022
  - An additional 1-year renewal possible
- Benefits of using Contract:
  - Discounted rates
  - Travel Maintenance and Support
- Travel Maintenance and Support Including:
    - Domestic & International Travel
    - Online Travel Booking Tool
    - Groups (study abroad, athletics, conference, etc.)
    - Reporting Tools
    - 24/7 After Hours & Emergency Services
    - VIP White Glove Service

OUR EXPERTISE

OMNIA PARTNERS Uniglobe Travel Designers

- **MANAGING EXPENSES**
  - UTD reviews your travel program and policy to recommend best practices.
  - UTD helps manage travel policy compliance both with agent-assisted booking or online booking tool.

- **LEVERAGING PARTNERSHIPS:**
  - UTD negotiates discounts on your behalf.
  - UTD assists in strategizing preferred vendors and setting up corporate loyalty programs, where applicable.
  - UTD utilizes our vendor relationships for "waivers and favors" and to access rates not available to the general public.

OUR EXPERTISE

OMNIA PARTNERS Uniglobe Travel Designers

"The customer is always right, even when they are wrong."

- **SUPERIOR CUSTOMER SERVICE**:
  - We pride ourselves on having elevated levels of customer service. Our customer commitments include:
    - Your phone call will be answered within 10 seconds.
    - You will never be on hold longer than 30 seconds.
    - We will respond to every inquiry by e-mail, telephone, or fax within the hour.
    - A customer service survey is sent with each invoice where we collect real time feedback on each client's experience.

OUR EXPERTISE

OMNIA PARTNERS Uniglobe Travel Designers

- **OFFERING 24/7 AVAILABILITY AND EMERGENCY SUPPORT**:
  - Travelers are never stranded. UTD's team is available for each individual traveler, whenever a need arises, 24 hours a day, 7 days a week.
  - All consultants are UTD team members and are empowered to resolve matters on our clients' behalf. This service is not outsourced.
  - With our Crisis Management Reporting you can quickly see who is, was, or will be travelling to any destination.
  - With the Amadeus SMS Traveler Contact Program you can:
    - Reach out to travelers who may be at risk during an emergency.
    - Send messages by text or email before, during, or after travel.

OUR EXPERTISE

OMNIA PARTNERS Uniglobe Travel Designers

- **ARMING CLIENTS WITH INFORMATION**
  - UTD provides comprehensive travel reports allowing you to quickly gain visibility, insights, and opportunities to contain travel spend and deliver bottom line results.
  - We deliver consolidated data and robust reports using our web-based platform (iBank) which has 120+ reports available. We can create custom reports as well, if needed.
  - Standard reports include: Executive Summary; Exceptions Report; Car and Hotel; Credit Card Reconciliation.
  - Your team has access to all reports, and are able to generate anything real-time.

OUR EXPERTISE

OMNIA PARTNERS Uniglobe Travel Designers

- **OFFERING THE LATEST TECHNOLOGY:**
  - UTD offers the industry's leading Online Booking Tools, Concur or Deem-Etta. These tools add value through:
    - **Policy Customization** – Customize the site to your policies, preferred suppliers, negotiated rates and hierarchy and approval process to manage travel spend.
    - **Reduced Transaction Fees** – Significantly reduced service fees.
    - **Consolidated Approach** – All reservations (low/high touch) supported and fulfilled by UTD with all data included in your monthly reports.
    - **Offering the Best of Both Worlds** – Touchless fulfillment and high touch fulfillment of travel services. Intuitive booking tool with all of the bells & whistles.

OUR EXPERIENCE: HIGHER EDUCATION

OMNIA PARTNERS

Uniglobe Travel Designers

- Hundreds of domestic groups and thousands of travelers each year
- Average 75 to 100 international groups per year, ranging from 10 to 150 or more passengers
- In 2019, University clients sent over 1600 travelers internationally to the following countries:
  - Argentina
  - Australia
  - Belize
  - Bolivia
  - Brazil
  - Canada
  - Chile
  - China
  - Columbia
  - Costa Rica
  - Croatia
  - Cuba
  - Czech Republic
  - Denmark
  - Ecuador
  - Egypt
  - England
  - Ethiopia
  - Finland
  - France
  - Germany
  - Ghana
  - Greece
  - Guatemala
  - Guyana
  - Haiti
  - Honduras
  - Hungary
  - Iceland
  - Israel
  - Italy
  - Jamaica
  - Japan
  - Kenya
  - Malaysia
  - Mexico
  - Morocco
  - New Zealand
  - Nicaragua
  - Norway
  - Panama
  - Peru
  - Philippines
  - Poland
  - Russia
  - Senegal
  - Singapore
  - South Africa
  - Spain
  - Switzerland
  - Taiwan
  - Tanzania
  - Uganda
  - Zimbabwe

OUR EXPERIENCE: TOUR COMPANIES

OMNIA PARTNERS

Uniglobe Travel Designers

Vetted Tour Operators

- AESU
- JAC Travel
- Destination Partners
- Brazil Nuts
- Homeric Tours
- World Strides
- GSE Abroad
- Immersion Journeys
- CIS Abroad
- Southbridge Access
- Academic Studies Abroad
- Astro Tours
- International Studies Abroad
- Discover Africa
- Creative Tours
- Love For Africa
- Montreal Guide Services
- Synergos
- EF Tours

OUR EXPERIENCE: ATHLETICS TRAVEL

OMNIA PARTNERS

Uniglobe Travel Designers

We have experience arranging:

- Chartered Services
- Non chartered services
- Team travel
- Study abroad groups
- Recruiting travel
- Individual travel
- Fan-based travel

- Uniglobe Travel Designers also coordinates travel for student life groups, booster clubs, officials groups, donor groups, and organize Bowl Game packages.

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Travel Designers

OMNIA
PARTNERS

THANK YOU!

C. Describe how Supplier will transition any existing Public Agency customers' accounts to the Master Agreement available nationally through OMNIA Partners. Include a list of current cooperative contracts (regional and national) Supplier holds and describe how the Master Agreement will be positioned among the other cooperative agreements.

Uniglobe Travel Designers has the following cooperative agreements:

- Awarded contract through Vizient's Supplier Diversity Program (Contract #SV1150)
- Competitively solicited and publicly awarded agreement by Region 4 Education Service Center, available through OMNIA Partners

Uniglobe Travel Designers' clients eligible to utilize our Master Agreement has already been provided that contract. No transition plan is needed at this time.

D. Acknowledge Supplier agrees to provide its logo(s) to OMNIA Partners and agrees to provide permission for reproduction of such logo in marketing communications and promotions. Acknowledge that use of OMNIA Partners logo will require permission for reproduction, as well.

Uniglobe Travel Designers agrees and has completed this through current partnership.

E. Confirm Supplier will be proactive in direct sales of Supplier's goods and services to Public Agencies nationwide and the timely follow up to leads established by OMNIA Partners. All sales materials are to use the OMNIA Partners logo. At a minimum, the Supplier's sales initiatives should communicate:

i. Master Agreement was competitively solicited and publicly awarded by a Principal Procurement Agency
ii. Best government pricing
iii. No cost to participate
iv. Non-exclusive

Yes, Uniglobe Travel Designers is and will continue to be proactive in the direct sales to OMNIA Partners' members nationwide.

F. Confirm Supplier will train its national sales force on the Master Agreement. At a minimum, sales training should include:

i. Key features of Master Agreement
ii. Working knowledge of the solicitation process
iii. Awareness of the range of Public Agencies that can utilize the Master Agreement through OMNIA Partners
iv. Knowledge of benefits of the use of cooperative contracts

Yes, Uniglobe Travel Designers is and will continue to train our sales team on the Master Agreement. Uniglobe Travel Designers' sales team is well-versed in our current partnership with OMNIA Partners.

G. Provide the name, title, email and phone number for the person(s), who will be responsible for:

i. Executive Support

Elizabeth Blount McCormick
President & Owner
elizabethb@uniglobetd.com
(614) 237-4488

ii. Marketing

Ali Iovino
Director of Marketing
ali@uniglobetd.com
(614)237-4488

iii. Sales

Rey Pena
Corporate Sales Consultant
reyp@uniglobetd.com
(614) 237-4488

Rachael Johnson
Corporate Client Manager
rachaelj@uniglobetd.com
(614) 237-4488

Elizabeth Blount McCormick
President & Owner
elizabethb@uniglobetd.com
(614) 237-4488

iv. Sales Support

Rey Pena
Corporate Sales Consultant
reyp@uniglobetd.com
(614) 237-4488

Rachael Johnson
Corporate Client Manager
rachaelj@uniglobetd.com
(614) 237-4488

Elizabeth Blount McCormick
President & Owner
elizabethb@uniglobetd.com
(614) 237-4488

v. Financial Reporting

Amara Palmer
Accounting
amarap@uniglobetd.com
(614) 237-4488

vi. Accounts Payable

Amara Palmer
Accounting
amarap@uniglobetd.com
(614) 237-4488

vii. Contracts

Elizabeth Blount McCormick
President & Owner
elizabethb@uniglobetd.com
(614) 237-4488

H. Describe in detail how Supplier's national sales force is structured, including contact information for the highest-level executive in charge of the sales team.

Uniglobe Travel Designers' sales force consists of:

- Rey Pena, Corporate Sales Consultant
- Rachael Johnson, Corporate Client Manager
- Ali Iovino, Director of Marketing
- Elizabeth Blount McCormick, President

This sales team works collaboratively and assists clients and prospective clients from our Columbus headquarters. The entire team can be contacted utilizing purchasing@uniglobetd.com .

The highest-level executive in charge of the sales team is:

Elizabeth Blount McCormick
President & Owner
elizabethb@uniglobetd.com
(614) 237-4488

I. Explain in detail how the sales teams will work with the OMNIA Partners team to implement, grow and service the national program.

In April 2017, Uniglobe Travel Designers was awarded the competitively solicited and publicly awarded agreement by Region 4 Education Service Center, made available through OMNIA Partners. Since then, Uniglobe Travel Designers has had the privilege to work with OMNIA Partners' team in marketing and managing our contract. Through this contract our team has done the following:

- Established monthly check-in calls with our OMNIA Partners support team.
- Maintained a presence on the Uniglobe Travel Designers website (www.uniglobetraveldesigners.com).

- Provided materials for Uniglobe Travel Designers' vendor page via OMNIA Partners (https://www.omniapartners.com/publicsector/suppliers/uniglobe-travel-designers/overview)
- Performed webinars highlighting our services and contract to OMNIA Partners' national sales force.
- Performed webinars highlighting our services and contract to OMNIA Partners' membership.
- Collaborated on various marketing materials such as blogs, fliers, and social media pieces.
- Reported our volume on a monthly basis.
- Attended OMNIA Partners' Regional Supplier Summits, Annual Forums, and other networking events.
- Utilized OMNIA Connect as a tool to find member information to make direct introductions.
- Registered for any applicable supplier portals, including being registered as a favored supply partner with the University of California System on the CalUsource Platform.
- Included the appropriate sales managers in our prospecting process. We have been diligent in keeping the OMNIA Partners' team apprised of any new opportunities we are pursuing and our contact efforts.

Should we be awarded, Uniglobe Travel Designers will continue these efforts to strengthen our relationships and increase sales volume. Our team is already well-versed and continually trained on our partnership.

I. Explain in detail how Supplier will manage the overall national program throughout the term of the Master Agreement, including ongoing coordination of marketing and sales efforts, timely new Participating Public Agency account set-up, timely contract administration, etc.

Uniglobe Travel Designers currently connects on a monthly basis with our OMNIA Partners support team to discuss leads, progress with current projects, and future sales and/or marketing opportunities. We remain responsive, accessible, and open to creative solutions to strengthen our partnership and grow sales volume.

Uniglobe Travel Designers' implementation timeline can vary from organization to organization depending on the complexity of the travel policy and approval process. Please see our Implementation Plan on the proceeding pages for more details on the process and timeline for setting up new Participating Public Agency accounts to utilize our services.

Uniglobe®

Travel Designers

HEADQUARTERS
480 South Third St.
Columbus, OH 43215
(614) 237-4488

ATLANTA OFFICE
400 Westpark Ct. #210
Peachtree City, GA 30269
(770) 487-0487

1 (800) 966-6512
www.uniglobetraveldesigners.com

IMPLEMENTATION PLAN

NMSDC
National Minority Supplier Development Council

certified WBENC
WOMEN'S BUSINESS ENTERPRISE

Each agency is independently owned and operated.

OVERALL TIMELINE

The overall timeline to implement and launch an organization's travel program can vary and is dependent on several factors. Typically, the timeline can range from 4-8 weeks. This is dependent on the complexity of the client's travel policy, approval process, and customization needs.

PHASE ONE: INFORMATION INTAKE

Travel Policy & Company Profile Forms

Uniglobe Travel Designers needs a completed Company Profile Form and a copy of your travel policy to set up a new account in our system. We will review your travel policy and make any recommendations and can help you build one, if needed!

Approval Process

Setting-up an approval process is key for a successful travel policy implementation. Typically, clients will create a "chain of command" to approve travel requests. The head of the chain typically provides an approval number once the travel has been approved.

UTD Internal Account Set Up

Uniglobe Travel Designers creates a profile for your agency/company in our system.

Personal Traveler Profile Intake

Personal Traveler Forms can be submitted by e-mail, by fax, on our website, or travelers can create their personal profiles over the phone with a consultant.

Agent Assisted Reservations Begin

Once the travel program and policies are in place, travelers are able to utilize our services. Travel requests can be received by phone, e-mail, or fax. Once we receive the requests we use all of resources to find the best value and present a quote to your travelers.

Group Travel Reservation Process:

1. Travel arranger calls, e-mails, or faxes with date/times/cities/tours for travel.
2. Consultant builds or works with a partner vendor to build itinerary and quotes.
3. provides pricing for customized options and proposed payment schedule.
4. Consultant receives necessary information (name, date of birth, phone number) from the travel arranger.

5. Once the name list and payment is received the consultant will issue the tickets and send the travel arranger an invoice/itinerary.

Individual Travel Reservation Process:

1. Traveler calls in with date/times/cities for travel.
2. Consultant provides available flight, hotel, and/or car options and pricing.
3. Consultant confirms name, date of birth, phone number, form of payment, etc.
4. Consultant asks for any approval codes that may be needed for reservation.
5. Recap of entire reservation is made with the traveler before ending the call.
6. After call has ended, the consultant does the finishing entries needed and emails the reservation to the traveler for review and final approval to ticket.
7. Once approval is received via email from the traveler, the reservation is placed through UCQM for final quality control. Once QC is passed, the airline ticket is issued and a final confirmation email is sent to all email addresses in the profile.

PHASE TWO: REPORTING REQUIREMENTS

Reports (Demo)

On a monthly basis, Uniglobe Travel Designers will send out a suite of the following 5 reports:

a. Executive Summary
b. Airfare Spend
c. Hotel Spend
d. Car rental Spend
e. Unused Ticket Report

Our reporting system, Prime, offers 500 reports to utilize surrounding travel spend. We will discuss your reporting needs and the ideal frequency.

First Travel Reports Received

Reports are sent the 10th of every month. Prime is a reporting platform that is accessible 24/7 and we are happy to provide login and password information to the appropriate people in your organization to access the reports in real-time.

PHASE THREE: OBT SITE DEVELOPMENT
OPTIONAL

OBT Demo

Uniglobe Travel Designers will meet with your organization and help determine which online booking tool is best for you. We demonstrate how our Online Booking Tool works and what your travelers will see when booking.

Site Testing with Core Group

Once Uniglobe Travel Designers customizes your Online Booking Tool, we request that a small group from your organization use and test the site. As the Core Group of testers interact with the site, we receive your feedback to make any modifications to the Online Booking Tool. We then request that we run a second test with a small group from your organization with the new modifications and make any final revisions.

Introducing the Finalized Site

Once all revisions are made and the Online Booking Tool is finalized and approved, we can introduce this tool to your organization's travelers.

Online Reservations Begin:

1. Traveler logs in to the on-line booking tool.
2. Traveler chooses flights, hotel, and car booking.
3. Once all the pertinent information is completed online, the reservation will end and send it to UCQM.
4. UCQM processes the reservation for all of the approvals put in place by the client. If all of the proper fields are completed and approvals in place, the ticket will issue and an email will be sent to all of the email addresses present in the reservation.
5. If approvals are needed, then an email will be sent to the proper approvers for approval. Once those approvals are in place, the ticket will issue and an email will be sent to all of the email addresses present in the reservation.

PHASE FOUR: TRAINING

Company-Wide Training

Uniglobe Travel Designers will schedule training sessions with your organization to teach your travelers how to best utilize our services and utilize the online booking tool. In our experience, having training sessions is crucial for a successful travel program launch. Uniglobe Travel Designers will schedule a series of presentations and "office hours" at various dates/times to accommodate your team's varying schedules.

Uniglobe Travel Designers also schedules training sessions with the appropriate team members for our Prime reporting system, Amadeus Mobile Messenger technology, and VIP administrators.

We recommend offering a webinar every 6-12 months after the initial program launch to serve as refreshers and training for new employees.

Resources and Internal Messaging

Uniglobe Travel Designers will perform webinars and provide your team with guides and cheat sheets. We will work with you on the best way to communicate internally with your team and assist in creating any resources needed to introduce and maintain your travel program. We recommend assistance from your team in coordinating these strategies both during implementation and as ongoing training.

PHASE FIVE: HINDSIGHT MEETINGS

We want to know how things are going! We will schedule to meet with you and discuss the implementation process and your experience. Additionally, Uniglobe Travel Designers sends a survey with every invoice and schedules monthly, quarterly, and/or annual meetings to ensure we are offering the best service possible.

J. State the amount of Supplier's Public Agency sales for the previous fiscal year. Provide a list of Supplier's top 10 Public Agency customers, the total purchases for each for the previous fiscal year along with a key contact for each.

Please keep in mind, the Covid-19 pandemic has deeply impacted the entire travel industry. Travel freezes, restrictions, and quarantines have directly impacted our 2020 and 2021 sales. For a more accurate representation of our clientele we have included both 2019 and 2020 sales for the requested clients.

- **Client 1:** Cleveland Metropolitan School District
  - **2019:** $1.1M
  - **2020:** $302k
  - **Contact:** *Client did not confirm approval to be contacted at this time.*

- **Client 2:** Ohio Wesleyan University
  - **2019:** $582k
  - **2020:** $103k
  - **Contact:** *Client did not confirm approval to be contacted at this time.*

- **Client 3:** City of Tucson
  - **2019:** $483k
  - **2020:** $88k
  - **Contact:** Marcela Ceballos, marcela.ceballos@tucsonaz.gov

- **Client 4:** Little Rock School District
  - **2019:** $218k
  - **2020:** $47k
  - **Contact:** Darral Paradis, darral.paradis@lrsd.org

- **Client 5:** Franciscan University of Steubenville
  - **2019:** $193k
  - **2020:** $64k
  - **Contact:** Jessica Howell, jhowell@franciscan.edu

- **Client 6:** Dickinson College
  - **2019:** $181k
  - **2020:** $89k
  - **Contact:** Sean Witte, wittes@dickinson.edu

- **Client 7:** Dekalb County School District
  - **2019:** $125k
  - **2020:** $24k
  - **Contact:** *Client did not confirm approval to be contacted at this time.*

- **Client 8:** University of Missouri
  - **2019:** $122k
  - **2020:** $19k
  - **Contact:** Teresa Vest, vestt@umsystems.edu

- **Client 9:** Alabama A&M University
  - **2019:** $91k
  - **2020:** $62k
  - **Contact:** Anne Rogers, anne.rogers@aamu.edu

- **Client 10:** Stockton Unified School District
  - **2019:** $58k
  - **2020:** $80k
  - **Contact:** *Client did not confirm approval to be contacted at this time.*

K. Describe Supplier's information systems capabilities and limitations regarding order management through receipt of payment, including description of multiple platforms that may be used for any of these functions.

Travelers and travel arrangers can contact our team via phone, e-mail, forms on our website (www.uniglobetraveldesigners.com), or fax. Travelers can also utilize the online booking tool, should their organization utilize that service offering.

Reservations must be paid at time of booking with a credit card or P-card. Payments can be made via agent-assisted bookings or via the online booking tool(s).

L. Provide the Contract Sales (as defined in Section 10 of the OMNIA Partners Administration Agreement) that Supplier will guarantee each year under the Master Agreement for the initial three years of the Master Agreement ("Guaranteed Contract Sales").

$_____.00 in year one
$_____.00 in year two
$_____.00 in year three

To the extent Supplier guarantees minimum Contract Sales, the Administrative Fee shall be calculated based on the greater of the actual Contract Sales and the Guaranteed Sales.

Please keep in mind, the Covid-19 pandemic has deeply impacted the entire travel industry. Travel freezes, restrictions, and quarantines have directly impacted our 2020 and 2021 sales. With new variants and remaining unknowns, it will take additional time for the industry to fully re-stabilize. These forecasts are based on our previous sales, sales with OMNIA Partners' members specifically, current relationships/pipeline, and trends we are seeing in the travel industry today – especially within the public sector.

Master Agreement Sales seen first years of current contract:

$1.38M in 2017
$3.23M in 2018
$3.72M in 2019
$1.04M in 2020

Prediction for the initial 3 years of renewed Master Agreement:

$2M in year one
$5M in year two
$10M in year three

M. Even though it is anticipated many Public Agencies will be able to utilize the Master Agreement without further formal solicitation, there may be circumstances where Public Agencies will issue their own solicitations. The following options are available when responding to a solicitation for Products covered under the Master Agreement.

i. Respond with Master Agreement pricing (Contract Sales reported to OMNIA Partners).
ii. If competitive conditions require pricing lower than the standard Master Agreement not-to-exceed pricing, Supplier may respond with lower pricing through the Master Agreement. If Supplier is awarded the contract, the sales are reported as Contract Sales to OMNIA Partners under the Master Agreement.
iii. Respond with pricing higher than Master Agreement only in the unlikely event that the Public Agency refuses to utilize Master Agreement (Contract Sales are not reported to OMNIA Partners).
iv. If alternative or multiple proposals are permitted, respond with pricing higher than Master Agreement, and include Master Agreement as the alternate or additional proposal.

Detail Supplier's strategies under these options when responding to a solicitation.

Uniglobe Travel Designers understands that some organizations prefer to issue their own solicitation. UTD always submits the Master Agreement pricing when responding to any solicitations from OMNIA Partners' members. As of now, we have not encountered an instance in which we offered lower or higher rates than what was contracted, and do not anticipate either strategy being feasible for future solicitations.

ii. The successful Offeror will be required to sign Appendix D, Exhibit B, OMNIA Partners Administration Agreement prior to Contract award. Offerors should have any reviews required to sign the document prior to submitting a response. Offeror's response should include any proposed exceptions to OMNIA Partners Administration Agreement on Appendix B, Terms and Conditions Acceptance Form.

Uniglobe Travel Designers understands these terms.

iii. Include completed Appendix D, Exhibits F. Federal Funds Certifications and G. New Jersey Business Compliance.

Please find these forms on the proceeding pages.

Exhibit F
Federal Funds Certifications

FEDERAL CERTIFICATIONS

ADDENDUM FOR AGREEMENT FUNDED BY U.S. FEDERAL GRANT

TO WHOM IT MAY CONCERN:

Participating Agencies may elect to use federal funds to purchase under the Master Agreement. This form should be completed and returned.

DEFINITIONS

Contract means a legal instrument by which a non–Federal entity purchases property or services needed to carry out the project or program under a Federal award. The term as used in this part does not include a legal instrument, even if the non–Federal entity considers it a contract, when the substance of the transaction meets the definition of a Federal award or subaward

Contractor means an entity that receives a contract as defined in Contract.

Cooperative agreement means a legal instrument of financial assistance between a Federal awarding agency or pass-through entity and a non–Federal entity that, consistent with 31 U.S.C. 6302–6305:

(a) Is used to enter into a relationship the principal purpose of which is to transfer anything of value from the Federal awarding agency or pass-through entity to the non–Federal entity to carry out a public purpose authorized by a law of the United States (see 31 U.S.C. 6101(3)); and not to acquire property or services for the Federal government or pass-through entity's direct benefit or use;

(b) Is distinguished from a grant in that it provides for substantial involvement between the Federal awarding agency or pass-through entity and the non–Federal entity in carrying out the activity contemplated by the Federal award.

(c) The term does not include:

(1) A cooperative research and development agreement as defined in 15 U.S.C. 3710a; or

(2) An agreement that provides only:

(i) Direct United States Government cash assistance to an individual;

(ii) A subsidy;

(iii) A loan;

(iv) A loan guarantee; or

(v) Insurance.

Federal awarding agency means the Federal agency that provides a Federal award directly to a non–Federal entity

Federal award has the meaning, depending on the context, in either paragraph (a) or (b) of this section:

(a)(1) The Federal financial assistance that a non–Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in § 200.101 Applicability; or

(2) The cost-reimbursement contract under the Federal Acquisition Regulations that a non–Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in § 200.101 Applicability.

(b) The instrument setting forth the terms and conditions. The instrument is the grant agreement, cooperative agreement, other agreement for assistance covered in paragraph (b) of § 200.40 Federal financial assistance, or the cost-reimbursement contract awarded under the Federal Acquisition Regulations.

(c) Federal award does not include other contracts that a Federal agency uses to buy goods or services from a contractor or a contract to operate Federal government owned, contractor operated facilities (GOCOs).

(d) See also definitions of Federal financial assistance, grant agreement, and cooperative agreement.

Non–Federal entity means a state, local government, Indian tribe, institution of higher education (IHE), or nonprofit organization that carries out a Federal award as a recipient or subrecipient.

Nonprofit organization means any corporation, trust, association, cooperative, or other organization, not including IHEs, that:

(a) Is operated primarily for scientific, educational, service, charitable, or similar purposes in the public interest;
(b) Is not organized primarily for profit; and
(c) Uses net proceeds to maintain, improve, or expand the operations of the organization.

Obligations means, when used in connection with a non–Federal entity's utilization of funds under a Federal award, orders placed for property and services, contracts and subawards made, and similar transactions during a given period that require payment by the non–Federal entity during the same or a future period.

Pass-through entity means a non–Federal entity that provides a subaward to a subrecipient to carry out part of a Federal program.

Recipient means a non–Federal entity that receives a Federal award directly from a Federal awarding agency to carry out an activity under a Federal program. The term recipient does not include subrecipients.

Simplified acquisition threshold means the dollar amount below which a non–Federal entity may purchase property or services using small purchase methods. Non–Federal entities adopt small purchase procedures in order to expedite the purchase of items costing less than the simplified acquisition threshold. The simplified acquisition threshold is set by the Federal Acquisition Regulation at 48 CFR Subpart 2.1 (Definitions) and in accordance with 41 U.S.C. 1908. As of the publication of this part, the simplified acquisition threshold is $250,000, but this threshold is periodically adjusted for inflation. (Also see definition of § 200.67 Micro-purchase.)

Subaward means an award provided by a pass-through entity to a subrecipient for the subrecipient to carry out part of a Federal award received by the pass-through entity. It does not include payments to a contractor or payments to an individual that is a beneficiary of a Federal program. A subaward may be provided through any form of legal agreement, including an agreement that the pass-through entity considers a contract.

Subrecipient means a non–Federal entity that receives a subaward from a pass-through entity to carry out part of a Federal program; but does not include an individual that is a beneficiary of such program. A subrecipient may also be a recipient of other Federal awards directly from a Federal awarding agency.

Termination means the ending of a Federal award, in whole or in part at any time prior to the planned end of period of performance.

The following certifications and provisions may be required and apply when Participating Agency expends federal funds for any purchase resulting from this procurement process. Pursuant to 2 C.F.R. § 200.326, all contracts, including small purchases, awarded by the Participating Agency and the Participating Agency's subcontractors shall contain the procurement provisions of Appendix II to Part 200, as applicable.

APPENDIX II TO 2 CFR PART 200

(A) Contracts for more than the simplified acquisition threshold currently set at $250,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

Pursuant to Federal Rule (A) above, when a Participating Agency expends federal funds, the Participating Agency reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.

Does offeror agree? YES EBM Initials of Authorized Representative of offeror

(B) Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of $10,000)

Pursuant to Federal Rule (B) above, when a Participating Agency expends federal funds, the Participating Agency reserves the right to immediately terminate any agreement in excess of $10,000 resulting from this procurement process in the event of a breach or default of the agreement by Offeror as detailed in the terms of the contract.

Does offeror agree? YES EBM Initials of Authorized Representative of offeror

(C) Equal Employment Opportunity. Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 CFR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

Pursuant to Federal Rule (C) above, when a Participating Agency expends federal funds on any federally assisted construction contract, the equal opportunity clause is incorporated by reference herein.

Does offeror agree to abide by the above? YES EBM Initials of Authorized Representative of offeror

(D) Davis-Bacon Act, as amended (40 U.S.C. 3141-3148). When required by Federal program legislation, all prime construction contracts in excess of $2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non- Federal entity must report all suspected or reported violations to the Federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.

Pursuant to Federal Rule (D) above, when a Participating Agency expends federal funds during the term of an award for all contracts and subgrants for construction or repair, offeror will be in compliance with all applicable Davis-Bacon Act provisions.

Does offeror agree? YES EBM Initials of Authorized Representative of offeror

(E) Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708). Where applicable, all contracts awarded by the non-Federal entity in excess of $100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C.

3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Pursuant to Federal Rule (E) above, when a Participating Agency expends federal funds, offeror certifies that offeror will be in compliance with all applicable provisions of the Contract Work Hours and Safety Standards Act during the term of an award for all contracts by Participating Agency resulting from this procurement process.

Does offeror agree? YES EBM Initials of Authorized Representative of offeror

(F) Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of "funding agreement" under 37 CFR §401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

Pursuant to Federal Rule (F) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (F) above.

Does offeror agree? YES EBM Initials of Authorized Representative of offeror

(G) Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended—Contracts and subgrants of amounts in excess of $150,000 must contain a provision that requires the non- Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA)

Pursuant to Federal Rule (G) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency member resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (G) above.

Does offeror agree? YES EBM Initials of Authorized Representative of offeror

(H) Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the Executive Office of the President Office of Management and Budget (OMB) guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Pursuant to Federal Rule (H) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency. If at any time during the term of an award the offeror or its principals becomes debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency, the offeror will notify the Participating Agency.

Does offeror agree? YES EBM Initials of Authorized Representative of offeror

(I) Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding $100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used

Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

Pursuant to Federal Rule (I) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term and after the awarded term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror certifies that it is in compliance with all applicable provisions of the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352). The undersigned further certifies that:

(1) No Federal appropriated funds have been paid or will be paid for on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all covered sub-awards exceeding $100,000 in Federal funds at all appropriate tiers and that all subrecipients shall certify and disclose accordingly.

Does offeror agree? YES EBM Initials of Authorized Representative of offeror

RECORD RETENTION REQUIREMENTS FOR CONTRACTS INVOLVING FEDERAL FUNDS

When federal funds are expended by Participating Agency for any contract resulting from this procurement process, offeror certifies that it will comply with the record retention requirements detailed in 2 CFR § 200.333. The offeror further certifies that offeror will retain all records as required by 2 CFR § 200.333 for a period of three years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

Does offeror agree? YES EBM Initials of Authorized Representative of offeror

CERTIFICATION OF COMPLIANCE WITH THE ENERGY POLICY AND CONSERVATION ACT

When Participating Agency expends federal funds for any contract resulting from this procurement process, offeror certifies that it will comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6321 et seq.; 49 C.F.R. Part 18).

Does offeror agree? YES EBM Initials of Authorized Representative of offeror

CERTIFICATION OF COMPLIANCE WITH BUY AMERICA PROVISIONS

To the extent purchases are made with Federal Highway Administration, Federal Railroad Administration, or Federal Transit Administration funds, offeror certifies that its products comply with all applicable provisions of the Buy America Act and agrees to provide such certification or applicable waiver with respect to specific products to any Participating Agency upon request. Purchases made in accordance with the Buy America Act must still follow the applicable procurement rules calling for free and open competition.

Does offeror agree? YES EBM Initials of Authorized Representative of offeror

CERTIFICATION OF ACCESS TO RECORDS – 2 C.F.R. § 200.336

Offeror agrees that the Inspector General of the Agency or any of their duly authorized representatives shall have access to any documents, papers, or other records of offeror that are pertinent to offeror's discharge of its obligations under the Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to offeror's personnel for the purpose of interview and discussion relating to such documents.

Does offeror agree? YES EBM Initials of Authorized Representative of offeror

CERTIFICATION OF APPLICABILITY TO SUBCONTRACTORS

Offeror agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

Does offeror agree? YES EBM Initials of Authorized Representative of offeror

Offeror agrees to comply with all federal, state, and local laws, rules, regulations and ordinances, as applicable. It is further acknowledged that offeror certifies compliance with all provisions, laws, acts, regulations, etc. as specifically noted above.

Offeror's Name:
West Enterprises Inc., DBA Uniglobe Travel Designers

Address, City, State, and Zip Code:
480 S 3rd Street, Columbus, OH 43215

Phone Number: (614) 237-4488 Fax Number: (614) 237-4516

Printed Name and Title of Authorized Representative:
Elizabeth Blount McCormick, President

Email Address:
elizabethb@uniglobetd.com

Signature of Authorized Representative: Elizabeth Blount McCor Date: 9/10/2021

Version July 27, 2021

FEMA SPECIAL CONDITIONS

Awarded Supplier(s) may need to respond to events and losses where products and services are needed for the immediate and initial response to emergency situations such as, but not limited to, water damage, fire damage, vandalism cleanup, biohazard cleanup, sewage decontamination, deodorization, and/or wind damage during a disaster or emergency situation. By submitting a proposal, the Supplier is accepted these FEMA Special Conditions required by the Federal Emergency Management Agency (FEMA).

"Contract" in the below pages under FEMA SPECIAL CONDITIONS is also referred to and defined as the "Master Agreement".

"Contractor" in the below pages under FEMA SPECIAL CONDITIONS is also referred to and defined as "Supplier" or "Awarded Supplier".

Conflicts of Interest

No employee, officer, or agent may participate in the selection, award, or administration of a contract supported by a FEMA award if he or she has a real or apparent conflict of interest. Such a conflict would arise when the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of these parties, has a financial or other interest in or a tangible personal benefit from a firm considered for award. 2 C.F.R. § 200.318(c)(1); See also Standard Form 424D, ¶ 7; Standard Form 424B, ¶ 3. i. FEMA considers a "financial interest" to be the potential for gain or loss to the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of these parties as a result of the particular procurement. The prohibited financial interest may arise from ownership of certain financial instruments or investments such as stock, bonds, or real estate, or from a salary, indebtedness, job offer, or similar interest that might be affected by the particular procurement. ii. FEMA considers an "apparent" conflict of interest to exist where an actual conflict does not exist, but where a reasonable person with knowledge of the relevant facts would question the impartiality of the employee, officer, or agent participating in the procurement. c. Gifts. The officers, employees, and agents of the Participating Public Agency nor the Participating Public Agency ("NFE") must neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or parties to subcontracts. However, NFE's may set standards for situations in which the financial interest is de minimus, not substantial, or the gift is an unsolicited item of nominal value. 2 C.F.R. § 200.318(c)(1). d. Violations. The NFE's written standards of conduct must provide for disciplinary actions to be applied for violations of such standards by officers, employees, or agents of the NFE. 2 C.F.R. § 200.318(c)(1). For example, the penalty for a NFE's employee may be dismissal, and the penalty for a contractor might be the termination of the contract.

Contractor Integrity

A contractor must have a satisfactory record of integrity and business ethics. Contractors that are debarred or suspended, as described in and subject to the debarment and suspension regulations implementing Executive Order 12549, *Debarment and Suspension* (1986) and Executive Order 12689, *Debarment and Suspension* (1989) at 2 C.F.R. Part 180 and the Department of Homeland Security's regulations at 2 C.F.R. Part 3000 (Non-procurement Debarment and Suspension), must be rejected and cannot receive contract awards at any level.

Public Policy

A contractor must comply with the public policies of the Federal Government and state, local government, or tribal government. This includes, among other things, past and current compliance with the:

a. Equal opportunity and nondiscrimination laws

b. Five affirmative steps described at 2 C.F.R. § 200.321(b) for all subcontracting under contracts supported by FEMA financial assistance; and FEMA Procurement Guidance June 21, 2016 Page IV- 7

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c. Applicable prevailing wage laws, regulations, and executive orders

Affirmative Steps

For any subcontracting opportunities, Contractor must take the following Affirmative steps:

1. Placing qualified small and minority businesses and women's business enterprises on solicitation lists;
2. Assuring that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources;
3. Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority businesses, and women's business enterprises;
4. Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women's business enterprises; and
5. Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce..

Prevailing Wage Requirements

When applicable, the awarded Contractor (s) and any and all subcontractor(s) agree to comply with all laws regarding prevailing wage rates including the Davis-Bacon Act, applicable to this solicitation and/or Participating Public Agencies. The Participating Public Agency shall notify the Contractor of the applicable pricing/prevailing wage rates and must apply any local wage rates requested. The Contractor and any subcontractor(s) shall comply with the prevailing wage rates set by the Participating Public Agency.

Federal Requirements

If products and services are issued in response to an emergency or disaster recovery the items below, located in this FEMA Special Conditions section of the Federal Funds Certifications, are activated and required when federal funding may be utilized.

2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II, Required Contract Clauses

1. REMEDIES

a. Standard. Contracts for more than the simplified acquisition threshold, currently set at $250,000, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate. See 2 C.F.R. Part 200, Appendix II(A).

b. Applicability. This requirement applies to all FEMA grant and cooperative agreement programs.

2. TERMINATION FOR CAUSE AND CONVENIENCE

a. Standard. All contracts in excess of $10,000 must address termination for cause and for convenience by the non-Federal entity, including the manner by which it will be effected and the basis for settlement. See 2 C.F.R. Part 200, Appendix II(B).

b. Applicability. This requirement applies to all FEMA grant and cooperative agreement programs.

3. EQUAL EMPLOYMENT OPPORTUNITY

When applicable:

a. Standard. Except as otherwise provided under 41 C.F.R. Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. § 60- 1.4(b), in accordance with Executive Order 11246, *Equal Employment Opportunity* (30 Fed. Reg. 12319, 12935, 3 C.F.R. Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, *Amending Executive Order 11246 Relating to Equal Employment Opportunity*, and implementing regulations at 41 C.F.R. Part 60 (Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor). See 2 C.F.R. Part 200, Appendix II(C).

b. Key Definitions.

i. Federally Assisted Construction Contract. The regulation at 41 C.F.R. § 60-1.3 defines a "federally assisted construction contract" as any agreement or modification thereof between any applicant and a person for construction work which is paid for in whole or in part with funds obtained from the Government or borrowed on the credit of the Government pursuant to any Federal program involving a grant, contract, loan, insurance, or guarantee, or undertaken pursuant to any Federal program involving such grant, contract, loan, insurance, or guarantee, or any application or modification thereof approved by the Government for a grant, contract, loan, insurance, or guarantee under which the applicant itself participates in the construction work.

ii. Construction Work. The regulation at 41 C.F.R. § 60-1.3 defines "construction work" as the construction, rehabilitation, alteration, conversion, extension, demolition or repair of buildings, highways, or other changes or improvements to real property, including facilities providing utility services. The term also includes the supervision, inspection, and other onsite functions incidental to the actual construction.

c. Applicability. This requirement applies to all FEMA grant and cooperative agreement programs.

d. Required Language. The regulation at 41 C.F.R. Part 60-1.4(b) requires the insertion of the following contract clause.

During the performance of this contract, the contractor agrees as follows:

(1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following:

Employment, upgrading, demotion, or transfer; recruitment or recruitment advertising;

layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

(2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

(3) The contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the contractor's legal duty to furnish information.

(4) The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the contractor's commitments under this section and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

(5) The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

(6) The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

(7) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(8) The contractor will include the portion of the sentence immediately preceding paragraph (1) and the provisions of paragraphs (1) through (8) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance:

Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

The applicant further agrees that it will be bound by the above equal opportunity clause with respect to its own employment practices when it participates in federally assisted construction work: *Provided,* That if the applicant so participating is a State or local government, the above equal opportunity clause is not applicable to any agency, instrumentality or subdivision of such government which does not participate in work on or under the contract.

The applicant agrees that it will assist and cooperate actively with the administering agency and the Secretary of Labor in obtaining the compliance of contractors and subcontractors with the equal opportunity clause and the rules, regulations, and relevant orders of the Secretary of Labor, that it will furnish the administering agency and the Secretary of Labor such information as they may require for the supervision of such compliance, and that it will otherwise assist the administering agency in the discharge of the agency's primary responsibility for securing compliance.

The applicant further agrees that it will refrain from entering into any contract or contract modification subject to Executive Order 11246 of September 24, 1965, with a contractor debarred from, or who has not demonstrated eligibility for, Government contracts and federally assisted construction contracts pursuant to the Executive Order and will carry out such sanctions and penalties for violation of the equal opportunity clause as may be imposed upon contractors and subcontractors by the administering agency or the Secretary of Labor pursuant to Part II, Subpart D of the Executive Order. In addition, the applicant agrees that if it fails or refuses to comply with these undertakings, the administering agency may take any or all of the following actions: Cancel, terminate, or suspend in whole or in part this grant (contract, loan, insurance, guarantee); refrain from extending any further assistance to the applicant under the program with respect to which the failure or refund occurred until satisfactory assurance of future compliance has been received from such applicant; and refer the case to the Department of Justice for appropriate legal proceedings.

4. DAVIS-BACON ACT

a. Standard. All prime construction contracts in excess of $2,000 awarded by non- Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. §§ 3141-3144 and 3146-3148) as supplemented by Department of Labor regulations at 29 C.F.R. Part 5 (Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction). See 2 C.F.R. Part 200, Appendix II(D). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week.

b. Applicability. The Davis-Bacon Act applies to the Emergency Management Preparedness Grant Program, Homeland Security Grant Program, Nonprofit Security Grant Program, Tribal Homeland Security Grant Program, Port Security Grant Program, and Transit Security Grant Program.

c. Requirements. If applicable, the non-federal entity must do the following:

i. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.

ii. Additionally, pursuant 2 C.F.R. Part 200, Appendix II(D), contracts subject to the Davis-Bacon Act, must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations at 29 C.F.R. Part 3 (Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States). The Copeland Anti- Kickback Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to FEMA.

iii. Include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction").

Suggested Language. The following provides a sample contract clause:

Compliance with the Davis-Bacon Act.

a. All transactions regarding this contract shall be done in compliance with the Davis-Bacon Act (40 U.S.C. 3141- 3144, and 3146-3148) and the requirements of 29 C.F.R. pt. 5 as may be applicable. The contractor shall comply with 40 U.S.C. 3141-3144, and 3146-3148 and the requirements of 29 C.F.R. pt. 5 as applicable.

b. Contractors are required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor.

c. Additionally, contractors are required to pay wages not less than once a week.

5. COPELAND ANTI-KICKBACK ACT

a. Standard. Recipient and subrecipient contracts must include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States").

b. Applicability. This requirement applies to all contracts for construction or repair work above $2,000 in situations where the Davis-Bacon Act also applies. It DOES NOT apply to the FEMA Public Assistance Program.

c. Requirements. If applicable, the non-federal entity must include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations at 29 C.F.R. Part 3 (Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States). Each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to FEMA. Additionally, in accordance with the regulation, each contractor and subcontractor must furnish each week a statement with respect to the wages paid each of its employees engaged in work covered by the Copeland Anti-Kickback Act and the Davis Bacon Act during the preceding weekly payroll period. The report shall be delivered by the contractor or subcontractor, within seven days after the regular payment date of the payroll period, to a representative of a Federal or State agency in charge at the site of the building or work.

Sample Language. The following provides a sample contract clause:

Compliance with the Copeland "Anti-Kickback" Act.

a. Contractor. The contractor shall comply with 18 U.S.C. §874, 40 U.S.C. § 3145, and the requirements of 29 C.F.R. pt. 3 as may be applicable, which are incorporated by reference into this contract.

b. Subcontracts. The contractor or subcontractor shall insert in any subcontracts the clause above and such other clauses as FEMA may by appropriate instructions require, and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for the compliance by any subcontractor or lower tier subcontractor with all of these contract clauses.

c. Breach. A breach of the contract clauses above may be grounds for termination of the contract, and for debarment as a contractor and subcontractor as provided in 29 C.F.R. §5.12."

6. CONTRACT WORK HOURS AND SAFETY STANDARDSACT

a. Standard. Where applicable (see 40 U.S.C. §§ 3701-3708), all contracts awarded by the non-Federal entity in excess of $100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations at 29 C.F.R. Part 5. See 2 C.F.R. Part 200, Appendix II(E). Under 40 U.S.C. § 3702, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. Further, no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous, or dangerous.

b. Applicability. This requirement applies to all FEMA contracts awarded by the non- federal entity in excess of $100,000 under grant and cooperative agreement programs that involve the employment of mechanics or laborers. It is applicable to construction work. These

requirements do not apply to the purchase of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

c. Suggested Language. The regulation at 29 C.F.R. § 5.5(b) provides contract clause language concerning compliance with the Contract Work Hours and Safety Standards Act. FEMA suggests including the following contract clause:

Compliance with the Contract Work Hours and Safety Standards Act.

(1) *Overtime requirements.* No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in suchworkweek.

(2) *Violation; liability for unpaid wages; liquidated damages.* In the event of any violation of the clause set forth in paragraph (b)(1) of this section the contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (b)(1) of this section, in the sum of
$27 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (b)(1) of this section.

(3) *Withholding for unpaid wages and liquidated damages.* The Federal agency or loan/grant recipient shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other Federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (b)(2) of this section.

(4) *Subcontracts.* The contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraph (b)(1) through (4) of this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (b)(1) through (4) of this section.

7. RIGHTS TO INVENTIONS MADE UNDER A CONTRACT ORAGREEMENT

a. Standard. If the FEMA award meets the definition of "funding agreement" under 37C.F.R. § 401.2(a) and the non-Federal entity wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or

performance of experimental, developmental, or research work under that "funding agreement," the non- Federal entity must comply with the requirements of 37 C.F.R. Part 401 (Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements), and any implementing regulations issued by FEMA. See 2 C.F.R. Part 200, Appendix II(F).

b. Applicability. This requirement applies to "*funding agreements*," but it DOES NOT apply to the Public Assistance, Hazard Mitigation Grant Program, Fire Management Assistance Grant Program, Crisis Counseling Assistance and Training Grant Program, Disaster Case Management Grant Program, and Federal Assistance to Individuals and Households – Other Needs Assistance Grant Program, as FEMA awards under these programs do not meet the definition of "funding agreement."

c. Funding Agreements Definition. The regulation at 37 C.F.R. § 401.2(a) defines "funding agreement" as any contract, grant, or cooperative agreement entered into between any Federal agency, other than the Tennessee Valley Authority, and any contractor for the performance of experimental, developmental, or research work funded in whole or in part by the Federal government. This term also includes any assignment, substitution of parties, or subcontract of any type entered into for the performance of experimental, developmental, or research work under a funding agreement as defined in the first sentence of this paragraph.

8. CLEAN AIR ACT AND THE FEDERAL WATER POLLUTION CONTROL ACT

a. Standard. If applicable, contracts must contain a provision that requires the contractor to agree to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 U.S.C. §§ 7401-7671q.) and the Federal Water Pollution Control Act as amended (33 U.S.C. §§ 1251-1387). Violations must be reported to FEMA and the Regional Office of the Environmental Protection Agency. See 2 C.F.R. Part 200, Appendix II(G).

b. Applicability. This requirement applies to contracts awarded by a non-federal entity of amounts in excess of $150,000 under a federal grant.

c. Suggested Language. The following provides a sample contract clause.

Clean Air Act

1. The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.

2. The contractor agrees to report each violation to the Participating Public Agency and understands and agrees that the Participating Public Agency will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.

3. The contractor agrees to include these requirements in each subcontract exceeding $150,000 financed in whole or in part with Federal assistance provided by FEMA.

Federal Water Pollution Control Act

1. The contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.

2. The contractor agrees to report each violation to the Participating Public Agency and understands and agrees that the Participating Public Agency will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.

3. The contractor agrees to include these requirements in each subcontract exceeding $150,000 financed in whole or in part with Federal assistance provided by FEMA.

9. DEBARMENT AND SUSPENSION

a. Standard. Non-Federal entities and contractors are subject to the debarment and suspension regulations implementing Executive Order 12549, *Debarment and Suspension* (1986) and Executive Order 12689, *Debarment and Suspension* (1989) at 2 C.F.R. Part 180 and the Department of Homeland Security's regulations at 2 C.F.R. Part 3000 (Non-procurement Debarment and Suspension).

b. Applicability. This requirement applies to all FEMA grant and cooperative agreement programs.

c. Requirements.

i. These regulations restrict awards, subawards, and contracts with certain parties that are debarred, suspended, or otherwise excluded from or ineligible for participation in Federal assistance programs and activities. See 2 C.F.R. Part 200, Appendix II(H); and 2 C.F.R. § 200.213. A contract award must not be made to parties listed in the SAM Exclusions. SAM Exclusions is the list maintained by the General Services Administration that contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. SAM exclusions can be accessed at www.sam.gov. See 2 C.F.R. § 180.530.

ii. In general, an "excluded" party cannot receive a Federal grant award or a contract within the meaning of a "covered transaction," to include subawards and subcontracts. This includes parties that receive Federal funding indirectly, such as contractors to recipients and subrecipients. The key to the exclusion is whether there is a "covered transaction," which is any non-procurement transaction (unless excepted) at either a "primary" or "secondary" tier. Although "covered transactions" do not include contracts awarded by the Federal Government for purposes of the non-procurement common rule and DHS's implementing regulations, it does include some contracts awarded by recipients and subrecipients.

iii. Specifically, a covered transaction includes the following contracts for goods or services:

1. The contract is awarded by a recipient or subrecipient in the amount of at least $25,000.

2. The contract requires the approval of FEMA, regardless of amount.

3. The contract is for federally-required audit services.

4. A subcontract is also a covered transaction if it is awarded by the contractor of a recipient or subrecipient and requires either the approval of FEMA or is in excess of $25,000.

d. Suggested Language. The following provides a debarment and suspension clause. It incorporates an optional method of verifying that contractors are not excluded or disqualified.

Suspension and Debarment

(1) This contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such, the contractor is required to verify that none of the contractor's principals (defined at 2 C.F.R. § 180.995) or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).

(2) The contractor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.

(3) This certification is a material representation of fact relied upon by the Participating Public Agency. If it is later determined that the contractor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to the Participating Public Agency, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.

(4) The bidder or proposer agrees to comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

10. BYRD ANTI-LOBBYING AMENDMENT

a. Standard. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. § 1352. FEMA's regulation at 44 C.F.R. Part 18 implements the requirements of 31 U.S.C. § 1352 and provides, in Appendix A to Part 18, a copy of the certification that is required to be completed by each entity as described in 31 U.S.C. § 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any

Federal award. Such disclosures are forwarded from tier to tier up to the Federal awarding agency.

b. Applicability. This requirement applies to all FEMA grant and cooperative agreement programs. Contractors that apply or bid for a contract of $100,000 or more under a federal grant must file the required certification. See 2 C.F.R. Part 200, Appendix II(I); 31 U.S.C. § 1352; and 44 C.F.R. Part 18.

c. Suggested Language.

Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352 (as amended)

Contractors who apply or bid for an award of $100,000 or more shall file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any Federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the recipient who in turn will forward the certification(s) to the awarding agency.

d. Required Certification. If applicable, contractors must sign and submit to the non-federal entity the following certification.

APPENDIX A, 44 C.F.R. PART 18 – CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts,

subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

The Contractor, West Enterprises Inc., DBA Uniglobe Travel Designers, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. Chap. 38, Administrative Remedies for False Claims and Statements, apply to this certification and disclosure, if any.

Elizabeth Blount McCormick

Signature of Contractor's Authorized Official

Elizabeth Blount McCormick, President

Name and Title of Contractor's Authorized Official

9/10/2021

Date

Version July 27, 2021

11. PROCUREMENT OF RECOVERED MATERIALS

a. Standard. A non-Federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. See 2 C.F.R. Part 200, Appendix II(J); and 2 C.F.R. §200.322.

b. Applicability. This requirement applies to all contracts awarded by a non- federal entity under FEMA grant and cooperative agreement programs.

c. Requirements. The requirements of Section 6002 include procuring only items designated in guidelines of the EPA at 40 C.F.R. Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds $10,000 or the value of the quantity acquired by the preceding fiscal year exceeded $10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

d. Suggested Language.

i. In the performance of this contract, the Contractor shall make maximum use of products containing recovered materials that are EPA-designated items unless the product cannot be acquired—
   1. Competitively within a timeframe providing for compliance with the contract performance schedule;
   2. Meeting contract performance requirements; or
   3. At a reasonable price.

ii. Information about this requirement, along with the list of EPA- designated items, is available at EPA's Comprehensive Procurement Guidelines web site, https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program.

iii. The Contractor also agrees to comply with all other applicable requirements of Section 6002 of the Solid Waste Disposal Act."

12. ACCESS TO RECORDS

a. Standard. All recipients, subrecipients, successors, transferees, and assignees must acknowledge and agree to comply with applicable provisions governing DHS access to records, accounts, documents, information, facilities, and staff. Recipients must give DHS/FEMA access to, and the right to examine and copy, records, accounts, and other documents and sources of information related to the federal financial assistance award and permit access to facilities, personnel, and other individuals and information as may be necessary, as required by DHS regulations *and* other applicable laws or program guidance. See DHS Standard Terms and Conditions: Version 8.1 (2018). Additionally, Section 1225 of the Disaster Recovery Reform Act of 2018 prohibits FEMA from providing reimbursement to any state, local, tribal, or territorial government, or private non-profit for activities made pursuant to a contract that purports to prohibit audits or internal reviews by the FEMA administrator or Comptroller General.

Access to Records. The following access to records requirements apply to this contract:

i. The Contractor agrees to provide Participating Public Agency, the FEMA Administrator, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.

ii. The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

iii. The Contractor agrees to provide the FEMA Administrator or his authorized representatives access to construction or other work sites pertaining to the work being completed under the contract.

iv. In compliance with the Disaster Recovery Act of 2018, the Participating Public Agency and the Contractor acknowledge and agree that no language in this contract is intended to prohibit audits or internal reviews by the FEMA Administrator or the Comptroller General of the United States.

13. CHANGES

a. Standard. To be eligible for FEMA assistance under the non-Federal entity's FEMA grant or cooperative agreement, the cost of the change, modification, change order, or constructive change must be allowable, allocable, within the scope of its grant or cooperative agreement, and reasonable for the completion of project scope.

b. Applicability. FEMA recommends, therefore, that a non-Federal entity include a changes clause in its contract that describes how, if at all, changes can be made by either party to alter the method, price, or schedule of the work without breaching the contract. The language of the clause may differ depending on the nature of the contract and the end-item procured.

14. DHS SEAL, LOGO, AND FLAGS

a. Standard. Recipients must obtain permission prior to using the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials. See DHS Standard Terms and Conditions: Version 8.1 (2018).

b. Applicability. FEMA recommends that all non-Federal entities place in their contracts a provision that a contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval.

c. "The contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval.

15. COMPLIANCE WITH FEDERAL LAW, REGULATIONS, AND EXECUTIVE ORDERS

a. Standard. The recipient and its contractors are required to comply with all Federal laws, regulations, and executive orders.

b. Applicability. FEMA recommends that all non-Federal entities place into their contracts an acknowledgement that FEMA financial assistance will be used to fund the contract along with the requirement that the contractor will comply with all applicable Federal law, regulations, executive orders, and FEMA policies, procedures, and directives.

c. "This is an acknowledgement that FEMA financial assistance will be used to fund all or a portion of the contract. The contractor will comply with all applicable Federal law, regulations, executive orders, FEMA policies, procedures, and directives."

16. NO OBLIGATION BY FEDERAL GOVERNMENT

a. Standard. FEMA is not a party to any transaction between the recipient and its contractor. FEMA is not subject to any obligations or liable to any party for any matter relating to the contract.

b. Applicability. FEMA recommends that the non-Federal entity include a provision in its contract that states that the Federal Government is not a party to the contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from the contract.

c. "The Federal Government is not a party to this contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from the contract."

17. PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS

a. Standard. Recipients must comply with the requirements of The False Claims Act (31 U.S.C. §§ 3729-3733) which prohibits the submission of false or

fraudulent claims for payment to the federal government. See DHS Standard Terms and Conditions: Version 8.1 (2018); and 31 U.S.C. §§ 3801-3812, which details the administrative remedies for false claims and statements made. The non-Federal entity must include a provision in its contract that the contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to its actions pertaining to the contract.

b. Applicability. FEMA recommends that the non-Federal entity include a provision in its contract that the contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to its actions pertaining to the contract.

c. "The Contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the Contractor's actions pertaining to this contract."

Offeror agrees to comply with all terms and conditions outlined in the FEMA Special Conditions section of this solicitation.

Offeror's Name: West Enterprises Inc., DBA Uniglobe Travel Designers

Address, City, State, and Zip Code:
480 S 3rd Street, Columbus, OH 43215

Phone Number: (614) 237-4488 Fax Number: (614) 237-4516

Printed Name and Title of Authorized Representative:
Elizabeth Blount McCormick, President

Email Address: elizabethb@uniglobetd.com

Signature of Authorized Representative: Elizabeth Blount McCormick

Date: 9/10/2021

NEW JERSEY BUSINESS COMPLIANCE

Suppliers intending to do business in the State of New Jersey must comply with policies and procedures required under New Jersey statues. All offerors submitting proposals must complete the following forms specific to the State of New Jersey. Completed forms should be submitted with the offeror's response to the RFP. Failure to complete the New Jersey packet will impact OMNIA Partners' ability to promote the Master Agreement in the State of New Jersey.

DOC #1 Ownership Disclosure Form

DOC #2 Non-Collusion Affidavit

DOC #3 Affirmative Action Affidavit

DOC #4 Political Contribution Disclosure Form

DOC #5 Stockholder Disclosure Certification

DOC #6 Certification of Non-Involvement in Prohibited Activities in Iran

DOC #7 New Jersey Business Registration Certificate

New Jersey suppliers are required to comply with the following New Jersey statutes when applicable:

- all anti-discrimination laws, including those contained in N.J.S.A. 10:2-1 through N.J.S.A. 10:2-14, N.J.S.A. 10:5-1, and N.J.S.A. 10:5-31 through 10:5-38;
- Prevailing Wage Act, N.J.S.A. 34:11-56.26, for all contracts within the contemplation of the Act;
- Public Works Contractor Registration Act, N.J.S.A. 34:11-56.26; and
- Bid and Performance Security, as required by the applicable municipal or state statutes.

DOC #1

STATEMENT OF OWNERSHIP DISCLOSURE

N.J.S.A. 52:25-24.2 (P.L. 1977, c.33, as amended by P.L. 2016, c.43)

This statement shall be completed, certified to, and included with all bid and proposal submissions. Failure to submit the required information is cause for automatic rejection of the bid or proposal.

Name of Organization: West Enterprises Inc., DBA Uniglobe Travel Designers

Organization Address: 480 S 3rd Street, Columbus, OH 43215

Part I Check the box that represents the type of business organization:

☐ Sole Proprietorship (skip Parts II and III, execute certification in Part IV)

☐ Non-Profit Corporation (skip Parts II and III, execute certification in Part IV)

☒ For-Profit Corporation (any type) ☐ Limited Liability Company (LLC)

☐ Partnership ☐ Limited Partnership ☐ Limited Liability Partnership (LLP)

☐ Other (be specific): _____

Part II

☒ The list below contains the names and addresses of all stockholders in the corporation who own 10 percent or more of its stock, of any class, or of all individual partners in the partnership who own a 10 percent or greater interest therein, or of all members in the limited liability company who own a 10 percent or greater interest therein, as the case may be. (**COMPLETE THE LIST BELOW IN THIS SECTION**)

OR

☐ No one stockholder in the corporation owns 10 percent or more of its stock, of any class, or no individual partner in the partnership owns a 10 percent or greater interest therein, or no member in the limited liability company owns a 10 percent or greater interest therein, as the case may be. (**SKIP TO PART IV**)

(Please attach additional sheets if more space is needed):

Name of Individual or Business Entity	Home Address (for Individuals) or Business Address
Elizabeth Blount McCormick	[redacted]
Jaqueline Blount	[redacted]
Elsie Blount	[redacted]

Version July 27, 2021

Part III DISCLOSURE OF 10% OR GREATER OWNERSHIP IN THE STOCKHOLDERS, PARTNERS OR LLC MEMBERS LISTED IN PART II

If a bidder has a direct or indirect parent entity which is publicly traded, and any person holds a 10 percent or greater beneficial interest in the publicly traded parent entity as of the last annual federal Security and Exchange Commission (SEC) or foreign equivalent filing, ownership disclosure can be met by providing links to the website(s) containing the last annual filing(s) with the federal Securities and Exchange Commission (or foreign equivalent) that contain the name and address of each person holding a 10% or greater beneficial interest in the publicly traded parent entity, along with the relevant page numbers of the filing(s) that contain the information on each such person. **Attach additional sheets if more space is needed.**

Website (URL) containing the last annual SEC (or foreign equivalent) filing	Page #'s

Please list the names and addresses of each stockholder, partner or member owning a 10 percent or greater interest in any corresponding corporation, partnership and/or limited liability company (LLC) listed in Part II **other than for any publicly traded parent entities referenced above**. The disclosure shall be continued until names and addresses of every noncorporate stockholder, and individual partner, and member exceeding the 10 percent ownership criteria established pursuant to N.J.S.A. 52:25-24.2 has been listed. **Attach additional sheets if more space is needed.**

Stockholder/Partner/Member and Corresponding Entity Listed in Part II	Home Address (for Individuals) or Business Address

Part IV Certification

I, being duly sworn upon my oath, hereby represent that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge: that I am authorized to execute this certification on behalf of the bidder/proposer; that the ***<name of contracting unit>*** is relying on the information contained herein and that I am under a continuing obligation from the date of this certification through the completion of any contracts with ***<type of contracting unit>*** to notify the ***<type of contracting unit>*** in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I am subject to criminal prosecution under the law and that it will constitute a material breach of my agreement(s) with the, permitting the ***<type of contracting unit>*** to declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print):	Elizabeth Blount McCormick	Title:	President
Signature:	Elizabeth Blount McCormick	Date:	9/10/2021

DOC #2

NON-COLLUSION AFFIDAVIT

STANDARD BID DOCUMENT REFERENCE	
	Reference: VII-H
Name of Form:	**NON-COLLUSION AFFIDAVIT**
Statutory Reference:	No specific statutory reference State Statutory Reference N.J.S.A. 52:34-15
Instructions Reference:	Statutory and Other Requirements VII-H
Description:	The Owner's use of this form is optional. It is used to ensure that the bidder has not participated in any collusion with any other bidder or Owner representative or otherwise taken any action in restraint of free and competitive bidding.

NON-COLLUSION AFFIDAVIT

State of New Jersey
County of _____ ss:

I, Elizabeth Blount McCormick residing in
(name of affiant)
Columbus
(name of municipality)
in the County of Franklin and State of
Ohio of full age, being duly sworn according to law on my oath depose and say that:

I am President of the firm of
(title or position) (name of firm)

West Enterprises Inc., DBA Uniglobe Travel Designers the bidder making this Proposal for the bid

entitled RFP 22-01 for Travel Management Services, and that I executed the said proposal with
(title of bid proposal)
full authority to do so that said bidder has not, directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above named project; and that all statements contained in said proposal and in this affidavit are true and correct, and made with full knowledge that the Region 4 Education Service Center relies upon the truth of the statements contained in said Proposal
(name of contracting unit)
and in the statements contained in this affidavit in awarding the contract for the said project.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by
Uniglobe Travel Designers.

Subscribed and sworn to

before me this day

Signature

_____, 2____

_____
(Type or print name of affiant under signature)

_____
Notary public of

My Commission expires _____

(Seal)

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DOC #3

AFFIRMATIVE ACTION AFFIDAVIT
(P.L. 1975, C.127)

Company Name: West Enterprises Inc., DBA Uniglobe Travel Designers

Street: 480 S 3rd Street

City, State, Zip Code: Columbus, OH 43215

Proposal Certification:

Indicate below company's compliance with New Jersey Affirmative Action regulations. Company's proposal will be accepted even if company is not in compliance at this time. No contract and/or purchase order may be issued, however, until all Affirmative Action requirements are met.

Required Affirmative Action Evidence:

Procurement, Professional & Service Contracts (Exhibit A)
Vendors must submit with proposal:

1. A photo copy of their Federal Letter of Affirmative Action Plan Approval

   OR

2. A photo copy of their Certificate of Employee Information Report

   OR

3. A complete Affirmative Action Employee Information Report (AA302)

Public Work – Over $50,000 Total Project Cost:

A. No approved Federal or New Jersey Affirmative Action Plan. We will complete Report Form AA201-A upon receipt from the

B. Approved Federal or New Jersey Plan – certificate enclosed

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

09/10/2021 — President

Date ***Authorized Signature and Title***

Version July 27, 2021

Form AA302
Rev. 11/11

STATE OF NEW JERSEY

Division of Purchase & Property
Contract Compliance Audit Unit
EEO Monitoring Program

EMPLOYEE INFORMATION REPORT

IMPORTANT-READ INSTRUCTIONS CAREFULLY BEFORE COMPLETING FORM. FAILURE TO PROPERLY COMPLETE THE ENTIRE FORM AND TO SUBMIT THE REQUIRED $150.00 FEE MAY DELAY ISSUANCE OF YOUR CERTIFICATE. DO NOT SUBMIT EEO-1 REPORT FOR SECTION B, ITEM 11. For instructions on completing the form, go to: https://www.state.nj.us/treasury/contract_compliance/documents/pdf/forms/aa302ins.pdf

SECTION A - COMPANY IDENTIFICATION

1. FID. NO. OR SOCIAL SECURITY: [redacted]

2. TYPE OF BUSINESS: ☐ 1. MFG ☒ 2. SERVICE ☐ 3. WHOLESALE ☐ 4. RETAIL ☐ 5. OTHER

3. TOTAL NO. EMPLOYEES IN THE ENTIRE COMPANY: 24

4. COMPANY NAME: West Enterprises Inc., DBA Uniglobe Travel Designers

5. STREET	CITY	COUNTY	STATE	ZIP CODE
480 S 3rd Street	Columbus	Franklin	OH	43215

6. NAME OF PARENT OR AFFILIATED COMPANY (IF NONE, SO INDICATE) | CITY | STATE | ZIP CODE

None

7. CHECK ONE: IS THE COMPANY: ☒ SINGLE-ESTABLISHMENT EMPLOYER ☐ MULTI-ESTABLISHMENT EMPLOYER

8. IF MULTI-ESTABLISHMENT EMPLOYER, STATE THE NUMBER OF ESTABLISHMENTS IN NJ

9. TOTAL NUMBER OF EMPLOYEES AT ESTABLISHMENT WHICH HAS BEEN AWARDED THE CONTRACT

10. PUBLIC AGENCY AWARDING CONTRACT | CITY | COUNTY | STATE | ZIP CODE

Official Use Only	DATE RECEIVED	INAUG.DATE	ASSIGNED CERTIFICATION NUMBER

SECTION B - EMPLOYMENT DATA

11. Report all permanent, temporary and part-time employees ON YOUR OWN PAYROLL. Enter the appropriate figures on all lines and in all columns. Where there are no employees in a particular category, enter a zero. Include ALL employees, not just those in minority/non-minority categories, in columns 1, 2, & 3. *DO NOT SUBMIT AN EEO-1 REPORT.*

JOB CATEGORIES	ALL EMPLOYEES			PERMANENT MINORITY/NON-MINORITY EMPLOYEE BREAKDOWN									
				MALE					FEMALE				
	COL. 1 TOTAL (Cols.2 &3)	COL. 2 MALE	COL. 3 FEMALE	BLACK	HISPANIC	AMER. INDIAN	ASIAN	NON MIN.	BLACK	HISPANIC	AMER. INDIAN	ASIAN	NON MIN.
Officials/ Managers		0	3						2				1
Professionals		5	7	1	2			2					7
Technicians													
Sales Workers													
Office & Clerical													
Craftworkers (Skilled)													
Operatives (Semi-skilled)													
Laborers (Unskilled)													
Service Workers													
TOTAL		5	10										
Total employment From previous Report (if any)													
Temporary & Part-Time Employees	The data below shall NOT be included in the figures for the appropriate categories above.												
		1	8	1					3	1			4

12. HOW WAS INFORMATION AS TO RACE OR ETHNIC GROUP IN SECTION B OBTAINED? ☐ 1. Visual Survey ☒ 2. Employment Record ☐ 3. Other (Specify)

13. DATES OF PAYROLL PERIOD USED From: 8/20/2021 To: 9/3/2021

14. IS THIS THE FIRST Employee Information Report Submitted? 1. YES ☒ 2. NO ☐

15. IF NO, DATE LAST REPORT SUBMITTED MO. DAY YEAR

SECTION C - SIGNATURE AND IDENTIFICATION

16. NAME OF PERSON COMPLETING FORM (Print or Type)	SIGNATURE	TITLE	DATE MO	DAY	YEAR
Elizabeth Blount McCormic	Elizabeth Blount McCormic	President	9	10	2021

17. ADDRESS NO. & STREET	CITY	COUNTY	STATE	ZIP CODE	PHONE (AREA CODE, NO.,EXTENSION)
480 S 3rd Street	Columbus	Franklin	OH	43215	614 - 237 - 4488

P.L. 1995, c. 127 (N.J.A.C. 17:27)
MANDATORY AFFIRMATIVE ACTION LANGUAGE

PROCUREMENT, PROFESSIONAL AND SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. The contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisement for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation.

The contractor or subcontractor, where applicable, will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers trade consistent with the applicable county employment goal prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of it testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the state of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and lay-off to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).

Elizabeth Blount McCorne

Signature of Procurement Agent

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Public Agency Instructions

This page provides guidance to public agencies entering into contracts with business entities that are required to file Political Contribution Disclosure forms with the agency. **It is not intended to be provided to contractors.** What follows are instructions on the use of form local units can provide to contractors that are required to disclose political contributions pursuant to N.J.S.A. 19:44A-20.26 (P.L. 2005, c. 271, s.2). Additional information on the process is available in Local Finance Notice 2006-1 (http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html). Please refer back to these instructions for the appropriate links, as the Local Finance Notices include links that are no longer operational.

1. The disclosure is required for all contracts in excess of $17,500 that are **not awarded** pursuant to a "fair and open" process (N.J.S.A. 19:44A-20.7).
2. Due to the potential length of some contractor submissions, the public agency should consider allowing data to be submitted in electronic form (i.e., spreadsheet, pdf file, etc.). Submissions must be kept with the contract documents or in an appropriate computer file and be available for public access. **The form is worded to accept this alternate submission.** The text should be amended if electronic submission will not be allowed.
3. The submission must be **received from the contractor and** on file at least 10 days prior to award of the contract. Resolutions of award should reflect that the disclosure has been received and is on file.
4. The contractor must disclose contributions made to candidate and party committees covering a wide range of public agencies, including all public agencies that have elected officials in the county of the public agency, state legislative positions, and various state entities. The Division of Local Government Services recommends that contractors be provided a list of the affected agencies. This will assist contractors in determining the campaign and political committees of the officials and candidates affected by the disclosure.
    a. The Division has prepared model disclosure forms for each county. They can be downloaded from the "County PCD Forms" link on the Pay-to-Play web site at http://www.nj.gov/dca/divisions/dlgs/programs/lpcl.html#12. They will be updated from time-to-time as necessary.
    b. A public agency using these forms **should edit them to properly reflect the correct legislative district**(s). As the forms are county-based, **they list all legislative districts** in each county. **Districts that do not represent the public agency should be removed from the lists.**
    c. Some contractors may find it easier to provide a single list that covers all contributions, regardless of the county. These submissions are appropriate and should be accepted.
    d. The form may be used "as-is", subject to edits as described herein.
    e. The "Contractor Instructions" sheet is intended to be provided with the form. It is recommended that the Instructions and the form be printed on the same piece of paper. The form notes that the Instructions are printed on the back of the form; where that is not the case, the text should be edited accordingly.
    f. The form is a Word document and can be edited to meet local needs, and posted for download on web sites, used as an e-mail attachment, or provided as a printed document.
5. It is recommended that the contractor also complete a "Stockholder Disclosure Certification." This will assist the local unit in its obligation to ensure that contractor did not make any prohibited contributions to the committees listed on the Business Entity Disclosure Certification in the 12 months prior to the contract (See Local Finance Notice 2006-7 for additional information on this obligation at http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html). A sample Certification form is part of this package and the instruction to complete it is included in the Contractor Instructions. NOTE: This section is not applicable to Boards of Education.

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Contractor Instructions

Business entities (contractors) receiving contracts from a public agency that are NOT awarded pursuant to a "fair and open" process (defined at N.J.S.A. 19:44A-20.7) are subject to the provisions of P.L. 2005, c. 271, s.2 (N.J.S.A. 19:44A-20.26). This law provides that 10 days prior to the award of such a contract, the contractor shall disclose contributions to:

- any State, county, or municipal committee of a political party
- any legislative leadership committee*
- any continuing political committee (a.k.a., political action committee)
- any candidate committee of a candidate for, or holder of, an elective office:
  - of the public entity awarding the contract
  - of that county in which that public entity is located
  - of another public entity within that county
  - or of a legislative district in which that public entity is located or, when the public entity is a county, of any legislative district which includes all or part of the county

The disclosure must list reportable contributions to any of the committees that exceed $300 per election cycle that were made during the 12 months prior to award of the contract. See N.J.S.A. 19:44A-8 and 19:44A-16 for more details on reportable contributions.

N.J.S.A. 19:44A-20.26 itemizes the parties from whom contributions must be disclosed when a business entity is not a natural person. This includes the following:

- individuals with an "interest" ownership or control of more than 10% of the profits or assets of a business entity or 10% of the stock in the case of a business entity that is a corporation for profit
- all principals, partners, officers, or directors of the business entity or their spouses
- any subsidiaries directly or indirectly controlled by the business entity
- IRS Code Section 527 New Jersey based organizations, directly or indirectly controlled by the business entity and filing as continuing political committees, (PACs).

When the business entity is a natural person, "a contribution by that person's spouse or child, residing therewith, shall be deemed to be a contribution by the business entity." [N.J.S.A. 19:44A-20.26(b)] The contributor must be listed on the disclosure.

Any business entity that fails to comply with the disclosure provisions shall be subject to a fine imposed by ELEC in an amount to be determined by the Commission which may be based upon the amount that the business entity failed to report.

The enclosed list of agencies is provided to assist the contractor in identifying those public agencies whose elected official and/or candidate campaign committees are affected by the disclosure requirement. It is the contractor's responsibility to identify the specific committees to which contributions may have been made and need to be disclosed. The disclosed information may exceed the minimum requirement.

The enclosed form, a content-consistent facsimile, or an electronic data file containing the required details (along with a signed cover sheet) may be used as the contractor's submission and is disclosable to the public under the Open Public Records Act.

The contractor must also complete the attached Stockholder Disclosure Certification. This will assist the agency in meeting its obligations under the law. **NOTE: This section does not apply to Board of Education contracts.**

* N.J.S.A. 19:44A-3(s): "The term "legislative leadership committee" means a committee established, authorized to be established, or designated by the President of the Senate, the Minority Leader of the Senate, the Speaker of the General Assembly or the Minority Leader of the General Assembly pursuant to

section 16 of P.L.1993, c.65 (C.19:44A-10.1) for the purpose of receiving contributions and making expenditures."

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Required Pursuant to N.J.S.A. 19:44A-20.26

This form or its permitted facsimile must be submitted to the local unit no later than 10 days prior to the award of the contract.

Part I – Vendor Information

Vendor Name:	West Enterprises Inc., DBA Uniglobe Travel Designers		
Address:	480 S 3rd Street		
City:	Columbus	State: OH	Zip: 43215

The undersigned being authorized to certify, hereby certifies that the submission provided herein represents compliance with the provisions of N.J.S.A. 19:44A-20.26 and as represented by the Instructions accompanying this form.

Elizabeth Blount McCormick	Elizabeth Blount McCormick	President
Signature	Printed Name	Title

Part II – Contribution Disclosure

Disclosure requirement: Pursuant to N.J.S.A. 19:44A-20.26 this disclosure must include all reportable political contributions (more than $300 per election cycle) over the 12 months prior to submission to the committees of the government entities listed on the form provided by the local unit.

☐ Check here if disclosure is provided in electronic form

Contributor Name	Recipient Name	Date	Dollar Amount
N/A			$

☐ Check here if the information is continued on subsequent page(s)

Version July 27, 2021

List of Agencies with Elected Officials Required for Political Contribution Disclosure
N.J.S.A. 19:44A-20.26

County Name:
State: Governor, and Legislative Leadership Committees
Legislative District #s:
State Senator and two members of the General Assembly per district.

County:

Freeholders	County Clerk	Sheriff
{County Executive}	Surrogate	

Municipalities (Mayor and members of governing body, regardless of title):

USERS SHOULD CREATE THEIR OWN FORM, OR DOWNLOAD FROM THE PAY TO PLAY SECTION OF THE DLGS WEBSITE A COUNTY-BASED, CUSTOMIZABLE FORM.

DOC #5

STOCKHOLDER DISCLOSURE CERTIFICATION

Name of Business:

☒ I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

OR

☐ I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

☐ Partnership ☒ Corporation ☐ Sole Proprietorship

☐ Limited Partnership ☐ Limited Liability Corporation ☐ Limited Liability Partnership

☐ Subchapter S Corporation

Sign and notarize the form below, and, if necessary, complete the stockholder list below.

Stockholders:

Name: Elizabeth Blount McCormick Home Address: [redacted]	Name: Elsie Blount Home Address: [redacted]
Name: Jaqueline Blount Home Address: [redacted]	Name: Home Address:
Name: Home Address:	Name: Home Address:

Subscribed and sworn before me this ___ day of _____, 2__. (Notary Public) My Commission expires:	Elizabeth Blount McCormick (Affiant) Elizabeth Blount McCormick, President (Print name & title of affiant) (Corporate Seal)

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DOC #6

Certification of Non-Involvement in Prohibited Activities in Iran

Pursuant to N.J.S.A. 52:32-58, Offerors must certify that neither the Offeror, nor any of its parents, subsidiaries, and/or affiliates (as defined in N.J.S.A. 52:32 – 56(e) (3)), is listed on the Department of the Treasury's List of Persons or Entities Engaging in Prohibited Investment Activities in Iran and that neither is involved in any of the investment activities set forth in N.J.S.A. 52:32 – 56(f).

Offerors wishing to do business in New Jersey through this contract must fill out the Certification of Non-Involvement in Prohibited Activities in Iran here: http://www.state.nj.us/humanservices/dfd/info/standard/fdc/disclosure_investmentact.pdf.

Offerors should submit the above form completed with their proposal.

STATE OF NEW JERSEY -- DIVISION OF PURCHASE AND PROPERTY
DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN

Quote Number: RFP 22-01 **Bidder/Offeror:** Uniglobe Travel Designers

PART 1: CERTIFICATION
BIDDERS MUST COMPLETE PART 1 BY CHECKING EITHER BOX.
FAILURE TO CHECK ONE OF THE BOXES WILL RENDER THE PROPOSAL NON-RESPONSIVE.

Pursuant to Public Law 2012, c. 25, any person or entity that submits a bid or proposal or otherwise proposes to enter into or renew a contract must complete the certification below to attest, under penalty of perjury, that neither the person or entity, nor any of its parents, subsidiaries, or affiliates, is identified on the Department of Treasury's Chapter 25 list as a person or entity engaging in investment activities in Iran. The Chapter 25 list is found on the Division's website at http://www.state.nj.us/treasury/purchase/pdf/Chapter25List.pdf. Bidders **must** review this list prior to completing the below certification. **Failure to complete the certification will render a bidder's proposal non-responsive.** If the Director finds a person or entity to be in violation of law, s/he shall take action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party

PLEASE CHECK THE APPROPRIATE BOX:

☑ **I certify, pursuant to Public Law 2012, c. 25, that neither the bidder listed above nor any of the bidder's parents, subsidiaries, or affiliates is listed** on the N.J. Department of the Treasury"s list of entities determined to be engaged in prohibited activities in Iran pursuant to P.L. 2012, c. 25 ("Chapter 25 List"). I further certify that I am the person listed above, or I am an officer or representative of the entity listed above and am authorized to make this certification on its behalf. **I will skip Part 2 and sign and complete the Certification below.**

OR

☐ **I am unable to certify as above because the bidder and/or one or more of its parents, subsidiaries, or affiliates is listed on the Department's Chapter 25 list. I will provide a detailed, accurate and precise description of the activities in Part 2 below and sign and complete the Certification below.** Failure to provide such will result in the proposal being rendered as non-responsive and appropriate penalties, fines and/or sanctions will be assessed as provided by law.

PART 2: PLEASE PROVIDE FURTHER INFORMATION RELATED TO INVESTMENT ACTIVITIES IN IRAN
You must provide a detailed, accurate and precise description of the activities of the bidding person/entity, or one of its parents, subsidiaries or affiliates, engaging in the investment activities in Iran outlined above by completing the boxes below.

EACH BOX WILL PROMPT YOU TO PROVIDE INFORMATION RELATIVE TO THE ABOVE QUESTIONS. PLEASE PROVIDE THOROUGH ANSWERS TO EACH QUESTION. IF YOU NEED TO MAKE ADDITIONAL ENTRIES, CLICK THE "ADD AN ADDITIONAL ACTIVITIES ENTRY" BUTTON.

Name _____ Relationship to Bidder/Offeror _____

Description of Activities _____

_____

Duration of Engagement _____ Anticipated Cessation Date _____

Bidder/Offeror Contact Name _____ Contact Phone Number _____

ADD AN ADDITIONAL ACTIVITIES ENTRY

Certification: I, being duly sworn upon my oath, hereby represent and state that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I attest that I am authorized to execute this certification on behalf of the above-referenced person or entity. I acknowledge that the State of New Jersey is relying on the information contained herein and thereby acknowledge that I am under a continuing obligation from the date of this certification through the completion of any contracts with the State to notify the State in writing of any changes to the answers of information contained herein. I acknowledge that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I recognize that I am subject to criminal prosecution under the law and that it will also constitute a material breach of my agreement(s) with the State of New Jersey and that the State at its option may declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print): Elizabeth Blount McCormick Signature: Elizabeth Blount McCormick

Title: President Date: 9/10/2021

DOC #7

NEW JERSEY BUSINESS REGISTRATION CERTIFICATE
(N.J.S.A. 52:32-44)

Offerors wishing to do business in New Jersey must submit their State Division of Revenue issued Business Registration Certificate with their proposal here. Failure to do so will disqualify the Offeror from offering products or services in New Jersey through any resulting contract.

https://www.njportal.com/DOR/BusinessRegistration/

DOC #8

EEOAA EVIDENCE

Equal Employment Opportunity/Affirmative Action
Goods, Professional Services & General Service Projects

EEO/AA Evidence

Vendors are required to submit evidence of compliance with N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27 in order to be considered a responsible vendor.

One of the following must be included with submission:

- Copy of Letter of Federal Approval
- Certificate of Employee Information Report
- Fully Executed Form AA302
- Fully Executed EEO-1 Report

See the guidelines at: http://www.state.nj.us/treasury/contract_compliance/pdf/pa.pdf for further information.

I certify that my bid package includes the required evidence per the above list and State website.

Name: Elizabeth Blount McCormick Title: President

Signature: Elizabeth Blount McCormick Date: 9/10/2021

Form AA302
Rev. 11/11

STATE OF NEW JERSEY

Division of Purchase & Property
Contract Compliance Audit Unit
EEO Monitoring Program

EMPLOYEE INFORMATION REPORT

IMPORTANT-READ INSTRUCTIONS CAREFULLY BEFORE COMPLETING FORM. FAILURE TO PROPERLY COMPLETE THE ENTIRE FORM AND TO SUBMIT THE REQUIRED $150.00 FEE MAY DELAY ISSUANCE OF YOUR CERTIFICATE. DO NOT SUBMIT EEO-1 REPORT FOR SECTION B, ITEM 11. For instructions on completing the form, go to: https://www.state.nj.us/treasury/contract_compliance/documents/pdf/forms/aa302ins.pdf

SECTION A - COMPANY IDENTIFICATION

1. FID. NO. OR SOCIAL SECURITY: [redacted]

2. TYPE OF BUSINESS: ☐ 1. MFG ☒ 2. SERVICE ☐ 3. WHOLESALE ☐ 4. RETAIL ☐ 5. OTHER

3. TOTAL NO. EMPLOYEES IN THE ENTIRE COMPANY: 24

4. COMPANY NAME: West Enterprises Inc., DBA Uniglobe Travel Designers

5. STREET	CITY	COUNTY	STATE	ZIP CODE
480 S 3rd Street	Columbus	Franklin	OH	43215

6. NAME OF PARENT OR AFFILIATED COMPANY (IF NONE, SO INDICATE) | CITY | STATE | ZIP CODE

None

7. CHECK ONE: IS THE COMPANY: ☒ SINGLE-ESTABLISHMENT EMPLOYER ☐ MULTI-ESTABLISHMENT EMPLOYER

8. IF MULTI-ESTABLISHMENT EMPLOYER, STATE THE NUMBER OF ESTABLISHMENTS IN NJ

9. TOTAL NUMBER OF EMPLOYEES AT ESTABLISHMENT WHICH HAS BEEN AWARDED THE CONTRACT

10. PUBLIC AGENCY AWARDING CONTRACT | CITY | COUNTY | STATE | ZIP CODE

Official Use Only	DATE RECEIVED	INAUG DATE	ASSIGNED CERTIFICATION NUMBER

SECTION B - EMPLOYMENT DATA

11. Report all permanent, temporary and part-time employees ON YOUR OWN PAYROLL. Enter the appropriate figures on all lines and in all columns. Where there are no employees in a particular category, enter a zero. Include ALL employees, not just those in minority/non-minority categories, in columns 1, 2, & 3. *DO NOT SUBMIT AN EEO-1 REPORT.*

JOB CATEGORIES	ALL EMPLOYEES COL. 1 TOTAL (Cols.2 &3)	COL. 2 MALE	COL. 3 FEMALE	PERMANENT MINORITY/NON-MINORITY EMPLOYEE BREAKDOWN MALE: BLACK	HISPANIC	AMER. INDIAN	ASIAN	NON MIN.	FEMALE: BLACK	HISPANIC	AMER. INDIAN	ASIAN	NON MIN.
Officials/ Managers		0	3						2				1
Professionals		5	7	1	2			2					7
Technicians													
Sales Workers													
Office & Clerical													
Craftworkers (Skilled)													
Operatives (Semi-skilled)													
Laborers (Unskilled)													
Service Workers													
TOTAL		5	10										
Total employment From previous Report (If any)													
Temporary & Part-Time Employees	The data below shall NOT be included in the figures for the appropriate categories above.												
		1	8	1					3	1			4

12. HOW WAS INFORMATION AS TO RACE OR ETHNIC GROUP IN SECTION B OBTAINED? ☐ 1. Visual Survey ☒ 2. Employment Record ☐ 3. Other (Specify)

13. DATES OF PAYROLL PERIOD USED From: 8/20/2021 To: 9/3/2021

14. IS THIS THE FIRST Employee Information Report Submitted? 1. YES ☒ 2. NO ☐

15. IF NO, DATE LAST REPORT SUBMITTED MO. DAY YEAR

SECTION C - SIGNATURE AND IDENTIFICATION

16. NAME OF PERSON COMPLETING FORM (Print or Type)	SIGNATURE	TITLE	DATE MO	DAY	YEAR
Elizabeth Blount McCormic	Elizabeth Blount McCormick	President	9	10	2021

17. ADDRESS NO. & STREET	CITY	COUNTY	STATE	ZIP CODE	PHONE (AREA CODE, NO.,EXTENSION)
480 S 3rd Street	Columbus	Franklin	OH	43215	614 - 237 - 4488

DOC #9
MCBRIDE-PRINCIPLES

STATE OF NEW JERSEY DEPARTMENT OF THE TREASURY
DIVISION OF PURCHASE AND PROPERTY

33 WEST STATE STREET, P.O. BOX 230
TRENTON, NEW JERSEY 08625-0230

MACBRIDE PRINCIPALS FORM

BID SOLICITATION #: 22-01 **VENDOR/BIDDER:** Uniglobe Travel Designers

VENDOR'S/BIDDER'S REQUIREMENT TO PROVIDE A CERTIFICATION IN COMPLIANCE WITH THE MACBRIDE PRINCIPALS AND NORTHERN IRELAND ACT OF 1989

Pursuant to Public Law 1995, c. 134, a responsible Vendor/Bidder selected, after public bidding, by the Director of the Division of Purchase and Property, pursuant to N.J.S.A. 52:34-12, must complete the certification below by checking one of the two options listed below and signing where indicated. If a Vendor/Bidder that would otherwise be awarded a purchase, contract or agreement does not complete the certification, then the Director may determine, in accordance with applicable law and rules, that it is in the best interest of the State to award the purchase, contract or agreement to another Vendor/Bidder that has completed the certification and has submitted a bid within five (5) percent of the most advantageous bid. If the Director finds contractors to be in violation of the principals that are the subject of this law, he/she shall take such action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

I, the undersigned, on behalf the Vendor/Bidder, certify pursuant to N.J.S.A. 52:34-12.2 that:

CHECK THE APPROPRIATE BOX

[X] The Vendor/Bidder has no business operations in Northern Ireland; or

OR

[ ] The Vendor/Bidder will take lawful steps in good faith to conduct any business operations it has in Northern Ireland in accordance with the MacBride principals of nondiscrimination in employment as set forth in section 2 of P.L. 1987, c. 177 (N.J.S.A. 52:18A-89.5) and in conformance with the United Kingdom's Fair Employment (Northern Ireland) Act of 1989, and permit independent monitoring of its compliance with those principals.

CERTIFICATION

I, the undersigned, certify that I am authorized to execute this certification on behalf of the Vendor/Bidder, that the foregoing information and any attachments hereto, to the best of my knowledge are true and complete. I acknowledge that the State of New Jersey is relying on the information contained herein, and that the Vendor/Bidder is under a continuing obligation from the date of this certification through the completion of any contract(s) with the State to notify the State in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification. If I do so, I will be subject to criminal prosecution under the law, and it will constitute a material breach of my agreement(s) with the State, permitting the State to declare any contract(s) resulting from this certification to be void and unenforceable.

Elizabeth Blount McCormick — 9/10/2021

Signature — Date

Elizabeth Blount McCormick, President

Print Name and Title

Version July 27, 2021

iv. Describe how Offeror responds to emergency orders.

Uniglobe Travel Designers' team is always accessible and responsive. If an emergency or time sensitive situation arises, our team is equipped to prioritize those situations and assist your travelers accordingly.

Uniglobe Travel Designers' hours of operation are Monday through Friday 8:30am to 5:00pmEST. We have an after-hours emergency service that is available 24/7.

Our Contact Information:

- Website: www.uniglobetraveldesigners.com
- Phone: (614) 237-4488
- Fax: (614) 237-4516
- After Hours Email: afterhours@uniglobetd.com
- After Hours Number: (855) 365-9185

Uniglobe Travel Designers' 7/24 Rescue Line is equipped to provide assistance to our clients who are traveling outside of normal business hours and in emergency situations. This service offers 24 hours, 7-days a week service to assist with flight changes, cancellations, delays, and lost luggage service after hours and on weekends. Each itinerary booked through Uniglobe Travel Designers has the necessary information, phone numbers, and agency code for access to our emergency service anytime, anywhere. Our after- hours service is not outsourced. It is an extension of our office and all consultants are trained on our accounts and empowered to resolve matters on your behalf to complete satisfaction.

v. What is Offeror's average Fill Rate?

Uniglobe Travel Designers does not have tangible products to ship/deliver. When any reservation is confirmed, an invoice is immediately e-mailed to the traveler and any designated contacts. In regards to our service times, we service our clients with the following customer commitments:

Uniglobe Servicing Standards - Our 10 Customer Commitments

Uniglobe Professionalism - Our People: Uniglobe people are certified travel professionals – every UNIGLOBE agent undergoes extensive customer service and quality assurance training.

Uniglobe Travel Management: Every Uniglobe agency can be relied upon to offer a complete range of Travel Management & Leisure Travel Services.

Uniglobe Communications Service: Uniglobe clients are important to us, your telephone calls will be answered within 2 rings, you will never be on hold longer than 30 seconds, and we will respond to every inquiry by e-mail, telephone, or fax within two hours.

Uniglobe Quality-Assured Reservations: Uniglobe reservations are subject to our multi-point Quality Assurance System for 100% error-free reservations.

Uniglobe Quality-Assured Documents: Uniglobe travel documents and our "no surprises" itinerary info whether electronic or paper, are 100% accurate and "worry free" – subject to our multi-point Quality Assurance Check.

Uniglobe Best Fare Assurance: Uniglobe is committed to researching all appropriate buying channels for "best" fares, including but not limited to GDS fares, web fares, private/contract fares, consolidator fares and UNIGLOBE network fares right up to the day of departure.

Uniglobe Travel Information Services: Uniglobe knows information is the key to controlling travel costs so we will work with you to analyze your needs and requirements in order to provide you with alternatives that will minimize cost and maximize your choice and value.

Uniglobe On-stream Servicing - New Clients: Within their first month with us, every new Uniglobe client will be offered our exclusive On-stream Servicing Program.

Uniglobe Ongoing Client Servicing: Every client's experience with us is important - so we closely monitor our performance for every client with our customized "Complete Customer Care" program.

Uniglobe Service Recovery - Complaints Resolution: We will resolve any complaint about our services and respond to any complaint about the service of a Uniglobe Preferred Supplier within 24 hours.

vi. What is Offeror's average on time delivery rate? Describe Offeror's history of meeting the shipping and delivery timelines.

Uniglobe Travel Designers does not have tangible products to ship/deliver. When any reservation is confirmed, an invoice is immediately e-mailed to the traveler and any designated contacts. In regards to our service times, we service our clients with the following customer commitments:

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Uniglobe Service Recovery - Complaints Resolution: We will resolve any complaint about our services and respond to any complaint about the service of a Uniglobe Preferred Supplier within 24 hours.

vii. Describe Offeror's ability to meet service and warranty needs.

Uniglobe Travel Designers' services do not have warranties. In regards to our service times, we service our clients with the following customer commitments:

Uniglobe Servicing Standards - Our 10 Customer Commitments

Uniglobe Professionalism - Our People: Uniglobe people are certified travel professionals – every UNIGLOBE agent undergoes extensive customer service and quality assurance training.

Uniglobe Travel Management: Every Uniglobe agency can be relied upon to offer a complete range of Travel Management & Leisure Travel Services.

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Uniglobe Service Recovery - Complaints Resolution: We will resolve any complaint about our services and respond to any complaint about the service of a Uniglobe Preferred Supplier within 24 hours.

viii. Describe Offeror's customer service/problem resolution process. Include hours of operation, number of services, etc.

Uniglobe Travel Designers' hours of operation are Monday through Friday 8:30am to 5:00pmEST. We have an after-hours emergency service that is available 24/7.

Our Contact Information:

- Website: www.uniglobetraveldesigners.com
- Phone: (614) 237-4488
- Fax: (614) 237-4516
- After Hours Email: afterhours@uniglobetd.com
- After Hours Number: (855) 365-9185

Uniglobe Travel Designers requests a contact or team from each client dedicated to their travel program. We work with this team extensively to ensure clear and effective communication for a successful program. This includes scheduling weekly or bi-weekly check-in meetings during implementation, and then monthly or quarterly check-ins post implementation. Uniglobe Travel Designers is accessible via e-mail, phone, video-conferencing, and on-site visits.

Additionally, customer service survey is sent with each invoice where we collect real time feedback on each client's experience. This feedback is invaluable for our company and ensures that we are able to continue to provide excellent customer service.

If there is an issue, or if we receive negative feedback with our survey or during our account check-in meetings, the department manager will reach out and work to resolve the issue at hand. If necessary, one of the owners will be involved in finding a solution for your organization.

Uniglobe Travel Designers will resolve any complaint about our services and respond within 24 hours. All agents are trained on our accounts and empowered to resolve matters on our behalf to complete satisfaction of our clients. In addition, you will have the comfort and assurance that any issues are forwarded to senior level management for review and follow up where necessary.

ix. Describe Offeror's invoicing process. Include payment terms and acceptable methods of payments. Offerors shall describe any associated fees pertaining to credit cards/p-cards.

Reservations must be paid at time of booking with a credit card or P-card. There are no additional associated fees pertaining form of payment at this time. Uniglobe Travel Designers provides an invoice with every reservation complete with all itinerary details and contact information. Please see a sample invoice on the proceeding page.

Uniglobe.
Travel Designers

Uniglobe Travel Designers
480 South Third Street
Columbus OH 43215 Phone:
614 237-4488
Fax: 614 237-4516

lennys@uniglobetd.com

Passenger(s):	**SAMPLE NAME** **Ref: HEM/ONC/BMT**	**Booking Ref.:**	2BBPRQ
Invoice No.:	331139	**Agent:**	Lenny Sandine
Date:	Tuesday, December 24, 2013	**Customer:**	6143553407
Billing:	COMPANY NAME DEPARTMENT 123 SAMPLE DRIVE COLUMBUS OH 43215	**Deliver:**	COMPANY NAME 123 SAMPLE DRIVE COLUMBUS OH 43215

• If you would like to view your reservation online: **Click Here**

Allows travelers to check trip online – linked to CheckMyTrip.com

AIR - Thursday April 10 2014

American Airlines Flight AA3703 Economy Class
Operated By American Eagle Airlines
Check In With AMERICAN EAGLE AIRLINES

Check In Confirmation: **ZZRBIY**

Depart:	7:55 AM, Thursday, April 10 Port Columbus Intl Airport Columbus, Ohio, USA	**Arrive:**	8:15 AM, Thursday, April 10 O'Hare Intl. Airport-Terminal 3 Chicago, Illinois, USA
Status:	Confirmed	**Booking Code:**	S
Equipment:	Canadair Regional Jet 700	**Stops:**	Non-stop
Duration:	1 hours 20 minutes	**Seat:**	16C (Non smoking, Aisle) Confirmed
Meal:	Food For Purchase		

Check weather and flight status

• **Weather** • **Flight Status** *(*up to 3 days prior)* • **Dining Reservations**

AIR - Thursday April 10 2014

American Airlines Flight AA1346 Economy Class

Check In Confirmation: **ZZRBIY** *(*24 Hours Prior)*

Depart:	9:10 AM, Thursday, April 10 O'Hare Intl. Airport-Terminal 3 Chicago, Illinois, USA	**Arrive:**	1:10 PM, Thursday, April 10 Miami Intl. Airport Miami, Florida, USA
Status:	Confirmed	**Booking Code:**	S
Equipment:	Boeing 737-800	**Stops:**	Non-stop
Duration:	3 hours 0 minutes	**Seat:**	23D (Non smoking, Aisle) Confirmed
Meal:	Food For Purchase		

• **Weather** • **Flight Status** *(*up to 3 days prior)* • **Dining Reservations**

AIR - Sunday April 13 2014

American Airlines Flight AA3462 Economy Class
Operated By American Eagle Airlines
Check In With AMERICAN EAGLE AIRLINES

Check In Confirmation: **ZZRBIY**

Depart:	8:05 PM, Sunday, April 13 Miami Intl. Airport	**Arrive:**	10:55 PM, Sunday, April 13 Port Columbus Intl Airport

	Miami, Florida, USA		Columbus, Ohio, USA
Status:	Confirmed	**Booking Code:**	G
Equipment:	Embraer RJ145	**Stops:**	Non-stop
Duration:	2 hours 50 minutes	**Seat:**	13A (Non smoking, Aisle) Confirmed
Meal:	Food For Purchase		

• **Weather** • **Flight Status** *(*up to 3 days prior)*

MISCELLANEOUS - Wednesday, July 30

Details

Departs: Columbus
Details: LS

Invoice Details

Transaction / Document	Base	Tax	Total
American Airlines / 001 7353599962	377.68	61.02	438.70
	Form of Payment: VI XXXXXXXXXXXXXX1978		
Nonrefundable Service Fee / 890 0607559424	25.00		25.00
	Form of Payment: VI XXXXXXXXXXXXXX1978		
Totals:			USD 463.70

Total Charged to Credit Card: USD 463.70
Balance Due: USD 0.00

Fare Rules

• Ticket is not refundable and not transferable. Non refundable means absolutely no refund for any reason a penalty applies for change or cancellation if not traveling-You must call the airline or UNIGLOBE Prior To Travel- Or you will lose the value of the ticket. Notice: due to possible schedule changes- Pls reconfirm flight reservations directly with airlines at least 24hrs prior for domestic and 72hrs prior for international flights.

Baggage Fees & Allowances

Baggage allowance, specific size and weight restrictions vary between airlines. Please visit the link below to view the allowances and possible fees for your trip.

• **Baggage Fees/Allowances**

Important Information

• LI cost center: 82600-145300 department: hem/onc/bmt

• The above has been issued as an electronic ticket your e-Ticket confirmation nbr is: zzrbiy

• Due to heightened security, please check in at least 2 hours prior to flight time for domestic flights and 3 hours prior for international flights

• --FOR EMERGENCY TRAVEL ASSISTANCE- Please call: --1-800-787-1030 - Your sos code is: e9053

• For info.About airport security-Go to: **www.tsa.gov**

• Photo ID required for those over 16 year old please provide a home phone number and a phone number where you can be reached while you are away in case of airline cancellation or rescheduling

• --notice-A checked baggage fee may apply. Please check with airlines for more details.

Invoice No: 331139

Sent To:
admin@yourcompany.com
admin2@yourcompany.com

access more

Fare Rules
Baggage Fees
Important Information (cost center)

x. Indicated if payment will be accepted via credit card. If so, may credit card payments(s) be made online? Also, state the Convenience fee, if allowable, per the Visa Operating Regulations.

Yes, Uniglobe Travel Designers accepts credit cards as a form of payment at time of booking with both agent assisted and online bookings. There are no convenience fees associated with this at this time.

xi. Describe Offeror's contract implementation/customer transition plan.

Uniglobe Travel Designers' implementation timeline can vary from organization to organization depending on the complexity of your travel policy and approval process. Please find our Implementation Plan on the proceeding pages which highlights the onboarding process.

Uniglobe®

Travel Designers

HEADQUARTERS
480 South Third St.
Columbus, OH 43215
(614) 237-4488

ATLANTA OFFICE
400 Westpark Ct. #210
Peachtree City, GA 30269
(770) 487-0487

1 (800) 966-6512
www.uniglobetraveldesigners.com

IMPLEMENTATION PLAN

NMSDC
National Minority Supplier Development Council

certified WBENC
WOMEN'S BUSINESS ENTERPRISE

Each agency is independently owned and operated.

OVERALL TIMELINE

The overall timeline to implement and launch an organization's travel program can vary and is dependent on several factors. Typically, the timeline can range from 4-8 weeks. This is dependent on the complexity of the client's travel policy, approval process, and customization needs.

PHASE ONE: INFORMATION INTAKE

Travel Policy & Company Profile Forms

Uniglobe Travel Designers needs a completed Company Profile Form and a copy of your travel policy to set up a new account in our system. We will review your travel policy and make any recommendations and can help you build one, if needed!

Approval Process

Setting-up an approval process is key for a successful travel policy implementation. Typically, clients will create a "chain of command" to approve travel requests. The head of the chain typically provides an approval number once the travel has been approved.

UTD Internal Account Set Up

Uniglobe Travel Designers creates a profile for your agency/company in our system.

Personal Traveler Profile Intake

Personal Traveler Forms can be submitted by e-mail, by fax, on our website, or travelers can create their personal profiles over the phone with a consultant.

Agent Assisted Reservations Begin

Once the travel program and policies are in place, travelers are able to utilize our services. Travel requests can be received by phone, e-mail, or fax. Once we receive the requests we use all of resources to find the best value and present a quote to your travelers.

Group Travel Reservation Process:

1. Travel arranger calls, e-mails, or faxes with date/times/cities/tours for travel.
2. Consultant builds or works with a partner vendor to build itinerary and quotes.
3. provides pricing for customized options and proposed payment schedule.
4. Consultant receives necessary information (name, date of birth, phone number) from the travel arranger.

5. Once the name list and payment is received the consultant will issue the tickets and send the travel arranger an invoice/itinerary.

Individual Travel Reservation Process:

1. Traveler calls in with date/times/cities for travel.
2. Consultant provides available flight, hotel, and/or car options and pricing.
3. Consultant confirms name, date of birth, phone number, form of payment, etc.
4. Consultant asks for any approval codes that may be needed for reservation.
5. Recap of entire reservation is made with the traveler before ending the call.
6. After call has ended, the consultant does the finishing entries needed and emails the reservation to the traveler for review and final approval to ticket.
7. Once approval is received via email from the traveler, the reservation is placed through UCQM for final quality control. Once QC is passed, the airline ticket is issued and a final confirmation email is sent to all email addresses in the profile.

PHASE TWO: REPORTING REQUIREMENTS

Reports (Demo)

On a monthly basis, Uniglobe Travel Designers will send out a suite of the following 5 reports:

a. Executive Summary
b. Airfare Spend
c. Hotel Spend
d. Car rental Spend
e. Unused Ticket Report

Our reporting system, Prime, offers 500 reports to utilize surrounding travel spend. We will discuss your reporting needs and the ideal frequency.

First Travel Reports Received

Reports are sent the 10th of every month. Prime is a reporting platform that is accessible 24/7 and we are happy to provide login and password information to the appropriate people in your organization to access the reports in real-time.

PHASE THREE: OBT SITE DEVELOPMENT
OPTIONAL

OBT Demo

Uniglobe Travel Designers will meet with your organization and help determine which online booking tool is best for you. We demonstrate how our Online Booking Tool works and what your travelers will see when booking.

Site Testing with Core Group

Once Uniglobe Travel Designers customizes your Online Booking Tool, we request that a small group from your organization use and test the site. As the Core Group of testers interact with the site, we receive your feedback to make any modifications to the Online Booking Tool. We then request that we run a second test with a small group from your organization with the new modifications and make any final revisions.

Introducing the Finalized Site

Once all revisions are made and the Online Booking Tool is finalized and approved, we can introduce this tool to your organization's travelers.

Online Reservations Begin:

1. Traveler logs in to the on-line booking tool.
2. Traveler chooses flights, hotel, and car booking.
3. Once all the pertinent information is completed online, the reservation will end and send it to UCQM.
4. UCQM processes the reservation for all of the approvals put in place by the client. If all of the proper fields are completed and approvals in place, the ticket will issue and an email will be sent to all of the email addresses present in the reservation.
5. If approvals are needed, then an email will be sent to the proper approvers for approval. Once those approvals are in place, the ticket will issue and an email will be sent to all of the email addresses present in the reservation.

PHASE FOUR: TRAINING

Company-Wide Training

Uniglobe Travel Designers will schedule training sessions with your organization to teach your travelers how to best utilize our services and utilize the online booking tool. In our experience, having training sessions is crucial for a successful travel program launch. Uniglobe Travel Designers will schedule a series of presentations and "office hours" at various dates/times to accommodate your team's varying schedules.

Uniglobe Travel Designers also schedules training sessions with the appropriate team members for our Prime reporting system, Amadeus Mobile Messenger technology, and VIP administrators.

We recommend offering a webinar every 6-12 months after the initial program launch to serve as refreshers and training for new employees.

Resources and Internal Messaging

Uniglobe Travel Designers will perform webinars and provide your team with guides and cheat sheets. We will work with you on the best way to communicate internally with your team and assist in creating any resources needed to introduce and maintain your travel program. We recommend assistance from your team in coordinating these strategies both during implementation and as ongoing training.

PHASE FIVE: HINDSIGHT MEETINGS

We want to know how things are going! We will schedule to meet with you and discuss the implementation process and your experience. Additionally, Uniglobe Travel Designers sends a survey with every invoice and schedules monthly, quarterly, and/or annual meetings to ensure we are offering the best service possible.

xii. Describe the financial condition of Offeror.

Uniglobe Travel Designers is financially stable.

The Covid-19 pandemic has deeply impacted the entire travel industry. However, we have a diversified portfolio of clients and were able to pivot some of our services to maintain a portion of revenue.

The travel disruptions throughout the pandemic highlighted the value of having a trusted partner in travel, and we have leveraged the opportunity to showcase how we support our clients. So despite the travel freezes, restrictions, and quarantines in place, Uniglobe Travel Designers continued to market our agreement, signed additional contracts, and onboarded new clients in preparation for when travel resumes. We are confident in our ability to continue serving clients and that our sales will return – and grow – as the industry restabilizes.

If there is any additional information or documentation we can provide, we are happy to do so.

xiii. Provide a website link in order to review website ease of use, availability, and capabilities related to ordering, returns and reporting. Describe the website's capabilities and functionality.

Uniglobe Travel Designers' services are accessed predominantly through e-mail or phone. However, organizations and travelers can find profile and travel request forms on our website: www.uniglobetraveldesigners.com .

Uniglobe Travel Designers offers two of the industry leading online booking tools: Concur and Deem-Etta. Both solutions are web-based platforms available via desktop or mobile app.

Uniglobe Travel Designers accepts credit cards or P-cards as a form of payment at time of booking with both agent assisted and online bookings.

Uniglobe Travel Designers has the ability to generate over 500 standard reports, either in-house or through our web-based data management platform called Prime Analytics. This enables our clients to create a virtually unlimited number of customized reports daily, weekly, monthly, quarterly, and annually based on our client's specific needs. These reports are available in PDF, Word, or Excel formats. Reports can also be broken down by client, then by departments. A representative at your organization will also have the ability to generate these reports real-time, 24x7x365 in addition to having automated reporting scheduled. Some examples of the types of standard reports requested by our clients include:

- Executive Summary
- Fare Savings/Exceptions Report
- Unused Airline Ticket Report
- Crisis Management Reporting
- Airline, Lodging, and Rental Car Spend
- Advance Booking Air Report
- Credit Card Reconciliation
- Audit Reports for Non-Compliant Spend Report

Uniglobe Travel Designers utilizes our reporting tools and expertise to assist our clients in uncovering cost saving opportunities and suggesting best practices or travel policy updates.

xiv. Describe the Offeror's safety record.

Uniglobe Travel Designers leverages our reporting capabilities to ensure client safety and has a positive safety record. Uniglobe Travel Designers (UTD) is able to track your travelers before, during, and after a trip. We can track every traveler at any given time and make these reports available to you, on demand.

Amadeus Mobile Messenger technology allows us and your organization's designated staff to contact travelers in an emergency situation via text, SMS, or email. It provides ongoing, real-time risk monitoring and proactive communications to travelers in the area of immediate risk. Organizations can also conduct searches to see who is or will be travelling to potential areas of risk. The administrator can then select all or some of the travelers identified through the search to contact.

With Crisis Management Reporting, a few clicks of the mouse provides instant access to traveler locations and planned destinations. This technology regularly queries our GDS queues to get the most up-to-date trip details and makes this information available to us and our customers within minutes of the trip being booked. Sample reports include: Air Activity, Itinerary Details, Weekly Traveler Activity, Passengers on a Plane.

In the event of an emergency, UTD tracks and notifies travelers with crisis management reporting and Amadeus Mobile Messenger. We then work with the appropriate travel arranger and travelers to find a solution to travel home safely. UTD management, owners, and after-hours team work proactively and diligently to ensure all travelers are accommodated safely.

An example of UTD exercising this protocol was in January 2017 when there was a shooting at Fort Lauderdale-Hollywood International Airport. UTD's first action was to pull reports of all travelers that were scheduled to fly to, from, or connect in that airport. We found that two student groups from a University client, of approximately 75 students, were scheduled to fly and were preparing to leave for the airport. We called the group leaders to inform them to remain at their hotel, kept them updated on the situation, and confirmed alternative travel itineraries. We chartered a bus for one team of 55 to travel from Fort Lauderdale back to Columbus, OH. We secured the second team on flights traveling the following day out of an alternative airport and arranged hotel accommodations for them that evening.

UTD was proactive and responsive to the situation. Our travelers' safety is our number one priority. All travelers were accommodated on safer alternate routes, based on availability and preference.

xv. Provide any additional information relevant to this section.

In April 2017, Uniglobe Travel Designers was awarded the competitively solicited and publicly awarded agreement by Region 4 Education Service Center, made available through OMNIA Partners. Partnering with OMNIA Partners is a natural fit for Uniglobe Travel Designers with our experience serving education and government clients. Since then, Uniglobe Travel Designers has had the privilege to work with OMNIA Partners' team in marketing and managing our contract. We have cultivated countless relationships and have a true understanding of what the partnership entails to be successful.

TAB 4: QUALIFICATION & EXPERIENCE

i. Provide a brief history of the Offeror, including year it was established and corporate office location.

Uniglobe Travel Designers (UTD) is a Black, women owned, award-winning, full-service travel management company offering over 40 years of experience in the travel industry. As a member of Uniglobe Travel International, UTD offers the strength of a global network, backed by local, hands-on ownership unmatched in the industry. UTD currently services our clients from two locations:

CMH

Columbus (HQ)
480 South Third Street
Columbus, OH 43215
(614) 237-4488

ATL

Atlanta
400 Westpark Ct. #210
Peachtree City, GA 30269
(770) 487-0487

Elsie Blount purchased the business in 1996 and, with a team of two consultants, grossed $800,000 in revenue during her first year as president and owner. Based on an idea and a slogan we still use today, "The customer is always right even when they are wrong," she established a business model focused on customer service and integrity.

For the past 20 years, the business has experienced remarkable growth. Elsie's daughters, Elizabeth Blount McCormick and Jacqueline Blount, joined the family business in 2005 and became the majority stockholders in 2011. They knew that upholding the high standards Elsie had established would be paramount to Uniglobe Travel Designers' success.

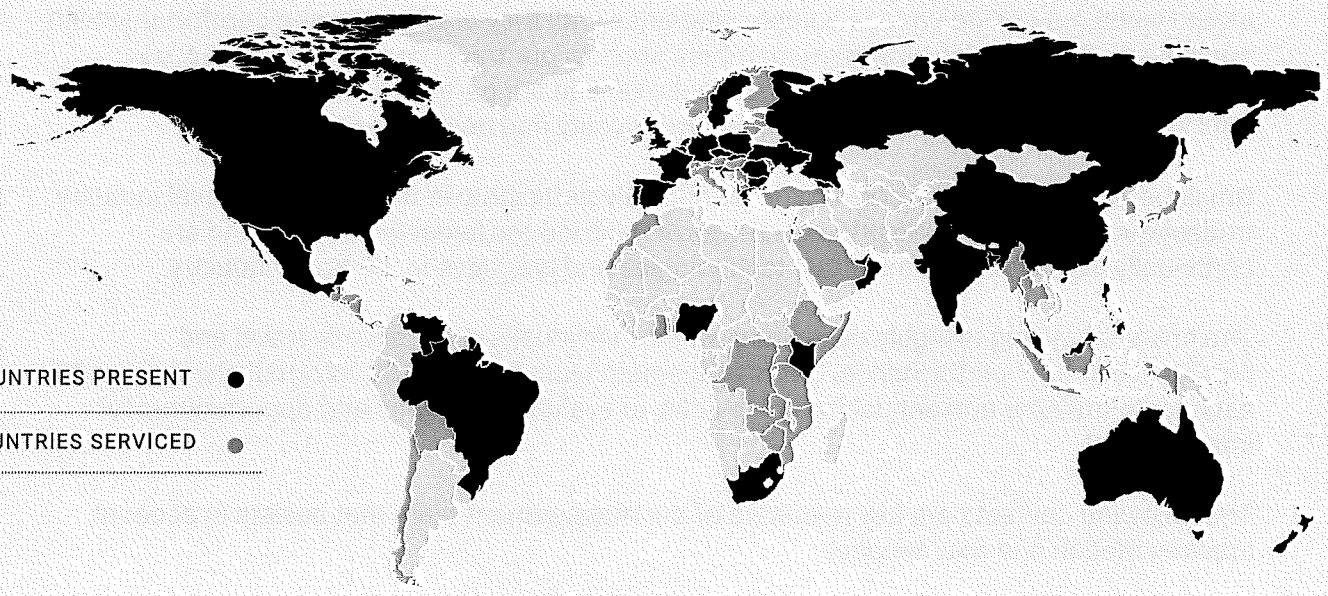
The acquisitions of Uniglobe Precise Travel in 2012 and Uniglobe Accent Travel in 2017, combined with a heavy emphasis on outreach and networking, exponentially increased revenue in recent years yielding: $26.5M in 2016, $28.1M in 2017, $35M in 2018, and in 2019 we experienced our most robust year yet, with revenue totaling $37.5M.

ii. Describe Offeror's reputation in the marketplace.

Uniglobe Travel Designers maintains a positive reputation in the marketplace. Please see some testimonials provided in section VIII and some of our Awards & Recognitions submitted in the Value-Add section.

Uniglobe Travel Designers is supported by a global network of agencies and coverage. Being part of Uniglobe Travel International allows us the ability to provide travelers with access to a global network and cutting-edge technology. Uniglobe Travel International has locations in 60 countries (servicing approximately 90 countries), across 6 continents, with $5B in systemwide sales. Should any issue arise with any travelers out-of-country, we can reach out to another agency in our network to assist. Please see the map on the proceeding page highlighting Uniglobe's reach.

Uniglobe.Travel



COUNTRIES PRESENT ●

COUNTRIES SERVICED ●

*As of May 31, 2021.

iii. Describe Offeror's reputation of products and services in the marketplace.

Uniglobe Travel Designers maintains a positive reputation of products and services in the marketplace. Uniglobe Travel Designers is constantly reviewing the latest technology in the industry to enhance our service offerings and streamline clients' travel programs. We currently offer two of the leading online booking tools in the industry (Concur and Deem-Etta) and have recently implemented a more robust reporting tool to better serve our clients.

As a result of Uniglobe Travel Designers' continuous growth, Uniglobe Travel International asks us to be a Beta tester for new technology. We work with business development specialists to assess what new technology might help the company continue to service its clients as the company grows and adds more and more clients. In the past we have assisted in testing our (now live) mobile app and were Beta testers for a Client Relationship Management database.

iv. Describe the experience and qualification of key employees.

Uniglobe Travel Designers has all new team members undergo extensive GDS training. They attend webinars and do various sample itineraries until they are familiar and comfortable with our system. Additionally, new team members shadow our travel consultants, review our service level agreements and client travel policies, and are partnered with another consultant until we are confident in their customer service quality and booking accuracy.

Uniglobe Travel Designers' consultants continually participate in webinars and travel industry tradeshows or trainings. We pride ourselves on utilizing the latest technology and are continually learning about the latest technologies and practices in the travel industry.

The hours in training is highly dependent on the individual's experience in travel and confidence in their performance. Our management team has periodic informal check-ins with each team member and annual formal reviews to evaluate strengths and opportunities for improvement.

The following contacts are key members of our management team that assists in account implementation and maintenance:

- **Michelle Moreno, Director – Corporate Manager**
  Michelle manages our team of corporate travel consultants and oversees consultant training and development. She is a point of contact for any conflict resolution that may be needed and VIP travelers.

- **Bobbie Neece, Groups & Athletics Travel Manager**
  Bobbie manages our Corporate Groups Department and specializes in study abroad groups and athletic team travel. She is a point of contact for any group assistance.

- **David Jackson, Corporate Travel Consultant**
  David manages online booking tool (OBT) implementation alongside Rey and Elizabeth. He will also be a point of contact during the OBT implementation process and for any OBT-related questions.

- **Rachael Johnson, Corporate Client Manager**
  Rachael manages online booking tool (OBT) implementation alongside David and Elizabeth. She will also be a point of contact during the OBT implementation process and for any OBT-related questions.

- **Rey Peña, Corporate Sales Consultant**
  Rey manages online booking tool (OBT) implementation alongside David and Elizabeth. He will also be a point of contact during the OBT implementation process and for any OBT-related questions.

- **Amara Palmer, Accountant**
  Amara assists with any accounting and reporting needs.

- **Ali Iovino, Director of Marketing**
  Ali manages our marketing team and assists in creating any guides and documents your team needs during implementation. She will also be a point of contact for any internal marketing needs.

- **Elizabeth Blount McCormick, President**
  Elizabeth is the executive-level contact and the ultimate decision maker of UTD. She will be able to assist in any escalated problem resolution and is a point of contact during for any account/policy changes or conflict resolution that may be needed. Elizabeth will also assist in analyzing travel data to make recommendations and evaluate best practices.

Please find the management team's resumes on the proceeding pages.

Michelle Moreno

[redacted]

SUMMARY

- 29 years as a travel professional working in Apollo, Worldspan and Amadeus.
- Excellent communication and relational skills.
- Problem solver and multi-tasker. Always willing to take on a challenge!

EXPERIENCE

Uniglobe Travel Designers | April 2001– Present

Corporate Travel Manager

- Manages team of corporate travel consultant and oversees consultant training and development. Point of contact for conflict resolution and VIP travelers.
- Assist corporate clients in booking both domestic and complex international itineraries involving flights, car rental and hotel accommodations using the Amadeus system. Process changes to itineraries as well as airline schedule changes in an expedient manner while managing email and phone requests.

Walt Disney Travel Company | September 1995 – October 2000

Corporate Travel Coordinator

- Manage travel for employees of the Walt Disney Company. Process reservations for flights, car and hotel in the Worldspan system keeping within the company's stringent policies and negotiated contracts.

United Airlines | April 1991 – August 1994

International Sales & Services Representative

- Worked in a heavy call center environment handling incoming calls from international travelers as well as United's Premier and Premier Executive mileage members. Made reservations using the Apollo system.

EDUCATION

Associated Travel School

Certified Travel Consultant, April 1990

- Graduated from Travel Certification Program top in the class with overall score of 99.8%.

SKILLS

- Quick study in learning new products
- Strong attention to detail
- Skilled conversationalist
- Strong work ethic

Bobbie Neece

[redacted]

SUMMARY

- Customer service-oriented sales professional with exposure to business development, marketing, strategic planning, and client relationships. Specializes in group travel arrangements for study abroad programs and athletic team travel.

EXPERIENCE

Uniglobe Travel Designers. Columbus, OH | January 2009– Present

Groups & Athletics Travel Manager

- Manages UTD's Corporate Groups Department and assist clients in booking domestic and international air, hotel, and car reservations including chartered air, bus, and group hotel space.
- Answer clients' phone calls and emails regarding travel needs, billing inquires, and more.
- Process airline schedule changes as well as voluntary changes.

Uniglobe Precise Travel. Grove City, OH | March 1999 – January 2009

Travel Consultant

- Preparation of domestic and international travel itineraries.
- Specialized in college group study abroad programs.
- Working with Tour operators.
- Responsible for assisting with passport and visa services.

Far Away Places Travel. Columbus, OH | July 1985 – March 1999

Travel Consultant

- Preparation of domestic and international travel itineraries.
- Specialized in college group study abroad programs.
- Working with Tour operators.
- Responsible for assisting with passport and visa services.

Nationwide Insurance Columbus, OH | September 1983 – June 1985

Data Entry Clerk

- Responsible for data entry and data editing

EDUCATION

Columbus Paraprofessional Travel Schools. Columbus, OH

Received certificate upon completion of courses which included English, geography, System One computer training, domestic and international hotels, hotels and car rentals *1984-1985*

Briggs High School. Columbus, OH

Graduated Distinction of Honor, National Honors Society.

Major courses completed: Cooperative Office Education Program, study program in office work, Typing and Accounting techniques. *1981-1984*

David Jackson

[redacted]

EXPERIENCE

Uniglobe Travel Designers. Peachtree City, GA | 2019– Present

Corporate Travel Consultant

- Assist clients in booking domestic and international air, hotel, and car reservations using Amadeus.
- Answer clients' phone calls and emails regarding travel needs, billing inquires, and more.
- Process airline schedule changes as well as voluntary changes.
- Specializing in online booking tool, Concur, assistance including traveler and traveler arranger training.

BCD Travel. Peachtree City, GA | 2016-2019

Business Travel Consultant

- Managed travel for multiple client accounts, ensuring business travelers met all their objectives while keeping costs low.
- Rapidly familiarized with airline and hotel corporation internal systems, fielding 200+ requests a day with zero errors.
- Diligently safeguarded confidential client information while dealing with hundreds of customers from client accounts daily.

Ellsworth Air Force Base. Rapid City, SD | 2015 – 2016

Equipment Maintenance Crew Chief

- Managed $10K supply program, ensuring all employees well furnished with replacement parts; 150 trailer hazmat transport fleet operational, no missed deadlines.
- Led maintenance crews that replaced 18K parts on 112 pieces of equipment, preempting a 1yr deadline by six months.
- Developed and rewrote technical documents for military shipments, leading to 700+ man-hours saved in the packing and shipment of heavy equipment overseas.
- Operated computerized records management functions, accurately documenting 300+ maintenance inspections with zero discrepancies.

RAF Lakenheath Air Base. United Kingdom | 2011 - 2015

Munitions Inspector

- Performed product assurance inspections on 3K+ explosive items, meeting required safety and quality assurance standards 100% of the time.
- Documented all performed inspections, correcting discrepancies and maintaining a 100% accountability accuracy of hazardous items.
- Planned and scheduled inspections for 3K+ munitions items, staying 6 months ahead of deadlines while operating with 3 of 10 assigned workers.
- Involved in multiple incidents of crashed aircraft or exposed or otherwise malfunctioning explosives, correcting all issues with in a safe and efficient manner.

David Jackson

[redacted]

Conventional Munitions Maintenance Crew Chief

- Constructed 1K+ explosive items, observing all regulations and technical instructions; explosives operated with a 0% failure rate.
- Worked closely with Djiboutian, French, and Japanese citizens and military personnel to accomplish successful anti-terror mission.
- Maintained $3K tool program, allowing maintenance employees to accomplish objectives with safe and serviceable equipment.
- Coordinated ammunition resupply with 4 separate aircraft departments, with zero downtime due to slow or missed delivery of munitions.

Unit Deployment Manager

- Created and maintained Excel products to monitor and inform on the training and certification of 250 personnel.
- Generated status records containing medical and certification information for 250 personnel, selecting for overseas duty.
- Safeguarded HIPA and personally identifiable information of 250 employees, with zero unauthorized disclosures.

KEY QUALIFICATIONS

Team-oriented, dedicated former explosives expert for the USAF. Trained in conscientious human relations, handling of hazardous materials, and stress management. Experience as product assurance inspector, requiring meticulous attention to detail. Key skills include:

- Attention to detail
- Customer Care
- Secret Clearance
- Leadership
- Records Management
- Troubleshooting
- Microsoft Office
- Cool under pressure
- Plans and Scheduling

Rachael Johnson

[redacted]

SUMMARY

- Administrative support professional with exposure to business development, strategic planning, and building client relationships.

EXPERIENCE

Uniglobe Travel Designers. Columbus, OH | August 2021 - Present

Corporate Client Manager

- Identify and develop new business opportunities through prospecting, RFP/RFI process, networking, cold calling, and other development techniques.
- Analyze markets, as well as contributing factors within industry (economy, safety, etc.) and develop sales strategies to adjust business development activities to reduce risk/impact on corporate sales goals.
- Identify trendsetter ideas by researching industry and related events, publications, and announcements.
- Coordinate negotiations and contracts with key stakeholders to ensure timely, accurate, and successful closing of new business and added sales.
- Strategize with senior leadership of organization to develop sales targets, sales strategies, and sales processes to increase new and existing business to meet company and personal sales goals.
- Enhance organizational brand/reputation through marketing and networking activities, in alignment with key initiatives, as well as through supporting trade shows, and marketing and promotional initiatives.
- Maintain a sales/leads database and update daily with progress, new contacts, and account detail.
- Conduct sales presentations and information/education sessions for clients.

Rockbridge Hotel Development. Columbus, OH | December 2016 -March 2020

Team Coordinator / FF&E Coordinator

FF&E Coordinator

- Collaborated with interior designers, purchasing agents, installation teams, hotel property and our internal team to review hotel plans and ensure the purchase of furniture, fixtures and equipment were accurately depicted on hotel plans and purchase orders prior to executing. Tasked with following delivery schedules to ensure timeliness for the install team proceeded by hotel punch to correct any errors or issues after contractor install.

Team Coordinator

- Hired to provide administrative support to the COO, SVP's and development team. Responsibilities included calendar and travel management, completing monthly expense reports ranging from $1,000-$25,000 per month, collecting and compiling reports for a Monthly Book report that was printed and distributed to internal teams and ownership, managing weekly progress photos of hotel properties reviewed by ownership, updating the operations manual and other process related documents.
- Organized and executed weekly and monthly team meetings, team building events and collaborated with main company to meet milestones for reaching fundraising goals for the RTRX Conference benefiting Pelotonia.
- Successfully assisted in implementation of new company-wide systems: Procore, Egnyte, DocuSign, Replicon, Concur, Paycor.
- Assisted project managers and coordinator with vendor contracts, bid analysis and project related tasks.
- Selected to join multiple committees to brainstorm new systems, processes and procedures.

Rachael Johnson

[redacted]

Stratos Innovation Group. Columbus, OH | March 2016 – December 2016

Business Manager

- Recruited to establish administrative systems and procedures during office relocation. Managed a portion of the move and created a working filing system with labeled files for all business documents. Oversaw updating of address and credit card information for recurring charges and accounts.
- Tasked with organizing business drop box for employees and company files. Scanned in documents missing from drop box and developed a process to accommodate standard operating procedure.
- Met with CPA to strategize company direction and financials. Assisted in reconciling, and submitting company taxes.
- Developed multiple spreadsheets to track employee data, sales, marketing, social media, budgeting information and billing schedule with client instructions.
- Responsible for managing company's QuickBooks, financial reconciliations and reports.
- Researched promotional items, created an operations manual, as well as other business necessities.
- Suggested new software to help with resource planning and track project budgets against time and expenses, currently in process of implementation.

Involve, LLC. Columbus, OH | May 2011 – February 2016

Business Manager

- Hired as bookkeeper charged with overseeing accounts receivable/payable, general ledger entry, invoicing/billing, bank reconciliation, financial reporting, and budget reconciliation tasks and completing company payroll, taxes, year-end reports, and financial statements – ultimately promoted to oversight role. Assumed new duties following establishment of new agency, setting up new office. Researched and implemented phone system and office furniture, and switching over all corporate documentation to new company address.
- Core responsibilities included administrative oversight of company operations, making travel arrangements and managing travel and meeting calendars, establishing and coordinating corporate shipping and related accounts, and creating, filing, and managing numerous company forms and documents. Helped Apple and other IT vendors implement, maintain, and troubleshoot new servers, computers and software.
- Functioned in human resource management capacity, by heading new-hire assimilation process. Entailed inputting new employee paperwork, setting up new staff members in system with proper account access, establishing payroll documents, managing health insurance data, and tracking vacation eligibility and paid time off taken by employees.
- Leveraged previous event planning expertise to serve as Account Executive responsible for scheduling events and communicating itineraries and logistics. Arranged transportation and completed event set-up/tear downs, interacted with clients, sponsors, consumers and vendors. As Staffing Manager, reviewed performances and coverage of all personnel, completing and distributing analytical reports summarizing event results, and tracking and reconciling all event budget items.

- Serviced and managed portfolio of health and wellness clientele. Included AT&T, BCBG, Columbus Blue Jackets, Lifetime Fitness, BOSU, Belvita, Fidelity Information Services, Ohio Lottery, Aperion Care, Lexington Health Networks, Technogym, Aurelio's Pizza and InHealth.
- Designed and instituted new hire processes comprised of setting up employees within healthcare and related systems and verifying reception of all required documentation. Included introducing new employee handbook and installing Time Fox and other tools to track time expended and resources utilized across project portfolio.
- Migrated expense tracking to online Expensify application – allowing employees to update and track expenses when traveling. Expanded financials to real-time reports with images of receipts documented in database.
- Collaborated with accountant to resolve tax issues, bringing accounts payable portfolio current after history of making ongoing late payments to creditors. Also worked with lawyer to rectify Bureau of Workers' Compensation issues. Helped create, update and maintain company operating budgets, working with company owner to allocate respective funds.
- Improved relationships with creditors and enhanced company morale in midst of changing employee culture. Contacted vendors to request payment extensions to maintain equitable standing. Recognized staff for accomplishments and contributions, celebrating staff birthdays and other milestones.

EDUCATION

Capital University. Columbus, OH
Masters of Business Administration

The Ohio State University. Columbus, OH
Bachelor of Arts, International Studies

Rey Peña

[redacted]

SUMMARY

- Customer service-oriented sales professional with exposure to business development, strategic planning, and client relationships.

EXPERIENCE

Uniglobe Travel Designers. Columbus, OH | June 2020 - Present

Corporate Sales Consultant

- Identify and develop new business opportunities through prospecting, RFP/RFI process, networking, cold calling, and other development techniques.
- Analyze markets, as well as contributing factors within industry (economy, safety, etc.) and develop sales strategies to adjust business development activities to reduce risk/impact on corporate sales goals.
- Identify trendsetter ideas by researching industry and related events, publications, and announcements.
- Coordinate negotiations and contracts with key stakeholders to ensure timely, accurate, and successful closing of new business and added sales.
- Strategize with senior leadership of organization to develop sales targets, sales strategies, and sales processes to increase new and existing business to meet company and personal sales goals.
- Enhance organizational brand/reputation through marketing and networking activities, in alignment with key initiatives, as well as through supporting trade shows, and marketing and promotional initiatives.
- Maintain a sales/leads database and update daily with progress, new contacts, and account detail.
- Conduct sales presentations and information/education sessions for clients.

Third & Hollywood. Grandview Heights, OH | May 2013 -March 2020

Lead Bartender / Lead Server / Shift Lead / Trainer

- Encourage the skillset growth of the team by continually evaluating strengths and weaknesses.
- Train new servers and bartenders for a seamless transition between new and veteran team members.
- Contribute to the training manual updates to keep staff members up-to-date on relevant changes.
- Converse with guests to create meaningful relationships and retain clientele.

The PAD. Columbus, OH | October 2011 – April 2013

Manager

- Oversaw the production, handling, and delivery of food products and services.
- Accountable for the assignment of team members to duties for the evening schedule, and to ensure that operations were carried out appropriately.
- Provided fantastic service for guests by ensuring tasks were prioritized properly and taken care of efficiently.
- Handled customer disputes and helped provide guidance for fellow staff members whenever issues arose.

EDUCATION

The Ohio State University. Columbus, OH

Bachelor of Science in Neuroscience

Cuyahoga Community College. Cleveland, OH

Associate of Arts

Amara Palmer

[redacted]

SUMMARY OF QUALIFICATIONS

- Extensive Knowledge in the following systems; Word, Excel, ACSS, eROES, CACS, e*Credit, Experian, Equifax, ExPert, Infomanger, iVision, Microsoft Office, RMS, TOPS, QMT, WFM, Trams, and iBank.
- Excellent written and verbal communication skills.
- Successful at peer coaching and training.
- Thrives in a fast-pace environment.
- Positive and personable attitude which leads to a happy and productive working environment.
- Ability to work toward long term goals, to achieve desired outcome.
- High level of organization and prioritization.
- Succeed in securing sensitive proprietary information.
- Successfully implemented cross training to enhance performance.
- Demonstrate flexibility and adaptability while working in fast pace and ever-changing corporate environment.

EXPERIENCE

Uniglobe Travel Designers | 2017– Present

Accounting Manager

- Manage daily accounting duties, including but not limited to downloading/processing invoices, reconciling credit cards, managing accounts, filing, and record keeping.
- Building and submitting daily, weekly, and monthly reporting via Trams and iBank systems.

CVS | 2016-2017

Customer Service

- Assisting customers with locating items and completing their purchases
- Using an RF scanner to receive merchandise and distribute stock where applicable.
- Verify orders received from vendors and file necessary documentation.

Verizon Wireless | 2006 - 2015

Fraud Prevention Team Representative

- Efficiently multitask between multiple systems while effectively completing numerous job functions.
- Assist internal and external channels with processing credit applications, activations, systems support and calling plan promotions to maintain customer satisfaction.
- Perform as subject matter expert to new hire and transition classes during department merger to promote understanding of policy and procedure.
- Provide feedback to training teams; help to identify group trends and center areas of opportunity, aiding the facilitation of training materials.
- Help improve peer performance by acting as mentor and providing necessary feedback and coaching that is positively positioned to improve moral and increase productiveness.
- Actively educate peers and agents about current policies and procedures to enhance overall customer experience and to promote consistent call handling.

Amara Palmer

[redacted]

EXPERIENCE (CONTINUED)

JP Morgan Chase | 2005 – 2006
Financial Service Advisor

- Responsible for maintaining and assisting with credit card accounts to protect company while exceeding customer expectations.
- Resourcefully useful while finding creative solutions to satisfy the ever-changing card member's needs while protecting profitability.

Delta Airlines | 2000 - 2005
Customer Service Representative

- Assisted with reservations and flight departures for customers while being mindful to follow, respect and enforce FAA guidelines.
- Maintained internal support system to improve relations between airport and call center operations, creating more effective and efficient working environment between departments.

EDUCATION

- Stayer University, Business Administration, 2012-2014
- Medaille College, Computer Information Systems, 1997-1999

Ali Iovino

[redacted]

EXPERIENCE

Uniglobe Travel Designers. Columbus, OH | December 2013– Present

Director of Marketing

- Work closely with management on marketing, sales strategies, and business development. Empower corporate and leisure sales teams through building resources, procedures, strategies, and events. Manage client communications, social media, company certifications, and Request for Proposals (RFPs).
- Managing the Marketing Department:
    - Led re-branding efforts for 2 locations through Uniglobe International's 2020 rebrand.
    - Revise blog content, newsletters, and advertisements.
    - Manage social media accounts and content creation.
    - Design fliers and collateral for prospects, clients, and events.
    - Strategize with marketing team for future campaigns.
    - Source and order promotional products.
    - Assist in developing communications for client travel program launches.

Project Coordinator

- Worked closely with owners, accounting department, leisure department, and corporate department with various projects and leisure travel. Implemented a company outreach program and coordinate company-wide volunteering opportunities. Assisted with standardizing all materials and documents, managed marketing and maintenance of Uniglobe's Vitamin D Vacation Giveback Program, organized and maintained records of prospecting process, applications, and Request for Proposals (RFPs).
- Create prospecting and proposal documents, and presentations.
- Complete and maintain records of applications and Request for Proposals (RFPs).
    - Integral member of the team in winning numerous contracts, including a large national cooperative agency.
    - Leading marketing efforts of the contract launch, April 2017.
- Maintain SalesForce CRM for corporate clients, and ClientBase for leisure clients.
- Research and provide recommendations for new sales tools, technologies, and services.
- Assist in organizing and confirming leisure travel, including large groups.
- Run invoices in Amadeus GDS and ClientBase.
- Anticipate client needs and find creative solutions to any conflicts.
- Organize events in-house and represent the company at industry trade shows.
- Represented UTD internationally on Familiarization (FAM) Trips.
    - Hard Rock Riviera Maya, in Riviera Maya, Mexico, May 2014.
    - Celtic Tours, Ireland, March 2017.

JC's 5 Star Outlet. Columbus, OH | May 2013 – December 2013

Office Manager / Administrator

- Provide detail support for buyers including organization, placing orders, preparing for meetings with vendors, and maintaining items in Epicor.
- Work with all departments on marketing, merchandising and financial projects, organize incoming and outgoing mail, data entry, and redirect calls. (Company closed in December, 2013)

Ali Iovino

[redacted]

Teavana. Dublin, OH | April 2013 – July 2013

Team Member

- Assisted customers, operated registers, used and maintained barista station.

Tzell Travel. Hewlett, NY | September 2012 – February 2013

Administrative Assistant

- Assisted agents and clients in developing and managing travel arrangements, performed general clerical duties, worked with Sabre.

EDUCATION

University of Dayton. Dayton, Ohio

Bachelor of Science, Graduated May 2012

- Double Major: Entrepreneurship and Business Economics
- Double Minor: Operations Management and Decision Sciences
- SBA Study Abroad Program: Rome, Italy in Summer 2010

COMMUNITY

Besa Community, Inc.

- Volunteer / Volunteer Leader (May 2015 – Present):
- Lead and participate in various volunteering opportunities found through Besa.
- Experience includes working with the Ronald McDonald House of Central Ohio, LifeCare Alliance / Meals-on-Wheels, Columbus Diaper Coalition, Van Buren Shelter, My Very Own Blanket, KickButt Columbus Spring Clean Up, Ohio House Rabbit Rescue, and Franklin County Dog Shelter.

2017 Food Production and Spirit Award

- Awarded by LifeCare Alliance, April 2018.
- Each year, LifeCare Alliance conducts a Spirit Awards Ceremony to recognize outstanding volunteers for their service and dedication to homebound older adults, medically challenged, and disabled neighbors.

Habitat for Humanity

- Assisted with construction of a house in Columbus as a Women Build Crew Volunteer, July 2015.

Department of Community Activities and Kiwanis functions including

- Summer Gazebo Readings, Holiday food/gift sorting and deliveries, Annual Holiday Show.

Elizabeth Blount McCormick

[redacted]

CORE COMPETENCIES

- Profit/Loss Administration
- Business Strategies
- Contract Negotiations
- Presentations
- Vendor Management
- Client Management
- Strategic Business Planning
- Product Line Launches
- International Travel
- Sales/Marketing Concepts

EXPERIENCE

UNIGLOBE Travel Designers. Columbus, OH | February 2006– Present.

President/Owner

Administer and contribute hands-on to all facets of operations, business strategy execution, financial management (including operating and capital budgets), new business development and client relationship management; function with complete authority and accountability for operating profit and loss outcomes.

Deliver presentations highlighting business models to prospect accounts, serve as primary point of contact for agency clients, recruit, hire, train and develop techniques of agency staff (27 travel consultants, accountants, independent contractors), and troubleshoot and resolve travel and vendor issues.

- Responded to several RFPs resulting in solidified business with several notable organizations:
  - Secured a long term contract with Vizient, the nation's leading health care performance improvement company that serves more than half of health care organizations across the United States.
  - Secured a long term contract with Omnia Partners, the largest and most experienced purchasing organization for public and private sector procurement.
  - Currently, Uniglobe Travel Designers has clients in 30 states in the United States.
  - In 2019, Uniglobe Travel Designers brought in $37.5 million.
- Elevated Business First Book of List ranking from 19th to 11th out of 25 other agencies; progressively elevated ranking as other travel agencies dropped in ranking; overall performance recognized with Star Agency Award from Uniglobe Travel International.
- Increased leisure business 40% through introduction of "Vitamin D" program providing portion of profits to charity for corporate clients booking vacations; increased leisure business additional 30% through aggressive pursuit of bridal market.
- Lowered operating costs 20% through introduction of new technology, staff reduction and implementation of initiatives focused on increased efficiency; included new online booking tool and introduction of reporting solution (i-Bank) enabling auto generation of reports (previously created manually).

Edun. New York, New York | March 2005 – March 2006

Production Manager

- Provided expertise in role developing and executing pre/post placement production strategy within vendor base; included development and production of men's and women's categories (knits, denim, fashion knits, outerwear, leather, and fashion silks).
- Scope of responsibilities included initial fabric, mill, trim, and cost negotiations at beginning of development season, confirmation of expenses as season finalized, and coordination of meetings with

NYC design team and current supplier base to communicate design vision prior to beginning of development period; solidified relationships with vendor base worldwide enabling additional business transactions.

- Engaged in travel to Tunisia, Peru, Portugal, and India during each season to ensure vendors executed original aesthetic designs (including fit) and maintained shipping schedule within confirmed timeframe.
- Facilitated 98% on time shipping to US and Europe from India for Spring 2006 product line (enabled while in India to review Holiday 2005 shipping); trusted with decision moving to new vendor due to breakdown in relationship with previous vendor.

The Gap Inc., GIS Americas. Miami, Florida | January 2002 – March 2005

Associate Production Manager (January 2004 – March 2005)

Promoted to coordinate development and launch for Banana Republic men's and women's premier denim lines; included partnering with designers and vendors nationwide, co-authoring pre-placement production strategy, conducting initial fabric, mill, and cost negotiations with vendors, traveling to vendor sites to identify new opportunities for denim production, and ensuring use of vendor monthly production capacity.

Assistant Production Manager, Women's Denim Department (September 2002 – January 2004)

Administered manufacturing from four vendors in North and Central America.

- Collaborated with merchants, New York designers, and pre-production manager to evaluate and determine most cost-effective locations to execute production based on expense, capacity, and capabilities.
- Created sourcing strategy and managed production of Gap Body Men's and Women's Basics/Fashion styles; sourcing strategy included updated vendor base resulting in cost savings of $1.6 million.
- Served as Community Service Committee Coordinator for Gap, Inc; liaised between Gap GIS Miami office and Gap Foundation in San Francisco with responsibilities comprising organization of Breast Cancer Walk, AIDS Walk, Adopt-a-Family program, and Gift Tag Tree donation to Shadowlawn Elementary School.

Assistant Production Manager, Men's and Women's Knits (January 2002 – September 2002)

- Collaborated with New York colleagues to counter-source styles with Mexico-based vendors; acquired three styles totaling 300 fashion units for Spring 2002 season; expanded vendor base to include Canadian-based vendor saving $93,200 monthly.

The Gap, Inc. San Francisco, California | September 2000 – October 2001

Assistant Production Manager (April 2001 – October 2001)

Coordinated product delivery with factories in Asia and South America; developed relationships with vendors to produce high-quality merchandise at decreased costs; resolved production issues with merchants and vendors.

Retail Management Program Trainee (September 2000 – June 2001)

Participant in extensive orientation program involving hands-on training in key Gap Inc. departments:

Production – Gap Baby Boys Knits

- Interfaced with international factories to facilitate product manufacturing; identified and solved production issues.

Planning & Distribution – Banana Republic Men's Woven Shirts

- Created merchandise strategy specifying current and future plans for merchandise sales, markdowns, and gross margin goals; conducted historical sales analysis at department, class, and style levels to monitor seasonal sales inventories and identify merchandising opportunities; determined key performance drivers and relative impact on business.

Merchandising – Gap Baby Girls Wovens

- Clear contributor to all aspects of development and delivery of products, including design, production, marketing, planning, distribution, and sales; edited product lines and assisted with merchandise selection.

Marketing – Old Navy Media

- Investigated feasibility of introducing products for pregnant and plus-size women; collaboration with seven business partners on development of Old Navy Splash Landing marketing strategy.

EDUCATION

Spelman College. Atlanta, Georgia

Bachelor of Arts: Major in Psychology, Minor in Spanish

PROFESSIONAL & COMMUNITY MEMBERSHIPS/CONTRIBUTIONS

Bonner Scholar

Executive Board Member

Implemented tutoring program for elementary students; recruited and trained over 500 students from Spelman College, Morehouse College, and Clark Atlanta University to participate as mentors.

Spelman Alumnae Chapter Member | NAACP Member
Networking Professionals Organization |The Columbus Chamber Board of Directors |Young President's Organization | JET Task Force Columbus Airport Authority |International Women's Forum|Alvis Board of Directors| Mansion Day School Board Member|United Way of Central Ohio E3 Mentor | United Negro College Fund Leadership Council Member

v. Describe Offeror's experience working with the government sector.

Uniglobe Travel Designers has extensive experience working with the government sector for over 20 years. All of our consultants have experience and can assist in confirming GSA rates. We understand government entities can have more restrictive travel policies including components such as not allowing personal miles or rewards program entries in reservations. We work with every entity on an individual basis to understand their culture and needs and are confident in our abilities to continue serving this sector.

vi. Describe past litigation, bankruptcy, reorganization, state investigations of entity or current officers and directors.

This is non applicable to Uniglobe Travel Designers.

vii. Provide a minimum of 10 customer references relating to the products and services within this RFP. Include entity name, contact name and title, contact phone and email, city, state, years serviced, description of services and annual volume.

REFERENCE #1

- **Entity Name:** Franciscan University of Steubenville
- **Contact Name:** Jessica Howell
- **Title:** Business Services Manager
- **Phone Number:** (740) 284-5179
- **Email:** jhowell@franciscan.edu
- **City, State:** Steubenville, OH
- **Years Serviced:** Since 2017
- **Description of Services:** Travel management services including air, hotel, ground transportation, student groups, and conferences.
- **Approximate Travel Program Size:** $2M

REFERENCE #2

- **Entity Name:** Dickinson College
- **Contact Name:** Sean Witte
- **Title:** Associate VP for Financial Operations & Controller
- **Phone Number:** (717) 254-8149
- **Email:** wittes@dickinson.edu
- **City, State:** Carlisle, PA
- **Years Serviced:** Since 2019
- **Description of Services:** Travel management services including air, hotel, ground transportation, student groups, and conferences.
- **Approximate Travel Program Size:** $3M

REFERENCE #3

- **Entity Name:** Alabama A&M University
- **Contact Name:** Anne Rogers
- **Title:** Administrative Secretary

- **Phone Number:** (256) 372-8269
- **Email:** anne.rogers@aamu.edu
- **City, State:** Huntsville, AL
- **Years Serviced:** Since 2018
- **Description of Services:** Travel management services including air, hotel, ground transportation, student groups, and conferences.
- **Approximate Travel Program Size:** $1.5M

REFERENCE #4

- **Entity Name:** University of Missouri
- **Contact Name:** Teresa Vest
- **Title:** Director, Supplier Diversity & Strategic Initiatives
- **Phone Number:** (573) 882-7171
- **Email:** vestt@umsystem.edu
- **City, State:** Columbia, MO
- **Years Serviced:** Since 2018
- **Description of Services:** Travel management services including air, hotel, ground transportation, student groups, and conferences.
- **Approximate Travel Program Size:** $35M

REFERENCE #5

- **Entity Name:** County of Cape May
- **Contact Name:** Kevin Lare
- **Title:** Director, Finance & Purchasing
- **Phone Number:** (609) 465-1065
- **Email:** kevin.lare@co.cape-may.nj.us
- **City, State:** Cape May Court House, NJ
- **Years Serviced:** Since 2019
- **Description of Services:** Travel management services including air, hotel, ground transportation, student groups, and conferences.
- **Approximate Travel Program Size:** $100k

REFERENCE #6

- **Entity Name:** Fresno Unified School District
- **Contact Name:** Toni Jorge
- **Title: Purchasing** Business Operations Manager
- **Phone Number:** (559) 457-3463
- **Email:** toni.jorge@fresnounified.org
- **City, State:** Fresno, California
- **Years Serviced:** Since 2020
- **Description of Services:** Travel management services including air, hotel, ground transportation, student groups, and conferences.
- **Approximate Travel Program Size:** $5M

REFERENCE #7

- **Entity Name:** Bishop State Community College
- **Contact Name:** Sarah Dumas
- **Title: Accounts** Payable
- **Phone Number:** (251) 405-7054
- **Email:** sdumas@bishop.edu
- **City, State:** Mobile, AL
- **Years Serviced:** Since 2018
- **Description of Services:** Travel management services including air, hotel, ground transportation, student groups, and conferences.
- **Approximate Travel Program Size:** $200k

REFERENCE #8

- **Entity Name:** City of Tucson
- **Contact Name:** Marcela Ceballos
- **Title:** Finance Administrator
- **Phone Number:** (520) 837-4380
- **Email:** marcela.ceballos@tucsonaz.gov
- **City, State:** Tucson, AZ
- **Years Serviced:** Since 2017
- **Description of Services:** Travel management services including air, hotel, ground transportation, student groups, and conferences.
- **Approximate Travel Program Size:** $500k

REFERENCE #9

- **Entity Name:** Little Rock School District
- **Contact Name:** Darral Paradis
- **Title:** Director, Procurement
- **Phone Number:** (501) 447-2260
- **Email:** darral.paradis@lrsd.org
- **City, State:** Little Rock, AR
- **Years Serviced:** Since 2019
- **Description of Services:** Travel management services including air, hotel, ground transportation, student groups, and conferences.
- **Approximate Travel Program Size:** $1M

REFERENCE #10

- **Entity Name:** Pulaski County Special School District
- **Contact Name:** Monica Bryant
- **Title:** Director of Accounting & Auditing
- **Phone Number:** (501) 234-2134
- **Email:** mbryant@pcssd.org
- **City, State:** Little Rock, AR
- **Years Serviced:** Since 2020
- **Description of Services:** Travel management services including air, hotel, ground transportation, student groups, and conferences.
- **Approximate Travel Program Size:** $50k

viii. Provide any additional information relevant to this section.

In April 2017, Uniglobe Travel Designers was awarded the competitively solicited and publicly awarded agreement by Region 4 Education Service Center, made available through OMNIA Partners. Since then, Uniglobe Travel Designers has had the privilege to work with OMNIA Partners' team in marketing and managing our contract.

A customer service survey is sent with each invoice where we collect real time feedback on each client's experience. This feedback is invaluable for our company and ensures that we are able to continue to provide excellent customer service. Please see some testimonials and survey quotes from our clients on the proceeding page.

FROM OUR CLIENTS:

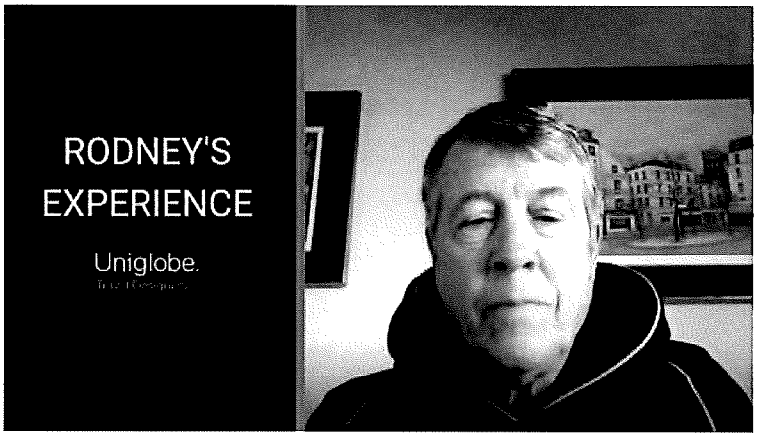
Uniglobe Travel Designers sends a survey with every invoice. The following feedback is from our travelers.

"Given the COVID-19 global health crisis, we were put in the difficult position of postponing a school trip to Panama. Throughout the process, Uniglobe Travel Designers (UTD) was responsive to our needs, and provided clear language about insurance, cancelations, and the like. This difficult experience has actually strengthened our relationship with UTD." - **The Public Schools of Brookline**

"UTD is awesome! Problem solvers and excellent communication skills. Fixed the error and called me back in a timely manner. " - **School District Traveler**

"I've worked with Uniglobe throughout my career in different departments and have had the pleasure of meeting Elsie and Elizabeth along the way and both of them are remarkable ladies. I always know I will get top-notch service!l" - **University Traveler**

University of Missouri



https://youtu.be/TeTt6eqa-RE or click to view video

"UTD is always helpful efficient and pleasurable to work with in every interaction I've had when making travel arrangements. Thank you, UTD for such exceptional customer service! " - **Cleveland Metropolitan School District Traveler**

"Your team is great! I never know what I'm doing, and they are always so calm and professional, making it 'easy' to do travel" - **University Traveler**

""UTD is terrific! I cannot be more appreciative of their consistence in exceeding my expectations. Recently, I was charged on a travel and I contacted`them to ask if Uniglobe had also been charged. They fixed the entire situation within the hour - I didn't expect them to do all the work. I was grateful and impressed." - **State Agency Traveler**

Let's Connect.

(614) 237-4488 or purchasing@uniglobetd.com
www.uniglobetraveldesigners.com

Uniglobe Travel Designers

OMNIA PARTNERS

TAB 5: VALUE ADD

Uniglobe Travel Designers is including the following as value-added components to our proposal:

- Letter from the President
- M/WBE Certifications
- Sample Reports
- Awards & Recognitions

September 14, 2021

To Whom It May Concern:

Thank you for your consideration of Uniglobe Travel Designers (UTD) to continue our partnership with Region 4 Education Service Center and OMNIA Partners. Uniglobe Travel Designers is a Black, women owned, award-winning, full-service travel management company offering over 40 years of experience in the travel industry. Our mission is to assist clients in substantially reducing and controlling costs while offering you an increased variety of travel programs, services, and options. As a member of Uniglobe Travel International, UTD offers the strength of a global network, backed by local, hands-on ownership unmatched in the industry.

UTD specializes in corporate travel management with majority of our clients in healthcare and education industries. Travel solutions are offered to corporate clients by providing 24-hour reservation services, online booking options, management services, and customer support, all backed by market-leading technology and a staff with an average of 20 years of experience in the travel industry. Our core services include:

- Travel Policy Maintenance & Support
- Domestic & International Travel Procurement
- Mobile/Online Booking Options
- After Hours 24/7 Rescue Line
- Risk Management Program Development
- Reporting Tools
- Personalized Travel Consultant Services
- Travel Profile Management

What sets Uniglobe Travel Designers apart is our understanding that in today's travel landscape, change is the only constant. You expect better fares, reporting, savings and outstanding customer service, all using the latest technology to save you time, money, and trouble. Our commitment to your organization is to provide you the very best service with the tools you need fast, easy and seamless – online or email, in person or over the phone. Take control or leave the details to us; we stand behind every reservation.

Uniglobe Travel Designers will not be subcontracting any services. Uniglobe Travel Designers will perform 100% of the travel services contract, should we be awarded. As the prime contractor we are both MBE and WBE certified. Uniglobe Travel Designers has the following national certifications:

- MBE National Minority Supplier Development Council, Inc. (NMSDC)
- WBE National Women Business Enterprise National Council (WBENC)

Additionally, In April 2017, Uniglobe Travel Designers was awarded the competitively solicited and publicly awarded agreement by Region 4 Education Service Center, made available through OMNIA Partners. Partnering with OMNIA Partners is a natural fit for Uniglobe Travel Designers with our experience serving education and government clients. Since then, Uniglobe Travel Designers has had the privilege to work with OMNIA Partners' team in marketing and managing our contract. We have cultivated countless relationships and have a true understanding of what the partnership entails to be successful.

The principal contact for this proposal is the following:

- **Company Legal Name:** West Enterprise Inc., DBA Uniglobe Travel Designers
- **Main Contact:** Elizabeth Blount McCormick, President & Owner
- **E-mail:** elizabethb@uniglobetd.com
- **Phone**: 614-237-4488
- **Address**: 480 South Third Street, Columbus, OH 43215

We appreciate your consideration and look forward to continue working with you.

Thank you,

Elizabeth Blount

Elizabeth Blount McCormick
President, Uniglobe Travel Designers

M/WBE CERTIFICATIONS

Uniglobe Travel Designers will not be subcontracting any services. Uniglobe Travel Designers will perform 100% of the travel services contract, should we be awarded. As the prime contractor we are both MBE and WBE certified. Uniglobe Travel Designers has the following certifications:

- MBE National Minority Supplier Development Council, Inc. (NMSDC)
- WBE National Women Business Enterprise National Council (WBENC)
- M/WBE with the New York City Department of Small Business Services
- M/WBE with the Port Authority of NY & NJ
- MBE with the State of Ohio
- MBE with the State of New York
- WBE with the State of New York
- MBE with the State of Tennessee
- MBE with the City of Columbus

Please find these certifications on the proceeding pages.

THIS CERTIFIES THAT

NMSDC
National Minority Supplier Development Council

West Enterprises Inc. (dba Uniglobe Travel Designers)

dba West Enterprises Inc. (dba Uniglobe Travel Designers)

* Nationally certified by the: **OHIO MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 561510; 561599

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

08/18/2021	CN03561
Issued Date	**Certificate Number**

Jose Turkiewicz
NMSDC Board Chair

08/31/2022	
Expiration Date	**Jacqueline Neal, President & CEO**

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: http://nmsdc.org

Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®

WBENC

WOMEN'S BUSINESS ENTERPRISE NATIONAL COUNCIL

JOIN FORCES. SUCCEED TOGETHER.

hereby grants

National Women's Business Enterprise Certification

to

West Enterprises Inc. DBA Uniglobe Travel Designers

who has successfully met WBENC's standards as a Women's Business Enterprise (WBE).
This certification affirms the business is woman-owned, operated and controlled and is valid through the date herein.

WBENC National WBE Certification was processed and validated by Women's Business Enterprise Council Ohio River Valley, a WBENC Regional Partner Organization.

Certification Granted: January 9, 2017
Expiration Date: January 31, 2022
WBENC National Certification Number: WBE1700025

Sheila A. Mixon

Authorized by Sheila Mixon, Executive Director Women's Business Enterprise Council Ohio River Valley

WBECORV
WOMEN'S BUSINESS ENTERPRISE COUNCIL OHIO RIVER VALLEY

NAICS: 561510, 488999, 561599
UNSPSC: 90121500, 90121502

Great Lakes Women's Business Council · Greater Women's Business Council · Women's Business Council Southwest · Women's Business Development Center · WBEA · WBECEAST · WBECFLORIDA · WBECPACIFIC · WBECSOUTH · WBECWEST · Women Presidents' Educational Organization

Small Business Services

Division of Economic and Financial Opportunity

M/WBE Certificate

West Enterprises, Inc.
d/b/a Uniglobe Travel Designers

This certificate acknowledges that this company has met the criteria as established by the M/WBE Program at the New York City Department of Small Business Services and is therefore certified as a Minority and Women-owned Business Enterprise (M/WBE).

Certificate Number: **MWCERT2017-140**

Expires on: **2/27/2022**

Bill de Blasio, Mayor

Gregg Bishop, Commissioner

July 24, 2020

Ms. Elizabeth Blount McCormick
President
West Enterprises, Inc.
d/b/a UNIGLOBE Travel Designers
408 South Third Street
Columbus, OH 43215

Re: Minority and Women-owned Business Enterprise (MWBE) Certification
Type: Consumer Services

Dear Ms. McCormick:

We are pleased to inform you that The Port Authority of NY & NJ has re-evaluated your business and determined that it continues to be eligible to participate in the agency's Minority and Women-owned Business Enterprise (MWBE) Program. **West Enterprises, Inc. d/b/a UNIGLOBE Travel Designers** remains included in the Port Authority's on-line directory of certified MWBEs which can be accessed at https://panynj.diversitysoftware.com/FrontEnd/SearchCertifiedDirectory.

Please be advised that we periodically review all certifications and reserve the right to decertify any firm that no longer meets our guidelines. You must notify the Office of Business Diversity and Civil Rights in writing within 30 days of any significant changes to your business. These include, but are not limited to, a change of officers, directors, location and business name. Failure to advise us of these changes can result in decertification of your business.

This certification will remain in effect for five years or until July 24, 2025, after which you must submit a recertification application with supporting documentation. The application can be accessed from our Web site: www.PANYNJSD.com

If you have any questions regarding your certification, you may contact me at (201) 395-3939 or via email at ybautista@panynj.gov.

Sincerely,

Yamil Bautista
Certification Analyst
Office of Business Diversity and Civil Rights

2 Montgomery Street
2nd Floor
Jersey City, NJ 07302

Ohio | Department of Administrative Services

Mike DeWine, Governor
Jon Husted, Lt. Governor

Matt Damschroder, Director

03/11/2021

Elizabeth Blount McCormick
West Enterprises, Inc., Dba Uniglobe Travel Designers
480 S. 3rd St. B
Columbus, OH 43215

Certification Number: MBE-6349
Effective Dates: 03/11/2021 through 03/11/2023

Dear Elizabeth Blount McCormick:

The Ohio Department of Administrative Services, Equal Opportunity Division (DAS/EOD) has reviewed your business's application to obtain certification as a Minority Business Enterprise (MBE) in Ohio. The Ohio Department of Administrative Services, Equal Opportunity Division is pleased to inform you that West Enterprises, Inc., Dba Uniglobe Travel Designers has been certified by DAS/EOD as a MBE Business Enterprise.

The Ohio Department of Administrative Services, Equal Opportunity Division has determined that West Enterprises, Inc., Dba Uniglobe Travel Designers satisfactorily meets the requirements set forth in Section 123:2-14 of the Ohio Administrative Code as is required for participation in the MBE program. This certification letter shall serve as the state's official certification to this effect.

This letter also acknowledges that West Enterprises, Inc., Dba Uniglobe Travel Designers has been categorized under the Goods and Services category for MBE program participation and has demonstrated capability for a period of at least one-year in the following UNSPS code(s):

1. 90121500 Travel agents
2. 90121600 Travel document assistance
3. 90121800 Emergency travel assistance services

NOTE: West Enterprises, Inc., Dba Uniglobe Travel Designers is required to inform DAS/EOD in writing (letter or email) within thirty days of the occurrence of any material change(s). A material change is defined as: any change in circumstances affecting the business or the at least 51 percent eligible owner(s); including but not limited to current contact information, changes in ownership, business structure, independence, managerial and/or operational control, or any material change in the information provided in its application including changes in management responsibility among owner(s) of the certified business. Similar notification must be provided to DAS/EOD of any changes to the company's name, business address, Email address, telephone numbers, principal products/service or other basic contact and commercial activity information. For additional information, please refer to Ohio Administrative Code 123:2-14-01, 123:2-14-02, and 123:2-14-07.

Failure to notify DAS/EOD of any material change is cause for revocation of West Enterprises, Inc., Dba Uniglobe Travel Designers's MBE certification.

Re-certification Note: one month prior to the expiration date of this certification, your business is required to submit a completed Re-certification Application for DAS/EOD's review relative to the West Enterprises, Inc., Dba Uniglobe Travel Designers's eligibility for continued participation in the MBE program.

If you need any assistance or have questions about the MBE program, please contact the Business Certification and Compliance Unit at 614-466-8380.

Sincerely,

Eric M. Seabrook
Deputy Director
State EEO Coordinator

Equal Opportunity Division
4200 Surface Road
Columbus, Ohio 43228

614-466-8380 | Phone
614-728-5628 | FAX
das.eod@das.ohio.gov| email: das.ohio.gov

The State of Ohio is an equal opportunity employer

NEW YORK STATE

MINORITY- AND WOMEN-OWNED BUSINESS ENTERPRISE ("MWBE")

CERTIFICATION

Empire State Development's Division of Minority and Women's Business Development grants a

Minority Business Enterprise (MBE)

pursuant to New York State Executive Law, Article 15-A to:

West Enterprises Inc. DBA UNIGLOBE Travel Designers

Certification Awarded on: June 5, 2018
Expiration Date: June 5, 2023
File ID#: 61708

NEW YORK STATE OF OPPORTUNITY. | Division of Minority and Women's Business Development

A Division of Empire State Development

NEW YORK STATE

MINORITY- AND WOMEN-OWNED BUSINESS ENTERPRISE ("MWBE")

CERTIFICATION

Empire State Development's Division of Minority and Women's Business Development grants a

Women Business Enterprise (WBE)

pursuant to New York State Executive Law, Article 15-A to:

West Enterprises Inc. DBA UNIGLOBE Travel Designers

Certification Awarded on: June 5, 2018
Expiration Date: June 5, 2023
File ID#: 61708

NEW YORK STATE OF OPPORTUNITY. | Division of Minority and Women's Business Development

A Division of Empire State Development

Certification Number: 013117-02
Industry: Travel Servic

The Governor's Office of Diversity Business Enterprise for the State of Tennessee, having determined that

West Enterprises Inc. DBA UNIGLOBE Travel Designers

has successfully met the certification requirements as outlined in Tennessee Code Annotated Title 12, Chapter 5, Part 8, and the policies adopted thereunder, hereby grants the designation of

Minority Owned Business

and is recognized as such until the expiration of registration and certification on

January 31, 2023

In Witness Whereof, the Governor of the State of Tennessee and the Commissioner of General Services hereto affix our hand and the Great Seal of the State.

Shelia J. Simpson

Program Director, Governor's Office of Diversity Business Enterprise

City of Columbus

CERTIFICATE

MBE CERTIFICATION

West Enterprises Inc. dba Uniglobe Travel Designers

The City of Columbus Office of Diversity and Inclusion has approved your application for certification as a MINORITY Business Enterprise, as defined in section 3901.01 of the Columbus City Code.

Your certification will remain valid for three years provided provisions of Title 39, Columbus City Code are not violated. Please be advised, that significant changes in your firm, including modification to company name, ownership, structure, address, or phone number must be submitted to this office in a notarized letter.

Expiration Date: 6/30/2023

Certification No: MBE-004802

Dr. Beverly Stallings-Johnson, PhD, Chief Diversity Officer

SAMPLE REPORTS

Uniglobe Travel Designers has the ability to generate over 500 standard reports, either in-house or through our web-based data management platform called Prime Analytics. This enables our clients to create a virtually unlimited number of customized reports daily, weekly, monthly, quarterly, and annually based on our client's specific needs. These reports are available in PDF, Word, or Excel formats. Reports can also be broken down by client, then by departments. A representative at your organization will also have the ability to generate these reports real-time, 24x7x365 in addition to having automated reporting scheduled. Some examples of the types of standard reports requested by our clients include:

- Executive Summary
- Fare Savings/Exceptions Report
- Unused Airline Ticket Report
- Crisis Management Reporting
- Airline, Lodging, and Rental Car Spend
- Advance Booking Air Report
- Credit Card Reconciliation
- Audit Reports for Non-Compliant Spend Report

Uniglobe Travel Designers utilizes our reporting tools and expertise to assist our clients in uncovering cost saving opportunities and suggesting best practices or travel policy updates. Please find samples of these reports on the proceeding pages.

Selected Dataset

Date Range	Jan 2020 to Dec 2020
Account Group	Demo Acct 1 (DEMODEM01)

Metric	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	YTD
Air Totals													
Gross Air Spend	$1,508,925	$1,413,938	$663,448	$20,352	$45,641	$116,572	$156,471	$82,675	$127,752	$188,604	$149,813	$85,635	$4,559,826
Refund Air Spend	-$112,722	-$236,247	-$359,024	-$7,256	-$48,099	-$11,427	-$17,248	-$4,322	-$23,489	-$16,389	-$16,099	-$13,977	-$866,298
Net Air Spend	$1,396,203	$1,177,691	$304,425	$13,095	-$2,458	$105,145	$139,223	$78,353	$104,263	$172,215	$133,714	$71,658	$3,693,527
Gross Air Transactions	2,133	2,255	1,203	107	199	390	370	365	478	584	516	357	8,957
Air Refunds	49	86	104	15	12	11	8	5	11	20	20	14	355
Net Air Transactions	2,084	2,169	1,099	92	187	379	362	360	467	564	496	343	8,602
Air Invoices	1,916	2,016	1,034	73	137	293	299	263	346	440	388	256	7,461
Gross Air Avg Cost	$787.54	$701.36	$641.63	$278.79	$333.15	$397.86	$523.31	$314.35	$369.23	$428.65	$386.12	$334.51	$611.15
Net Air Avg Cost	$747.83	$610.20	$327.34	$225.78	-$19.66	$372.86	$478.43	$303.69	$311.23	$410.04	$363.35	$296.11	$519.78
Air Miles	4,044,920	3,831,988	1,910,067	118,027	242,368	464,625	474,073	442,570	508,957	655,261	631,014	363,034	13,686,904
Air Cost / Mile	$0.36	$0.35	$0.33	$0.16	$0.17	$0.22	$0.31	$0.18	$0.23	$0.27	$0.22	$0.21	$0.32
Air Tons CO2	1,832.64	1,721.10	845.25	85.26	134.89	277.10	264.31	276.94	315.16	392.55	362.61	223.69	6,731.50
Air Online													
# Tickets Booked Online	951	1,012	532	26	61	138	167	145	183	235	204	140	3,794
Air Spend Booked Online	$394,107	$456,123	$225,303	$9,180	$20,677	$51,205	$53,543	$43,495	$59,526	$78,013	$65,948	$36,681	$1,493,800
% Tickets Booked Online	49.6%	50.2%	51.5%	35.6%	44.5%	47.1%	55.9%	55.1%	52.9%	53.4%	52.6%	54.7%	50.9%
# Tickets Agent Assist	0	0	0	0	0	0	0	0	0	0	0	0	0
Air Spend Agent Assist	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Air Exchanges													
# of Exchanges	217	239	169	34	62	97	71	102	132	144	128	101	1,496
Total Cost to Exchange	$39,024	$60,004	$39,104	$1,674	$4,714	$13,025	$10,050	$1,776	$8,180	$10,240	$9,900	$10,823	$208,514
Avg Cost to Exchange	$180	$251	$231	$49	$76	$134	$142	$17	$62	$71	$77	$107	$139
Cost Impact of Exchanges	2.8%	5.1%	12.8%	12.8%	-191.8%	12.4%	7.2%	2.3%	7.8%	5.9%	7.4%	15.1%	5.6%

Metric	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	YTD
Air Savings													
Full Fare Volume	$1,740,170	$1,475,575	$375,168	$13,461	-$11,077	$109,227	$149,050	$83,446	$99,960	$180,396	$137,165	$71,756	$4,424,297
Savings Volume	$352,634	$297,135	$63,998	$109	-$8,619	$4,081	$10,085	$5,093	-$4,254	$9,345	$2,011	$253	$731,871
Savings %	20.3%	20.1%	17.1%	0.8%	77.8%	3.7%	6.8%	6.1%	-4.3%	5.2%	1.5%	0.4%	16.5%
Low Fare Volume	$1,575,427	$1,250,533	$344,762	$13,115	$3,869	$103,177	$132,063	$78,028	$95,215	$163,052	$130,356	$69,496	$3,959,094
Missed Savings Volume	$100,650	$129,817	$19,824	$89	-$5,563	$6,088	$9,485	$3,558	$10,244	$13,069	$5,883	$3,494	$296,638
Missed Savings %	6.4%	10.4%	5.8%	0.7%	-143.8%	5.9%	7.2%	4.6%	10.8%	8.0%	4.5%	5.0%	7.5%
Rail Totals													
Gross Rail Spend	$28,696	$37,767	$19,749	$1,106	$0	$1,021	$4,011	$641	$18,375	$7,935	$771	$4,160	$124,231
Refund Rail Spend	-$2,763	-$4,758	-$8,663	-$177	-$70	$0	-$118	-$306	-$1,889	-$8,734	-$2,984	-$1,972	-$32,433
Net Rail Spend	$25,933	$33,009	$11,087	$929	-$70	$1,021	$3,893	$335	$16,485	-$799	-$2,213	$2,188	$91,798
Gross Rail Transactions	97	125	82	10	0	4	17	2	37	36	5	11	426
Rail Refunds	8	13	20	3	1	0	1	1	3	15	5	4	74
Net Rail Transactions	89	112	62	7	-1	4	16	1	34	21	0	7	352
Rail Invoices	84	98	52	10	0	4	14	1	34	27	3	9	336
Gross Rail Avg Cost	$341.62	$385.38	$379.79	$110.61		$255.13	$286.49	$641.06	$540.43	$293.89	$256.85	$462.25	$369.74
Net Rail Avg Cost	$341.23	$388.34	$346.46	$132.76	$70.08	$255.13	$299.47		$531.78	-$66.56	$1,106.53	$437.60	$350.37
Rail Miles	36,313	23,067	15,027	0	0	430	1,935	430	13,115	5,954	860	3,010	100,141
Rail Cost / Mile	$0.79	$1.69	$1.54			$2.37	$2.07	$1.49	$1.40	$1.53	$1.57	$1.48	$1.31
Rail Online													
# Tickets Booked Online	13	12	3	0	0	2	4	0	2	6	0	1	43
Rail Spend Booked Online	$2,109	$1,274	$338	$0	$0	$155	$517	$0	$306	$1,085	$0	$95	$5,879
% Tickets Booked Online	15.5%	12.2%	5.8%	0.0%		50.0%	28.6%	0.0%	5.9%	22.2%	0.0%	11.1%	12.8%
# Tickets Agent Assist	0	0	0	0	0	0	0	0	0	0	0	0	0
Rail Spend Agent Assist	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0

Metric	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	YTD
Rail Exchanges													
# of Exchanges	13	27	30	0	0	0	3	1	3	9	2	2	90
Total Cost to Exchange	$0	-$1,225	-$3,338	$0	$0	$0	$0	$0	$0	-$1,172	-$584	-$284	-$6,602
Avg Cost to Exchange	$0	-$45	-$111				$0	$0	$0	-$130	-$292	-$142	-$73
Cost Impact of Exchanges	0.0%	-3.7%	-30.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	146.7%	26.4%	-13.0%	-7.2%
Rail Savings													
Full Fare Volume	$32,810	$35,396	$9,493	$1,683	-$76	$1,021	$3,920	$335	$16,613	$328	-$1,576	$2,188	$102,134
Savings Volume	$6,678	$2,387	-$1,596	$753	-$6	$0	$27	$0	$128	$1,126	$637	$0	$10,134
Savings %	20.4%	6.7%	-16.8%	44.8%	8.0%	0.0%	0.7%	0.0%	0.8%	343.7%	-40.5%	0.0%	9.9%
Low Fare Volume	$32,692	$34,954	$8,891	$711	-$76	$1,021	$3,887	$335	$16,486	$207	-$1,626	$2,188	$99,668
Missed Savings Volume	-$199	$0	-$3	$206	$0	$0	$1	$0	$0	$170	$0	$0	$175
Missed Savings %	-0.6%	0.0%	0.0%	29.0%	0.0%	0.0%	0.0%	0.0%	0.0%	82.2%	0.0%	0.0%	0.2%
Service Fees													
# of Service Fees	0	0	0	0	0	0	0	0	0	0	0	0	0
Fee Amount	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Hotel													
Hotel Rooms Booked	1,360	1,333	831	120	235	467	492	437	532	561	475	333	7,176
Hotel Nights	2,786	2,634	1,652	347	651	1,125	1,104	970	1,251	1,293	1,071	738	15,622
Hotel Spend	$456,410	$460,661	$286,283	$40,222	$77,648	$143,151	$143,616	$128,514	$164,811	$172,269	$133,129	$89,447	$2,296,160
Avg # of Hotel Nights	2.0	2.0	2.0	2.9	2.8	2.4	2.2	2.2	2.4	2.3	2.3	2.2	2.2
Avg Cost / Night	$163.82	$174.89	$173.29	$115.91	$119.28	$127.25	$130.09	$132.49	$131.74	$133.23	$124.30	$121.20	$146.98
Hotel Online													
# Rooms Booked Online	775	763	487	65	126	286	330	290	326	333	280	187	4,248
Hotel Spend Booked Online	$228,106	$225,874	$136,499	$21,088	$38,672	$78,960	$88,034	$71,941	$80,978	$83,520	$71,856	$43,580	$1,169,108
% Rooms Booked Online	57.0%	57.2%	58.6%	54.2%	53.6%	61.2%	67.1%	66.4%	61.3%	59.4%	58.9%	56.2%	59.2%

Metric	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	YTD
# Rooms Agent Assist	0	0	0	0	0	0	0	0	0	0	0	0	0
Hotel Spend Agent Assist	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Car													
Cars Booked	618	624	440	55	132	250	239	218	279	306	275	204	3,640
Car Rental Days	1,662	1,594	1,152	205	433	830	763	696	831	981	946	605	10,698
Car Rental Spend	$70,325	$68,464	$47,341	$7,159	$17,261	$34,576	$31,338	$29,416	$34,288	$43,657	$38,114	$24,866	$446,806
Avg # of Car Days	2.7	2.6	2.6	3.7	3.3	3.3	3.2	3.2	3.0	3.2	3.4	3.0	2.9
Avg Cost / Day	$42.31	$42.95	$41.09	$34.92	$39.86	$41.66	$41.07	$42.26	$41.26	$44.50	$40.29	$41.10	$41.77
Car Online													
# Cars Booked Online	355	381	272	20	56	130	152	117	142	158	144	98	2,025
Car Spend Booked Online	$37,607	$41,789	$26,365	$2,732	$7,266	$16,197	$19,865	$15,195	$17,649	$20,686	$18,995	$11,844	$236,189
% Car Booked Online	57.4%	61.1%	61.8%	36.4%	42.4%	52.0%	63.6%	53.7%	50.9%	51.6%	52.4%	48.0%	55.6%
# Cars Agent Assist	0	0	0	0	0	0	0	0	0	0	0	0	0
Car Spend Agent Assist	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Domestic/International Breakdown													
Air													
Domestic Air Spend	$557,454	$638,687	$330,462	$15,369	$45,162	$103,362	$79,535	$65,579	$99,938	$128,723	$105,431	$59,533	$2,229,236
Domestic Air Tickets	1,360	1,506	820	56	136	269	263	232	304	351	333	228	5,858
Domestic Air Avg	$409.89	$424.09	$403.00	$274.45	$332.07	$384.25	$302.41	$282.67	$328.74	$366.73	$316.61	$261.11	$380.55
Domestic Air Cost / Mile	$0.21	$0.22	$0.21	$0.10	$0.13	$0.17	$0.15	$0.14	$0.15	$0.16	$0.14	$0.12	$0.19
Domestic Air Tons CO2	1,181.78	1,232.78	706.87	65.37	156.05	260.72	228.90	208.24	291.13	356.51	320.41	212.86	5,221.62
International Air Spend	$838,749	$539,004	-$26,038	-$2,274	-$47,620	$1,783	$59,688	$12,774	$4,325	$43,493	$28,283	$12,125	$1,464,291
International Air Tickets	507	424	110	2	-11	13	28	26	31	69	35	14	1,248
International Air Avg	$1,654.34	$1,271.24	-$236.71	-$1,137.06	$4,329.09	$137.14	$2,131.71	$491.29	$139.51	$630.33	$808.08	$866.08	$1,173.31
International Air Cost / Mile	$0.50	$0.44	-$0.07	-$0.04	$0.86	$0.04	$0.66	$0.07	$0.08	$0.52	$0.25	$0.46	$0.38

Metric	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	YTD
International Air Tons C02	650.86	488.32	138.38	19.89	-21.16	16.38	35.41	68.70	24.03	36.04	42.20	10.83	1,509.88
Rail													
Domestic Rail Spend	$5,280	$4,312	$1,189	$617	$0	$155	$726	$0	$306	$2,181	$0	$95	$14,861
Domestic Rail Tickets	34	27	4	6	0	2	5	0	2	10	0	1	91
Domestic Rail Avg	$155.29	$159.72	$297.29	$102.78		$77.50	$145.11		$153.00	$218.11		$95.00	$163.30
Domestic Rail Cost / Mile	$33.84	-$27.64								$1.78			$12.14
International Rail Spend	$20,654	$28,697	$9,897	$313	-$70	$866	$3,168	$335	$16,179	-$2,980	-$2,213	$2,093	$76,937
International Rail Tickets	42	58	28	1	-1	2	8	0	29	2	-2	4	171
International Rail Avg	$491.76	$494.77	$353.48	$312.61	$70.08	$432.76	$395.94		$557.90	-$1,489.89	$1,106.53	$523.24	$449.93
International Rail Cost / Mile	$0.53	$1.02	$0.52			$2.01	$0.98	$0.52	$1.23	-$1.54	$5.15	$0.88	$0.72
Hotel													
Domestic Hotel Rooms Booked	1,153	1,151	754	119	233	464	465	424	504	509	444	313	6,533
Domestic Hotel Nights	2,284	2,188	1,502	342	643	1,120	1,036	936	1,171	1,178	1,005	706	14,111
Domestic Hotel Spend	$339,547	$355,318	$250,601	$39,412	$76,055	$142,502	$130,146	$112,540	$139,851	$146,658	$122,087	$81,683	$1,936,400
Domestic Avg Cost / Night	$148.66	$162.39	$166.84	$115.24	$118.28	$127.23	$125.62	$120.24	$119.43	$124.50	$121.48	$115.70	$137.23
International Hotel Rooms Booked	207	182	77	1	2	3	27	13	28	52	31	20	643
International Hotel Nights	502	446	150	5	8	5	68	34	80	115	66	32	1,511
International Hotel Spend	$116,862	$105,342	$35,682	$810	$1,594	$649	$13,470	$15,974	$24,960	$25,611	$11,042	$7,764	$359,760
International Avg Cost / Night	$232.79	$236.19	$237.88	$162.01	$199.20	$129.87	$198.08	$469.81	$312.00	$222.71	$167.30	$242.62	$238.09
Car													
Domestic Car Rentals	581	591	423	54	132	250	236	215	277	301	267	202	3,529
Domestic Car Days	1,559	1,503	1,104	187	433	830	723	663	827	971	909	601	10,310
Domestic Car Spend	$66,145	$64,925	$45,465	$6,593	$17,261	$34,576	$29,808	$28,103	$34,159	$43,376	$37,025	$24,736	$432,172
Domestic Avg Cost / Day	$42.43	$43.20	$41.18	$35.26	$39.86	$41.66	$41.23	$42.39	$41.30	$44.67	$40.73	$41.16	$41.92
International Car Rentals	37	33	17	1	0	0	3	3	2	5	8	2	111

Metric	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	YTD
International Car Days	103	91	48	18	0	0	40	33	4	10	37	4	388
International Car Spend	$4,180	$3,539	$1,876	$566	$0	$0	$1,531	$1,313	$129	$281	$1,089	$130	$14,634
International Avg Cost / Day	$40.58	$38.89	$39.08	$31.43			$38.27	$39.79	$32.37	$28.11	$29.42	$32.57	$37.72
Grand Totals	**$1,948,871**	**$1,739,824**	**$649,136**	**$61,405**	**$92,381**	**$283,894**	**$318,070**	**$236,617**	**$319,848**	**$387,342**	**$302,743**	**$188,160**	**$6,528,291**

Hotel Tier Summary

Hotel Tier	Total Spend	# Stays	Cost / Stay	# Nights	Cost / Night
Upscale	$856,995.98	2,956	$289.92	6,422	$133.45
Upper Midscale	$452,020.40	1,701	$265.74	3,757	$120.31
Upper Upscale	$595,658.93	1,724	$345.51	3,674	$162.13
Unknown	$244,079.88	406	$601.18	978	$249.57
Midscale	$36,637.01	196	$186.92	376	$97.44
Luxury	$104,715.21	169	$619.62	334	$313.52
Economy	$6,052.35	24	$252.18	81	$74.72
	$2,296,159.76	**7,176**	**$319.98**	**15,622**	**$146.98**

Travel Type Summary Domestic v International

Selected Dataset

Date Range	Jan 2020 to Dec 2020
Account Group	Demo Acct 1 (DEMODEMO1)
Options	Overview — Invoice Date — Invoices — Count: Standard Net

Travel Type Summary Domestic v International

Travel Type: Air	# Transactions: 7,461		Total Spend: $4,351,311.87	Cost / Transaction: $583.21
Dom/Int	**# Transactions**	**# Days**	**Total Spend**	**Cost / Transaction**
Domestic	5,895	17,891	$2,089,004.43	$354.37
International	1,288	6,709	$2,142,171.85	$1,663.18
Transborder	278	785	$120,135.59	$432.14

Travel Type: Car	# Transactions: 3,640		Total Spend: $446,806.00	Cost / Transaction: $122.75
Dom/Int	**# Transactions**	**# Days**	**Total Spend**	**Cost / Transaction**
Domestic	3,529	10,310	$432,172.39	$122.46
International	18	119	$4,944.56	$274.70
Transborder	93	269	$9,689.04	$104.18

Travel Type: Hotel	# Transactions: 7,176		Total Spend: $2,296,159.76	Cost / Transaction: $319.98
Dom/Int	**# Transactions**	**# Days**	**Total Spend**	**Cost / Transaction**
Domestic	6,533	14,111	$1,936,400.22	$296.40
International	253	734	$184,916.34	$730.89
Transborder	390	777	$174,843.20	$448.32

Travel Type: Rail	# Transactions: 336		Total Spend: $130,833.38	Cost / Transaction: $389.39
Dom/Int	**# Transactions**	**# Days**	**Total Spend**	**Cost / Transaction**
Domestic	106	129	$17,518.70	$165.27
International	229	282	$113,179.08	$494.23
Transborder	1	3	$135.60	$135.60

AIR DETAIL BY SEGMENT

Record Locator	Invoice Number	Invoice Date	Ticket Number	Traveler	Departure Date	Carrier Code	Flight Number	Segment Spend	# Segments	Cost / Segment
DFIUSN	8570251	01/01/2020	5024269936	TRAVELER/RYLAND R.	01/21/2020	AS	AS1983	$68.84	1	$68.84
DFIUSN	8570251	01/01/2020	5024269936	TRAVELER/RYLAND R.	01/23/2020	AS	AS2174	$138.60	1	$138.60
JGXOTC	8570282	01/01/2020	5024269965	TRAVELER/RACHEL D.	01/15/2020	AA	AA757	$141.40	1	$141.40
MQUPEZ	8570249	01/01/2020	5024269175	TRAVELER/PRINCE F.	02/19/2020	AA	AA2008	$145.12	1	$145.12
MQUPEZ	8570249	01/01/2020	5024269175	TRAVELER/PRINCE F.	02/17/2020	AA	AA5675	$226.98	1	$226.98
RVPIJC	8570287	01/01/2020	5024269962	TRAVELER/JEFFREY O.	01/29/2020	DL	DL2520	$113.04	1	$113.04
RVPIJC	8570287	01/01/2020	5024269962	TRAVELER/JEFFREY O.	01/28/2020	DL	DL820	$165.00	1	$165.00
SHUJOC	8570241	01/01/2020	5024269178	TRAVELER/STERLING G.	01/12/2020	B6	B6352	$365.68	1	$365.68
SHUJOC	8570241	01/01/2020	5024269178	TRAVELER/STERLING G.	01/15/2020	B6	B61451	$166.51	1	$166.51
SZPSEJ	8570256	01/01/2020	5024269967	TRAVELER/DORIAN G.	01/16/2020	UA	UA1897	$146.05	1	$146.05
SZPSEJ	8570256	01/01/2020	5024269967	TRAVELER/DORIAN G.	01/14/2020	UA	UA2194	$146.05	1	$146.05
DJXANI	8574600	01/02/2020	5024269012	TRAVELER/ALICE U.	01/05/2020	DL	DL2466	$129.77	1	$129.77
JFLZFG	4125845	01/02/2020	5029996603	TRAVELER/JESSE J.	02/02/2020	AA	AA6166	$280.50	1	$280.50
JFLZFG	4125845	01/02/2020	5029996603	TRAVELER/JESSE J.	01/27/2020	AA	AA6175	$157.00	1	$157.00
LEGRUS	4125832	01/02/2020	5029996668	TRAVELER/MICHELLE W.	01/17/2020	UA	UA448	$174.12	1	$174.12
LEGRUS	4125832	01/02/2020	5029996668	TRAVELER/MICHELLE W.	01/13/2020	UA	UA979	$264.37	1	$264.37
LEKAGA	4125841	01/02/2020	5029996698	TRAVELER/EMILIA J.	01/13/2020	DL	DL3089	$113.04	1	$113.04
LEKAGA	4125841	01/02/2020	5029996698	TRAVELER/EMILIA J.	01/17/2020	DL	DL348	$94.81	1	$94.81
NJCHOM	8574667	01/02/2020	5024269060	TRAVELER/DOROTHY A.	02/09/2020	B6	B62783	$92.09	1	$92.09
NJCHOM	8574667	01/02/2020	5024269060	TRAVELER/DOROTHY A.	02/11/2020	B6	B62184	$68.84	1	$68.84
NTGHXM	4125474	01/02/2020	5029917770	TRAVELER/LELAND I.	02/03/2020	AA	AA4149	$227.91	1	$227.91
NXWFPM	8574618	01/02/2020	1349711839	TRAVELER/ALAINA J.	01/06/2020	WN	WN995	$310.98	1	$310.98
NXWFPM	8574618	01/02/2020	1349711839	TRAVELER/ALAINA J.	01/05/2020	WN	WN1057	$310.98	1	$310.98
QQTYCB	8570789	01/02/2020	5024269985	TRAVELER/BAILEY Y.	01/24/2020	DL	DL6236	$141.31	1	$141.31
QQTYCB	8570789	01/02/2020	5024269985	TRAVELER/BAILEY Y.	01/20/2020	DL	DL3014	$255.41	1	$255.41
QSHPGA	4125831	01/02/2020	5029996660	TRAVELER/TAMMY E.	01/31/2020	AA	AA3291	$160.93	1	$160.93
QSHPGA	4125831	01/02/2020	5029996660	TRAVELER/TAMMY E.	01/27/2020	AA	AA3291	$92.09	1	$92.09
RXRBJW	4125899	01/02/2020	5029996613	TRAVELER/THOMAS A.	01/17/2020	B6	B61668	$129.30	1	$129.30
RXRBJW	4125899	01/02/2020	5029996613	TRAVELER/THOMAS A.	01/13/2020	B6	B61667	$194.42	1	$194.42
RYWBLU	8570728	01/02/2020	5024269928	TRAVELER/XIMENA Y.	01/17/2020	DL	DL5964	$110.31	1	$110.31
RYWBLU	8570728	01/02/2020	5024269928	TRAVELER/XIMENA Y.	01/16/2020	DL	DL2544	$108.49	1	$108.49
RYWBLU	8570728	01/02/2020	5024269928	TRAVELER/XIMENA Y.	01/13/2020	DL	DL2825	$228.82	1	$228.82
SAJCUZ	8574604	01/02/2020	5024269017	TRAVELER/PIPER W.	01/07/2020	DL	DL2600	$129.77	1	$129.77
SAMYHV	4125453	01/02/2020	5029917754	TRAVELER/ARABELLA F.	01/12/2020	UA	UA913	$571.84	1	$571.84
SAMYHV	4125453	01/02/2020	5029917754	TRAVELER/ARABELLA F.	01/13/2020	UA	UA599	$183.24	1	$183.24
SDFBGL	8574601	01/02/2020	5024269018	TRAVELER/GENESIS C.	04/05/2020	AA	AA755	$430.00	1	$430.00
SDFBGL	8574601	01/02/2020	5024269018	TRAVELER/GENESIS C.	03/27/2020	AA	AA754	$162.50	1	$162.50
TFLCHH	4125804	01/02/2020	5029996691	TRAVELER/CAROLINE H.	01/29/2020	DL	DL2339	$99.37	1	$99.37
TFLCHH	4125804	01/02/2020	5029996691	TRAVELER/CAROLINE H.	01/30/2020	DL	DL154	$99.37	1	$99.37
TSINZT	8570722	01/02/2020	5024269922	TRAVELER/ANTHONY S.	01/16/2020	AA	AA35	$255.81	1	$255.81
TSINZT	8570722	01/02/2020	5024269922	TRAVELER/ANTHONY S.	01/13/2020	AA	AA1098	$222.33	1	$222.33
TWJMPH	8570702	01/02/2020	1349219803	TRAVELER/AVA T.	01/22/2020	WN	WN512	$131.98	1	$131.98
TWJMPH	8570702	01/02/2020	1349219803	TRAVELER/AVA T.	01/20/2020	WN	WN5393	$131.98	1	$131.98
UAXBUK	4125427	01/02/2020	5029917728	TRAVELER/NICO M.	01/10/2020	UA	UA831	$282.60	1	$282.60
UAXBUK	4125427	01/02/2020	5029917728	TRAVELER/NICO M.	01/08/2020	UA	UA2342	$384.11	1	$384.11
UPRWLA	8570736	01/02/2020	5024269991	TRAVELER/ABRAM Q.	01/13/2020	AA	AA4963	$147.91	1	$147.91
UYVIMQ	8570711	01/02/2020	5024269992	TRAVELER/DEXTER S.	02/03/2020	AA	AA4149	$116.28	1	$116.28
UYVIMQ	8570711	01/02/2020	5024269992	TRAVELER/DEXTER S.	02/06/2020	AA	AA3840	$116.28	1	$116.28
VBKMNU	4125812	01/02/2020	5029996638	TRAVELER/CAMILA H.	03/13/2020	DL	DL87	$305.50	1	$305.50
VBKMNU	4125812	01/02/2020	5029996638	TRAVELER/CAMILA H.	03/06/2020	DL	DL1683	$305.50	1	$305.50

Cabin	Segment Spend	# Segments	Cost / Segment
Economy	$2,125,739.69	11,128	$191.03

City Pair Code	Segment Spend	# Segments	Cost / Segment
BNA-BOS	$20,419.41	147	$138.91
BOS-DEN	$15,046.56	81	$185.76
CDG-JFK	$15,027.45	21	$715.59
BOS-MSP	$14,197.43	81	$175.28
BOS-MKE	$13,172.39	53	$248.54
BOS-PIT	$12,354.03	110	$112.31
DFW-LGA	$10,899.86	62	$175.80
BOS-YYZ	$9,944.80	49	$202.96
CDG-MCO	$9,412.32	1	$9,412.32
BOS-IND	$9,378.22	45	$208.40
AMS-LHR	$9,244.12	22	$420.19
BOS-ORD	$9,224.81	80	$115.31
JFK-LAX	$9,180.07	44	$208.64
DEN-STL	$8,932.67	53	$168.54
BOS-MCO	$8,501.76	38	$223.73
AMS-BOS	$8,401.66	13	$646.28
CDG-MIA	$8,399.56	2	$4,199.78
BOS-TPA	$8,368.15	55	$152.15
BOS-LAX	$8,363.58	45	$185.86
ATL-MCO	$7,637.60	62	$123.19
DUB-LHR	$7,457.56	27	$276.21
DUB-JFK	$7,221.63	4	$1,805.41
BOS-EWR	$7,060.06	52	$135.77
ATL-EWR	$6,904.15	44	$156.91
BOS-PHL	$6,825.33	54	$126.40

Cabin	Segment Spend	# Segments	Cost / Segment
Premium Economy	$53,309.39	150	$355.40

City Pair Code	Segment Spend	# Segments	Cost / Segment
AMS-BOS	$3,088.50	3	$1,029.50
FRA-YYZ	$2,284.47	1	$2,284.47
MSP-PVG	$2,117.50	1	$2,117.50
NRT-ORF	$2,056.00	2	$1,028.00
CPH-LHR	$1,869.87	7	$267.12
CDG-RSW	$1,866.50	3	$622.17
EWR-LHR	$1,662.50	2	$831.25
BOS-NRT	$1,640.00	1	$1,640.00
LHR-MSP	$1,636.33	1	$1,636.33
LHR-OSL	$1,617.74	4	$404.43
BOS-LHR	$1,577.00	3	$525.67
CDG-JFK	$1,430.00	2	$715.00
ATL-MUC	$1,378.00	1	$1,378.00
ATL-RDU	$1,378.00	1	$1,378.00
CDG-MIA	$1,351.50	11	$122.86
BOS-BRU	$1,265.00	1	$1,265.00
BOS-MKE	$1,228.52	4	$307.13
CDG-LAX	$1,204.00	1	$1,204.00
PVG-SEA	$1,058.75	1	$1,058.75
ORF-SAN	$1,056.18	3	$352.06
BNA-BOS	$1,049.36	4	$262.34
DTW-MSP	$855.44	2	$427.72
BOS-HND	$827.12	1	$827.12
BOS-PHX	$752.78	2	$376.39
BOS-STR	$720.50	1	$720.50

Cabin	Segment Spend	# Segments	Cost / Segment
Business	$1,449,401.79	1,483	$977.34

City Pair Code	Segment Spend	# Segments	Cost / Segment
AMS-LHR	$90,372.59	186	$485.87
LHR-MAD	$73,078.30	100	$730.78
JFK-LHR	$47,627.57	15	$3,175.17
JFK-PEK	$47,207.62	5	$9,441.52
LHR-MIA	$45,766.69	7	$6,538.10
CDG-LHR	$39,849.50	76	$524.34
LHR-LIN	$39,760.87	48	$828.35
BOS-NRT	$38,532.00	8	$4,816.50
FRA-LHR	$35,043.57	67	$523.04
BCN-LHR	$30,920.19	38	$813.69
IAD-LHR	$27,528.80	7	$3,932.69
HAM-LHR	$26,205.75	43	$609.44
CDG-JFK	$25,854.01	9	$2,872.67
LHR-TLS	$18,990.12	24	$791.26
LGW-TPA	$18,924.24	4	$4,731.06
JFK-LAX	$18,839.51	11	$1,712.68
BOS-LHR	$18,112.08	6	$3,018.68
JFK-MUC	$17,778.06	10	$1,777.81
LHR-PEK	$17,632.78	3	$5,877.59
JFK-ORY	$16,848.57	4	$4,212.14
EWR-LHR	$16,490.28	3	$5,496.76
LHR-MUC	$15,780.51	27	$584.46
JMK-LHR	$14,820.34	16	$926.27
LHR-TXL	$14,365.95	18	$798.11
LGW-MCO	$13,367.38	2	$6,683.69

Cabin	Segment Spend	# Segments	Cost / Segment
First	$566,232.91	110	$5,147.57

City Pair Code	Segment Spend	# Segments	Cost / Segment
JFK-LHR	$312,207.12	44	$7,095.62
LHR-SIN	$73,144.16	8	$9,143.02
LHR-MIA	$50,738.11	10	$5,073.81
BOM-LHR	$19,892.00	4	$4,973.00
EWR-LHR	$18,176.35	6	$3,029.39
CPT-LHR	$14,297.51	2	$7,148.75
BOS-LHR	$11,951.95	2	$5,975.97
EWR-TXL	$11,344.77	4	$2,836.19
IAD-LHR	$10,732.23	2	$5,366.12
LHR-RUH	$10,284.15	3	$3,428.05
JFK-LAX	$9,120.74	3	$3,040.25
SFO-ZRH	$5,028.87	1	$5,028.87
DEL-LHR	$5,024.55	1	$5,024.55
KWI-LHR	$3,437.89	1	$3,437.89
JFK-MXP	$2,341.00	1	$2,341.00
EZE-MIA	$2,200.00	1	$2,200.00
JFK-SFO	$1,836.28	1	$1,836.28
LHR-SNN	$1,422.39	3	$474.13
LHR-WAW	$1,222.49	6	$203.75
BOS-SEA	$654.88	1	$654.88
IAD-PTY	$388.00	2	$194.00
SEA-SMF	$347.91	1	$347.91
LHR-TLV	$261.06	1	$261.06
MTY-PTY	$124.50	1	$124.50
MIA-PTY	$54.00	1	$54.00

AWARDS & RECOGNITIONS

Uniglobe.
Travel Designers

AWARDS & HONORS

Uniglobe Travel Designers has been awarded Diamond Agency status for sales excellence every year since 2014 by MLT Vacations.

Uniglobe Travel Designers has been awarded Bronze Member and 500 Club Member status for sales excellence every year since 2014 by Mark Travel. In 2018 the agency was awarded Silver status.

Elizabeth Blount McCormick was awarded National Association of Women Business Owners (NAWBO) Columbus Chapter's 2016 NAWBO Columbus Visionary Award. *The Visionary Awards honor one woman business owner each year who has achieved success while making notable contributions to her community, industry, and initiatives for other women in business.*

Elizabeth Blount McCormick named 2016 Forty Under 40 Honoree by Columbus Business First.

Elizabeth Blount McCormick named SBA Columbus Minority Small Business Champion of the Year in 2016.

Elizabeth Blount McCormick was an honoree featured in the 2016 "Women Welding the Way Calendar." 12 women are recognized each year by WELD (Women for Economic Leadership Development).

Elizabeth Blount McCormick was a recipient of the 2015 Smart 50 Award. This award recognizes leaders of the "Smartest Companies" in Central Ohio for 2015.

IN PRINT

Uniglobe Travel Designers and President, Elizabeth Blount McCormick, has appeared in multiple publications as a travel expert including the Washington Post, Essence Magazine, Columbus Dispatch, Columbus CEO, and Columbus Business First.

Elizabeth Blount McCormick featured in Franchise Journal's highlight of U.S. Black Chamber members, February 2021.

Elizabeth Blount McCormick featured in Columbus CEO Magazine's "CEO Corner" in the November 2019 and September 2018 issues.

Elizabeth Blount McCormick featured in Smart Business Columbus' cover story, August 2017.

Elizabeth Blount McCormick and Elsie Blount featured in the German Village Gazette's December 15, 2015 issue.

Elizabeth Blount McCormick featured in Smart Business Columbus Magazine's October 2015 issue.

IN TELEVISION & OTHER MEDIA

Elizabeth Blount McCormick featured on NPR (wbur) discussing safe travel tips, March 2021.

Elizabeth Blount McCormick featured as a speaker on various panels and podcasts including Michael Redd's "Betting on Yourself" podcast (February 2021), SmallDotBig's "Succession Stories" podcast (October 2020), and BLK Hack Fireside Chat (September 2018).

Elizabeth Blount McCormick featured on an episode of COLUMBUSBLACK ON BLAST, February 2020.

Elizabeth Blount McCormick was a guest on travel show, Dana Being Dana, as a travel expert, July 2018.

Elizabeth Blount McCormick was a guest on The Columbus Chamber and CD102.5's podcast, *cbuzz*, September 2016.

Uniglobe Travel Designers and Elizabeth Blount McCormick were featured on Good Day Columbus, June 2016.

Check out Uniglobe Travel Designers' LinkTree for the latest updates!

Appendix C
ADDITIONAL REQUIRED DOCUMENTS

DOC #1 Acknowledgment and Acceptance of Region 4 ESC's Open Records Policy

DOC #2 Antitrust Certification Statements (Tex. Government Code § 2155.005)

DOC #3 Implementation of House Bill 1295 Certificate of Interested Parties (Form 1295)

DOC #4 Texas Government Code 2270 Verification Form

Appendix C, Doc #1

ACKNOWLEDGMENT AND ACCEPTANCE OF REGION 4 ESC's OPEN RECORDS POLICY

OPEN RECORDS POLICY

All proposals, information and documents submitted are subject to the Public Information Act requirements governed by the State of Texas once a Contract(s) is executed. If an Offeror believes its response, or parts of its response, may be exempted from disclosure, the Offeror must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt and include detailed reasons to substantiate the exemption. Price is not confidential and will not be withheld. Any unmarked information will be considered public information and released, if requested under the Public Information Act.

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 4 ESC must provide the OAG sufficient information to render an opinion and therefore, vague and general claims to confidentiality by the Offeror are not acceptable. Region 4 ESC must comply with the opinions of the OAG. Region 4 ESC assumes no responsibility for asserting legal arguments on behalf of any Offeror. Offeror is advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

Signature below certifies complete acceptance of Region 4 ESC's Open Records Policy, except as noted below (additional pages may be attached, if necessary).

Check one of the following responses to the Acknowledgment and Acceptance of Region 4 ESC's Open Records Policy below:

☒ We acknowledge Region 4 ESC's Open Records Policy and declare that no information submitted with this proposal, or any part of our proposal, is exempt from disclosure under the Public Information Act.

☐ We declare the following information to be a trade secret or proprietary and exempt from disclosure under the Public Information Act.

(Note: Offeror must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, Offeror must include detailed reasons to substantiate the exemption(s). Price is not confident and will not be withheld. All information believed to be a trade secret or proprietary must be listed. It is further understood that failure to identify such information, in strict accordance with the instructions, will result in that information being considered public information and released, if requested under the Public Information Act.)

09/10/2021
Date

Elizabeth Blair McLaw President
Authorized Signature & Title

Appendix C, Doc #2

ANTITRUST CERTIFICATION STATEMENTS
(Tex. Government Code § 2155.005)
Attorney General Form

I affirm under penalty of perjury of the laws of the State of Texas that:

1. I am duly authorized to execute this Contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;

2. In connection with this proposal, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;

3. In connection with this proposal, neither I nor any representative of the Company has violated any federal antitrust law; and

4. Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this proposal to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

Company

West Enterprises Inc.,

DBA Uniglobe Travel Designers

Address

480 S Third Street

Columbus, OH 43215

Phone (614) 237-4488

Fax (614) 237-4516

Contact

Elizabeth Blount McCormick
Signature

Elizabeth Blount McCormick
Printed Name

President
Position with Company

Official Authorizing Proposal

Elizabeth Blount McCormick
Signature

Elizabeth Blount McCormick
Printed Name

President
Position with Company

Appendix C, DOC # 3

Implementation of House Bill 1295

Certificate of Interested Parties (Form 1295):

In 2015, the Texas Legislature adopted House Bill 1295, which added section 2252.908 of the Government Code. The law states that a governmental entity or state agency may not enter into certain contracts with a business entity unless the business entity submits a disclosure of interested parties to the governmental entity or state agency at the time the business entity submits the signed contract to the governmental entity or state agency. The law applies only to a contract of a governmental entity or state agency that either (1) requires an action or vote by the governing body of the entity or agency before the contract may be signed or (2) has a value of at least $1 million. The disclosure requirement applies to a contract entered into on or after January 1, 2016.

The Texas Ethics Commission was required to adopt rules necessary to implement that law, prescribe the disclosure of interested parties form, and post a copy of the form on the commission's website. The commission adopted the Certificate of Interested Parties form (Form 1295) on October 5, 2015. The commission also adopted new rules (Chapter 46) on November 30, 2015, to implement the law. The commission does not have any additional authority to enforce or interpret House Bill 1295.

Filing Process:

Staring on January 1, 2016, the commission made available on its website a new filing application that must be used to file Form 1295. A business entity must use the application to enter the required information on Form 1295 and print a copy of the completed form, which will include a certification of filing that will contain a unique certification number. An authorized agent of the business entity must sign the printed copy of the form. The completed Form 1295 with the certification of filing must be filed with the governmental body or state agency with which the business entity is entering into the contract.

The governmental entity or state agency must notify the commission, using the commission's filing application, of the receipt of the filed Form 1295 with the certification of filing not later than the 30th day after the date the contract binds all parties to the contract. This process is known as acknowledging the certificate. The commission will post the acknowledged Form 1295 to its website within seven business days after receiving notice from the governmental entity or state agency. The posted acknowledged form does not contain the declaration of signature information provided by the business.

A certificate will stay in the pending state until it is acknowledged by the governmental agency. Only acknowledged certificates are posted to the commission's website.

Electronic Filing Application:
https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

Frequently Asked Questions:
https://www.ethics.state.tx.us/resources/FAQs/FAQ_Form1295.php

Changes to Form 1295: https://www.ethics.state.tx.us/data/filinginfo/1295Changes.pdf

CERTIFICATE OF INTERESTED PARTIES

FORM 1295

Complete Nos. 1 - 4 and 6 if there are interested parties.
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

OFFICE USE ONLY
CERTIFICATION OF FILING

Certificate Number:
2021-800657

Date Filed:
09/10/2021

Date Acknowledged:

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.

West Enterprises Inc., DBA Uniglobe Travel Designers
Columbus, OH United States

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.

Region 4 Education Service Center

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.

RFP 22-01
Travel management services (RFP)

4 Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
		Controlling	Intermediary
Region 4 Education Service Center	Houston, TX United States	X	X

5 Check only if there is NO Interested Party. ☐

6 UNSWORN DECLARATION

My name is _____, and my date of birth is _____.

My address is _____, _____, _____, _____, _____.
(street) (city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in _____County, State of _____, on the _____day of _____, 20_____.
(month) (year)

_____
Signature of authorized agent of contracting business entity
(Declarant)

Appendix C, DOC # 4

Texas Government Code 2270 Verification Form

House Bill 89 (85R Legislative Session), which adds Chapter 2270 to the Texas Government Code, provides that a governmental entity may not enter into a contract with a company without verification that the contracting vendor does not and will not boycott Israel during the term of the contract.

Furthermore, Senate Bill 252 (85R Legislative Session), which amends Chapter 2252 of the Texas Government Code to add Subchapter F, prohibits contracting with a company engaged in business with Iran, Sudan or a foreign terrorist organization identified on a list prepared by the Texas Comptroller.

I, Elizabeth Blount McCormick, as an authorized representative of

West Enterprises Inc., DBA Uniglobe Travel Designers, a contractor engaged by

Insert Name of Company

Region 4 Education Service Center, 7145 West Tidwell Road, Houston, TX 77092, verify by this writing that the above-named company affirms that it (1) does not boycott Israel; and (2) will not boycott Israel during the term of this contract, or any contract with the above-named Texas governmental entity in the future.

Also, our company is not listed on and we do not do business with companies that are on the Texas Comptroller of Public Accounts list of Designated Foreign Terrorists Organizations found at https://comptroller.texas.gov/purchasing/docs/foreign-terrorist.pdf.

I further affirm that if our company's position on this issue is reversed and this affirmation is no longer valid, that the above-named Texas governmental entity will be notified in writing within one (1) business day and we understand that our company's failure to affirm and comply with the requirements of Texas Government Code 2270 et seq. shall be grounds for immediate contract termination without penalty to the above-named Texas governmental entity.

I swear and affirm that the above is true and correct.

Elizabeth Blount McCormick

Signature of Named Authorized Company Representative

9/10/2021

Date

7145 West Tidwell Road ~ Houston, Texas 77092
(713)-462-7708
www.esc4.net

NOTICE TO OFFEROR

ADDENDUM NO. 1

Solicitation Number 22-01

Request for Proposal ("RFP") by Region 4 Education Service Center ("ESC") for Travel Management, Travel Expense Management and Related Services

This Addendum No. 1 amends the Request for Proposals (RFP) for Travel Management, Travel Expense Management and Related Services 22-01 ("Addendum"). To the extent of any discrepancy between the original RFP and this Addendum, this Addendum shall prevail.

Region 4 Education Service Center ("Region 4 ESC") requests proposals from qualified suppliers with the intent to enter into a Contract for Travel Management, Travel Expense Management and Related Services. Addendum No. 1 is hereby issued as follows:

Clarifications:

1. The changes being made to this RFP are being made to replace Exhibit A which contained incomplete information.

Changes to the RFP:

1. Remove Exhibit A, Response for National Cooperative Contract, and replace with the version attached to this Addendum No. 1. This is the Exhibit A that should be used for this solicitation and submitted as part of the Offeror's proposal.

1.0 Scope of National Cooperative Contract

Capitalized terms not otherwise defined herein shall have the meanings given to them in the Master Agreement or in the Administration Agreement between Supplier and OMNIA Partners.

1.1 Requirement

Region 4 ESC (hereinafter defined and referred to as "Principal Procurement Agency"), on behalf of itself and the National Intergovernmental Purchasing Alliance Company, a Delaware corporation d/b/a OMNIA Partners, Public Sector ("OMNIA Partners"), is requesting proposals for Travel Management, Travel Expense Management and Related Services. The intent of this Request for Proposal is any contract between Principal Procurement Agency and Supplier resulting from this Request for Proposal ("Master Agreement") be made available to other public agencies nationally, including state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit ("Public Agencies"), through OMNIA Partners' cooperative purchasing program. The Principal Procurement Agency has executed a Principal Procurement Agency Certificate with OMNIA Partners, an example of which is included as Exhibit D, and has agreed to pursue the Master Agreement. Use of the Master Agreement by any Public Agency is preceded by their registration with OMNIA Partners as a Participating Public Agency in OMNIA Partners' cooperative purchasing program. Registration with OMNIA Partners as a Participating Public Agency is accomplished by Public Agencies entering into a Master Intergovernmental Cooperative Purchasing Agreement, an example of which is attached as Exhibit C, and by using the Master Agreement, any such Participating Public Agency agrees that it is registered with OMNIA Partners, whether pursuant to the terms of the Master Intergovernmental Purchasing Cooperative Agreement or as otherwise agreed to. The terms and pricing established in the resulting Master Agreement between the Supplier and the Principal Procurement Agency will be the same as that available to Participating Public Agencies through OMNIA Partners.

All transactions, purchase orders, invoices, payments etc., will occur directly between the Supplier and each Participating Public Agency individually, and neither OMNIA Partners, any Principal Procurement Agency nor any Participating Public Agency, including their respective agents, directors, employees or representatives, shall be liable to Supplier for any acts, liabilities, damages, etc., incurred by any other Participating Public Agency. Supplier is responsible for knowing the tax laws in each state.

This Exhibit A defines the expectations for qualifying Suppliers based on OMNIA Partners' requirements to market the resulting Master Agreement nationally to Public Agencies. Each section in this Exhibit A refers to the capabilities, requirements, obligations, and prohibitions of competing Suppliers on a national level in order to serve Participating Public Agencies through OMNIA Partners.

These requirements are incorporated into and are considered an integral part of this RFP. OMNIA Partners reserves the right to determine whether to make the Master Agreement awarded by the Principal Procurement Agency available to Participating Public Agencies, in its sole and absolute discretion, and any party submitting a response to this RFP acknowledges that any award by the Principal Procurement Agency does

not obligate OMNIA Partners to make the Master Agreement available to Participating Procurement Agencies.

1.2 Marketing, Sales and Administrative Support

During the term of the Master Agreement OMNIA Partners intends to provide marketing, sales, partnership development and administrative support for Supplier pursuant to this section that directly promotes the Supplier's products and services to Participating Public Agencies through multiple channels, each designed to promote specific products and services to Public Agencies on a national basis.

OMNIA Partners will assign the Supplier a Director of Partner Development who will serve as the main point of contact for the Supplier and will be responsible for managing the overall relationship between the Supplier and OMNIA Partners. The Director of Partner Development will work with the Supplier to develop a comprehensive strategy to promote the Master Agreement and will connect the Supplier with appropriate stakeholders within OMNIA Partners including, Sales, Marketing, Contracting, Training, and Operations & Support.

The OMNIA Partners marketing team will work in conjunction with Supplier to promote the Master Agreement to both existing Participating Public Agencies and prospective Public Agencies through channels that may include:

A. Marketing collateral (print, electronic, email, presentations)

B. Website

C. Trade shows/conferences/meetings

D. Advertising

E. Social Media

The OMNIA Partners sales teams will work in conjunction with Supplier to promote the Master Agreement to both existing Participating Public Agencies and prospective Public Agencies through initiatives that may include:

A. Individual sales calls

B. Joint sales calls

C. Communications/customer service

D. Training sessions for Public Agency teams

E. Training sessions for Supplier teams

The OMNIA Partners contracting teams will work in conjunction with Supplier to promote the Master Agreement to both existing Participating Public Agencies and prospective Public Agencies through:

A. Serving as the subject matter expert for questions regarding joint powers authority and state statutes and regulations for cooperative purchasing

B. Training sessions for Public Agency teams

C. Training sessions for Supplier teams

D. Regular business reviews to monitor program success

E. General contract administration

Suppliers are required to pay an Administrative Fee of 3% of the greater of the Contract Sales under the Master Agreement and Guaranteed Contract Sales under this Request for Proposal. Supplier will be required to execute the OMNIA Partners Administration Agreement (Exhibit B).

1.3 Estimated Volume

The dollar volume purchased under the Master Agreement is estimated to be approximately $20M annually. While no minimum volume is guaranteed to Supplier, the estimated annual volume is projected based on the current annual volumes among the Principal Procurement Agency, other Participating Public Agencies that are anticipated to utilize the resulting Master Agreement to be made available to them through OMNIA Partners, and volume growth into other Public Agencies through a coordinated marketing approach between Supplier and OMNIA Partners.

1.4 Award Basis

The basis of any contract award resulting from this RFP made by Principal Procurement Agency will, at OMNIA Partners' option, be the basis of award on a national level through OMNIA Partners. If multiple Suppliers are awarded by Principal Procurement Agency under the Master Agreement, those same Suppliers will be required to extend the Master Agreement to Participating Public Agencies through OMNIA Partners. Utilization of the Master Agreement by Participating Public Agencies will be at the discretion of the individual Participating Public Agency. Certain terms of the Master Agreement specifically applicable to the Principal Procurement Agency (e.g. governing law) are subject to modification for each Participating Public Agency as Supplier, such Participating Public Agency and OMNIA Partners shall agree without being in conflict with the Master Agreement as a condition of the Participating Agency's purchase and not a modification of the Master Agreement applicable to all Participating Agencies. Participating Agencies may request to enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in the Master Agreement (i.e. invoice requirements, order requirements, specialized delivery, diversity requirements such as minority and woman owned businesses, historically underutilized business, governing law, etc.) ("Supplemental Agreement"). It shall be the responsibility of the Supplier to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the Participating Agency. It shall further be the responsibility of the Supplier to monitor the prevailing wage rates as established by the appropriate department of labor for any increase in rates during the term of the Master Agreement and adjust wage rates accordingly. In instances where supplemental terms and conditions create additional risk and cost for Supplier, Supplier and Participating Public Agency may negotiate additional pricing above and beyond the stated contract not-to-exceed pricing so long as the added price is commensurate with the additional cost incurred by the Supplier. Any supplemental agreement developed as a result of the Master Agreement is exclusively between the Participating Agency and the Supplier (Contract Sales are reported to OMNIA Partners).

All signed Supplemental Agreements and purchase orders issued and accepted by the Supplier may survive expiration or termination of the Master Agreement. Participating Agencies' purchase orders may exceed the term of the Master Agreement if the purchase order is issued prior to the expiration of the Master Agreement. Supplier is responsible for reporting all sales and paying the applicable Administrative Fee for sales that use the Master Agreement as the basis for the purchase order, even though Master Agreement may have expired.

1.5 Objectives of Cooperative Program

This RFP is intended to achieve the following objectives regarding availability through OMNIA Partners' cooperative program:

A. Provide a comprehensive competitively solicited and awarded national agreement offering the Products covered by this solicitation to Participating Public Agencies;

B. Establish the Master Agreement as the Supplier's primary go to market strategy to Public Agencies nationwide;

C. Achieve cost savings for Supplier and Public Agencies through a single solicitation process that will reduce the Supplier's need to respond to multiple solicitations and Public Agencies need to conduct their own solicitation process;

D. Combine the aggregate purchasing volumes of Participating Public Agencies to achieve cost effective pricing.

2.0 REPRESENTATIONS AND COVENANTS

As a condition to Supplier entering into the Master Agreement, which would be available to all Public Agencies, Supplier must make certain representations, warranties and covenants to both the Principal Procurement Agency and OMNIA Partners designed to ensure the success of the Master Agreement for all Participating Public Agencies as well as the Supplier.

2.1 Corporate Commitment

Supplier commits that (1) the Master Agreement has received all necessary corporate authorizations and support of the Supplier's executive management, (2) the Master Agreement is Supplier's primary "go to market" strategy for Public Agencies, (3) the Master Agreement will be promoted to all Public Agencies, including any existing customers, and Supplier will transition existing customers, upon their request, to the Master Agreement, and (4) that the Supplier has read and agrees to the terms and conditions of the Administration Agreement with OMNIA Partners and will execute such agreement concurrent with and as a condition of its execution of the Master Agreement with the Principal Procurement Agency. Supplier will identify an executive corporate sponsor and a separate national account manager within the RFP response that will be responsible for the overall management of the Master Agreement.

2.2 Pricing Commitment

Supplier commits the not-to-exceed pricing provided under the Master Agreement pricing is its lowest available (net to buyer) to Public Agencies nationwide and further commits that if a Participating Public Agency is eligible for lower pricing through a national, state, regional or local or cooperative contract, the Supplier will match such lower pricing to that Participating Public Agency under the Master Agreement.

2.3 Sales Commitment

Supplier commits to aggressively market the Master Agreement as its go to market strategy in this defined sector and that its sales force will be trained, engaged and committed to offering the Master Agreement to Public Agencies through OMNIA Partners nationwide. Supplier commits that all Master Agreement sales will be accurately and timely reported to OMNIA Partners in accordance with the OMNIA Partners Administration Agreement. Supplier also commits its sales force will be compensated, including sales incentives, for sales to Public Agencies under the Master Agreement in a consistent or better manner compared to sales to Public Agencies if the Supplier were not awarded the Master Agreement.

3.0 SUPPLIER RESPONSE

Supplier must supply the following information for the Principal Procurement Agency to determine Supplier's qualifications to extend the resulting Master Agreement to Participating Public Agencies through OMNIA Partners.

3.1 Company

A. Brief history and description of Supplier to include experience providing similar products and services.

B. Total number and location of salespersons employed by Supplier.

C. Number and location of support centers (if applicable) and location of corporate office.

D. Annual sales for the three previous fiscal years.

   a. Submit FEIN and Dunn & Bradstreet report.

E. Describe any green or environmental initiatives or policies.

F. Describe any diversity programs or partners supplier does business with and how Participating Agencies may use diverse partners through the Master Agreement. Indicate how, if at all, pricing changes when using the diversity program. If there are any diversity programs, provide a list of diversity alliances and a copy of their certifications.

G. Indicate if supplier holds any of the below certifications in any classified areas and include proof of such certification in the response:

   a. Minority Women Business Enterprise

      ☐ Yes ☐ No

      If yes, list certifying agency: _____

   b. Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE)

      ☐ Yes ☐ No

      If yes, list certifying agency: _____

   c. Historically Underutilized Business (HUB)

      ☐ Yes ☐ No

      If yes, list certifying agency: _____

   d. Historically Underutilized Business Zone Enterprise (HUBZone)

      ☐ Yes ☐ No

If yes, list certifying agency: _____

e. Other recognized diversity certificate holder

☐ Yes ☐ No

If yes, list certifying agency: _____

H. List any relationships with subcontractors or affiliates intended to be used when providing services and identify if subcontractors meet minority-owned standards. If any, list which certifications subcontractors hold and certifying agency.

I. Describe how supplier differentiates itself from its competitors.

J. Describe any present or past litigation, bankruptcy or reorganization involving supplier.

K. Felony Conviction Notice: Indicate if the supplier

a. is a publicly held corporation and this reporting requirement is not applicable;

b. is not owned or operated by anyone who has been convicted of a felony; or

c. is owned or operated by and individual(s) who has been convicted of a felony and provide the names and convictions.

L. Describe any debarment or suspension actions taken against supplier

3.2 Distribution, Logistics

A. Each offeror awarded an item under this solicitation may offer their complete product and service offering/a balance of line. Describe the full line of products and services offered by supplier.

B. Describe how supplier proposes to distribute the products/service nationwide. Include any states where products and services will not be offered under the Master Agreement, including U.S. Territories and Outlying Areas.

C. Describe how Participating Agencies are ensured they will receive the Master Agreement pricing; include all distribution channels such as direct ordering, retail or in-store locations, through distributors, etc. Describe how Participating Agencies verify and audit pricing to ensure its compliance with the Master Agreement.

D. Identify all other companies that will be involved in processing, handling or shipping the products/service to the end user.

E. Provide the number, size and location of Supplier's distribution facilities, warehouses and retail network as applicable.

3.3 Marketing and Sales

A. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to immediately implement the Master Agreement

as supplier's primary go to market strategy for Public Agencies to supplier's teams nationwide, to include, but not limited to:

i. Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy within first 10 days

ii. Training and education of Supplier's national sales force with participation from the Supplier's executive leadership, along with the OMNIA Partners team within first 90 days

B. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to market the Master Agreement to current Participating Public Agencies, existing Public Agency customers of Supplier, as well as to prospective Public Agencies nationwide immediately upon award, to include, but not limited to:

i. Creation and distribution of a co-branded press release to trade publications

ii. Announcement, Master Agreement details and contact information published on the Supplier's website within first 90 days

iii. Design, publication and distribution of co-branded marketing materials within first 90 days

iv. Commitment to attendance and participation with OMNIA Partners at national (i.e. NIGP Annual Forum, NPI Conference, etc.), regional (i.e. Regional NIGP Chapter Meetings, Regional Cooperative Summits, etc.) and supplier-specific trade shows, conferences and meetings throughout the term of the Master Agreement

v. Commitment to attend, exhibit and participate at the NIGP Annual Forum in an area reserved by OMNIA Partners for partner suppliers. Booth space will be purchased and staffed by Supplier. In addition, Supplier commits to provide reasonable assistance to the overall promotion and marketing efforts for the NIGP Annual Forum, as directed by OMNIA Partners.

vi. Design and publication of national and regional advertising in trade publications throughout the term of the Master Agreement

vii. Ongoing marketing and promotion of the Master Agreement throughout its term (case studies, collateral pieces, presentations, promotions, etc.)

viii. Dedicated OMNIA Partners internet web-based homepage on Supplier's website with:

- OMNIA Partners standard logo;
- Copy of original Request for Proposal;
- Copy of Master Agreement and amendments between Principal Procurement Agency and Supplier;
- Summary of Products and pricing;
- Marketing Materials
- Electronic link to OMNIA Partners' website including the online registration page;
- A dedicated toll-free number and email address for OMNIA Partners

C. Describe how Supplier will transition any existing Public Agency customers' accounts to the Master Agreement available nationally through OMNIA Partners.

Include a list of current cooperative contracts (regional and national) Supplier holds and describe how the Master Agreement will be positioned among the other cooperative agreements.

D. Acknowledge Supplier agrees to provide its logo(s) to OMNIA Partners and agrees to provide permission for reproduction of such logo in marketing communications and promotions. Acknowledge that use of OMNIA Partners logo will require permission for reproduction, as well.

E. Confirm Supplier will be proactive in direct sales of Supplier's goods and services to Public Agencies nationwide and the timely follow up to leads established by OMNIA Partners. All sales materials are to use the OMNIA Partners logo. At a minimum, the Supplier's sales initiatives should communicate:

   i. Master Agreement was competitively solicited and publicly awarded by a Principal Procurement Agency
   ii. Best government pricing
   iii. No cost to participate
   iv. Non-exclusive

F. Confirm Supplier will train its national sales force on the Master Agreement. At a minimum, sales training should include:

   i. Key features of Master Agreement
   ii. Working knowledge of the solicitation process
   iii. Awareness of the range of Public Agencies that can utilize the Master Agreement through OMNIA Partners
   iv. Knowledge of benefits of the use of cooperative contracts

G. Provide the name, title, email and phone number for the person(s), who will be responsible for:

   i. Executive Support
   ii. Marketing
   iii. Sales
   iv. Sales Support
   v. Financial Reporting
   vi. Accounts Payable
   vii. Contracts

H. Describe in detail how Supplier's national sales force is structured, including contact information for the highest-level executive in charge of the sales team.

I. Explain in detail how the sales teams will work with the OMNIA Partners team to implement, grow and service the national program.

I. Explain in detail how Supplier will manage the overall national program throughout the term of the Master Agreement, including ongoing coordination of marketing and sales efforts, timely new Participating Public Agency account set-up, timely contract administration, etc.

J. State the amount of Supplier's Public Agency sales for the previous fiscal year. Provide a list of Supplier's top 10 Public Agency customers, the total purchases for each for the previous fiscal year along with a key contact for each.

K. Describe Supplier's information systems capabilities and limitations regarding order management through receipt of payment, including description of multiple platforms that may be used for any of these functions.

L. Provide the Contract Sales (as defined in Section 10 of the OMNIA Partners Administration Agreement) that Supplier will guarantee each year under the Master Agreement for the initial three years of the Master Agreement ("Guaranteed Contract Sales").

$_____.00 in year one
$_____.00 in year two
$_____.00 in year three

To the extent Supplier guarantees minimum Contract Sales, the Administrative Fee shall be calculated based on the greater of the actual Contract Sales and the Guaranteed Contract Sales.

M. Even though it is anticipated many Public Agencies will be able to utilize the Master Agreement without further formal solicitation, there may be circumstances where Public Agencies will issue their own solicitations. The following options are available when responding to a solicitation for Products covered under the Master Agreement.

i. Respond with Master Agreement pricing (Contract Sales reported to OMNIA Partners).

ii. If competitive conditions require pricing lower than the standard Master Agreement not-to-exceed pricing, Supplier may respond with lower pricing through the Master Agreement. If Supplier is awarded the contract, the sales are reported as Contract Sales to OMNIA Partners under the Master Agreement.

iii. Respond with pricing higher than Master Agreement only in the unlikely event that the Public Agency refuses to utilize Master Agreement (Contract Sales are not reported to OMNIA Partners).

iv. If alternative or multiple proposals are permitted, respond with pricing higher than Master Agreement, and include Master Agreement as the alternate or additional proposal.

Detail Supplier's strategies under these options when responding to a solicitation.

RECEIPT OF ADDENDUM NO. 1 - ACKNOWLEDGEMENT

Offeror shall acknowledge this addendum by signing below and include in their proposal response.

Company Name West Enterprises Inc., DBA Uniglobe Travel Designers

Contact Person Elizabeth Blount McCormick

Signature Elizabeth Blount McCormick

Date 9/13/2021

Crystal Wallace
Region 4 Education Service Center
Business Operations Specialist

region 4

7145 West Tidwell Road ~ Houston, Texas 77092
(713)-462-7708
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NOTICE TO OFFEROR

ADDENDUM NO. 2

Solicitation Number 22-01

Request for Proposal ("RFP")
by Region 4 Education Service Center ("ESC") for
Travel Management, Travel Expense Management and Related Services

This Addendum No. 2 amends the Request for Proposals (RFP) for Travel Management, Travel Expense Management and Related Services 22-01 ("Addendum"). To the extent of any discrepancy between the original RFP and this Addendum, this Addendum shall prevail.

Region 4 Education Service Center ("Region 4 ESC") requests proposals from qualified suppliers with the intent to enter into a Contract for Travel Management, Travel Expense Management and Related Services. Addendum No. 2 is hereby issued as follows:

Clarifications:

1. The changes being made to this RFP are being made to correct a reference in Section 3.3 L. of Exhibit A,

Changes to the RFP:

1. Remove Section 3.3 L. of Exhibit A and replace it with the following language:

   L. Provide the Contract Sales (as defined in Section 12 of the OMNIA Partners Administration Agreement) that Supplier will guarantee each year under the Master Agreement for the initial three years of the Master Agreement ("Guaranteed Contract Sales").

   $_____.00 in year one
   $_____.00 in year two
   $_____.00 in year three

   To the extent Supplier guarantees minimum Contract Sales, the Administrative Fee shall be calculated based on the greater of the actual Contract Sales and the Guaranteed Contract Sales.

RECEIPT OF ADDENDUM NO. 2 - ACKNOWLEDGEMENT

Offeror shall acknowledge this addendum by signing below and include in their proposal response.

Company Name West Enterprises Inc., DBA Uniglobe Travel Designers

Contact Person Elizabeth Blount McCormick

Signature Elizabeth Blount McCormick

Date 9/13/2021

Crystal Wallace
Region 4 Education Service Center
Business Operations Specialist

region 4

7145 West Tidwell Road ~ Houston, Texas 77092
(713)-462-7708
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NOTICE TO OFFEROR

ADDENDUM NO. 3

Solicitation Number 22-01

Request for Proposal ("RFP")
by Region 4 Education Service Center ("ESC") for
Travel Management, Travel Expense Management and Related Services

This Addendum No. 3 amends the Request for Proposals (RFP) for Travel Management, Travel Expense Management and Related Services 22-01 ("Addendum"). To the extent of any discrepancy between the original RFP and this Addendum, this Addendum shall prevail.

Region 4 Education Service Center ("Region 4 ESC") requests proposals from qualified suppliers with the intent to enter into a Contract for Travel Management, Travel Expense Management and Related Services. Addendum No. 3 is hereby issued as follows:

1. **Submittal Deadline:** The submittal deadline for this RFP is hereby changed from Tuesday, September 14, 2021 @ 2:00 PM Central Time and extended as indicated below and above:

- Tuesday, September 21, 2021 @ 2:00 PM Central Time

RECEIPT OF ADDENDUM NO. 3 - ACKNOWLEDGEMENT

Offeror shall acknowledge this addendum by signing below and include in their proposal response.

Company Name West Enterprises Inc., DBA Uniglobe Travel Designers

Contact Person Elizabeth Blount McCormick

Signature Elizabeth Blount McCormick

Date 9/13/2021

Crystal Wallace
Region 4 Education Service Center
Business Operations Specialist

EXHIBIT “B”

Uniglobe Travel Designers' Services & Online Booking Tools

STANDARD SERVICE // AGENT ASSISTED BOOKINGS		
ACCOUNT SET-UP, MANAGEMENT, & TRANSACTIONAL FEES		
SERVICE	**REQUIRED / OPTIONAL**	**FEE**
On-stream & Implementation	Required, One-time Fee*	*Waived for Partnership*
Account Management Fee	Required, Annual Fee**	*Waived for Partnership*
Agent Assisted Booking Fees	Required, Transactional	*See Pricing Matrix*
PRIME REPORTING & ANALYTICS		
SERVICE	**REQUIRED / OPTIONAL**	**FEE**
Site Access & Monthly Reports	N/A	*Included in Account Management Fee*
Account Maintenance & Support	N/A	*Included in Account Management Fee*
Customized Reports (if outside of UTD scope of work)	Optional	$75.00 per report
Credit Card Reconciliation via Prime Reporting	Optional	$450.00 per month
SAFE TO GO (DUTY OF CARE)		
SERVICE	**REQUIRED / OPTIONAL**	**FEE**
Site Access, Traveler Tracking, Monitoring & Alerts	N/A	*Included in Account Management Fee*

OPTIONAL ADDITION OF AN ONLINE BOOKING TOOL			
ONLINE BOOKING TOOL OPTIONS: CONCUR OR ETTA			
SERVICE	**REQUIRED / OPTIONAL**	**CONCUR FEE**	**ETTA FEE**
Booking Tool Set-up Fee	Required, One-time Fee	$750	$750
Agent and/or OBT Booking Fees	Required, Transactional	*See Pricing Matrix*	*See Pricing Matrix*
Off-Site Training - Program Launch	N/A	*Included in Set Up Fee*	*Included in Set-Up Fee*
Off-Site Training - Annual Refresher	N/A	*Included in Account Management Fee*	*Included in Account Management Fee*
Off-Site Training - Additional Sessions	Optional	$75 per session	$75 per session
On-Site Training with 2 UTD Consultants	Optional	$250 per day, plus travel expenses	$250 per day, plus travel expenses
Customized Training Video	Optional	$25 per video	$25 per video
Booking Tool Customization (if outside of UTD scope of work)	Optional	$50 per hour	$50 per hour
SSO Integration	Optional	$2,500 desktop $2,500 mobile	$2,500 desktop $2,500 mobile
HR Feed	Optional	$2,500 per feed	$2,500 per feed
Conferma Pay	Optional	$400 set-up fee + $3 per reservation	$400 set-up fee + $3 per reservation

Notes to Consider & Clarifications:

- ***On-stream and Implementation Fee:** This service is a one-time fee at the start of your partnership to set up your organization's account including your company/traveler profile intake, travel policy consultation and best practices, approval process consultation, customized marketing material, and establishing travel reward programs, corporate discount programs and/or direct billing accounts where applicable.
- ****Account Management Fee:** This service is a reoccurring fee for ongoing account maintenance including re-evaluating program best practices, ongoing contract negotiations with preferred vendors, and standard reporting. This fee will be charged every January following the initial launch date.
- Booking Tool Customization and Reports Customization are services for highly intricate travel policies and reporting needs that require more than the standard customization that is included.