



Ho-Chunk Nation

Request for Proposal for Travel Services RFP Number: 021916HCNTRVL

Release Date: February 19, 2016

Proposal Due Date: March 11, 2016, 4:00 pm CST

**Questions should be directed to the Ho-Chunk Nation Treasury Office, via email to:
Treasury_RFP@ho-chunk.com**

Instructions to Agency

All spaces below are to be filled in along with the Proposal Letter and must be signed where indicated. Failure to sign and return Proposal Letter will cause rejection of the proposal.

Name of Agency: _____

Contact Person: _____

Mailing Address: _____

Telephone: _____

Fax: _____

Email: _____

Signed: _____

**Submit Proposal to:
Ho-Chunk Nation
Treasury Department
Attn: 021916HCNTRVL
W9814 Airport Road
Black River Falls, WI 54615**

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1 PURPOSE

The Ho-Chunk Nation (HCN) is interested in receiving pricing for travel management services included in this Request for Proposal (RFP) and is requesting proposals from qualified travel management services. HCN requests that all agencies examine the specific requirements contained in this RFP and prepare your responses pursuant to the terms of this RFP.

HCN is soliciting proposals for information relative to costs, service delivery, and methodology.

2 BACKGROUND

HCN is a sovereign government dedicated to improving the lives of its constituents. In 1963, the Wisconsin Winnebago Nation was recognized as a federal tribe pursuant to the Indian Reorganization Act of 1934. On November 1, 1994, the Wisconsin Winnebago Nation officially changed its name to the Ho-Chunk Nation when the Secretary of the Interior formally recognized its new constitution. The Nation's main office is located in Black River Falls, Wisconsin. In addition to its government operations, the Nation currently operates six (6) gaming facilities, two (2) hotels, a resort, a convention center, five (5) convenience stores, a gift shop and a number of other ancillary businesses. More information regarding the HCN and its affiliations can be found on the Nation's website at ho-chunknation.com.

3 PROCESS AND TIMELINE

The following dates are set for informational and planning purposes. The HCN reserves the right during this procurement to change any of the dates. If changes are made, the HCN will contact the bidders.

| | |
|--|----------------------------------|
| RFP Release | February 19, 2016 |
| Deadline for Questions by e-mail | February 25, 2016, 3:30 p.m. CST |
| Internet Posting of Answers to written questions | February 29, 2016 |
| Proposals Due Date | March 11, 2016, 4:00 pm. CST |
| Bidder Phone Interviews | March 15, 2016 |
| Selection of the finalist | March 21, 2016 |
| Notify winning bidder | March 22, 2016 |

Bidders should consult the website: www.ho-chunknation.com/?pageid=534 daily for RFP Q&A, clarifications, schedule changes or other important information.

4 QUESTIONS AND ANSWERS

All questions must be submitted to: www.ho-chunknation.com/?pageid=534 by February 25, 2016 at 3:00 pm CST. Questions submitted to HCN after this time will only be answered if the HCN determines the question is critical to the success of the RFP process. Responses to all questions will be posted on the same website.

5 CONTACT INFORMATION

All questions should be directed to HCN Department of the Treasury via email to Treasury_RFP@Ho-Chunk.com. Proposals should be submitted to:

Ho-Chunk Nation
Department of the Treasury
Attn: 021916HCNTRVL
W9814 Airport Road
Black River Falls, WI 54615

6 PROPOSAL LETTER

The Proposal Letter (Attachment 1) must be received along with the RFP response no later than March 11, 2016 at 4:00 pm CST.

7 RIGHT TO REJECT PROPOSALS

Issuance of this RFP in no way constitutes a commitment by the HCN. The HCN reserves the right to reject any or all proposals or portions of proposals received in response to this RFP, to request modification or clarification of any part of a proposal, or to cancel this RFP if it is in the best interest of the HCN to do so. HCN may reject any proposal if is considered incomplete, conditional, contains irregularities, or does not meet qualifications, requirements or specifications. Failure to furnish all information may disqualify the proposal.

8 OWNERSHIP OF PROPOSALS

Proposals and any other materials submitted to the HCN in response to this RFP will become the exclusive property of HCN upon receipt and will not be returned.

HCN is not liable for any costs incurred by bidders as a result of responding to this RFP.

9 SERVICES REQUIRED

Recognized as a federal tribe pursuant to the Indian Reorganization Act of 1934 in 1963, HCN's headquarters are in Black River Falls, Wisconsin. The HCN currently has over 7,400 enrolled members and employs over 3,400 employees. During fiscal year 2014 (July 2013 – June 2014), the Nation spent over \$251,448 on airfare and over \$394,500 on lodging for employee travel.

HCN is looking for a travel management agency to provide the following services:

1. Ability to provide the best option and prices
 - Provide best overall solution to travel needs
 - Offer should be very competitive technically and financially
 - Give discounts (re repeat booking or bulk discounts)
 - Ability to offer executive bookings to company staff all the time at low prices
 - Ability to provide multiple/various quotes on ticketing
 - Assistance in proposal development (re ticket costs, etc.)
 - Ability to provide tiered services
2. Saving Money
 - Value (recommend relevant offerings and provide cost saving strategies)
 - Savings on hotels, rental car, etc.
3. Should be able to deliver the following services:
 - Make bookings on the shortest notice
 - 24/7 service
 - Team reachable at all times through popular communication (email, internet, phone, etc.)
 - Visa and other documentation services
 - Layover day-room bookings
4. Product knowledge
 - Accreditation
 - Well versed with the industry to offer the best advice of what to book and where
 - Customer support department well versed with its operations and industry
 - USAID regulations
 - Knowledge of HCN community
5. Saving Time
 - Go to agent for the right decisions at the right time. In other words, we don't have to do the leg work for the agent.
6. Good Reputation
 - Quality assurance
 - Other tribal clients, governmental
 - Sound financial reputation
7. Security
 - Travel risk management (traveler tracking/security)
 - Emergency support 24/7

10 QUESTIONS AND ANSWERS

Below are questions to be included in your proposal submission. Please clearly reference the questions in your submission.

- A. Agency Profile
 - a. Describe your agency experience servicing tribal organizations or non-profits.
 - b. Describe your agency experience servicing clients that are required to comply with US Government travel regulations.
 - c. What are the standard days/hours of operation of your agency?
 - d. Describe your 24 hour emergency service or ability to assist clients nationally.
 - e. Is your emergency service guaranteed? If so, how?
- B. Savings
 - a. Describe how your agency can deliver incremental savings beyond transaction fee savings.
 - b. Describe your corporate hotel program.
 - c. Describe your ability to manage unused ticket inventories for both traditional and online transactions.
 - d. Describe your clients' participation in corporate frequent flyer programs.
- C. Services
 - a. List the primary individual(s) who will be responsible for managing the HCN account. Detail roles, responsibilities and credentials.
 - b. How does your agency comply and maintain profiles for HCN travelers?
 - c. Does your agency offer executive travel services?
 - d. How does your agency handle governmental ticketing?
 - e. How will you inform HCN of breaking industry news, security advisories and market updates?
 - f. What is the process of resolving customer service issues?
 - g. As a travel agency, are you able to provide all of the services: air, hotel, visa, car, train, other?
 - h. What additional services and benefits is your agency able to provide?
- D. Reservation Process
 - a. What systems/procedures/tools are in place to streamline the telephone reservation process and reduce handling time?
 - b. What is the process for traveler profile maintenance particularly when changes are made via phone, email or web?
 - c. Describe your ability to provide special airline, car and hotel services for travelers, including seat clearance in preferred seating areas, automated frequent flyer upgrade processing and upgrades on selected vendors.
 - d. Describe preferred vendor relations for airline, car and hotel agreements providing an overview of existing preferred vendor programs.
- E. Billing
 - a. Does your agency offer a central billing option? If so, describe your ability to reconcile centrally-billed charges.

- b. Does your agency customize invoices to include budget coding?
 - c. Does your company offer an automated system to allocate transaction fees to company departments?
 - d. Explain your process for voids, debit memos and refunds. What is the turnaround time for each? How and when do you notify us of the progress and ultimate resolution?
 - e. Provide a brief overview of your pricing philosophy and strategy.
 - f. How do you define transaction fee? Specifically address traditional versus online transactions.
- F. Agency must submit a complete and detailed description of its corporate information. Agency is required to demonstrate corporate experience, technical capability to perform services and the financial means to support the contract. Agency must respond to all the requirements below.
- a. Name and address of the agency submitting the Proposal including telephone, fax numbers and email addresses.
 - b. Type of business entity (i.e. corporation, partnership, sole proprietorship, etc.). If a corporation, include place of incorporation. Is the agency tribally owned?
 - c. Number of years your agency has been providing the types of services specified in this RFP.
 - d. What is your agency's total number of employees? Are any employees of Native American descent?
 - e. Provide the agency's latest Annual Report.
 - f. Provide the agency's net revenue for the last three years.
 - g. Provide five references (preferably tribal references) and contact information for a company which is similar in size and presence to HCN.

11 RESPONSE FORMAT

Each proposal shall be prepared simply and economically, providing straightforward, concise delineation of the agency's capabilities to satisfy the requirements of this RFP. Fancy bindings, colored displays, and promotional material are not required. Emphasis on each proposal must be on completeness and clarity of content.

All proposals are due at the location specified no later than the date and time specified herein. Please submit one electronic version of the proposal to Treasury_RFP@ho-chunk.com as well as fifteen copies of the RFP to:

Ho-Chunk Nation
Department of Treasury
Attn: 021916HCNTRVL
P.O. Box 640
W9814 Airport Road
Black River Falls, WI 54615

Ho-Chunk Nation Proposal Letter

We propose to furnish and deliver any and all of the deliverables and services named in the attached Request for Proposal (RFP) for which the price has been set. The price or prices quoted herein shall apply for the period of time stated in the RFP.

It is understood and agreed that this proposal constitutes an offer, which when accepted in writing by the Ho-Chunk Nation, and subject to the terms and conditions of such acceptance, will constitute a valid and binding contract between the undersigned and the Ho-Chunk Nation.

It is understood and agreed that we have read the Ho-Chunk Nation's specifications shown or referenced in the RFP and that this proposal is made in accordance with the provisions of such specifications. By our written signature on this proposal, we guarantee and certify that all items included in this proposal meet or exceed any and all such specifications.

The laws of the Ho-Chunk Nation will govern any agreement relating to the provision of goods and services contemplated by this RFP. In addition, the service provider under such an agreement will comply with all applicable laws, regulations, and policies of the Nation.

It is understood and agreed that this proposal shall be valid and held open for a period of one hundred and twenty (120) days from the proposal opening date.

PROPOSAL SIGNATURE AND CERTIFICATION (Proposal Letter must be signed and returned with proposal)

I certify that this proposal is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a proposal for the same materials, supplies, equipment, or services and is in all respects fair and without collusion or fraud. I understand collusive bidding is a violation of State and Federal Law and can result in fines, prison sentences, and civil damage awards. I agree to abide by all conditions of the proposal and certify that I am authorized to sign this proposal for the proposer.

Authorized Signature _____ Date _____