



OFFICE OF COUNTY MAYOR GLENN JACOBS

Procurement Division, 1000 N. Central Street, Suite 100, Knoxville, TN 37917

Knox County Procurement Division Addendum I to Request for Proposals No. 2958 Travel Management Services

Addendum Date: May 26, 2020

Buyer: Heather Whitehead

Closing Date: June 4, 2020

Total Page(s): Three (3) Pages

The following is for clarification:

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| Question 1. | What key considerations would drive your organization to change providers? |
| Answer 1. | Evaluation criteria outlined in RFP No. 2958. |
| Question 2. | Number of VIP Travelers and what percentage of Total Transactions are VIP? |
| Answer 2. | None |
| Question 3. | Please provide breakdown of travel spend between air, car and hotel. |
| Answer 3. | Currently 100% Air |
| Question 4. | What is Total Travel Program Spend? |
| Answer 4. | See Section 4.1 of RFP No. 2958 for background information. |
| Question 5. | What is Domestic Air Spend? What is the average ticket price? What is the number of Domestic Transactions? |
| Answer 5. | Information not available |
| Question 6. | What is International Air Spend? What is the average ticket price? What is the number of International Transactions? |
| Answer 6. | We limit international travel and have only had 1 or 2 instances in the past 5 years. Specific information is not available. |
| Question 7. | Please provide number of voids and refunds. |
| Answer 7. | Information not available. |
| Question 8. | Please provide information regarding hotel spend, including the number of reservations and the total number of room nights. |
| Answer 8. | Currently, this service is used to manage airfare only. |
| Question 9. | Please provide information regarding car spend, including the number of reservations and the total number of rental days. |
| Answer 9. | Currently, this service is used to manage airfare only. |



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- Question 10. Does the scope of this include the travel spend associated with your meetings programs?
Answer 10. KCS is not familiar with the reference to “meetings programs.” This service may include all out of town travel.
- Question 11. What is the target online adoption rate?
Answer 11. Information not available
- Question 12. What is your current Online Booking Tool?
Answer 12. None
- Question 13. Do you hold the license for the Online Booking Tool, or does your TMC?
Answer 13. N/A. See Answer 12.
- Question 14. What is your current and preferred service configuration (on-site, off-site shared team or dedicated team)?
Answer 14. N/A
- Question 15. What are the standard business hours of your agent team, and is this acceptable to you?
Answer 15. Normal business operating hours. Yes, this is acceptable.
- Question 16. What is your financial system of record or ERP?
Answer 16. Tyler Technologies/MUNIS
- Question 17. What is your HR system of record?
Question 17. Tyler Technologies/MUNIS
- Question 18. How many expense reports are being processed annually?
Answer 18. For local mileage Reim 2,500 PD And Employee Reim 2,000 (This does not include school expense reports – I do not have the detail for that number).
- Question 19. In what way(s) would you like an expense system to connect to your financial/HR/ERP system?
Flat files, API's, etc.
Answer 19. We would provide a flat file for any data exchanges to load/update users. Any integration with the County Financial Munis we would have to work with them to see If they want a flat file or can use an API.
- Question 20. Does the county adhere to the published GSA rates for travel, or does the county have its own rate structure?
Answer 20. Knox County uses GSA rates for travel.
- Question 21. What percentage of travel is paid for in the form of grants?
Answer 21. An estimated sixty percent (60%).



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Question 22. Does the county have a funds management or grants management system? If so, what is the system being used?

Answer 22. No.

Question 23. Does the solution need to connect with a contracts system? If so, what is the contracts system being used?

Answer 23. KCS is not familiar with what "contracts system" refers to. However, KCS would like the solution to fully integrate with Tyler Technologies/MUNIS to the extent that it is feasible. However, this is not a requirement.

Question 24. What does the county have in place for mileage reimbursement? Is that in scope of this project?

Answer 24. Mileage reimbursement is based on current IRS guidelines. Currently, local mileage reimbursement is handled internally by manually tracking logs etc. A system for mileage reimbursement could be presented as an option, but is not required.

End of Addendum I.

Please acknowledge Addendum I in your response.

A handwritten signature in black ink, appearing to read "Heather Whitehead".

Heather Whitehead, CPPB
Knox County Procurement