

**Cash Disbursements Systems Implementation and Support**

**REQUEST FOR PROPOSALS (RFP)**

**CORPORATE TRAVEL MANAGEMENT SERVICES**

**SOLICITATION #: 001**

**ISSUE DATE: 11/23/2016**

**RESCARE, INC**

9901 Linn Station Rd.

Louisville, Kentucky 40223

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# **1.0 GENERAL INFORMATION**

## **1.1 Company Background**

ResCare, Inc. is the nation’s largest private provider of services to people with disabilities; the largest one-stop workforce contractor and the largest privately-owned home care company. ResCare offers residential and support services, education, vocational training and job placement for people of all ages and skill levels. ResCare Residential Services focuses on people with disabilities and youth with special needs and ResCare HomeCare helps seniors who want to age in place. ResCare Workforce Services and ResCare Education and Training Services provide counseling, training and job placement to people of all ages with barriers to employment. In addition, ResCare is a Federal Government Contractor and complies with Federal Acquisitions Regulations (FAR) for contracting purposes in order to remain compliant as a service provider.

## **1.2 Contract Type**

The Contract shall be an Indefinite Quantity Contract with Fixed Price and Time and Material components, as described in each respective Task Order and Work Order to be issued under this Contract, as appropriate to the type of services being requested.

**1.3 Contract Duration**

The Contract shall start from the date of full contract execution by the parties (“Effective Date”).

As of the Notice to Proceed Date, the Contractor shall perform all activities required by the Contract, including the requirements of this solicitation, and the offerings in its Technical Proposal, for the compensation described in its Financial Proposal. The Contract shall be for two (2) years from Contract Effective Date. ResCare, at its sole option, may renew the term of the Contract through one (1) additional two (2) year renewal option for a total potential contract length of up to four (4) years.

**1.4 Procurement Representative**

The Procurement Representative will be the Single Point of Contact (SPOC) prior to the award of the contract.

Cindy Mann-Eisemenger, VP Cash Disbursements

9901 Linn Station Rd.

Louisville, Kentucky 40223

502-394-2365

cindy.eisenmenger@rescare.com

**1.5 Pre-proposal Conference**

A Pre-Proposal Conference (the Conference) will not be held. However, questions can be submitted to the Procurement Representative. Written questions from prospective Contractors may be submitted to the Procurement Representative via email. Emails must contain the Solicitation Number in the subject line.

**1.6 Procurement Method**

The Contract will be awarded in accordance with the Competitive Sealed Proposals procurement method.

## **1.7 Proposal Closing Date**

All proposals must be received by the Procurement Representative no later than December 30, 2016 by 5:00 pm EST. Requests for extension of this date or time shall not be granted. Contractors mailing Proposals should allow sufficient mail delivery time to ensure timely receipt by the Procurement Officer. Multiple/alternative Proposals will not be accepted. Proposals received after the closing date and time will not be considered.

## **1.8 Preparation and Award**

Proposals should be prepared simply and economically and provide a straightforward and concise description of the Contractor’s Proposal to meet the requirements of this RFP. A Contract shall be awarded to the Contractor submitting the Proposal that has been determined to be the most advantageous to ResCare, considering price and evaluation factors set forth in this RFP for providing the products/services as specified within.

## **1.9 Duration of Proposal**

Proposals submitted in response to this RFP are irrevocable for the latest of the following: 180 days following the closing date for submission of proposals, best and final offers (if requested), or the date any protest concerning this RFP is finally resolved. This period may be extended at the Procurement Officer’s request only with the Contractor’s written agreement.

**1.10 RFP Revisions**

If revisions to the RFP are necessary prior to the due date for Proposals, the Procurement Representative shall provide addenda to all prospective Contractors that were sent this RFP or which are otherwise known by the Procurement Officer to have obtained this RFP. In addition,

Addenda to the RFP will be posted on the Company’s procurement vehicle. It remains the responsibility of all prospective Contractors to check all applicable websites for any addenda issued prior to the submission of Proposals. Addenda made after the due date for Proposals will be sent only to those Contractors that submitted a timely Proposal and that remain under award consideration as of the issuance date of the addenda.

Acknowledgment of receipt of all addenda to this RFP issued before the Proposal due date shall be included in the Transmittal Letter accompanying the Contractor’s Technical Proposal. The acknowledgement of the receipt of addenda to the RFP issued after the Proposal due date shall be in the manner specified in the addendum notice. Failure to acknowledge receipt of an addendum does not relieve the Contractor from complying with the terms, additions, deletions, or corrections set forth in the addendum, and may cause the Proposal to be deemed not susceptible for award.

**1.11 Cancellations**

ResCare reserves the right to cancel this RFP, accept or reject any and all Proposals, in whole or in part, received in response to this RFP, to waive or permit the cure of minor irregularities, and to conduct discussions with all qualified or potentially qualified Contractors in any manner necessary to serve the best interests of the ResCare. ResCare also reserves the right, in its sole discretion, to award a Contract based upon the written Proposals received without discussions or negotiations.

**1.12 Expenses**

ResCare will not be responsible for any costs incurred by any Contractor in preparing and submitting a Proposal, in making an oral presentation, in providing a demonstration, or in performing any other activities related to submitting a Proposal in response to this solicitation.

**1.13 Protests/Disputes**

Any protest or dispute related, respectively, to this solicitation or the Contract shall be subject to the provisions of ResCare’s Arbitration Policies.

**1.14 Contractor Responsibilities**

The successful Contractor shall be responsible for rendering products and services for which it has been selected as required by this RFP. All subcontractors shall be identified and a complete description of their role relative to the Proposal shall be included in the Contractor’s Proposal.

If an Contractor that seeks to perform or provide the products/services required by this RFP is the subsidiary of another entity, all information submitted by the Contractor, such as but not limited to, references, financial reports, or experience and documentation (e.g. insurance policies, bonds, letters of credit) used to meet minimum qualifications, if any, shall pertain exclusively to the Contractor, unless the parent organization will guarantee the performance of the subsidiary. If applicable, the Contractor’s Proposal shall contain an explicit statement that the parent organization will guarantee the performance of the subsidiary.

While experience and documentation of a Contractor’s parent company may be used to satisfy minimum qualifications, a parental guarantee of the performance of the Contractor under this Section will not automatically result in crediting the Contractor with the experience and/or qualifications of the parent under any evaluation criteria pertaining to the actual Contractor’s experience and qualifications. Instead, the Contractor will be evaluated on the extent to which

ResCare determines that the experience and qualifications of the parent are transferred to and shared with the Contractor, any stated intent by the parent in its guarantee of performance for direct involvement in the performance of the Contract, and the value of the parent company’s participation as determined by ResCare.

**1.15 Mandatory Contractual Terms**

By submitting a Proposal in response to this RFP, the Contractor, if selected for award, shall be deemed to have accepted the terms and conditions of this RFP and the Contract. The Contract shall reflect the requirements and provisions of the RFP. Any exceptions to this RFP shall be clearly identified as such in the Executive Summary of the Technical Proposal. The volume and severity of exceptions to the terms of the RFP, will be considered in the evaluation process, and may be grounds for finding a Contractor not reasonably susceptible for award.

**1.16 Compliance**

By submitting a Proposal in response to this RFP, the Contractor, if selected for award, agrees that it will comply with all federal, State, and local laws applicable to its activities and obligations under the finalized Contract.

# **2.0 Contractor Qualifications**

**2.1 Past Performance**

The Contractor must have a minimum of five (5) years of experience providing travel management services which align with the Service Requirements, for corporate or government entities. As proof of such, the Contractor must submit a current Client List of corporate or government entities to whom the Contractor has provided travel management services similar to those described in this RFP. The Client List shall include the history of Contracts awarded and entered into with other corporate or governmental accounts over the five (5) year period immediately prior to the published date of this RFP.

**2.2 References**

Contractor must submit a Reference List containing no more than three (3) references from the Contractor’s largest customers. The Reference List must include the client name, date of Contract award, contact, title, email address, and phone number of the client for verification.

**2.3 Validations**

Contractor must submit a signed statement by a partner, corporate officer, or other person authorized to bind the Contractor on company letterhead, certifying both the Client List and the Reference List and specifying that the Contractor has a minimum of five (5) years of experience.

Contractor must provide an airline sales validation report for the year ending 2015 showing at least $5,000,000 in airline sales from January 1, 2015 through December 31, 2015 and must provide the total airline sales and transaction volume grouped by validating carrier. The airline sales validation report shall be certified on company letterhead signed by a partner, corporate officer, or other person authorized to bind the Contractor.

**2.4 Certifications and Registrations**

* Contractor must be certified by the Airline Reporting Corporation (ARC) to meet the standards of the ARC Ticket Reporting Agency (TRA) program.
* Contractor must be currently certified by the International Airlines Travel Agency Network (IATAN) as an airline appointed ticketing location.
* Contractor shall be registered with the State of Kentucky as an entity authorized to conduct business in Kentucky. By submitting a Proposal, a Contractor represents and warrants that, as of the date of submission of its Proposal, the Contractor has completed, obtained or performed all registrations, filings, approvals, authorizations, consents and examinations required by any governmental authority for the provision of the services and that the Contractor will, in order to perform said services during the term of the Contract, comply with any requirements imposed upon it by law during said Contract term.

# **3.0 SCOPE OF WORK**

**3.1 Background**

ResCare currently performs Travel Management Services (TMS) in house. In an effort to streamline the process and simply corporate travel initiatives, ResCare has chosen to outsource TMS. The corporate travel statistics for Fiscal year 2015 are as follows:



Travel statistics are provided only as a snapshot for reference purposes only. Various factors can impact travel volume. ResCare **does not** guarantee the volume to be purchases or the continuous level of demand.

**3.2 Requirements**

The Contractor shall meet the requirements detailed within this section at a minimum. Contractors may propose additional services which may enhance the ResCare’s corporate travel options.

### **3.2.1 Reservations and Services**

| Global Reservation Process | * Arrange reservations with air, rail, car, hotel, corporate apartments, corporate planes, ferries, onsite car rentals, shuttles, limos and vans
* Offer lowest available rates on air, car, hotel, rail, ferry and other suppliers as requested
* Book preferred seating, request special meals and other services as governed by traveler profiles, document itinerary
* Comply with situation specific Corporation travel policy and trip approval requirements
* Document PNR with exception documentation, reason codes and low fare comparison
* Waitlist if necessary and confirm cleared waitlists (lower fare or sold out situations), communicate results to traveler or traveler planner
 |
| --- | --- |
| Fare Search | * Provide continuous low Fare search
* Provide international rate desk support to fare and apply international tariff
 |
| Traveler Profiles | * Provide timely and accurate input of traveler profiles
* Ability to link HR Data feed for Profile Building
* Provide Automatic Profile Synch technology
* Maintain traveler profile in the GDS.
* Profiles updated or deleted as required for terminations, transfers new hires.
 |
| Hotel | * Provide lowest hotel rate options using the negotiated hotel rates of Corporation, Agency or lowest market available
 |
| Customer Service | * Maintain service levels as defined in ResCare’s Service Level Agreement (SLA)
 |
| Disaster recovery | * Create, publish, maintain and deploy comprehensive disaster recovery plans for reservations, supplier disaster, world crisis, technology, information retrieval, trx, traveler/arranger communication plan.
 |
| Quality Control | * Provide automated Quality Control process for all reservations
* Comply with Policy Exceptions with Automated/Manual process
 |

### **3.2.2 Personnel and Account Management**

|  |  |
| --- | --- |
| Travel Consultants | * Call center consultants should have the necessary experience booking airline reservations with air, hotel, car, limo and shuttle reservations.
* Dedicated Executive Services consultants for booking air, hotel, car, limo and shuttle reservations for Senior Leadership.
* Provide qualified support staff for ticket issuance and ticket packaging
 |
| Credit card payment and reconciliation | Provide credit card reconciliation and support for corporate card problem resolution and additional services as required for reorganization, acquisitions and special equity account billing |
| Traveler profiles | * Provide timely and accurate input of traveler profiles
* Ability to link HR Data feed for Profile Building
* Provide Automatic Profile Synch technology
* Maintain traveler profile
1. Profiles updated or deleted as required for terminations, transfers new
2. hires.
 |
| Telephone service levels | * Maintain service levels as defined in the Service Level Agreement
 |

### **3.2.3 Ticketing**

|  |  |
| --- | --- |
| Equipment | * Provide all equipment (i.e. Satellite Ticket Printers) as needed at each off-site/call center and ticketing locations
 |
| Prepaid and Other Misc. Documents | * Prepare and process appropriate documents where absolutely necessary and where electronic tickets cannot meet the need
 |
| Ticket distribution | * Distribute all tickets and invoices accurately and timely
* Deliver customized e-ticket itineraries and receipts as needed via email
* Provide distribution of paper tickets via mutually agreeable delivery service
 |

### **3.2.4 Technology Services**

|  |  |
| --- | --- |
| Point of Sale Technology  | * Internet/web fare capability
* Point of sale technology
* Point of sale transaction fee capability
* Mid office quality control & file finishing
* Utilize any or all major GDSs
* Utilize automated pricing programs
 |

# **4.0 PROPOSAL SUBMISSION DETAILS**

## **4.1 Submission Instructions**

The Contractor shall submit 2 sealed copies each of the Technical and Financial Volumes of the completed proposal to the Procurement Manager listed in Section 1.4 on or before the Due Date noted in Section 1.7 of the RFP.

## **4.2 Volume 1 - Technical Proposal**

The Technical Proposal shall include all items detailed below. In addition to the following instructions, responses in the Contractor’s Technical Proposal must be able to be directly mapped to the RFP.

The Technical Proposal shall include the following documents and information in the order

specified as follows.

* Title Page and Table of Contents
* Claim of Confidentiality
* Transmittal Letter
* Executive Summary
* Minimum Qualifications Documentation
* Technical Response to the Requirements
* Proposed Work Plan
* Proposed Implementation Plan
* Quality Management Plan
* Data Security/ Sensitive Data Management Plan
* Experience and Qualifications
* Proof of Qualifications and Certifications

## **4.3 Volume 2 – Financial Proposal**

The Financial Proposal shall contain a Title Page with the Contractor’s name, due date, and Solicitation number. In addition, all price information must be included in similar format to that specified below.



# **5.0 PROPOSAL EVALUATION**

As a Contractor to the Federal Government, ResCare has adopted FAR 15.301 as guidance for Proposal evaluation. As per the FAR regulation, ResCare will evaluate the proposals in alignment with the following:

“(a) Proposal evaluation is an assessment of the proposal and the Contractor’s ability to perform the prospective contract successfully. An agency shall evaluate competitive proposals and then assess their relative qualities solely on the factors and sub-factors specified in the solicitation. Evaluations may be conducted using any rating method or combination of methods, including color or adjectival ratings, numerical weights, and ordinal rankings. The relative strengths, deficiencies, significant weaknesses, and risks supporting proposal evaluation shall be documented in the contract file.

(1) Cost or price evaluation. Normally, competition establishes price reasonableness. Therefore, when contracting on a firm-fixed-price or fixed-price with economic price adjustment basis, comparison of the proposed prices will usually satisfy the requirement to perform a price analysis, and a cost analysis need not be performed. In limited situations, a cost analysis (see [15.403-1](https://www.acquisition.gov/far/current/html/Subpart%2015_4.html#wp1208385)(c)(1)(i)(B)) may be appropriate to establish reasonableness of the otherwise successful Contractor’s price. When contracting on a cost-reimbursement basis, evaluations shall include a cost realism analysis to determine what the Government should realistically expect to pay for the proposed effort, the Contractor’s understanding of the work, and the Contractor’s ability to perform the contract. (See [37.115](https://www.acquisition.gov/far/current/html/Subpart%2037_1.html#wp1082985) for uncompensated overtime evaluation.) The contracting officer shall document the cost or price evaluation.

(2) Past performance evaluation.

(i) Past performance information is one indicator of an Contractor’s ability to perform the contract successfully. The currency and relevance of the information, source of the information, context of the data, and general trends in contractor’s performance shall be considered. This comparative assessment of past performance information is separate from the responsibility determination required under [subpart 9.1](https://www.acquisition.gov/far/current/html/Subpart%209_1.html#wp1084058).

(ii) The solicitation shall describe the approach for evaluating past performance, including evaluating Contractors with no relevant performance history, and shall provide Contractors an opportunity to identify past or current contracts (including Federal, State, and local government and private) for efforts similar to the Government requirement. The solicitation shall also authorize Contractors to provide information on problems encountered on the identified contracts and the Contractor’s corrective actions. The Government shall consider this information, as well as information obtained from any other sources, when evaluating the Contractor’s past performance. The source selection authority shall determine the relevance of similar past performance information.

(iii) The evaluation should take into account past performance information regarding predecessor companies, key personnel who have relevant experience, or subcontractors that will perform major or critical aspects of the requirement when such information is relevant to the instant acquisition.

(iv) In the case of an Contractor without a record of relevant past performance or for whom information on past performance is not available, the Contractor may not be evaluated favorably or unfavorably on past performance.

(v) The evaluation should include the past performance of Contractors in complying with subcontracting plan goals for small disadvantaged business (SDB) concerns (see [subpart 19.7](https://www.acquisition.gov/far/current/html/Subpart%2019_7.html#wp1088741)).

(3) Technical evaluation. When tradeoffs are performed (see [15.101-1](https://www.acquisition.gov/far/current/html/Subpart%2015_1.html#wp1095855)), the source selection records shall include—

(i) An assessment of each Contractor’s ability to accomplish the technical requirements; and

(ii) A summary, matrix, or quantitative ranking, along with appropriate supporting narrative, of each technical proposal using the evaluation factors.

(4) Cost information. Cost information may be provided to members of the technical evaluation team in accordance with agency procedures.

(5) Small business subcontracting evaluation. Solicitations must be structured to give offers from small business concerns the highest rating for the evaluation factors in [15.304](https://www.acquisition.gov/far/current/html/Subpart%2015_3.html#wp1088883)(c)(3)(ii) and (c)(4).

(b) The source selection authority may reject all proposals received in response to a solicitation, if doing so is in the best interest of the Government.

(c) For restrictions on the use of support contractor personnel in proposal evaluation, see [37.203](https://www.acquisition.gov/far/current/html/Subpart%2037_2.html#wp1079714)(d).

 deficiencies, significant weaknesses, and risks supporting proposal evaluation shall be documented in the contract file.

(1) Cost or price evaluation. Normally, competition establishes price reasonableness. Therefore, when contracting on a firm-fixed-price or fixed-price with economic price adjustment basis, comparison of the proposed prices will usually satisfy the requirement to perform a price analysis, and a cost analysis need not be performed. In limited situations, a cost analysis (see [15.403-1](https://www.acquisition.gov/far/current/html/Subpart%2015_4.html#wp1208385)(c)(1)(i)(B)) may be appropriate to establish reasonableness of the otherwise successful Contractor’s price. When contracting on a cost-reimbursement basis, evaluations shall include a cost realism analysis to determine what the Government should realistically expect to pay for the proposed effort, the Contractor’s understanding of the work, and the Contractor’s ability to perform the contract. (See [37.115](https://www.acquisition.gov/far/current/html/Subpart%2037_1.html#wp1082985) for uncompensated overtime evaluation.) The contracting officer shall document the cost or price evaluation.

(2) Past performance evaluation.

(i) Past performance information is one indicator of an Contractor’s ability to perform the contract successfully. The currency and relevance of the information, source of the information, context of the data, and general trends in contractor’s performance shall be considered. This comparative assessment of past performance information is separate from the responsibility determination required under [subpart 9.1](https://www.acquisition.gov/far/current/html/Subpart%209_1.html#wp1084058).

(ii) The solicitation shall describe the approach for evaluating past performance, including evaluating Contractors with no relevant performance history, and shall provide Contractors an opportunity to identify past or current contracts (including Federal, State, and local government and private) for efforts similar to the Government requirement. The solicitation shall also authorize Contractors to provide information on problems encountered on the identified contracts and the Contractor’s corrective actions. The Government shall consider this information, as well as information obtained from any other sources, when evaluating the Contractor’s past performance. The source selection authority shall determine the relevance of similar past performance information.

(iii) The evaluation should take into account past performance information regarding predecessor companies, key personnel who have relevant experience, or subcontractors that will perform major or critical aspects of the requirement when such information is relevant to the instant acquisition.

(iv) In the case of an Contractor without a record of relevant past performance or for whom information on past performance is not available, the Contractor may not be evaluated favorably or unfavorably on past performance.

(v) The evaluation should include the past performance of Contractors in complying with subcontracting plan goals for small disadvantaged business (SDB) concerns (see [subpart 19.7](https://www.acquisition.gov/far/current/html/Subpart%2019_7.html#wp1088741)).

(3) Technical evaluation. When tradeoffs are performed (see [15.101-1](https://www.acquisition.gov/far/current/html/Subpart%2015_1.html#wp1095855)), the source selection records shall include—

(i) An assessment of each Contractor’s ability to accomplish the technical requirements; and

(ii) A summary, matrix, or quantitative ranking, along with appropriate supporting narrative, of each technical proposal using the evaluation factors.

(4) Cost information. Cost information may be provided to members of the technical evaluation team in accordance with agency procedures.

(5) Small business subcontracting evaluation. Solicitations must be structured to give offers from small business concerns the highest rating for the evaluation factors in [15.304](https://www.acquisition.gov/far/current/html/Subpart%2015_3.html#wp1088883)(c)(3)(ii) and (c)(4).

(b) The source selection authority may reject all proposals received in response to a solicitation, if doing so is in the best interest of the Government.

(c) For restrictions on the use of support contractor personnel in proposal evaluation, see [37.203](https://www.acquisition.gov/far/current/html/Subpart%2037_2.html#wp1079714)(d).”