The Yurok Tribe is soliciting proposals for professional services from qualified travel agencies in response to this Request for Proposal (RFP) for travel services.

The Yurok Tribe hereby invites you to submit a Proposal to this Request for Proposal (RFP).

Please submit any questions you have regarding the specifications by May 4, 2015 by 5:00 p.m. You may email your questions to: jduncan@yuroktribe.nsn.us.

Notice of Intent to Bid is due by May 8, 2015, final proposal due by May 11, 2015.

Yurok Tribe looks forward to receiving your Proposal. We appreciate your interest in Yurok Tribe’s procurement opportunities.

Sincerely,

JEANIE DUNCAN

Grants/Contracts Compliance Officer
REQUEST FOR PROPOSAL (RFP)

Travel Management Services

Purpose

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

The Tribe is soliciting proposals for information relative to cost, service delivery and methodology.

Background

The Tribe has been federally recognized since 1851 and the contemporary tribal government has been formally organized since 1993, when the Tribe’s constitution was adopted. The Tribe is the largest tribe in California with nearly 6,000 tribal members.

The Reservation is located in the most isolated region of Northwest California, consisting of lands, one mile on each side of the lower forty-four (44) miles of the Klamath River from just above the confluence of the Trinity River at Weitchpec to the mouth of the river as it flows into the Pacific Ocean.

Process and Timeline

The following dates are set for information and planning purposes. The term COB means 5:00 p.m. Pacific Standard Time (PST). The Tribe reserves the right during this procurement to change any of the dates. If changes are made, the Tribe will contact the Bidders.

<table>
<thead>
<tr>
<th>RFP SCHEDULE</th>
<th>DATE</th>
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<tbody>
<tr>
<td>RFP Release</td>
<td>April 28, 2015</td>
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<tr>
<td>Written Questions (due by 5 p.m. PST)</td>
<td>May 04, 2015</td>
</tr>
<tr>
<td>Written Questions Answered and provided to all Bidders</td>
<td>May 05, 2015</td>
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<tr>
<td>Notice of Intent to Bid (due by 5:00 p.m. PST)</td>
<td>May 08, 2015</td>
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<td>Proposal Due (due by 5:00 p.m. PST)</td>
<td>May 11, 2015</td>
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<tr>
<td>Interview Finalists</td>
<td>May 15, 2015</td>
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<tr>
<td>Selection of Finalist</td>
<td>May 22, 2015</td>
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<tr>
<td>Notify Winning Service Provider</td>
<td>May 26, 2015</td>
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Questions and Answers

All questions must be submitted in writing by email: jduncan@yuroktribe.nsn.us on May 04, 2015 by 5:00 p.m. Questions submitted to the Tribe after this period will only be answered if the Tribe determines the question is critical to the success of the RFP process. Responses to all questions will be circulated to all Bidders.

Contact Information

The following designated contact should be used for all queries relating to the RFP.

<table>
<thead>
<tr>
<th>Point of Contact</th>
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<tbody>
<tr>
<td>Name</td>
<td>Jeannie Duncan</td>
</tr>
<tr>
<td>Title</td>
<td>Grants/Contract Compliance Officer</td>
</tr>
<tr>
<td>Address</td>
<td>P.O. Box 1027, Klamath, CA 95548</td>
</tr>
<tr>
<td>Telephone Number</td>
<td>(707) 482-1350, ext. 1423</td>
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<tr>
<td>Fax Number</td>
<td>(707) 482-1377</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:jduncan@yuroktribe.nsn.us">jduncan@yuroktribe.nsn.us</a></td>
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Notice of Intent to Bid

Notice of Intent to Bid (Attachment 1) must be received by May 8, 2015 (due by 5:00 p.m. PST). The notice should be emailed to the Grants/Contract Compliance Officer. Email: jduncan@yuroktribe.nsn.us.

Right to Reject Proposals

Issuance of this RFP in no way constitutes a commitment by the Tribe. The Tribe 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 Tribe to do so. The Tribe may reject any proposal if it is considered incomplete, conditional, contains irregularities, or does not meet qualifications, requirements or specifications. Failure to furnish all information may disqualify the proposal.

Ownership of Proposals

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

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

Services Required

The tribal government employs over two hundred-fifty (250) employees. In addition, the Tribe employs seasonal workers, bringing the total number of individuals employed by
the Tribe to approximately three hundred fifty (350). The Tribe’s government consists of thirty (30) major tribal departments.

Reservation lands include parts of Humboldt and Del Norte Counties, two of the largest land-based counties in the state of California. Currently, the closest airports are located in Crescent City, CA (Del Norte County); Arcata, CA (Humboldt County); and Medford, OR (Jackson County). The airport in Crescent City was serviced by Skywest Airlines, however, as of September PenAir will become the provider.

The Tribe’s travel volume in calendar year 2014 exceeded $350,000. This calendar year, the Tribe anticipates travel volume to meet or exceed this amount.

The Tribe 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 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., worldwide

3. Should be able to deliver the following services:
   - Make bookings on the shortest notice
   - 24/7 service worldwide
   - Team reached at all times through popular communication methods (email, chats, 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

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
   - Billing done in timely manner to give customer time to pay
   - Invoicing as main source of payment instead of company credit card payment only
Request for Proposal Questions

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

**Agency Profile**
1. Describe your agency experience servicing non-profit and/or tribal organizations.
2. Describe your agency experience servicing clients required to comply with U.S. Governmental travel regulations.
3. What are the standard days/hours of operation of your agency?
4. Describe your 24-hour emergency service and your ability to assist travelers nationally or globally.
5. Is your emergency service guaranteed? If so, how?

**Savings**
1. Describe how your agency can deliver incremental savings beyond transaction fee savings.
2. Describe your corporate or government hotel program.
3. Describe your ability to management unused ticket inventories for both traditional and online transactions.

**Services**
1. List the primary individual(s) who will be responsible for managing the Tribe’s account.
2. How does your agency compile and maintain profiles for the Tribe’s travelers?
3. How does your agency handle the issuance of paper tickets (when needed/requested)?
4. How will you inform the Tribe of breaking industry news, security advisories and market updates?
5. What is the process of resolving customer service issues?
6. As a travel agency, are you able to provide all of these services: air, hotel, visa, car, train, other?
7. What additional services and benefits is your agency able to provide?

**Reservation Process**
1. What systems/procedures/tools are in place to streamline the telephone reservation process and reduce handling time?
2. What is the process for traveler profile maintenance particularly when changes are made via telephone, email and/or the web?
3. 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.
4. Describe preferred vendor relations for airline, car and hotel agreements providing an overview of existing preferred vendor programs.

**Billing**
1. Does your agency offer a corporate card product?
2. Does your agency offer a central billing option? If so, describe your ability to reconcile centrally-billed charges.
3. Does your agency offer an automated system to allocate transactions fees to company department/projects?
4. Does your agency customize invoices to include budget coding?
5. 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?
6. Provide a brief overview of your pricing philosophy and strategy.
7. How do you define transaction fee? Specifically address traditional versus online transactions.

**Response Format**

Each Proposal should provide a straightforward, concise description of the agency’s ability to meet the requirements of this RFP. Proposals should not contain unsolicited, extraneous or duplicative information. Proposals must be based solely on the requirements contained in this RFP.

Agency must submit one electronic version of the proposal to Jeannie Duncan, Grants/Contracts Compliance Officer, email: jduncan@yuroktribe.nsn.us.

**Request for Agency Corporate Information**

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:
- Name and address of the agency submitting the Proposal including telephone, fax numbers and email addresses.
- Type of business entity (i.e., corporation, partnership, limited liability company, limited liability partnership, sole proprietorship). If a corporation, include place of incorporation.
- Number of years agency has been providing the types of services specified in this RFP.
- What is agency’s total number of employees?
- Provide the latest of agency’s annual report.
- Provide agency’s net revenue for the last three (3) years.
• Provide five (5) references and contact information for a company which is similar in size and presence to the Tribe.

By submitting Proposal, agency grants the Tribe the right to obtain any information from any lawful source regarding (i) the past history, practices, conduct and ability of agency to perform the services and otherwise to fulfill the requirements under this RFP, and (ii) the past history, practices conduct and ability of any director, officer or key employee of agency.
NOTICE OF INTENT TO BID

Due May 8, 2015, 5:00 PM PST

SEND TO:
Yurok Tribe
P.O. Box 1027
Klamath, CA 95548
Attn: Jeannie Duncan, Grants/Contracts Compliance Officer
Email: jduncan@yuroktribe.nsn.us

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