

STATE OF NEW HAMPSHIRE
Department of Administrative Services
Division of Procurement and Support Services
Bureau of Purchase and Property
State House Annex
Concord, New Hampshire 03301

Date: January 15, 2020

NOTICE OF CONTRACT

COMMODITY: TRAVEL SERVICE

CONTRACT NO.: 8002557

NIGP: 961-7800

VENDOR: Sunward Adventures
1051 East Alessandro Blvd, Suite 220
Riverside, CA 92508

VENDOR #: 228842

CONTACT

Brian Kerr
Tel. No.: 951-697-6895
Emergency
Tel. No.: 909-215-6021
Fax: 951-225-3738
E-Mail: travel@sunward.com

EFFECTIVE FROM: July 8, 2019 Through December 31, 2022

ORDERING:

Agencies should utilize the attached **Sunward Adventures Booking Instructions** and submit the **Travel Request Form** when requesting travel services. Agencies may also place orders directly to the Contractor via phone, fax, on-line or in person. Missing or incomplete information on the Travel Request Form may delay Contractor's ability to book travel.

Obtaining approval for travel is the responsibility of the individual traveler and the agency they represent. Each Agency is to supply Contractor with an approved (out-of-state travel form), waiver or Letter of Authorization.

PAYMENT & TERMS:

Payments shall be made via ACH

INVOICING & PAYMENTS:

Invoices may be electronic or manual, but must include date(s) of travel, traveler name, agency, invoice number, flight information and cost. Each invoice must go to prospective traveler's business office (or remit to address) as the account is set-up for ensured processing.

Invoices shall be submitted at the time of ticketing to the requesting agency. Payment shall be paid in full within thirty (30) days after receipt of invoice and ticket issue to Contractor or employee. Not after travel, unless you are federally funded and you notify Contractor at time of order.

PRODUCTS & PRICING:

CONTRACT USAGE & EXCEPTIONS: All State agency personnel / travelers under Department of Administrative Services (DAS) authority as provided under RSA 21: I are required to use this contract to obtain travel services for domestic and international air travel. This includes those in the care, custody or control of the State while traveling. State of New Hampshire agencies must also book car rentals, hotel accommodation, etc., using this contract unless a lower fare/rate can be obtained.

Employees must give traveler name, departure destination and arrival destination, dates, desired time and type of accommodation needed at time of initial request. Employees may not require specific routing, or airline when making request although preference will be noted as long as fare requirements are met. *If agency is using the Vendor travel for a fare comparison, agency may provide the fare obtained with this initial request for assistance.*

Employees are allowed to purchase tickets off contract whenever they can achieve better total pricing versus the contract price. The Vendor will e-mail quote for ticketing to State Agency for price comparison. Agency must obtain authorization when not accepting the lowest fare from the agency commissioner.

If a lower fare objection is intended as justification to purchase travel (airline, hotel or auto) outside the state contract, the following procedure should be followed:

1. Assure that the Vendor is unable to obtain the fare you are purchasing and attach confirmation to the expense reimbursement request.
2. Notify the Vendor that other arrangements have been made for improvement in services to the State (best notification method can be made via fax or e-mail with a copy of your purchase receipt). This notification needs to be done in a timely manner for reporting purposes. If Agency has already obtained fare comparison, they are asked to provide that information to the Vendor at the time of arrangements or obtain quote information.
3. Employees are not required to accept a ticket that has more than two (2) stops per departure or return flight.

BILLING: The State of New Hampshire requires that all air travel, whether a State Agency or a cooperative purchasing member, be charged to the State's contracted travel charge accounts. Each State Agency makes the travel arrangements for their perspective members and pays the invoices accordingly. State Agencies will set up a central billing account with the Contractor. If the agency is federally funded, this must be indicated at the time of set up and/or prior to booking.

STATE AGREES TO PROVIDE: The Authorized Purchaser shall provide the Vendor with information on contact persons representing the Authorized Purchaser and keep this information current throughout the contract term. The Authorized Purchaser shall provide the following information to the Vendor. Authorized Purchasers shall be required to keep this information current throughout the term of the contract.

Agency Name & Agency Address Remit
Telephone and Fax Number (s)
E-Mail address, if available
List of employees authorized to make travel arrangements for that agency

HOURS OF OPERATION: All services performed shall be performed between the hours of 7:30 A.M. and 4:00 P.M unless other arrangements are made in advance with the State, Monday through Friday, excluding legal holidays, Eastern Standard Time (E.S.T.). Travel services outside these hours shall be handled in accordance with emergency services. Outside calls cannot be routed to answering machines/services. In the event the phone system is out of service, reservations must be handled manually. All calls shall be handled promptly and the Vendor should have a continual quality control program in service.

AIR FARES: The Vendor guarantees to offer the State travelers with the Lowest Logical Available Airfare (LLAA) at the time of the reservation. The Vendor is responsible for ticketing within the specified time to ensure application of LLAA. Direct billing to the individual State agency's account is required. This lowest possible rate must be within a three (3) hour window period for travel request.

The Vendor shall advise the travelers of the availability of different flight options, which may produce a lower fare (flights plus or minus three (3) hours of the requested departure time that produce lower fare or flights that are available with one (1) stop in lieu of more expensive non-stop flights).

If any flight is canceled within the legal time frame specified by the air carrier, the Vendor is responsible to inform any traveler of any penalty that may be incurred due to the change or cancellation of special fares. The notification should be communicated prior to ticketing and restated on the traveler's itinerary.

Employees must consider alternate airports when determining LLAA and may not exclude any airline carrier due to personal preference.

EMERGENCY SERVICES: The Vendor shall maintain a 24/7 emergency contact number to assist State Travelers with any travel emergency that may arise regardless of the time or location. The emergency service number shall be staffed by a fully trained reservationist who promptly advise and assist the traveler. The Vendor shall have the capability to dispatch airline tickets to any areas of the world either through the Vendor's own network of offices, airport ticket counters or E-Tickets.

ADDITIONAL ACCOMMODATIONS: The Vendor may provide reservations for other accommodations in addition to air travel such as ground transportation, hotel/motel to the traveler at the most economical rate. Additional accommodations with the purchase of an airline ticket are a courtesy service. If the additional accommodation does not have an airline ticket issued by the agency, a fee will be charged to the State Agency, but not to exceed the fee established in the Offer Section. Vendor will provide the availability of airline ticket insurance if agency requests.

Individuals booking hotel accommodations may be required to supply a credit card to the Vendor travel to give to hotel to secure rooms.

TICKETS, ITINERARY & DOCUMENTS:

E-Tickets will be provided by the Vendor to the traveler when applicable.

Itinerary: Upon issuance of the E-Tickets, a copy for the traveler's itinerary must be provided. The itinerary must indicate the following:

- The full address and phone number of the booking agent
- Carrier name(s) and flight numbers (departing and return)
- Arrival and departure dates and times
- Ground transportation and/or hotel confirmation number if applicable
- The lowest fare available accepted or why it was declined.

SECURITY ISSUES: The Vendor should advise travelers of any possible security problems concerning destinations or carriers. The Vendor has the responsibility to inform the traveler as to the areas of the world where travel may be unsafe due to international terrorism as well as specific carriers that should be avoided as advised by State Department. In the event of loss/theft of traveler's passport, the Vendor shall provide assistance in obtaining an emergency renewal.

FEE RESTRICTIONS: The transaction fee will only be charged at the time of ticketing of an airline reservation or when a reservation is confirmed with a confirmation number (consider this total cost of traveling). One transaction fee will be charged regardless of the number of changes made to an itinerary until the airline ticket is issued. Reservations with multiple travel suppliers such as one (1) airline ticket combined with a rental car, and hotel reservation will only be assessed a single fee for one (1) reservation or trip. Reservations requiring multiple airlines may be assessed multiple fees. The State of NH will not pay for paper tickets for domestic air travel.

Description	Fixed Price
Agency/Processing Fee	\$17.00
Re-Issue Fee	\$17.00
Additional Accommodation Fee (Hotel/Transportation with no airline ticket)	\$15.00

QUESTIONS: Direct any questions to Jeff Haley, 603-271-2202 or Jeffrey.Haley@das.nh.gov