

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: June 17, 2016

NOTICE OF CONTRACT-EXTENSION

COMMODITY: TRAVEL SERVICES (WHEN REQUIRED)

CONTRACT NO.: 8001391

NIGP CODE: 961-7800

CONTRACTOR: Milne Travel Agency **VC#** 160402 B001
 24 Airport Road
 West Lebanon NH 03784
Tel. No.: 603-298-6644
Fax No.: 603-298-5836

Milne Booking:

OFFICE	MANCHESTER	W. LEBANON	KEENE
ADDRESS	545 Hooksett Rd Manchester NH 03104	24 Airport Rd W Lebanon NH 03784	70 Island St Keene NH 03431
PHONE	603-641-2632	603-298-6644	603-352-8005
FAX	603-647-9315	602-298-5836	n/a
STAFF	Suzanne Alleca 603-836-4701	Bev Welch Xtn 3841	
	Kelly Garcia 603-836-4682	Sue Belisle Xtn 3840	
MANAGER	Pam Cohen	Doug Wentworth	
E-MAIL	business.travel@milnetravel.com	business.travel@milnetravel.com	business.travel@milnetravel.com

Effective From: April 1, 2013 Through: June 30, 2014
 EXTENSION: July 1, 2014 through December 31, 2014
 EXTENSION: January 1, 2015 through December 31, 2015
 EXTENSION: January 1, 2016 through June 30, 2016
EXTENSION: July 1, 2016 through December 31, 2017

EMERGENCY NUMBER: 1-888-876-4213

Ordering: Agencies may place orders direct to Contractor via phone, fax, on-line or in person. Each Agency is to supply Contractor with an approved Form A-24 (out-of-state travel form), waiver or Letter of Authorization for authorization personnel. Additionally the traveler must fill out the attached Corporate Travel Profile Form when making arrangements. Form can be filled out once per year or as needed.

QUESTIONS: Danielle Bishop, Purchasing Agent, 603-271-3290, Danielle.Bishop@NH.Gov

INVOICING & PAYMENTS (please read thoroughly): Invoices shall be submitted at the time of ticketing to the requesting agency. **Payment must be paid in full within fifteen (15) 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.

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.

PAYMENT: Payments shall be made via ACH. For more information, use the following link for the State Treasury: <http://www.nh.gov/treasury/Divisions/DocsForms/Tforms.htm?inc=P>

PURPOSE: This contract is for Travel Services for the State of New Hampshire agencies when required to travel.

CONTRACT USAGE & EXCEPTIONS: All State agency personnel / travelers under Department of Administrative Services (DAS) authority as provided under RSA 21:1 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 you are using Milne Travel for a fare comparison, you may provide the fare you have 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 Contractor 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 Milne Travel is unable to obtain the fare you are purchasing and attach their confirmation to your expense reimbursement request.
2. Notify Milne Travel 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 you have already obtained fare comparison, you are asked to provide that information to Milne at the time you make arrangements or obtain quote information.
3. Employees are not required to accept a ticket that has more than 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.

Agencies must inform individuals to fill out the Corporate Travel Profile for each traveler when booking and setting up accounts. This form is to be used per traveler not the agency. 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 Contractor 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 Contractor. 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: The Contractor shall provide full travel services on a regular basis during the hours of 8:00 am through 6:00 pm 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 Contractor should have a continual quality control program in service.

AIR FARES: The Contractor guarantees to offer the State travelers with the Lowest Logical Available Airfare (LLAA) at the time of the reservation. The Contractor 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-hour window period for travel request.

The Contractor should advise the travelers of the availability of different flight options, which may produce a lower fare (flights plus or minus three hours of the requested departure time that produce lower fare or flights that are available with one 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 Contractor 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 Contractor 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 Contractor shall have the capability to dispatch airline tickets to any areas of the world either through the Contractor's own network of offices, airport ticket counters or E-Tickets.

ADDITIONAL ACCOMMODATIONS: The Contractor 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 contract.

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

TICKETS, ITINERARY & DOCUMENTS:

E-Tickets will be provided by the Contractor 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 Contractor should advise travelers of any possible security problems concerning destinations or carriers. The Contractor 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 Contractor 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 rental car, hotel and airline reservation, there will only be a single fee for one reservation or trip. The State of NH will not pay for paper tickets for domestic air travel.

OFFER: The Contractor hereby offers to perform the services to the State of New Hampshire as specified at the prices quoted below, in complete accordance with the contract specifications.

AIRLINE TICKET ISSUANCE

Description	Fixed Price
Agency/Processing Fee	\$28.49
Re-Issue Fee	\$15.00
Additional Accommodation Fee (Hotel/Transportation with no airline ticket)	\$15.00

See attached Corporate Travel Profile Form or contact Contractor for form.