

## TRAVEL MANAGEMENT SERVICES FAQ'S

**Q. How was the Travel Management Service Contractor chosen?**

**A.** A Request for Proposal (RFP) was conducted by the Office of General Services (OGS) Procurement Services for a full service business travel agency and Online Travel Reservation System. Child Travel New York Inc. was awarded the contract based on the services offered and competitive fees.

**Q. What are the benefits of using the travel contract?**

**A.** State contracted Travel Contractor:

- Provides one-stop travel shopping that adheres to the State's travel policy including allowable lodging maximums and preferred travel providers.
- Provides "online reservations" through an Online Travel Reservation System (available 24/7) as well as full service travel agent assistance for all aspects of official travel.
- Offers training to department units on how to use their online reservation system tools via webinar, in person training or on-line tutorials.
- Provides State travelers with a 24 hour, worldwide emergency reservation system that assists with protection against airline cancellations, hotel overbooking, and assistance in emergency situations such as illness, security threats, thefts, etc.
- Has direct access to book airline tickets with low cost carriers such as Southwest Airlines, Allegiant and Jet Blue Airways.
- Maintains profiles for individual travelers listing the traveler's preferences for seats, hotel and car rental, corporate discount numbers, frequent travel program numbers, and unused ticket information.
- Tracks unused airline tickets, automatically updates traveler profiles with the unused ticket information and alerts travelers of the unused ticket(s) when making future airline reservations.
- Informs travelers of visa, passport and health requirements for international travel and provides application forms or assistance as needed. In emergency situations, assistance will also be provided to obtain a new or renewal passport.
- Takes every reasonable step to obtain seat assignments on capacity controlled flights and checks daily for travelers seating preference.
- Mobile booking applications that will include the ability for airline check-in on popular Smartphone platforms.
- Management reports to assist in leveraging purchasing power and the capabilities to enable using entities to effectively administer their travel programs.
- Service Requirements: [http://www.ogs.ny.gov/purchase/snt/awardnotes/7900522536SvcReq\\_TMS.pdf](http://www.ogs.ny.gov/purchase/snt/awardnotes/7900522536SvcReq_TMS.pdf)

**Q. What is Child Travel New York Inc. contact information?**

**A.** Child Travel New York Inc.  
d/b/a Child Travel, a Direct Travel Company  
30 Corporate Drive  
Clifton Park, New York 12065  
Reservations: 518-292-9000 or 800-774-0655  
Email: CTTravel@dt.com  
After Hours Emergency Assistance: 800-774-0655, Option 8

**Q. Does Child Travel New York Inc. provide internet booking capabilities and full service assistance?**

**A.** Yes, Child Travel New York Inc. offers a robust Online Travel Reservation System (Concur Travel) and full-service travel agent assistance. With the implementation of this contract, the contractor will offer online travel reservations. The Online Travel Reservation System will be available 24 hours a day, seven days a week and offers a substantial discount from the fee charged when calling the travel contractor directly.

**Q. When will the Online Travel Reservation System be implemented?**

**A.** All state agencies, public authorities, boards and political subdivisions that intend to utilize the Online Travel Reservation System will be required to establish an account with Child Travel New York Inc. **Procedures for establishing these accounts will be published as a Purchasing Memorandum within sixty calendar days of the award of the contract.**

**Q. What are the transaction fees associated with Child Travel New York Inc. and the Online Reservation System?**

**A.** Child Travel New York, Inc. fees located at: [http://www.ogs.ny.gov/purchase/snt/awardnotes/7900522536PL\\_TMS.pdf](http://www.ogs.ny.gov/purchase/snt/awardnotes/7900522536PL_TMS.pdf) provides a list of services and the associated transaction fee based on the type of travel arranged. Airline and rail transaction fees through the Online Travel Reservation System is as low as \$4.95. This amount is much less than the fees charged by the State's former travel agencies and is less than the fee charged on most airline travel sites.

**Q. Is the new travel services contract required?**

**A.** Yes, all state agencies are required to use the travel management services contract due to the easy-to-use Online Travel Reservation System, experienced travel agents, and significant cost-savings available to the State.

**Q. What are the payment method options for this contract? Can personal credit cards be used?**

**A.** All tickets must be purchased using the designated State Travel Cards. Employees may not use personal credit cards or other means for reimbursement.

**Q. My agency has its own procurement card. Can we use this card for the Travel Management Services contract?**

**A.** State Agencies cannot use the procurement card for purchasing travel services since they have access to the Travel Card or Non-Employee Travel Card (NET). However, non-state agencies can use the New York statewide contracted procurement card for purchasing travel services.