# NEW YORK STATE SERVICE REQUIREMENTS

## I. Reservation and Rates Requirements

The Contractor shall:

1. Provide travel agents to arrange reservations and issue tickets for airlines and rail along with reservations for passenger vehicle rentals and lodging. These services must include international travel, with travel agency assistance in obtaining passports and visas.

2. Provide at no cost to the Authorized User, advice and applications for passports, visas, tourist cards and other documents necessary for foreign travel upon request. Visa processing fees may be handled as a "pass through" charge to the traveler.

3. Offer to Authorized Users the lowest available rates on travel (excluding airfare) and the lowest logical available airfare.

4. Ensure that the travel options delivered under the Agent Assisted Airline Transaction Fee are identical to those obtained by Authorized Users via the Online Travel Reservation System.

5. Book preferred seating, request special meals and other services as governed by traveler profiles and document itinerary.

6. Comply with all state travel policy and trip approval requirements. The Office of the State Comptroller Travel Manual is at: http://www.osc.state.ny.us/agencies/travel/manual.pdf

7. Obtain approval by Authorized User/traveler of any fare which requires a penalty for change or is non-refundable.

8. Document Passenger Name Record (PNR) with exception documentation, reason codes and low fare comparison.

9. Provide continuous low fare search through Global Distribution System (GDS) for both online and agent-assisted reservations.

10. Provide international rate desk support to fare and apply international tariff for both online and agent-assisted reservations.

11. Provide lodging reservations, including initiating and confirming the reservation rate.

12. Book lodging at the lowest applicable and available rate, including but not limited to government, commercial, corporate or other discounted rate, including any rates negotiated by the State of New York.

13. Include confirmation numbers and other pertinent reservation data on the traveler's itinerary.

14. Reserve rental vehicles for all Authorized Users using the New York State Passenger Vehicle Rental Award (located at: http://www.ogs.ny.gov/purchase/snt/awardnotes/7200122273can.HTM) confirm rate, and include confirmation information on traveler itinerary.

15. Provide information on the airports' terminal shuttle transportation, mass transit, and parking service availability. If applicable, Contractor will provide their negotiated airport parking services rates to the State but shall use a future state negotiated rate if lower.

16. Verify fare rates and schedules before traveler's departure date for all tickets issued. In the event carriers reduce fares, or the State is able to negotiate a lower rate, the Contractor will search out affected tickets and reissue them at the lower rates.

17. Notify travel suppliers of the individual traveler's frequent flyer or reward number if provided by users. Frequent Flyer mileage points may be accrued to the individual traveler.

18. Void tickets within the 24 hour window while following the requirements of the Airline Reporting Corporation (ARC).

19. Promptly process the necessary paperwork and refund an unused refundable ticket less the Transaction Fee when the ticket is submitted for refund. No additional fee shall be assessed by the Contractor. Under no circumstances shall the Contractor provide any Authorized User with a cash refund on tickets for travel. All refunds must be credited back to the original credit card or other payment means originally charged for the ticket. Each ticket shall be coded "refundable only to travel agency," to preclude a cash refund.

20. Identify travelers who either may be in high risk locations (security or natural disaster threat), have travel booked to high risk locations, or may be requesting travel to high risk locations within 2 hours upon request from an Authorized User or the Statewide Travel Coordinator.

21. Notify passengers via email or by phone confirmation of any itinerary changes in flight, rail, or other travel schedules as soon as the Contractor receives the information from the travel supplier, and in no event longer than one hour from Contractor's receipt of the information. Any tickets, itineraries, and billings shall be modified or reissued to reflect changes, as necessary. The Contractor will make adjustments for any airline schedule changes in travel. If itinerary changes by the travel supplier result in ticket reissue, ticket reissue shall be done at no cost to the passenger/Authorized User.

22. Audit fares on the day of ticketing to ensure compliance to the applicable OGS Air Travel Services contracts or, if no State contract is present, for the lowest available fare. The Contractor shall offer restricted class tickets (non-refundable, advance purchase, minimum length of stay) if applicable to travel needs.

23. Waitlist a flight if necessary and confirm cleared waitlist, communicating via email or by phone the results to traveler and/or travel coordinator.

24. Confirm seat assignment or note on invoice if seats are not available for assignment. In addition, Contractor shall enter in the Passenger Name Record (PNR) any appropriate information unique

to traveler and available in the traveler's profile (i.e., frequent flyer number, special service requirements).

25. Provide an automated quality control process for all reservations. The quality control process must include modules that automate the processing and quality control of all aspects of travel management service including: constant lower fare searches for already booked tickets, pre-ticketing quality control checks that include; New York State travel policy compliance, unused e-ticket usage tracking; preferred vendor agreements; and traveler preferences which include waitlist clearance, preferred seat assignments using live seat maps, and automatic frequent flyer upgrades at the exact applicable time.

26. Provide pre-travel reports daily, allowing Authorized Users finance officers or the Statewide Travel Coordinator to review any travel plans made outside of the State's travel policy before travel begins, allowing time for adjustments if necessary. If requested by Authorized Users finance officers or the Statewide Travel Coordinator, the delivery of these reports shall be scheduled daily and sent automatically via e-mail or as agreed.

27. Distribute all tickets accurately. All customized e-ticket invoices and receipts shall be delivered via email. All paper tickets / and invoices shall be delivered via mail or if necessary by overnight delivery service. If required for travel, any paper ticket fee assessed by the airline and appropriate delivery charges may be handled as a "pass-through" charge to Authorized User or traveler (See Contract § 2.2(4), Pass-Through Fees). The Contractor shall remain responsible for tickets until they are received and receipted by the designated traveler.

## II. Invoice Requirements

The Contractor shall provide each traveler and, upon request, the Authorized Users (department or office), a complete electronic or printed invoice including, but not limited to, the following:

1. Airline carrier or rail information.
2. Departure and arrival times for each segment of the trip.
3. Ground transportation facilities (examples include shuttle) at destinations.
4. Name, phone number, confirmation number and location of hotels/motels and room rates booked along with cancellation requirements and where applicable, tax exemption information booked by the Contractor at each destination.
5. Name, phone number, confirmation number and location of rental car booked by the Contractor at each destination.
6. The Contractor's nationwide toll-free number and after-hour emergency services toll-free number shall be included, along with the nationwide toll free number of any airline present in the itinerary.
7. A statement of all charges associated with the transportation ticket, including the ticket number, price, fees charged, and a description of those fees. All fees shall be listed as separate line items.
8. Any credit card number used as a form of payment must be removed or truncated down to the last four digits.

## III. Online Travel Reservation System Requirements

The Contractor shall provide and utilize the software package that meets the requirements of this section for the Online Travel Reservation System. The Online Travel Reservation System provided by the Contractor must:

1. Have fare searching capability.

2. Display the contracted "city-pair" and point of sale discount fares from NYSPro Group 79006 - Air Travel Services Awards 21991 and 22751 and any amendments or subsequent awards, and also regular published domestic and international fares and shall identify whether the fare is a contracted fare or published fare.

3. Offer the lowest logical airfares with ability of the State to dictate parameters.

4. Be capable of displaying contracted rental car rates from NYSPro Group 72001 - Passenger Vehicle Rental Award 22237 and any amendments or subsequent awards from the Western States Contract Alliance (WSCA) Lodging rates at: http://cms.oregon.gov/DAS/EGS/PS/pages/wsca_lodging.aspx

5. Have the ability to book car rentals, air fares and hotels at State contracted rates with travel vendors.

6. Accept and load New York State awarded travel contract data into the Online Travel Reservation System no later than two business days after notification by the State Travel Coordinator to ensure up-to-date rates are provided to the Authorized Users for first consideration.

7. Contain approval processes per State travel policy.

8. Permit the booking of one-way trips, round trips, multi-segments, and custom trips.

9. Provide the ability to cancel and modify existing reservations.

10. Permit booking of vehicle and hotel rooms either with a flight or separately.

11. Provide the ability to modify existing hotel and car reservation dates.

12. Permit the booking of rail (e.g. Amtrak) tickets.

13. Maintain traveler profiles, with the capability of adding, changing or deleting profiles by Contractor's agents and/or Authorized User travel coordinators.

14. Have the capability of saving trips or cloning/copying trips.

15. Offer online user support and training (on-site, webinar, video online) including a printable user guide.

16. Be on a secure website, be password protected and contain a ticket and payment authorization system.

17. Have the ability for travelers or representatives of Authorized Users to create unique passwords which must be used to access the Online Travel Reservation System.

18. Have the ability of allowing travel coordinators to book trips for travelers.

19. Be available 24 hours per day 365 days a year with 98% uptime annually. During any downtime Authorized Users shall be allowed to call the Contractor and will not be assessed the Agent-Assisted Airline or Rail Transaction Fee and will be assessed the Online Airline or Rail Transaction Fee instead.

20. Be able to provide booking and other relevant travel information via a mobile application examples include iPhone, android and blackberry devices, etc.) to Authorized Users' mobile devices upon request.

21. Have the capability to hold travel reservations for twenty-four (24) hours.

22. If requested, be able to integrate information with the State of New York online Statewide Financial System (SFS). Contractor agrees to coordinate with SFS, OGS and/or a third party host, for integration, if OGS exercises its right to do so. No costs or expenses associated with providing information and integration shall be charged to the State. Technical Requirements shall be provided by SFS, OGS and/or a third party host during integration. For more information on SFS, its use, and its capabilities please visit the SFS website here: http://www.sfs.ny.gov/. Please see Contract, §8.5, New York State Statewide Financial System.

23. Be an industry-wide recognized, non-proprietary tool with access to GDS fares as well as Southwest Airlines and SWABIZ fares.

24. Have the ability to be audited by the Contractor prior to ticketing for compliance to NYS Travel Policy and Guidelines. Any reservations not complying shall be forwarded to the appropriate Authorized User contact or, in lieu of a contact, to the Statewide Travel Coordinator.

25. Provide information on general traveler news and provide links to the following information:

    25.A. Office of General Services (OGS) statewide travel page at: http://www.ogs.ny.gov/BU/SS/Trav/default.asp

    25.B. NYSPro Air Travel Services Contracts at: http://www.ogs.ny.gov/purchase/snt/lists/gp_79006.asp

    25.C. NYSPro Passenger Vehicle Rental Contract at: http://www.ogs.ny.gov/purchase/snt/awardnotes/7200122273can.HTM

    25.D. Western States Contract Alliance (WSCA) Lodging Award located at: http://cms.oregon.gov/DAS/EGS/PS/pages/wsca_lodging.aspx

25.E. OSC Travel Manual: http://osc.state.ny.us/agencies/travel/travel.htm

25.F. U.S. Department of State's website: Travel tips - Going Abroad: http://travel.state.gov/travel/tips/tips_1232.html

25.G. International Travel Requirements: http://travel.state.gov/travel/travel_1744.html

25.H. Travel warnings: http://travel.state.gov/travel/cis_pa_tw/tw/tw_1764.html

25.I. Centers for Disease Control and Prevention website: http://cdc.gov/travel

25.J. GSA per Diem rates: http://www.gsa.gov/portal/category/21287

25.K. Traveler Information: Contractor shall provide website information on special insurance for foreign destinations (e.g. MEDEX Assistance Corp., International SOS Assistance, Worldwide Assistance, and Europe Assistance) and information on English-speaking physicians (e.g. IAMAT).

26. Prioritize and prominently display the travel options from these Contracts to Authorized Users. These contracts include, but are not limited to:

26.A. NYSPro Group 79006 – Air Travel Services Award 21991: Contract with various airlines for discounted air passenger transportation service between designated city/airports for use by Authorized Users (for instance, New York to Buffalo). One contract award is made to an airline for each city pair. The airline tickets are changeable and fully refundable and there are no minimum stay requirements or advance purchase requirements. The contract is available at: http://www.ogs.ny.gov/purchase/snt/awardnotes/7900621991can.htm

26.B. NYSPro Group 79006 – Air Travel Services Award 22751: Contract with Southwest Airlines that provides Authorized Users with a percentage discount off various commercial fares. The contract is available at: http://www.ogs.ny.gov/purchase/snt/awardnotes/7900622751can.htm

26.C. NYSPro Group 79008 – Bank Card Services Award 22712: Contract provides for purchase, travel card and NET card services. The NET-Card is used for non-employee travel expenses only. The contract is available at: http://www.ogs.ny.gov/purchase/snt/awardnotes/7900822712can.HTM

26.D. NYSPro Group 72001 – Passenger Vehicle Rental Award 22237: Contract with various rental contractors for discounted vehicle rentals. The contract is available at: http://www.ogs.ny.gov/purchase/snt/awardnotes/7200122273can.HTM

26.E. Western States Contract Alliance (WSCA) Lodging Award: NYSPro participates in the WSCA Lodging Award for discounted hotels. The contract is available at: http://cms.oregon.gov/DAS/EGS/PS/pages/wsca_lodging.aspx

27. Be operational within sixty (60) calendar days of notification of Contract Award by NYSPro. The cost of providing an Online Travel Reservation System, dedicated website development and maintenance shall be the sole responsibility of the Contractor (See Appendix D, Part 3 *Glossary* and Contract Section 2.2 *Fees*)

## IV. Staffing and Travel Services Requirements

The Contractor shall:

1. Provide travel agents to answer the phones during business hours. New York State Employee holidays are available on the New York State Civil Service website and are updated annually: http://www.cs.ny.gov/attendance_leave/2014_legal_holidays.cfm.

2. Answer 80% of telephone calls within 20 seconds. The abandoned rate shall be less than 3%. The State reserves the right to require Automated Call Distribution (ACD) Management reports indicating agent productivity and to measure real time agent/call statistics (processing time and number of calls).

3. Provide a toll-free telephone reservation number and toll-free fax number for Authorized Users to call or fax Contractor during normal business hours at no cost to the State, within sixty (60) calendar days or sooner of being notified of Contract Award.

4. Provide a twenty-four (24) hour, seven (7) day a week nationwide toll-free telephone number for emergency services. The emergency/after-hours travel service may be sub-contracted by the Contractor from an emergency/after-hours travel services provider. If the emergency/after-hours travel service is sub-contracted, the Contractor must provide the name of the emergency/after hour service in writing to NYSPro upon tentative award. If the emergency/after-hours travel service provider changes during the term of the contract, the Contractor must provide written notification to NYSPro or the Statewide Travel Coordinator.

   4.A. All travel agents providing service at this number must have full access to Contractor's reservation records and reservation system.

   4.B. The emergency/after-hours travel service provides reservation and ticketing support for travel needs meeting the following criteria: a) the call occurs before/after business hours and b) the travel will commence within the following twenty-four (24) hours or the need to travel arises over the weekend or during a holiday for travel that will commence over the weekend or on the next business day, and the traveler cannot wait until the next business day to process reservations.

   4.C. Calls made to the emergency/after-hours travel service provider during business hours shall be referred back to the travel agent or to the Online Travel Reservation System and Authorized Users shall not be assessed the emergency/after-hours travel service Transaction Fee. Requests for past date (archived) travel documents and information shall be referred to the travel agency location which originally confirmed the travel or, if applicable, to the Online Travel Reservation System.

4.D. The following requests do not meet the definition of Emergency/After-Hours Travel Services even if made outside of business hours and will be referred to the travel Contractor's toll-free telephone number to be handled during regular business hours:
a) requests for flight schedule information; b) Transaction Fee questions; c) technical assistance; d) requests for invoice copies; e) requests to update traveler profiles; f) requests to add frequent flyer information to reservations; and g) requests to change seat assignments.

5. Provide an e-mail address for questions or requests from Authorized Users which shall be monitored periodically throughout the day and a response to all inquiries returned no later than the end of the next business day after the request is received.

6. Provide the following Travel Agent standards:

6.A. Productivity standards for front line travel agent(s).

6.B. Agent performance standards. The Agents shall be monitored to ensure productivity standards are met.

6.C. Staffing support shall be provided for scheduled and unscheduled absences for the travel agents(s).

6.D. Adequate staffing shall be provided to ensure timely response to Authorized Users in accordance with subparagraph (b) of this paragraph.

6.E. Staff for ticket issuance and ticket packaging shall be provided.

6.F. The ticketing site manager at each physical location shall have a minimum of three years' experience handling domestic and international corporate or government travel accounts and two years of supervisory experience.

6.G. Travel agents shall have a minimum of three years' experience handling domestic and international travel services for corporate of government travel accounts. The State reserves the right to request resumes for travel agents at any time during the Contract.

7. Perform the following performance reviews and meetings:

7.A. The Contractor and the Statewide Travel Coordinator shall participate in monthly meetings onsite or conference calls to review performance during the term of the Contract. The travel costs associated with onsite meetings shall be the sole responsibility of the Contractor.

7.B. Contractor shall at all times allow the Statewide Travel Coordinator or a duly authorized representative of NYSPro to monitor the performance of the services. In addition, NYSPro retains the right to perform random phone checks and monitor the online self-service reservation tool to ensure receipt of all applicable discounts and benefits from various vendors are being provided to the travelers.

7.C. Contractor shall report on dedicated staff performance, including phone performance, phone monitoring, agent productivity, and customer comments/issues to the Statewide Travel Coordinator.

7.D. Contractor shall investigate each Authorized Users service complaint received and provide a response within 48 hours to Authorized Users.

7.E. Communicate any travel industry policy changes monthly to travel coordinators and travelers of Authorized Users via e-mail and post this information on the Online Travel Reservation System.

8. Provide the following facilities and equipment:

8.A. Ticketing site(s). These sites may be the Contractor's main or branch office. Each ticketing site shall be equipped with all necessary furnishings, office equipment, supplies and have access to tariff information, communications services and related items necessary to conduct contract operations without disruption. Additionally, each ticketing site shall have computer systems including all equipment required to issue electronic tickets, and at least one major Global Distribution System (GDS), i.e., Sabre, Travelport - Galileo (Apollo) or Worldspan and Amadeus.

9. Provide account management:

9.A. Contractor shall provide a dedicated Account Manager(s) to support the State of New York Travel Program. The account manager will be responsible for implementation, setting-up the Online Travel Reservation System, providing comprehensive reporting and benchmarking, conducting monthly reviews, creating travel program seminars and training, resolving client service and reservation issues with travelers and/or travel coordinators.

10. Provide credit card payment and reconciliation:

10.A. All purchases by Authorized Users under this Contract must be made using a method of payment provided under the NYSPro Purchasing, Travel, and NET Cards (Statewide) contract (Contract No. PS66495; Group No. 79008). The use of personal cards or other means of payment is prohibited. State agencies may purchase travel services using either the Travel Card or Non-Employee Travel Account Card (NET-Card). Non-state agencies may purchase travel services using either the Travel Card, NET-Card or a Procurement Card.

10.B. Contractor must provide credit card reconciliation reports at the request from Authorized User's finance officer or the Statewide Travel Coordinator.

10.C. To the extent applicable, Contractor agrees to comply with all current Payment Card Industry Data Security Standards (PCI DSS). The PCI DSS, as set forth by the Payment Card Industry Standards Council, are available at: https://www.pcisecuritystandards.org.

11. Provide traveler profile management:

    11.A. Contractor shall maintain profiles on travelers, including but not limited to: business phone numbers, Authorized User account information, special meal and seating preferences and whether special considerations are authorized. All records shall only be released in accordance with New York State law.

    11.B. Contractor shall provide timely and accurate input of traveler profiles.

    11.C. Contractor shall provide Automatic Profile Synch technology.

12. Provide training and travel management tools:

    12.A. At the request of the Statewide Travel Coordinator, the Contractor shall provide GDS reservation training and periodic training as requested to the Statewide Travel Coordinator.

    12.B. At the request of the Authorized Users, Contractor shall provide a reasonable number of travel workshops or training presentations to Authorized Users. These workshops may be presented to multiple Authorized Users at the same time.

    12.C. The Contractor shall provide the Statewide Travel Coordinator with direct access to GDS reservation system and the Online Travel Reservation System.

13. Provide reports:

    13.A. Upon request from any Authorized User, Contractor shall provide the Authorized User with a detailed monthly report for all travel purchased during a requested calendar month. Which includes, at a minimum, the following:

        13.A.1. Invoice Number
        13.A.2. Traveler's Name
        13.A.3. Origin
        13.A.4. Destination
        13.A.5. Total fare
        13.A.6. Applicable Airline/Rail Code
        13.A.7. If requested, car rental and lodging information

    13.B The report shall clearly state the total purchased for the requested calendar month, followed by an accumulative total for the calendar year.

        13.B.1. Contractor shall provide the Statewide Travel Coordinator with a monthly volume report which includes the origin and destination city pair code, the number of passengers ticketed and the dollar amount by city pair. A trip out and back shall count as two trips (e.g., a trip from Albany to Philadelphia and return shall count as two trips on the Albany – Philadelphia city pair) for purposes of reporting only and does not constitute two trips for Transaction Fee purposes. In addition, the Contractor shall provide an accumulative report each month of the above information for the

calendar year to date. This report is subject to change if a different version is required by the airline contractors during the term of the contract.

13.B.2. Contractor shall submit an un-used ticket report monthly to the traveler or Authorized User's finance officer, including passenger name, ticket number and total fare.

13.B.3. Contractor shall provide the Statewide Travel Coordinator a monthly list of hotel reservations confirmed during the month, including the hotel name, location of hotel (city name), number of nights and the hotel rate. The report for the Authorized User's finance officer or Statewide Travel Coordinator shall include the traveler's name and date of reservation.

13.B.4. The Contractor shall provide and maintain, at no additional cost to the State, a fully automated accounting system integrated with the GDS to collect and report specific data elements. It shall also be capable of producing standard and customized travel management reports. Customization and development of additional reports will be provided to the State at no additional cost. The Contractor shall provide the Statewide Travel Coordinator with direct access to an online travel management reporting tool. The tool must have the ability to run reports at scheduled intervals as well as on demand in real time and are in printable format. Reports should be electronically delivered to the Statewide Travel Coordinator or Authorized User's finance officer, as specified. Reports should be comprehensive and shall include all arrangements made both online and via agent to effectively and efficiently monitor the State's travel program. The Contractor will work with Statewide Travel Coordinator to define/finalize reports. Types of reports include, but not limited to:

13.B.4.a. Billing Reconciliation
13.B.4.a. Traveler Usage
13.B.4.a. Vendor Usage
13.B.4.a. Spending Analysis
13.B.4.a. Policy Management
13.B.4.a. Quality Management
13.B.4.a. Hotel Usage Report
13.B.4.a. Car Rental Usage Report
13.B.4.a. Unused Ticket Report
13.B.4.a. Adhoc Reports

13.C. Contractor shall provide to the State, upon the State's request, report(s) verifying Contractor's compliance with any of the Service Requirements under the Contract.

13.D. Unless otherwise specified for a particular report:

13.D.1. Monthly reports shall be submitted by the 15th calendar day of the month immediately following the month for which the report is being submitted;
13.D.2. If a time is not otherwise specified for the submission of a report the report shall be submitted within ten business days of the request for the report;

13.D.3. If a format is not otherwise specified for a report the report shall be submitted in the format requested.

## V. State Travel Contracts and State Travel Program Requirements

Contractor is required to utilize other travel related contracts established by NYSPro for discounted airfare, discounted vehicle rentals, discounted lodging and bank card services, including those specific contracts listed below, as well as any Amendments to same and any replacement Contracts. The Online Travel Reservation System shall prioritize and prominently display the travel options from these contracts and the Contractors travel agents shall ensure that these Contracts are the first options offered to Authorized Users. Contractor is responsible for ensuring that the Online Travel Reservation System's and Contractor's travel agents' references to the NYS Travel Contracts is current and includes any amendments, replacements, or additions to the NYS Travel Contracts.

These Contracts include, but are not limited to the following:

1. NYSPro Group 79006 – Air Travel Services Award 21991: Contract with various airlines for discounted air passenger transportation service between designated city/airports for use by Authorized Users (for instance, New York to Buffalo). One contract award is made to an airline for each city pair. The airline tickets are changeable and fully refundable and there are no minimum stay requirements or advance purchase requirements. The contract is available at: http://www.ogs.ny.gov/purchase/snt/awardnotes/7900621991can.htm

2. NYSPro Group 79006 – Air Travel Services Award 22751: Contract with Southwest Airlines that provides Authorized Users with a percentage discount off various commercial fares. The contract is available at: http://www.ogs.ny.gov/purchase/snt/awardnotes/7900622751can.htm

3. NYSPro Group 79008 – Bank Card Services Award 22712: The contract is for providing purchase, travel card and NET card services. The NET-Card is used for non-employee travel expenses only. The contract is available at: http://www.ogs.ny.gov/purchase/snt/awardnotes/7900822712can.HTM

4. NYSPro Group 72001 – Passenger Vehicle Rental Award 22237: Contract with various rental contractors for discounted vehicle rentals. The contract is available at: http://www.ogs.ny.gov/purchase/snt/awardnotes/7200122273can.HTM

5. Western States Contract Alliance (WSCA) Lodging Award: NYSPro participates in the WSCA Lodging Award for discounted hotels. The contract is available at: http://cms.oregon.gov/DAS/EGS/PS/pages/wsca_lodging.aspx

**NOTE:** All New York State travel contracts, including guidelines and policy information are on the Office of General Services website at: http://www.ogs.ny.gov/BU/SS/Trav/default.asp.

## VI. Travel Manual

The Contractor shall adhere to the Office of the State Comptroller Travel Manual, as may be amended, general guidelines and responsibilities relating to transportation. The Office of the State Comptroller Travel Manual is located at: http://www.osc.state.ny.us/agencies/travel/manual.pdf

## VII. Conflicts of Interest

When arranging travel needs for Authorized Users, the Contractor shall ensure that the incentives offered to Contractor's agents do not interfere with the Contractor's agent's responsibility to comply with the Contractor's obligations under this Contract.

## VIII. Regulations

The Contractor shall be knowledgeable of and in compliance with all applicable laws, ordinances, rules, regulations and orders of the city, county, state and federal or public bodies having jurisdiction affecting worldwide travel services.