

**ATTACHMENT B - SERVICE REQUIREMENTS**  
**RFX 3000022633**                      **Online Hotel Portal Services**

The successful vendor shall pay a rebate to the State of Louisiana within 30 days, but no later than 120 days after each checkout date(s). In the event the successful vendor cannot make payment(s) within 120 days, the successful vendor must contact the Office of State Travel to provide an explanation. The rebate shall be based on the total commission received from the hotel(s) and must begin immediately upon execution of the contract.

The successful vendor must mail each State Agency, University, Board, and the Office of State Travel rebate checks to the prospective addresses, without any cost to the State. It is the successful vendor's responsibility to obtain addresses with assistance from the Office of State Travel when needed.

The successful vendor must electronically distribute a State of Louisiana Solicitation for Offers (SFO) on behalf of the State, securing hotels.

The successful vendor must have a mechanism that will allow the State of Louisiana to break down each hierarchy at the level agency/organization, if applicable. Report information should be provided to each individual agency with only agency group/section specific information. Only the agency Program Administrators will receive aggregate program information unless the Office of State Travel grants approval for others to receive reports other than for their own agency. It is required that the information be provided in an electronic format that must download to a PDF and EXCEL spreadsheet.

The State is vitally interested in data capture and reporting and is seeking to maximize this ability in the selection. The State requires that all reports be web accessible and allow real time visibility. The State reserves the right to request additional reports or change the format of report information provided if it is in the best interest of the State of Louisiana.

The successful vendor must have an emergency response lodging plan to assist the State of Louisiana at no cost during an emergency declared by the Governor of the State of Louisiana, and in accordance with the laws of the State of Louisiana. When needed, the successful vendor shall make available a knowledgeable representative(s) to assist with securing hotels and/or lodging rooms until the emergency is over. Any travel expenses shall be paid for the representative(s) by the successful vendor.

The successful vendor must provide a customized electronic portal that must be available 24 hours a day and seven days a week. The portal must capture performance metrics. The successful vendor must provide live trainings and webinars via a cloud-based video conferencing application and must create customized reports at the discretion of the Office of State Travel.

The successful vendor shall provide a system with the ability to manage activities at the transaction level, and extract reports and tiles to facilitate core card activities listed below.

These core card activities must consist of the following:

- Tracking
- Payment Method
- Payment Processing

The portal must have the following capabilities and functions:

- A secure website
- Display the lowest price available
- Approval Process System

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- Hard Stops prior to purchasing or booking hotel reservations
- Log In access for each agency Program Administrator so that they may have the ability to run reports that have been chosen by the Office of State Travel.

\*\*\*The following questions **MUST** be answered and submitted with your bid response. Failure to do so may result in your bid being disqualified.

1. Does your company have an emergency lodging plan in case of a Declared Emergency to assist the State of Louisiana at no cost? \_\_\_\_\_YES \_\_\_\_\_NO

If yes, you must provide your company's detailed emergency lodging plan with your bid response.

2. Does your company currently provide Online Hotel Portal Services? \_\_\_\_\_YES \_\_\_\_\_NO

If yes, you must provide an explanation of your company's hotel portal functional services with your bid response and shall supply a list of a minimum of three customers currently using your online hotel portal services with names and phone numbers. This list must be submitted with your bid response.

3. Does your online hotel portal service provide an electronic source for making reservations using direct bill accounts? \_\_\_\_\_YES \_\_\_\_\_NO

If yes, you must provide an explanation of this process in detail and submit it with your bid response.

4. Does your company provide 24 hours per day, seven days a week service free of charge?  
\_\_\_\_YES \_\_\_\_\_NO

If there is no after hours service, you must provide an explanation and submit it with your bid response

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5. Please provide the name(s), telephone number(s) and email address(es) for the representative(s) who will manage the contract. Please note that the representative(s) must have full knowledge of the contract, if awarded.

\_\_\_\_\_  
Representative's Name

\_\_\_\_\_  
(Area Code) Telephone

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Representative's Name

\_\_\_\_\_  
(Area Code) Telephone

\_\_\_\_\_  
Email Address