



Office of the Vice President
and Chief Financial Officer

Procurement Services

<https://procurement.ufl.edu/>

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October 4, 2021

ADDENDUM #1 to the University of Florida ITN22LD-116 Travel Duty of Care (the "ITN") scheduled to be opened on October 19, 2021 at 3:30 pm at the University of Florida, Elmore Hall Conference Room, Radio Road, Gainesville, Florida.

This addendum shall be considered part of the Contract Documents for the above mentioned **ITN22LD-116** as though it had been issued at the same time and incorporated integrally therewith. Where provisions of this Addendum #1 differ from those of the ITN, the ITN shall govern and take precedence. All other terms, conditions, and regulations will apply.

This addendum consists of:

1. Responses to ITN Questions submitted by September 27, 2021. Questions of a similar nature have been grouped together and in some cases a single answer has been provided for similar questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Lisa Deal", written over a horizontal line.

Lisa Deal

Asst. Vice President & Chief Procurement Officer

Please acknowledge receipt of Addendum #1 by signing below and returning this addendum with your response. Failure to include addendum with your proposal may result in rejection.

Signature

Company Name

Email Address

City/State/Zip

Company Address

Number of Travelers/Data

Q1. What is the total number of travelers (inclusive of domestic and international travel) - not including Study Abroad?

Q1a How many travelers did you have in 2019?

Q1b. How many domestic and international travelers did you have pre-Covid and anticipate in 2022?

A1. Pre-COVID traveler volume was approximately 14,500 domestic and 2,400 international travelers, excluding approx. 2000 study-abroad travelers.

Q2. How many PNRs in last 2 years and anticipated in 2022?

Q2a. (HX Global) What was your annual PNR volume for 2019 and 2020? What do you anticipate the PNR volume will be over the next two years?

A2. PNR = Passenger Name Record. Pre-COVID traveler volume was approximately 14,500 domestic and 2,400 international travelers, excluding approx. 2000 study-abroad travelers.

**Based on the current COVID-19 impacts on travel, estimated travelers are:
FY2023 (year beginning 7/1/22): Approx. at 80% pre-COVID capacity (11,600 domestic, 1,900 international travelers and 1,600 international study abroad)**

FY2024 (Year beginning 7/1/23): returning to pre-COVID levels

Q3. Total # of staff/faculty/students to be supported with duty of care membership?

Q3a. How many UF travellers are you looking to track on the system?

A3. First priority is to provide duty of care services to international travelers approx. 4,400 (includes 2,000 study abroad travelers). Would like to explore duty of care options for domestic traveler as well (pre-COVID travel approx. 14,500 travelers).

Q4. How many unique travelers do you anticipate being on the tracking platform?

A4. See above

Q5. What is the % of opt-ins on your incumbent app?

A5. UF isn't currently using an app, so there is no data to provide.

Q6. How many medical/security evacuations executed in last 3 years per year?

A6. Please quote umbrella policy independent of the number of evacuations.

Q7. We can provide medical and security evacuation services on a fee-for-service basis or by an annual subscription per enrollee. How many staff/faculty/students are you seeking to cover annually for medical evacuations? security evacuations?

A7. An estimate is 4,400 (includes 2,000 Study Abroad students). UF would like to see pricing for annual subscription.

Q8 How many Administrators will require access to the Travel Tracking platform?

A.8 An estimated count would be under 10.

Q9 How much travel is booked outside of GDS?

A9 The Concur Booking tool will be available after 7/1. In the past, the university has not required travelers to use a specific booking tool

Q10 To give us a better understanding of your current utilisation, please could you share the following based upon 2019 - 2020:

- Number of calls (to the current medical assistance provider)
- Number of calls (to the current travel security provider)
- Breakdown of medical and security cases

A.10 The number in a typical year is less than 5 for each category.

Insurance

Q11. What is the name of the current Health Insurance Provider to which enrollment data needs to be supplied?

Q11a Who are UF insured with?

A11. CISI – Cultural Insurance Services International

Q12 Will the University of Florida be continuing with CISI as your broker and Chubb as your BTA?

A12. We are open to learning about other options. Current policy covers accident and sickness insurance, as well as medical evacuation, repatriation and security evacuation.

Q13. Which data fields are needed for enrollment by the Health Insurance Provider?

A13. Under our current policy, insurance carrier needs the following fields for traveler verification: name, gender, date of birth, travel location, travel dates

Q14. On page 5, under "Anticipated Outcomes" the second bullet point states the following - Global travel risk assessment and management, including Healthcare/Medical insurance. What is meant by Medical Insurance? Are you looking for an integrated solution in which Medical Insurance is provided or are you looking for us to integrate with your selected medical insurance provider?

A14. We are open to both options. We currently have a policy through Cultural Insurance Services International (CISI), so we would be interested in seeing what options are available to us, whether that is partnering with our existing provider or exploring new insurance carrier options.

Q15. Please clarify what is meant by "Auto-registers travelers for insurance coverage via manual or API itinerary import." Are you looking for a report that can be sent to your provider?

A15. To enhance our users' experience, traveler information would be easily transmitted to the insurance carrier through a report or another method.

Monitoring

Q16. What does the University of Florida define as Active Monitoring? Is the University of Florida looking for Geo-locate of GPS tracking with 24/7 monitoring or itinerary tracking with app check-in capability?

If there is a 24/7 need for GPS to always be on for tracking, how many of your travelers require this capability? Is it risk level dependent or profile dependent?

A16. Active monitoring would allow University to monitor risks in geographical areas that impact our travelers such as travel risk advisories or unique traveler needs, etc. Would like to learn more about itinerary tracking with app check-in capabilities, currently not interested in 24/7 GPS tracking.

Assets

Q17 Please can you advise how many assets UF have or might like to monitor? i.e. offices, facilities, e.g. affiliated campuses abroad?

A17 UF home base is located in Gainesville, FL, no other additional affiliated campuses abroad will be monitored; however, some study-abroad or satellite-learning courses may have long-term academic programs in a single location.

If duty-of-care software has ability to integrate assets taken off-site on international travel, in 2019 data, 1,300 international trips were taken with UF assets.

Q18 Will UF want all assets displayed in the platform?

A18 Integration to one platform could be explored.

Integrations

Q19 What information do we need to capture via Terra Dotta and SAP Concur?

A19 The following fields must be captured for traveler identification: name, gender, date of birth, travel location, travel dates

General Questions

Q20 In reference to 'User Experience: Auto-registers travelers for insurance coverage via manual or API itinerary import'. (page 6). Please can you clarify whether this link is between the Successful Vendor and the Insurer?

A.20 To enhance our users' experience, traveler information would be easily transmitted to the insurance carrier through a report or another method from Concur.

Q21 What are your organization's top five international travel country destinations?

A21 Canada, United Kingdom, Germany, China, France

Q22 *(Ref page 5: STATEMENT AND SCOPE OF WORK, Deliverables: Integrates with SAP Concur. Provide specific information on points of integration, potential push or pull of information for communication purposes (identification of risks in locations of travel at various junctures from pre-trip to “in-active travel” statuses), method used to convey information and origination point of messaging (traveler sees message from duty of care provider or Concur?). What does it mean by ‘in-active travel?’*

A22 In-active travel would be defined as from the start of the trip to the end of their authorized business trip.

Procurement Process

Q23 If we do have comments, wish to request changes or qualify any of the obligations set out in Section 6.0: Agreement Terms and Conditions, how should this be done in the response to ITN?

A23: See page 12, Tab 7. Provide an itemized list of concerns with University terms and conditions and, where appropriate, suggest preferred alternate language. UF will not negotiate terms not identified at the time of submittal.