

**EDUCATION SERVICE CENTER REGION 19**  
**RFP AWARD SUMMARY**

**RFP TITLE:** Turnkey Charter Travel Services- ESC Region 19 Purchasing Cooperative  
**RFP NUMBER:** 12-6773  
**RFP OPENING DATE:** April 26, 2012  
**CONTRACT TERM:** Date of Award until March 31, 2013 with the option to extend in 12 month increments not to exceed 36 months in the aggregate  
**(Extended by ESC Region 19 until March 31, 2014)**  
**(Extended by ESC Region 19 until March 31, 2015)**  
**FUNDING SOURCE:** Various Region 19 Purchasing Cooperative members  
**RFP's ISSUED:** 2  
**RESPONSES:** 2  
**ADVERTISEMENT DATES:** April 6<sup>th</sup> & April 13<sup>th</sup>, 2012  
**BOARD MEETING DATE:** May 17<sup>th</sup>, 2012

**RECOMMENDED FOR AWARD** **All Aboard Tours & Travel, LLC**  
**Educational Travel Consultants**

**TOTAL (estimated)** **\$10,000,000 / year**

**EXPLANATIONS:**

Award of this contract will enable ESC Region 19 Purchasing Cooperative members to utilize the contracted services for vendors who can provide turnkey solutions on travel to include but not be limited to travel, hotels, meals, taxes, gratuities, insurances, security, and event scheduling when required. This is a specialized service, hence there were not many contractors who could provide all requirements. Pricing structure is directly tied to the number of participants, the time of the scheduled event, and numerous market conditions based on availability. Overall reference checks given to vendors average a 9 out of a possible high score of 10 as far as performance. All Region 19 Purchasing Cooperative members must reference this contract to get discounted pricing for stated services and provide a copy to Region 19 Purchasing for audit purposes.

**SPECIFICATIONS PROVIDED BY:** Royce Cleveland  
ESC Region 19

**EVALUATION COMMITTEE:** Nancy Alvarado  
ESC Region 19  
  
Martin Camacho  
ESC Region 19

**ORDER INFORMATION:**

**All Aboard Tours & Travel, LLC**

Attn: Mary Kopp  
PO BOX 531  
Ramsey, NJ 07446-0053  
201-327-9110 / 800-896-0046  
Fax: 201-825-8540  
[www.allaboardtours.com](http://www.allaboardtours.com) / [weinzoff@allaboardtours.com](mailto:weinzoff@allaboardtours.com) / [mkopp@allaboardtours.com](mailto:mkopp@allaboardtours.com)

**Educational Travel Consultants**

Attn: Tiffany Clemens  
PO BOX 1580  
Hendersonville, NC 28793-1580  
828-693-0412 / 800-247-7969  
Fax: 828-692-1591  
[www.educationaltravelconsultants.com](http://www.educationaltravelconsultants.com) / [howard@educationaltravelconsultant.com](mailto:howard@educationaltravelconsultant.com)

**SPECIAL CONDITIONS**

- 1. This bid will be for use by ESC Region 19 and its ESC Purchasing Cooperative members as well as any other members that join during the contract period. While Region 19 Purchasing Cooperative Membership is State-Wide, this contract is intended for use by local and surrounding area agencies participating in the ESC Region 19 Purchasing Cooperative.
  
- 2. Please indicate which if any of the Purchasing Cooperative Members your company could not or would not be able to provide services to under this agreement?

- Region 19 Head Start Sites \_\_\_\_\_
- Anthony ISD \_\_\_\_\_
- Burnham Wood Charter School \_\_\_\_\_
- Candlelighters of El Paso \_\_\_\_\_
- Children’s Kingdom Learning Center \_\_\_\_\_
- Canutillo ISD \_\_\_\_\_
- Christian Joy Center Academy \_\_\_\_\_
- City of El Paso (all departments) \_\_\_\_\_
- City of Horizon \_\_\_\_\_
- City of Socorro \_\_\_\_\_
- Clint ISD \_\_\_\_\_
- El Paso Academy East \_\_\_\_\_
- El Paso Catholic Diocese \_\_\_\_\_
- El Paso ISD \_\_\_\_\_
- El Paso Community College \_\_\_\_\_
- El Paso Housing Authority \_\_\_\_\_
- El Paso MHMR \_\_\_\_\_
- El Paso School for Excellence \_\_\_\_\_
- El Paso Water Utilities \_\_\_\_\_
- Fabens ISD \_\_\_\_\_
- Father Yermo \_\_\_\_\_
- Hudspeth County Sheriff \_\_\_\_\_
- La Fe Preparatory School \_\_\_\_\_
- Rio Grande Counsel of Governments \_\_\_\_\_
- San Elizario ISD \_\_\_\_\_
- Socorro ISD \_\_\_\_\_
- St. Mark’s School \_\_\_\_\_
- St. Raphael School \_\_\_\_\_
- Texas Tech University Health Sciences \_\_\_\_\_
- Texas Tech University \_\_\_\_\_
- Tornillo ISD \_\_\_\_\_
- UTEP \_\_\_\_\_
- Ysleta ISD \_\_\_\_\_
- YWCA of El Paso \_\_\_\_\_

**Visit web site under current membership for a detailed listing of all ESC Region 19 Purchasing Coop members.**

**Awarded vendors agree to service all Cooperative members**

## **SPECIAL CONDITIONS**

1. Award basis for this contract will be 60% pricing, 25% references, and 25% on overall on years of experience combined with the ability to meet client requirements of turnkey services
2. The definition of turnkey will minimally include a single solution provider for hotel accommodations, travel, applicable taxes, professional motor coach companies with a minimum of \$5,000,000 coverage in liability coverage, tour escort services, meal accommodations, taxes, tips, gratuities, admissions to events and functions, specific itinerary scheduling, quality 24 hour customer service, and demonstrated ability to customize requirements of ESC Region 19 Purchasing Cooperative members including security and other travel related services.
3. Proposals and resumes must be submitted on company letterhead and copies of all required forms, tour policies, refund policies, deposit requirements, overtime policies, and any other conditions required by the contractor must be supplied at the time proposals are submitted.
4. The ESC Region 19 Purchasing Cooperative understands that each turnkey event will be priced accordingly interested contractors must provide its policy in writing on how it prices events so as to provide potential clients with documentation on how it arrives at its pricing structure for any events requested.
5. All documents contained in this RFP must be completed and three references in Texas or a surrounding state must be provided for the evaluation committee to verify the overall past performance of the contractor. References should be for agencies the contractor has provided turnkey services to in the last 6 months.
6. By responding to this RFP vendor agrees it will work with purchase orders and/or credit cards.
7. Proposals must provide policies for chaperones

## **RESPONSE FORM**

1. Number of full time employees currently working for vendor?

**All Aboard Tours & Travel, LLC – 4**

**Educational Travel Consultants - 4**

2. Number of years in business?

**All Aboard Tours & Travel, LLC – 33**

**Educational Travel Consultants - 18**

3. Provide an itemized list of subcontractors vendor currently works with regarding travel, hotels, and food?

**All Aboard Tours & Travel, LLC – 4**

Hawthorne Tours – Salem, MA

Mid-Atlantic Receptive Services – Stephen City, VA

**Educational Travel Consultants –**

Group Dining – New York, NY

Hard Rock Café – Washington, D.C.

Old Country Buffet – Ealan, MN

Town world Bus Co. – Danville, PA

Broadway Co. – New York, NY

Coach U.S.A. – Paramount, NJ

Holiday Inn Express - Manallas, NJ

Buena Vista Suites – Lake Buena Vista, FL

Walt Disney World – Florida

Universal Studios – Florida

Six Flags – National

Space Tours – Orlando /

## **RESPONSE FORM**

4. Does vendor operate in all states?

**All Aboard Tours & Travel, LLC – Yes**

**Educational Travel Consultants – Yes**

5. Provide current copy of Certificate of Insurance stating all coverage's contractor currently carries including the minimal coverage's subcontractors are required to carry in order to do business on behalf of the vendor.

**All Aboard Tours & Travel, LLC – On file**

**Educational Travel Consultants – On file**

6. Provide details on cancellation policies

**All Aboard Tours & Travel, LLC –** All cancellations must be made verbally and with written notice at least forty five (45) days prior to departure date. Cancellation of entire trip within fourteen (14) days of departure date or no-show on day of trip is **non-refundable**

**Educational Travel Consultants –** First deposits are not refundable, but can be transferred to a student not already signed up to travel without penalty (unless airline / Amtrak tickets have been written)

7. Provide details on refund policies

**All Aboard Tours & Travel, LLC –** Refunds that fall within the guidelines above will be issued to group within sixty (60) days of cancellation date. A refund will be made for any individual up to thirty (30) days prior to departure date. A refund will be made up to forty-five (45) days prior to departure date. This will exclude any deposits to vendors such as hotels, restaurants, tour guides, bus companies, or any other special event taking place on the tour that required advance deposit. **A 25% service fee will be charged for any cancellations after receipt of initial deposit.**

**Educational Travel Consultants –** If traveler withdraws between 8 weeks and 35 days before departure, All payments will be refunded less \$150.00 (along with such charges levied by airlines, cruise lines, hotels, motor coach companies, etc.)

8. Provide details on deposit policies

**All Aboard Tours & Travel, LLC –** Upon receipt of our Overnight Tour Contract, a first deposit is due as stated on reverse side of contract. Thereafter, the second deposit (time permitting) will be due by the date stated under "2<sup>nd</sup> Deposit Due" on your contract. **The final balance due must be paid in full no later than four (4) weeks prior to departure date.** If the final balance is received within fourteen (14) days of the departure date, the final balance must be paid cash, certified check or money order. **There will be no exceptions.** Personal checks are not accepted for payment at any time.

**Educational Travel Consultants –** Less than 35 days prior to departure all payments made are non-refundable. All refund requests **must** be submitted to E.T.C. in writing. Failure to follow specific refund guidelines may result in refusal of the request.

**RESPONSE FORM**

9. Provide details on 24 hour customer service

**All Aboard Tours & Travel, LLC** – Tour representatives are on call 24/7 to provide assistance / customer service.

**Educational Travel Consultants** – We have a 24/7 service that answer calls and direct calls directly to a manager / supervisor in our company.

10. Provide details on all required documents required to be signed by client prior to commencement of services.

**All Aboard Tours & Travel, LLC** – Documents on file – contact vendor for required documents

**Educational Travel Consultants** – Documents on file – contact vendor for required documents

11. Provide specific information on all professional affiliations the vendor is a current member as it pertains to the goods and services specified.

**All Aboard Tours & Travel, LLC** –  
NTA – National Tour Association (longtime member)

**Educational Travel Consultants** –  
NTA – National Tour Association  
ABA – American Bus Association

12. Back ground check requirements for any subcontractors and/or employees that come into contact with children in Texas as it applies to Texas Education Code Senate Bill 9.

**All Aboard Tours & Travel, LLC** – All Aboard Tours & Travel, LLC agree to comply with any background check requirements mandated by Texas Education Code Senate Bill 9.

**Educational Travel Consultants** – Agrees to comply with any background checks necessary as it applies to Texas Education Code Senate Bill 9

**REFERENCE CHECKS:**

**All Aboard Tours & Travel, LLC** – On file

**Educational Travel Consultants** – On file

Approved by: \_\_\_\_\_  
(James R. Vasquez)  
(James R. Vasquez)  
(Armando Aguirre)

Date: \_\_\_\_\_  
(May 10, 2012)  
(March 7, 2013)  
(February 17, 2014)