

R.D. Brown Company

Travel Agency Selection Support

OnTAP

Online Travel Agency Procurement

R.D. Brown, with more than 25 years in travel management sourcing, offers an electronic tool and support services to assist you with a travel agency bid process. You can utilize our resources and OnTAP tool to expedite the process, reduce your workload, and gain an experienced third-party viewpoint.

OnTAP – Online Travel Agency Procurement

■ Customized Electronic RFP

An electronic Request for Proposal (RFP) is customized for your bid process and made available to selected travel agencies through a secure link. Bidders view and download the RFP for preparation of their proposal for your program. The RFP contains all needed directions and data related to your travel requirements.

■ Proposal Submission Site

A link to a password protected site is provided to bidders for submission of the proposal information requested in your RFP. Bidders submit a technical proposal including answers to questions, proposed configurations, service descriptions, etc. Financial offers are also made through the same submission site in a separate process.

■ Supplier Proposal Database

The proposals submitted are imported into an Access database that allows you to see all responses for technical and financial offers. You can view side-by-side comparisons of suppliers, grade technical proposals, and view proformas for financial offers. Multiple locations can be evaluated separately for global bids.

R.D. Brown Support

1. We create the RFP for you based on information gathered and discussions with you in advance of the bid.
2. We help you establish a bid list by reviewing current information maintained on the agency marketplace.
3. We provide communication to all bidders and coordinate questions and answers during the bid process.
4. We help you evaluate the proposals and select a short list to continue in the bid process.
5. We evaluate financial offers and assist in negotiating with the suppliers until you obtain the best price level possible.
6. We coordinate and moderate personal meetings with the short list of travel agencies to validate offers and capability.
7. We assist you in finalizing the selection, notifying all participants, and contracting with the supplier.

Supplier Participant				
Adelman Travel Group	Michael Smith	Regional Sales Manager	800-688-6884	0
American ExpressTravel	Jimmy Johnson	Sales Manager	800-444-4777	0
BCD Travel	Pete Jacobsen	Vice President, Business Dev	900-233-3000	0
Carlson Wagonlit Travel	Linda White	Director of Business Develop	800-900-2665	0
Egencia Travel	Dorothy Anderson	District Sales Manager	600-466-6999	0
Omega World Travel	Gary Evans	Executive Vice President, Sal	700-359-0222	0
Travel and Transport	Tom Jackson	National Sales Manager	615-690-1885	0
Travelocity Business	Richard Brown	Business Development Manag	730-603-9150	0

Supplier Info

Service Fees A

Proforma Page

Comparison of all suppliers

Service Configuration

Proposed Service Configuration

Proposal Questions

Service Fees B

Proposal Questions

References

Services Included

Service Fees

Case Studies

Services Included Other

Summary Report

Delete

Management Summary

R.D. Brown Experience

■ Travel Management Consulting

- More than 25 years in travel related procurement consulting
- Client size ranges from \$1 million to \$450 million in air volume
- Worked with more than 450 corporate and government clients
- Maintain "best practices" database from benchmarking tools

■ Travel Agency Bid Process

- Our staff has conducted more than 200 agency bids
- We've managed global bids with multiple regions
- OnTAP tool used since 2005 in NA, EMEA, and APAC
- Maintain contract database for financial comparisons

Benefits

- Reduces the selection process time and your workload
- Ensures apples-to-apples financial comparisons
- Consolidates all proposal information into one database
- Provides side-by-side comparisons of bidders
- Enables suppliers to respond in a consistent manner
- Includes an experienced industry resource for support
- Allows you to focus on core responsibilities

R.D. Brown Company was formed in 1983 to provide corporate and government consulting services related to the travel industry. The company provides consulting and outsourced project services for corporations on a national and international basis.