

Addendum 3

Second Round of Questions

1. I received this pop-up notice:

We're upgrading! eVA will not be accessible beginning Thursday, September 10 at 7pm through Monday, September 14 at 7am during the system upgrade.

InfoState offices and eVA Customer Care will be closed Monday,

September 7th and will reopen Tuesday, September 8th at 8:00AM.

Please advise how to proceed with electronic proposal responses.

An addendum was done to extend the contract date to September 21, 1:00pm.

2. Estimated Trip Volume

The RFP estimates (15) fifteen trips during the initial contract year and states that this volume is not guaranteed. Can the Lottery provide an estimated range of annual trips, or historical/anticipated volume by trip type (individual winner trips versus group trips), to assist Offerors in developing staffing and pricing assumptions?

The Lottery is unable to provide a guaranteed annual trip volume, range, or breakdown by trip type. As stated in Section II, Background, the Lottery anticipates awarding and coordinating approximately fifteen (15) trips during the initial contract year; however, this volume is an estimate only and is not guaranteed. Offerors should use their own experience and business judgment when developing staffing and pricing assumptions.

3. Multiple Award Structure

The RFP indicates that the Lottery intends to award multiple contracts. If multiple contractors are selected, how will travel opportunities/trips be allocated among awarded contractors? Will assignments be made on a rotating basis, by destination/specialty, based on availability, or at the Lottery's discretion for each trip? With a 15-trip estimate per year, is there a minimum/maximum per contractor?

The Lottery intends to award multiple contracts because of this solicitation; however, the method of assigning trips among awarded contractors has not been predetermined. Trip assignments will be made at the Lottery's discretion based on the needs of each promotional campaign, trip requirements, destination, timing, contractor capabilities, availability, and other factors the Lottery determines to be in its best interest. The Lottery is not committing to a rotation

schedule, allocation by specialty, or any other specific distribution methodology currently. Additionally, the estimated volume of approximately fifteen (15) trips during the initial contract year is not guaranteed, and the Lottery cannot commit to a minimum or maximum number of trips for any awarded contractor.

4. Supplier Commissions / Compensation

Please clarify whether Offerors may retain standard supplier commissions, overrides, rebates, incentives, or other compensation received directly from airlines, hotels, transportation providers, tour operators, cruise lines, or other travel suppliers, or whether all such compensation must be disclosed and credited to the Lottery. These fees are separate from administration fees.

The RFP does not address the treatment of supplier commissions, overrides, rebates, incentives, or other compensation received directly from travel suppliers. The Lottery's pricing requirements only specify that Offerors provide trip costs at cost and identify a separate administrative fee to cover booking-related services. Specifically, Section XI, Pricing, states that Offerors are expected to provide the cost of activities without any internal fees and to identify an administrative fee separately. Therefore, Offerors may disclose in their proposals how supplier commissions, overrides, rebates, incentives, or other compensation received from third-party travel suppliers are handled. Any such compensation arrangements should be clearly made, including whether they are retained by the Offeror or applied to reduce trip costs. The Lottery will evaluate proposals based on the pricing and information submitted and reserves the right to address compensation transparency and pricing structure during negotiations.

5. Definition of "At Cost"

For purposes of the required sample-trip pricing, please clarify whether "at cost" means the actual supplier rate available to the Offeror at the time of booking, including any applicable agency/supplier discounts, negotiated rates, consortium benefits, or other preferred pricing available to the Offeror.

For evaluation purposes, "at cost" means the actual cost of the travel components included in the sample trip proposal, with the Offeror's administrative fee identified and priced separately as required by Section XI, Pricing. The RFP requires Offerors to provide the cost of the trips and a separate administrative fee to cover booking-related services but does not prescribe a specific methodology for calculating supplier rates or require the use of any pricing source. Accordingly, Offerors may use the supplier rates, negotiated rates, consortium benefits, preferred pricing, discounts, or other pricing arrangements

that are available to them when developing their sample trip responses, provided that the trip costs and the administrative fee are clearly identified separately as required by the RFP. The Lottery will evaluate proposals based on the pricing and information submitted. The RFP does not require Offerors to use publicly available rates, nor does it require Offerors to exclude supplier discounts or negotiated pricing that may be available through the Offeror's business relationships.

6. Administrative Fee Applicability

The RFP states that the administrative fee “shall cover the costs of the bookings.” Please clarify whether the administrative fee is intended to cover all travel-management services, including itinerary development, supplier sourcing, experience design, winner communications, changes, rebooking, emergency support, and 24/7 assistance, or only the actual booking transactions.

The administrative fee is intended to cover the Offeror's travel management and booking-related services associated with the trip. As described in Section XI, Pricing Offerors are required to provide trip costs at cost and identify a separate administrative fee, which "shall cover the costs of the bookings." Additionally, the scope of work in Section III requires the Offeror to provide a broad range of travel management services, including itinerary development, supplier coordination, VIP experience planning, customer service, traveler support, rebooking assistance, emergency response, and 24/7 support. The RFP does not require Offerors to separately price individual travel management activities such as itinerary development, winner communications, supplier sourcing, experience design, rebooking services, traveler support, or emergency assistance. Therefore, Offerors should include all costs associated with providing the required services in their proposed administrative fee unless otherwise identified in their proposal. The Lottery will evaluate proposals based on the total trip cost and the separately identified administrative fee submitted in accordance with Section XI, Pricing.

7. Traveler-Requested Changes

The RFP states that prize winners are responsible for fees/costs associated with changes after confirmation. Please clarify whether the Offeror may charge an administrative/service fee for processing traveler-requested changes, in addition to the supplier-imposed costs, or whether all change-related compensation must be included within the proposed administrative fee. If charged on a case-by-case basis, how are these fees collected from the prize winners?

The RFP states that, once travel arrangements have been finalized, prize winners shall be responsible for any fees or costs associated with changes to confirmed travel itineraries. The RFP further states that winners are responsible for costs associated with traveler-requested changes unless the Lottery determines otherwise in writing. The RFP does not specifically address whether the Contractor may charge a separate administrative or service fee for processing traveler-requested changes, nor does it prescribe how such fees would be collected from prize winners. Accordingly, Offerors should clearly describe in their proposals their approach to handling traveler-requested changes, including any applicable administrative or service fees, how such fees would be communicated, and how payment would be collected. The Lottery reserves the right to address these processes and any associated fees during contract negotiations. The RFP does not currently require that all change-related administrative services be included within the proposed administrative fee.

8. Cancellation / Supplier Changes

When a trip is cancelled or modified due to circumstances outside the traveler's control, such as airline cancellations, weather, supplier changes, or other travel disruptions, may the Offeror charge the administrative fee applicable to additional booking/rebooking work, or must all such services be absorbed within the original administrative fee?

The RFP requires the Offeror to provide customer service and support for travel-related issues, including cancellations, rebooking, schedule changes, travel interruptions, supplier-imposed changes, and traveler emergencies. The RFP also requires Offerors to provide 24/7 support and to describe their processes for handling such situations. However, the RFP does not specifically address whether an additional administrative fee may be charged when trips are cancelled or modified due to circumstances outside the traveler's control. Accordingly, Offerors should describe in their proposals how they manage cancellations, rebooking, and travel disruptions, including whether any additional fees may apply for significant rebooking or trip modification services beyond the original booking. Any such fees, if proposed, should be clearly disclosed. The RFP does not currently require that all rebooking or disruption-related services be absorbed within the original administrative fee, nor does it establish a separate fee structure for these circumstances. The Lottery reserves the right to address such matters during contract negotiations.

9. Las Vegas & Greece Airfare Assumption

For the sample trips, should Offerors price round-trip economy airfare (basic - no seat/nonrefundable, premium, comfort...), or is a specific cabin/class of service

expected? The RFP specifies airfare from Richmond International Airport but does not specify cabin class.

The RFP does not specify a required cabin or air service class for the sample trips. Section V, Sample Trips, requires Offerors to include air transportation originating from Richmond International Airport for both the Las Vegas and Athens scenarios but does not identify a specific fare class, cabin type, or seating category.

Accordingly, Offerors may propose the class of service they believe is appropriate for the overall travel package and budget provided in each sample-trip scenario. Offerors should clearly identify any assumptions regarding airfare class, seating, baggage, and related travel components in their responses. For the Athens scenario, the RFP specifically requires Offerors to identify assumptions related to baggage fees, international fees, taxes, gratuities, and other pricing considerations.

The Lottery will evaluate proposals based on the overall quality, reasonableness, and completeness of the proposed travel package and pricing submitted in accordance with the RFP requirements.

10. Trip Sample Budgets

Are the budgets intended to represent the complete trip cost including the administrative fee, or is it intended to represent the underlying trip cost before application of the administrative fee? Also, does this budget include trip insurance?

The RFP establishes a total budget of \$6,500 for the Las Vegas sample trip and \$100,000 for the Athens sample trip and requires Offerors to provide a detailed cost breakdown for each service included in the trip. Section XI, Pricing, further states that Offerors shall provide trip costs and identify the administrative fee separately, with the administrative fee added to the trip cost. Accordingly, for evaluation purposes, the Lottery intends the stated budgets to represent the underlying trip costs before application of the administrative fee. Offerors should price the travel components and related services within the stated budget assumptions and identify the administrative fee separately, as required by the Pricing section. With respect to travel insurance, Section III.E requires Offerors to provide travel insurance options for each trip and communicate coverage details to the Lottery and the prize winner. However, RFP does not require travel insurance to be included in the stated sample-trip budgets and does not specify whether insurance should be included in the sample-trip pricing. Therefore, for consistency, Offerors should clearly identify any assumptions regarding travel insurance and should separately identify any travel insurance costs included in, or exclude from, the sample-trip pricing.

