

Standard Contract

UCPUMW 26-2075

Customizable International Travel Services

This contract, between Vacations Consulting Inc dba Destination Partners, hereinafter called the “Contractor”, and the Commonwealth of Virginia, University of Mary Washington, called the “University” or “UMW”, shall become effective upon full execution of this document by both parties.

WITNESSETH that the Contractor and the University, in consideration of the mutual covenants, promises and agreements contained herein, agree as follows:

PERIOD OF CONTRACT: March 1, 2026 – February 28, 2027 with nine (9) one-year renewal options.

CONTRACT DOCUMENTS: The contract shall consist of the following documents *in order of precedence*, all of which are incorporated herein by reference, and constitute the “contract documents”:

1. This signed Contract;
2. Any addenda and the original solicitation, RFP # 26-2075, dated January 20, 2026, to include:
 - a. The Statement of Needs
 - b. The General Terms and Conditions
 - c. The Special Terms and Conditions;
3. The Contractor’s proposal dated February 1, 2026 including all attachments;

Any contractual claims shall be submitted in accordance with the contractual dispute procedures set forth in the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors.

SCOPE OF SERVICES: The Contractor agrees to provide the following services:

- A. Customized International Travel Programming
 1. Develop and manage group travel programs for academic, cultural, and service-learning purposes.
 2. Offer tailored itineraries that meet educational goals for faculty and students.
- B. Travel Management Services
 1. Arrange international transportation, lodging, and local transfers for large groups.
 2. Provide access to unique lodging options (e.g., apartments, dormitories, houses).
- C. Program Enhancements
 1. Secure admissions to museums, performances, and cultural attractions at favorable rates.
 2. Organize mini-trips or excursions during international programs.
- D. Support Services
 1. Offer professional trip counseling for faculty directors.
 2. Provide tour guides and interpreters as needed.
 3. Conduct pre-trip seminars and organizational meetings upon request.
- E. Compliance and Documentation
 1. Communicate entry requirements (visas, immunizations) and assist with passport/visa services.
 2. Ensure adherence to all local, state, and federal laws and regulations.

3. If the Contractor collects any traveler data, the Contractor shall disclose what data is collected, how it is stored, and how it is protected. Based on evaluation of proposals, the Hosted Technology Services Addendum may be required as part of any subsequent contract.

F. Emergency and Risk Management

1. Maintain a 24/7 Emergency Operations Plan for faculty, staff, and student travelers.
2. Communicate travel alerts, restrictions, and contingency procedures for pandemics or emergencies.

G. Financial and Administrative Requirements

1. Provide accurate invoicing showing cost per traveler.
2. Offer transparent refund and cancellation policies with maximum flexibility.
3. Issue quotes for budget planning and guarantee pricing when possible.

H. Additional Services

1. Provide meeting space and technology support during travel.
2. Offer travel insurance and refund processing for unused tickets.

PROGRAM PRICING CLARIFICATIONS:

Billing, Deposits, and Final Payment (Program-Specific Schedule)

- To confirm group flights an air deposit is required.
- 50% Payment is due by 90 days prior to departure.
- Full Payment is due by 45 days prior to departure. Failure to pay balance by this date may result in loss of space or re-quote program.
- Initial invoice is based on services per itinerary, expected number of participants and room types. Invoices will be adjusted to reflect actual, final services if changes are made.
- Estimated pre-payment will be required if final program needs are still undetermined at 45 days prior to departure to cover monies due to confirm and pay for services before the program begins.
- In case of an estimated pre-payment, adjustments to final invoice will be made to reflect actual services and charges.
- Final payment will be due immediately upon conclusion of the program and receipt of final invoice. If a refund is applicable, it will be paid to the client upon completion of the program.

Cancellation – Land (Group)

- 90–61 days prior to departure: 25% of all services forfeit.
- 60 to 46 days prior to departure: 50% of all services forfeit.
- 45 to 31 days prior to departure: 80% of all services forfeit.
- 30 days prior to departure: 100% of all services forfeit.

Cancellation – Land (Individual)

- Airfare is non-refundable after ticketing per airline requirements.
- 60+ days – Fully refundable.
- 30+ days – 50% refundable.
- 15+ days – non-refundable services + 1 night hotel room penalty.
- Less than 7 days – 100% non-refundable.

Cancellation – Air

- Group air deposits are refundable 100 days prior to departure, unless otherwise specified by the airline. Specific deadlines are provided at the time of booking. A few airlines are now requiring non-refundable deposits to secure group space. The university will be advised at the time of quotation which flight options have refundable and nonrefundable deposit options.
- After the airline utilization deadline, any reductions in the number of seats will result in the loss of the deposit on that seat.

- If the group drops below the 10 pax minimum, group space will be canceled by the airline automatically and deposits will be lost. Flights would then have to be booked as individual tickets with published fares at the time of ticketing.
- All flights are non-refundable after ticketing. In very few instances an airline will allow for a name change to a ticket, but this always incurs a fee and is on a case-by-case basis.

CONTRACT ADMINISTRATION: The Director of Center for International Education, or designee, shall be identified by the University as the Contract Administrator and shall use all powers under the contract to enforce its faithfulness and performance in conjunction with the University's Procurement Services department.

GENERAL TERMS AND CONDITIONS:

A. **ANTI-DISCRIMINATION:** By submitting their bids or proposals, bidders or offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and § 10 of the Rules Governing Procurement, Chapter 2, Exhibit J, Attachment 1, available for review on the UMW Procurement Services website. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (§6 of the Rules Governing Procurement).

In every contract over \$10,000, provisions 1. and 2. below apply:

1. During the performance of this contract, the contractor agrees as follows:
 - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
 - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
 - d. If the contractor employs more than five employees, the contractor shall:
 - i. provide annual training on the contractor's sexual harassment policy to all supervisors and employees providing services in the Commonwealth, except such supervisors or employees that are required to complete sexual harassment training provided by the Department of Human Resource Management, and
 - ii. post the contractor's sexual harassment policy in (a) a conspicuous public place in each building located in the Commonwealth that the contractor owns or leases for business purposes and (b) the contractor's employee handbook.
2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

- B. **APPLICABLE LAWS AND COURTS:** This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The contractor shall comply with all applicable federal, state and local laws, rules and regulations.
- C. **ASSIGNMENT OF CONTRACT:** A contract shall not be assignable by the contractor in whole or in part without the written consent of the Commonwealth.
- D. **AUDIT:** The Contractor hereby agrees to retain all books, records, and other documents relative to this contract for at least five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The Agency, its authorized agents, and/or State auditors shall have full access to, and the right to examine any of said materials during said period.
- E. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- F. **DEBARMENT STATUS:** By submitting their bids or proposals, bidders or offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.
- G. **ETHICS IN PUBLIC CONTRACTING:** By submitting their bids or proposals, bidders or offerors certify that their bids or proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other bidder or offeror, supplier, manufacturer or subcontractor in connection with their bid or proposal, and that they have not conferred with any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- H. **eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS:** The eVA Internet electronic procurement solution, website portal, streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet eProcurement solution by completing the free eVA Vendor Registration. All bidders or offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the bid/proposal being rejected.

Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:

1. Effective July 1, 2014, the Vendor Transaction Fees are:
 - i. DSBSD-certified Small Businesses: 1%, capped at \$500 per order.
 - ii. Businesses that are not DSBSD-certified Small Businesses: 1%, capped at \$1,500 per order.

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, approximately 30 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.

- I. **IMMIGRATION REFORM AND CONTROL ACT OF 1986:** By entering into a written contract with the Commonwealth of Virginia, the Contractor certifies that the Contractor does not, and shall not during the performance of the contract for goods and services in the Commonwealth, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- J. **NONDISCRIMINATION OF CONTRACTORS:** A bidder, offeror, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in

employment or because the bidder or offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.

- K. **PRECEDENCE OF TERMS:** These Mandatory General Terms and Conditions and the Commonwealth of Virginia Procurement Manual for Institutions of Higher Education and their Vendors, shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.
- L. **PRICE CURRENCY:** Unless stated otherwise in the solicitation, bidders or offerors shall state bid or offer prices in US dollars.

SPECIAL TERMS AND CONDITIONS:

- A. **ANTITRUST:** By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
- B. **AUDIT:** The contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.
- C. **COOPERATIVE PROCUREMENT/ADDITIONAL USERS - USE OF AGREEMENT BY THIRD PARTIES:** It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body (to include government/state agencies, political subdivisions, etc.), cooperative purchasing organizations, public or private health or educational institutions, or any University affiliated agency and/or corporation may access any resulting contract if authorized by the Contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) will be extended to the entities indicated above to purchase goods and services in accordance with contract terms. As a separate contractual relationship, the participating entity will place its own orders directly with the contractor(s) and shall fully and independently administer its use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the University. No modification of this contract or execution of a separate agreement is required to participate; however, the participating entity and the contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor.

The Contractor will notify the University in writing of any such entities accessing this Contract. The Contractor will provide semi-annual usage reports for all entities accessing the Contract. The Contractor should consider an offer of special tiered pricing or rebates to all entities accessing the contract, based on the results of such reporting. This tiered pricing and/or rebate structure should be included with the Offeror's bid or proposal package. The University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the Contract. It is understood and agreed that the University is not responsible for the acts or omissions of any entity, and will not be considered in default of the Contract no matter the circumstances.

Use of this Agreement does not preclude any participating entity from using other agreements or competitive processes.

- D. **CANCELLATION OF CONTRACT:** The University reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- E. **AVAILABILITY OF FUNDS/FISCAL YEAR PROCESSING:** The University of Mary Washington's fiscal year is July 1st through June 30th. Payment cannot be made for multiple fiscal years in advance of services. It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- F. **CHANGES TO THE CONTRACT:** Changes can be made to the contract in any of the following ways:
1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
 2. The University may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the University a credit for any savings. Said compensation shall be determined by one of the following methods:
 - i. By mutual agreement between the parties in writing; or
 - ii. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the University's right to audit the contractor's records and/or to determine the correct number of units independently; or
 - iii. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the University with all vouchers and records of expenses incurred and savings realized. The University shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the University within thirty (30) days from the date of receipt of the written order from the University. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia Manual for Institutions of Higher Education and Their Vendors. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the University or with the performance of the contract generally.
- G. **CONTROLLING VERSION:** The PDF version of the solicitation and any addenda issued by University of Mary Washington Procurement Services is the mandatory controlling version of the document. Any modification

and/or additions to the solicitation by the Offeror shall not modify the official version of the solicitation issued by UMW Procurement Services unless accepted in writing by the University. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, UMW reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal. If the modifications or additions are not identified until after the award of the contract, the controlling version of the solicitation document shall still be the official state form (PDF) issued by UMW Procurement Services.

- H. **DEBARMENT STATUS:** By participating in this procurement, the vendor certifies that they are not currently debarred by the Commonwealth of Virginia or any affiliated agency from submitting a response for the type of goods and/or services covered by this solicitation. Vendor further certifies that they are not debarred from filling any order or accepting any resulting order, or that they are an agent of any person or entity that is currently debarred by the Commonwealth of Virginia. If a vendor is created or used for the purpose of circumventing a debarment decision against another vendor, the non-debarred vendor will be debarred for the same time period as the debarred vendor.
- I. **DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.
- J. **DRUG-FREE WORKPLACE:** During the performance of this contract, the contractor agrees to (i) provide a drug free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

- K. **EXTRA CHARGES PROHIBITED:** The bid or proposal price shall be complete; and shall include all applicable freight and any other charges; extra charges invoked by the Contractor shall not be honored or paid. These charges, for example, shall include but not be limited to fees invoked by the vendor for the use of the credit card for payment of invoices, or any order-associated eVA fees.
- L. **NON-ACCEPTANCE OF VENDOR TERMS:** The University shall not be bound by any additional or different terms and conditions issued by the Contractor in connection with a specific trip, booking, reservation, invoice, itinerary, online portal, or any other transaction. Any such terms, including but not limited to click-through agreements, booking confirmations, or standard business terms, shall be of no force or effect unless expressly agreed to in a formal written amendment executed by both parties. Performance by the University shall not constitute acceptance of any Contractor-issued terms.
- M. **DIGITAL ACCESSIBILITY REQUIREMENTS:** The Contractor shall ensure that all information technology, digital content, documents, electronic communications, and related materials provided under this Contract comply with the nonvisual access requirements of the Information Technology Access Act, §§ 2.2 3500 through 2.2 3504 of the Code of Virginia, and with Section 508 of the Rehabilitation Act (29 U.S.C. § 794d), as amended. All Technology provided under this Contract shall:

1. Provide effective, interactive control and use through nonvisual means;
2. Be compatible with assistive technologies used by individuals who are blind or visually impaired;
3. Integrate nonvisual access into any networks used to share information or communication; and
4. Provide equivalent access to telecommunications and network services.

Upon request, the Contractor shall provide documentation demonstrating compliance with these requirements and shall promptly correct any identified accessibility barriers at no additional cost to the University.

- N. **INDEPENDENT CONTRACTOR RELATIONSHIP:** In performing any and all of the services to be provided under this contract, the Contractor shall at all times and for all purposes be and remain an independent contractor. In no case and under no circumstances shall the Contractor or any of its employees, including but not limited to those of its employees actually performing any of the services, have authority to make any representations or commitments on behalf of the University or be considered the agent of the University for any purpose whatsoever. No persons engaged by the Contractor in connection with the provision of Services shall be considered employees of the University. As between the parties, the Contractor shall be responsible for hiring, supervising, training and instructing those individuals performing the services and shall pay any required state and federal taxes on behalf of such persons and provide them with any legally required employee benefits.
- O. **NON-EXCLUSIVE CONTRACT:** Nothing herein is intended nor shall be construed as creating any exclusive arrangement with the Contractor. The contract shall not restrict UMW from acquiring similar, equal or like goods and/or services from other sources.
- P. **NOTICES:** Any official legal notice, demand, request, consent, approval or communication required by this Agreement to be provided in writing by either party, shall be addressed to the University or Contractor at their respective addresses entered below. These notices shall be sent via certified mail, return receipt requested, and shall be considered by the sender received within five (5) days of delivery to the U.S. Postal Service, or via the stamped evidence of delivery, whichever occurs first. Any unofficial notices or communications may be sent via electronic mail.

If to the University:
 Attn: Procurement Services
 1301 College Avenue
 Fredericksburg, VA 22401

If to the Contractor:
 Attn: Vacations Consulting Inc dba Destination Partners
 5051 Castello Drive, Suite #33
 Naples, FL. 34103

- Q. **PROCUREMENT MANUAL:** This contract is subject to the provisions of the Commonwealth of Virginia Procurement Manual for Institutions of Higher Education and their Vendor's and any revisions thereto, which are hereby incorporated into this contract in their entirety. The manual may be viewed at the VASCUPP website.
- R. **RECYCLING POLICY:** It shall be the policy of the University of Mary Washington to support and encourage conservation and recycling efforts by vendors, students, faculty and staff, where possible.
- S. **RENEWAL OF CONTRACT:** This contract may be renewed by the University upon written agreement of both parties for (9), one-year renewal periods, under the terms of the current contract, and at a reasonable time (approximately 90 days) prior to the expiration. Only at the time of renewal may prices be negotiated for the upcoming term.
- T. **SEVERABILITY:** If any term or provision of this Agreement is found by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable, the same shall not affect the other terms or provisions hereof or the whole of this Agreement, but such term or provision shall be deemed modified to the extent necessary in the court's opinion to render such term or provision enforceable, and the rights and obligations of the parties shall be construed and enforced accordingly, preserving to the fullest permissible extent the intent and agreements of the parties herein set forth.

- U. **TAXES:** Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.
- V. **TITLE IX:** Educational institutions that receive federal financial assistance are covered by Title IX of the Education Amendments of 1972. In compliance with Title IX, the University of Mary Washington prohibits discrimination in employment as well as in all programs and activities on the basis of sex. The University of Mary Washington's Policy on Sexual and Gender Based Harassment and Other Forms of Interpersonal Violence can be found at <http://diversity.umw.edu/title-ix/files/2016/09/Policy-on-Sexual-and-Gender-Based-Harassment-and-Other-Forms-of-Interpersonal-Violence-03.18.pdf>.
- W. **INSURANCE:** The Contractor shall maintain the following insurance coverage during the term of the Contract: For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §25 of the Rules Governing Procurement – Chapter 2, Exhibit J, Attachment 1, and 65.2-800 et seq. of the Code of Virginia. The bidder or Offeror further certifies that the contractor and any subcontractors will maintain these insurance coverages during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.
- X. **MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS:**
 - i. Workers' Compensation - Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirements under the Code of Virginia during the course of the contract shall be in noncompliance with the contract.
 - ii. Employer's Liability - \$100,000.
 - iii. Commercial General Liability - \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia must be named as an additional insured and so endorsed on the policy.
 - iv. Automobile Liability - \$1,000,000 combined single limit. Required only if a motor vehicle not owned by the Commonwealth is to be used in the contract. Contractor must assure that the required coverage is maintained by the Contractor (or third-party owner of such motor vehicle).

METHOD OF PAYMENT/PAYMENT TERMS: The contractor shall be paid using one of the following methods for all University initiated procurements:

1. University Charge Card: At the time of verified receipt of goods or services, if the Contractor accepts credit cards in payment, the University will authorize payment by UMW charge card, currently through the Bank of America Visa. Any "Check-out fees" imposed by the contractor must be disclosed prior to the purchase. No check-out fee or surcharge may be greater than 3% of the total sale, effective 4/15/2023. The University expects that these costs, as well as all contractor business expenses will be built into the contractor's quoted price.
2. Virtual Payables through Bank of America: All payments under Virtual Payables will have a net 16 payment term.
3. Check or ACH: Payment will be made 30 days after satisfactory performance of the contract in all provisions thereof and upon receipt of a properly completed invoice, whichever is later; in accordance with Chapter 43, VPPA, Article 4, Code of Virginia.

To be considered eligible for payment, all physical invoices must be received at the address below and should reference the eVA purchase order and UMW contract numbers as applicable. All electronic invoices must be sent to [UMW Account Payable](#). *The University will not be responsible for late payment or nonpayment of invoices not received directly by Accounts Payable at this email address or at the mailing address indicated (below).*

UNIVERSITY OF MARY WASHINGTON
Attn: ACCOUNTS PAYABLE
1301 COLLEGE AVENUE
FREDERICKSBURG, VA 22401

Note: This public body does not discriminate against faith-based organizations in accordance with the *Governing Rules §36* or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any basis prohibited by state law relating to discrimination in employment.

In witness, whereof, the parties have caused this Contract to be duly executed intending to be bound thereby.

Vacations Consulting Inc dba Destination Partners

UNIVERSITY OF MARY WASHINGTON

Signature: *Sarah Navarro*

Signature: _____

Printed Name: Sarah Navarro

Printed Name: Melva A. H. Kishpaugh

Title: Commercial Manager

Title: Director, Procurement Services

Date: March 4, 2026

Date: March 5, 2026

Phone: 239-350-7687 ext. 110

Email: snavarro@destinationpartners.net

SEALED REQUEST FOR PROPOSAL (RFP)

ISSUE DATE: January 20, 2026

RFP NUMBER & TITLE: **RFP 26-2075** - Customizable International Travel Services
Thursday, February 5, 2026 – 2:00 PM EST

PROPOSAL DUE DATE & TIME: **NOTE: Proposals received after the due date and time, as determined by the electronic time stamp generated by the eVA system, cannot be accepted.**

PROPOSAL SUBMISSION: Proposals shall be submitted electronically via the Commonwealth of Virginia’s eVA system in accordance with the instructions provided in this solicitation.
Reference **RFP 26-2075**

WORK LOCATION: All Campuses Fredericksburg Stafford Dahlgren

COMMODITY CODE(S): **95892, 96178**

PRE-PROPOSAL CONFERENCE: Optional Mandatory N/A

CONTRACT OFFICER: JENNIFER BUIST **EMAIL:** jbuist@umw.edu

PERIOD OF CONTRACT: DATE OF AWARD THROUGH ONE YEAR, WITH OPTION FOR NINE (9) 1-YEAR RENEWALS, or as negotiated.

In compliance with this Sealed Request for Proposal (RFP) and to all the conditions imposed therein, and hereby incorporated by reference, the undersigned firm offers and agrees to furnish the goods/services in accordance with attached signed proposal or as mutually agreed upon by subsequent negotiation. The undersigned firm hereby certifies that all information provided in response to this RFP is true, correct and complete.

By signing this proposal, you are certifying that you are an authorized representative of the offering firm and that the firm’s principals or legal counsel have reviewed the Request for Proposal General Terms and Conditions and any Special Terms and Conditions. Any exceptions to the General or Special Terms and Conditions must be clearly identified in your proposal. No exceptions can be made to those General or Special Terms and Conditions that are mandated by law. If no exceptions are identified in your proposal, it is understood that the provisions will become a part of any final agreement.

THIS FORM MUST BE COMPLETED AND RETURNED WITH PROPOSAL

Name of Offering Firm: _____

Address of Offering Firm: _____

[DSBSD](#) Certification No.: _____ Expiration Date: _____

eVA ID: _____ Tax ID: _____

Email: _____ Telephone: _____

Website: _____ Fax: _____

Submitted By (Print Name & Title): _____

Signature (In Ink): _____ **Date:** _____

- I. QUESTIONS/INQUIRIES:** All inquiries for information should be directed via email to the contract officer listed above, referencing the RFP by title and number. No questions will be accepted after Thursday, January 29, 2026, at 2:00 PM EST. Responses will be posted as an addendum on eVA.
- II. PROPOSAL RECEIPT REQUIREMENTS:** Proposals for furnishing the goods/services described herein must be submitted electronically via the Commonwealth of Virginia's eVA Procurement Portal (www.eva.virginia.gov). Physical submissions will not be accepted. **It is the responsibility of the Offeror to ensure that the proposal is submitted through eVA and received on time.**
- A. Late proposals cannot be accepted.
 - B. Offerors should verify successful submission in eVA prior to the deadline.
 - C. *UMW requires the inclusion of a clearly marked redacted proposal to be uploaded in eVA if any portion of the Offeror's proposal contains proprietary information.*
- III. ADDENDA:** Any changes resulting from the University's requirements will be issued in an addendum and will be posted on the eVA website: <http://www.eva.virginia.gov>. It is the sole responsibility of the Offeror to check for all changes to the RFP prior to submission.
- IV. INCLEMENT WEATHER/SUSPENDED SCHEDULE:** Proposal receipt deadline scheduled during a period of suspended state business operations, including school closing due to inclement weather, will be rescheduled for processing at the same time on the next regular business day. It is your responsibility to check UMW's website or call for closing information or call the University's Weather Line at (540) 654-2424. Please visit the [University of Mary Washington Website](#) for current operating status updates.
- V. PUBLIC RELEASE OF INFORMATION:** UMW utilizes a Public Contracts Portal ([Cobblestone](#)) for posting of procurement documents, including winning proposals. Further, if the resulting contract includes cooperative language, the [VASCUPP public portal](#) will be used to house relevant procurement documents, including winning Offeror 's proposal.

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Note: This public body does not discriminate against faith-based organizations in accordance with §36 of the Governing Rules or against a bidder or Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

I. PURPOSE:

The intent and purpose of this Request for Proposal (RFP) is to solicit sealed proposals from qualified sources to establish contracts through competitive negotiations to provide customized education abroad and travel programming as outlined herein to the University of Mary Washington ('UMW' or 'the University'), an agency of the Commonwealth of Virginia. It is intended for the resulting contract to include cooperative language for the benefit of all public bodies and other entities referenced herein.

II. ORGANIZATION OVERVIEW:

Founded in 1908, the University of Mary Washington, is a premier, selective, coeducational, public liberal arts institution that offers rigorous academics in small classroom settings, innovative master teachers, a supportive campus community that values honor and integrity, and a civically, socially, and intellectually engaged community. Located within the Commonwealth of Virginia in Fredericksburg, UMW resides within an hour's drive of both the nation's Capital of Washington, D.C. and the State Capital of Richmond, offering students unique opportunities for internships, research excursions, and recreation. The University currently consists of three colleges for Arts and Sciences, Business, and Education, and two additional campuses: one in Stafford, VA and the other in Dahlgren, VA. For more information about the University of Mary Washington, visit [the University About Page](#).

III. BACKGROUND:

The University provides numerous opportunities for customized travel and/or customized education abroad programs for study abroad, foreign language immersion, conservation, volunteerism, service learning, academic research, fine arts performances, athletic competition, or other group travel prospects each year. Participants may include students, alumni, faculty, staff, and approved guests (e.g., family members of faculty) as authorized by CIE.

A. The University currently maintains multiple contracts for customized international travel services on an as-needed basis under the incumbent contract UCPUMW 15-386. The awarded vendors under this contract are:

1. Vacations Consulting dba Destination Partners and Brazil Nuts
2. Vagabond Tours (EduTrips)
3. Fellowship Travel International Inc.
4. Golden Rule Travel, LLC
5. Academic Experiences Abroad (AEA)

B. Approximate annual spend for FY25 is \$187,134.00. Refer to Attachment D for detail. This figure is estimated and is provided for informational purposes. *The University will not guarantee actual contract usage in any amount during any period of the resulting contract, nor will it be held responsible in any way if contract usage exceeds or does not meet this estimate.*

C. The University shall issue Purchase Orders for each arranged travel program. The Purchase Order shall serve as the University's authorization to perform work. *The University shall not be required to sign additional agreements for work performed under this contract.*

IV. CONTRACT PARTICIPATION – COOPERATIVE PURCHASING/USE OF AGREEMENT BY THIRD PARTIES:

A. Under the authority of §6 of the Rules Governing Procurement of Goods, Services, Insurance and Construction by a Public Institution of Higher Education of the Commonwealth of Virginia (copy available on the [VASCUPP website](#)), it is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body (to include government/state agencies, political subdivisions, etc.), cooperative purchasing organizations, public or private health or educational institutions or any University related foundation and affiliated corporations may access any resulting contract if authorized by the contractor.

- B. Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) may be extended to the entities indicated above to purchase goods and services in accordance with the contract terms. As a separate contractual relationship, the participating entity will place its own orders directly with the Contractor(s) and shall fully and independently administer its use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from UMW. No modification of this contract or execution of a separate agreement is required to participate; however, the participating entity and the Contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor.
- C. UMW shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that UMW is not responsible for the acts or omissions of any entity and will not be considered in default of the contract no matter the circumstances. Use of this contract(s) does not preclude any participating entity from using other contracts or competitive processes as needed.

V. SMALL, WOMAN-OWNED AND MINORITY-OWNED (SWAM) PARTICIPATION:

It is the policy of the Commonwealth of Virginia to contribute to establishment, preservation, and strengthening of small businesses and businesses owned by women and minorities and to encourage their participation in State procurement activities. The Commonwealth encourages contractors to provide for the participation of Small (includes Micro) and otherwise Diverse Businesses through partnerships, joint ventures, subcontracts, and other contractual opportunities. Information regarding Commonwealth of Virginia SWaM requirements is available on the University of Mary Washington's [SWaM information page](#). Offerors are encouraged to review this information prior to proposal submission.

VI. PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS:

A. GENERAL PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS:

1. Proposal Requirements - The University reserves the right to:
 - accept or reject any and all proposals, in whole or in part, received as a result of this RFP,
 - waive minor informalities,
 - issue a lowered evaluation of the proposal for failure to submit all information requested,
 - negotiate with any or all responsible vendors in any manner necessary to serve the best interests of the University, or accept the best proposal as submitted, without negotiation.

Any proposal submitted without a signature binding the Offeror to the proposal will be considered non-responsive and may be rejected. *This Request for Proposal creates no obligation on the part of the University to award a contract or to compensate vendors for proposal preparation expenses.*

2. Protection of Trade Secrets/Proprietary Information: The Virginia Freedom of Information Act "FOIA" requires release of any procurement documents that are not appropriately marked and protected through the Trade Secrets or Proprietary Information provisions outlined in the paragraphs below.

If the Offeror intends to protect any Trade Secrets or Proprietary Information, they must:

- invoke the protection of the Code of Virginia, § 2.2-4342F, **in writing**, stating the reasons why protection is necessary, and,
- submit, at the same time as the original proposal submission, a separate redacted version of the proposal which contains identical content but blacks out any protected information not appropriate

for public release. *If a redacted proposal is not received at the same time as the original proposal, no part of the document may later be protected by the Offeror and restricted from public review.*

The designating of an entire proposal document, line-item prices and/or total proposal prices as proprietary or as a trade secret is not acceptable. If, after being given reasonable time, the Offeror refuses to withdraw the entire proposal designation as proprietary and/or confidential, the proposal will be rejected.

3. Oral Presentations: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the University. If required, presentations may be conducted in person or via video conference (e.g., Zoom or Microsoft Teams). This will provide an opportunity for the Offeror to clarify or elaborate on the proposal. This is a fact-finding and explanation session only and does not include negotiation. *Oral presentations are an option of the university and may not be conducted. Therefore, proposals submitted in response to this RFP should not be submitted with the presumption that there will be opportunities to revise the proposal after submission.*
4. Vendors shall submit one (1) complete electronic proposal through eVA by the date and time specified in this solicitation. Paper or physical media submissions will not be accepted. All proposal documents must be uploaded in eVA in a non-corrupted, readable format and must not be password protected, unless the password is provided at the time of submission. If a redacted copy of the proposal is required, the vendor shall submit one (1) separate electronic redacted copy through eVA, clearly labeled "Redacted," in addition to the complete proposal.
5. Proposal Formatting and Content: Proposals should be as detailed as necessary to enable the University of Mary Washington to properly evaluate the Offeror's capabilities to provide the required services. Proposals shall be:
 - Prepared simply and economically, with attention to minimizing unnecessary content and file size.
 - Submitted electronically through eVA in commonly used, readable file formats.
 - Organized in a clear and logical manner.
 - Straightforward and concise, while fully addressing all solicitation requirements.
 - Formatted to facilitate electronic review, including the use of bookmarks, headings, or tables of contents where appropriate.
6. Limited Contact: To ensure timely and adequate consideration of your proposal, Offerors are to limit all contact, whether verbal or written, pertaining to this RFP to the UMW Procurement Office Contract Officer indicated on the face of this document for the duration of this Procurement process. Failure to do so may jeopardize further consideration of an Offeror's Proposal.

SPECIFIC PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS

The Offeror should provide the following information tabbed as follows:

1. Please identify the amount of sales your company has had (if any) during the last twelve months with each public Higher Education Institution within the Commonwealth of Virginia.
2. Provide a comprehensive list of currently serviced destinations and examples of types of travel programming that the offering firm has provided to clients within the last three years.
 - a. Specify the international locations to which your firm has experience in providing travel management services.

- b. Describe the experience that your firm has in providing travel management services for large groups in an academic and higher education setting. Please provide recent examples (references) to support this experience.
 - c. Describe the ability of your firm to provide customized group tours and/or organize group events that meet educational goals for faculty and students while traveling abroad. Provide examples of previously arranged tours.
 - d. Describe the ability of your firm to offer professional trip counseling for faculty directors for complex or unique itineraries.
 - e. Describe your firm's ability to provide tour guides and/or interpreters on an as-needed basis during international travel.
 - f. Describe your firm's ability to arrange for admissions passes to various museums, performances, special exhibits, and other attractions as an enhancement to the international study program at the most favorable rate to the University. Provide suggested attractions as examples in conjunction with various serviced locations.
 - g. Describe the ability of your firm in locating restaurants in the travel area that can accommodate large travel groups, including dietary restrictions (allergies, vegetarian/vegan, gluten-free, halal/kosher) and accessibility needs. Describe the ability of the University to have select group meals be pre-reserved and invoiced as part of the trip. Provide examples of previous arrangements.
 - h. Describe your firm's ability to provide or attend pre-trip seminars and organizational meetings on campus to the groups that will be traveling, if requested by the University. Specify all associated costs in the Pricing Schedule.
 - i. Describe the firm's ability to provide meeting space, classroom facilities, and/or presentation/technology needs during international travel at the University's request. Describe your ability to provide facilities on another university or college campus and specify the locations.
3. If all services described in section IV.A are not provided "in-house" by the offering firm, please provide the list of providers that partner with the firm to supply the services.
- a. Describe the firm's ability to plan mini-trips or excursions for University groups traveling abroad. Describe the firm's ability to schedule either intra-national or international travel to accommodate the mini-trips or excursions. Provide examples of previous experience in providing this service.
 - b. Describe firm's ability to provide charter transportation and the types available by location.
 - c. Describe all travel insurance available at no cost to the University.
 - d. Describe any Common Carrier and Flight Insurance that would be made available to University travelers at no additional cost to the University.
 - e. The contractor shall provide any refunds due as a result of unused tickets and shall identify each refund by the original ticket and invoice number. Refunds shall be credited to the University in the form of the original payment. Describe the firm's refund policy as it pertains to tickets, rentals, and reservations described within this RFP.
 - f. Describe the timeframe for providing the delivery of tickets and/or itineraries to the requesting University faculty travel leader after reservations are confirmed. All tickets and itineraries, unless otherwise requested by the University, should be delivered electronically.

- g. Describe the information provided on standard itineraries.
 - h. Describe the firm's ability to communicate entry requirements for a country (such as a visa, letter of invitation), and to communicate any issues that may prevent entry into a country (such as passport stamps to a specific country) and provide guidance on resolution.
 - i. Specify the firm's ability to provide Passport and Visa services. Include all associated costs.
 - j. Trip itineraries for the entire group shall be provided to the University faculty director in charge of the trip and the Center for International Education (CIE), unless otherwise specified.
 - k. Describe how the firm ensures accuracy in booking, invoicing, and itineraries. Specify if original receipts shall be provided to the University.
 - l. Describe the ability of the firm to provide communications to the faculty director when the trip being planned will take the group to locations requiring immunizations. Specify if the firm will be able to provide the faculty director and the Center for International Education (CIE) with details about the immunizations needed and time frame for the traveling group to receive the immunizations.
 - m. Describe the firm's ability to book group lodging for short term and long term stays. Describe any unique lodging situations for which the firm would have booking access, such as apartments, dormitories or houses.
4. Describe business operations.
- a. Provide resumes for key personnel (particularly the single point of contract who will be working with UMW) who would be representing the firm and working with UMW staff to develop travel programming or fulfill travel programming needs.
 - b. Specify how invoicing will demonstrate exactly how the cost per traveler was determined. Provide an invoice example.
 - c. Describe how payment is accepted.
 - d. Describe billing and payment terms. Specify if deposits are required and when full payment is due.
 - e. Specify the firm's cancellation policies and penalties. In the case of program cancellation or individual participant withdrawal, describe how refunds would be processed. Maximum flexibility is preferred.
 - f. Describe the process for providing a quote of travel costs, as requested by the University for Budget planning. Describe how the firm would be able to guarantee quoted price (for up to a year in advance). Specify any and all issues that would impact the quoted price.
 - g. Describe how the firm would ensure that post trip reconciliation charges or surcharges, previously unapproved by the University are not levied.
 - h. Describe the ability of the firm to provide quotes for international travel based on current exchange rates and provide the University with the ability to hedge currency when possible and if in the best interest of the University. Explain the process for issuing credits and charges if exchange rates change after the original quote.
 - i. Describe how the firm obtains the most favorable rates in regard to international travel for large groups.

- j. Describe the firm's ability to advise the University departments of savings opportunities as it pertains to various items of travel as part of an international study program.
 - k. The University shall not be required to sign additional travel agreements or pro forma for individual trips planned by firms awarded a contract as a result of this solicitation. The University will issue a purchase order in accordance with the contract and in accordance with the pro forma, which shall serve as the University's agreement to proceed. Describe the firm's ability to comply with this requirement.
 - l. Describe any data collected from travelers as part of your services, including what data is collected, how it is stored, and how it is protected. Based on evaluation of proposals, the Hosted Technology Services Addendum may be required as part of any subsequent contract.
5. Provide an Emergency Operations Plan to support UMW faculty, staff and student travelers, inclusive of emergency contact information (24/7).
 - a. Describe the firm's ability to communicate travel alerts or warnings issued by the U.S. Government and/or destination area including travel restrictions to sanctioned countries.
 - b. Provide details on the process that a University faculty leader would follow if problems occurred during an international trip arranged by the firm. Describe the firm's ability to provide back-up arrangements with short-term notice.
 - c. Include contingency procedures for pandemics, epidemics, public health emergencies, border closures, and other force-majeure events, including quarantine/isolation logistics, rebooking, cancellations, refunds/credits, and emergency communication protocols.
 6. Describe how the firm ensures that all local state and federal laws and regulations are followed.
 7. Provide at least one sample travel program with itinerary, for purposes of cultural immersion for 10 students and one faculty member, in a specific designation that the firm services, for a program minimum 21 days in length, or if only air transportation is available through the firm, please provide sample group itineraries with pricing.
 8. Provide information regarding services not described in the scope of work that the offering firm is currently able to provide to the University, along with associated pricing.
 9. TIME LINES AND KEY DATES:
 - a. Questions from Offerors accepted only through: Thursday, January 29, 2026 – 2:00 PM EST
 - b. Proposals are Due: Thursday, February 5, 2026 – 2:00 PM EST
 - c. Initial Evaluations complete & Score Sheets due: Friday, February 13, 2026
 - d. Proposal Clarification questions to Procurement Services: Tuesday, February 17, 2026
 - e. Tentative Proposal Clarifications complete and/or presentations: Thursday, February 19, 2026
 - f. Tentative Negotiations to be complete: Friday, February 27, 2026
 - g. Tentative Award(s): Friday, February 27, 2026 – 4:30 PM ET
 - h. Tentative Commencement of Contract(s) (contract signed): Monday, March 2, 2026
 10. Complete and return SIGNED RFP cover page. Proposals shall be signed by an authorized representative of the Offeror.
 11. Complete and return the following attachments with the proposal:
 - a. Attachment A – Proposal Submission Checklist. (Required)
 - b. Attachment B – Small Business Subcontracting Plan. (Required)
 12. Submit any exceptions the Offering firm takes to the Terms and Conditions as stated in this RFP.
 13. Any other information the Offeror believes will help the University evaluate its proposal.

Please review the Proposal Submission Checklist attached to this RFP prior to submission.

VII. STATEMENT OF NEEDS:

The Contractor shall provide the following services and capabilities:

- A. Customized International Travel Programming
 - 1. Develop and manage group travel programs for academic, cultural, and service-learning purposes.
 - 2. Offer tailored itineraries that meet educational goals for faculty and students.
- B. Travel Management Services
 - 1. Arrange international transportation, lodging, and local transfers for large groups.
 - 2. Provide access to unique lodging options (e.g., apartments, dormitories, houses).
- C. Program Enhancements
 - 1. Secure admissions to museums, performances, and cultural attractions at favorable rates.
 - 2. Organize mini-trips or excursions during international programs.
- D. Support Services
 - 1. Offer professional trip counseling for faculty directors.
 - 2. Provide tour guides and interpreters as needed.
 - 3. Conduct pre-trip seminars and organizational meetings upon request.
- E. Compliance and Documentation
 - 1. Communicate entry requirements (visas, immunizations) and assist with passport/visa services.
 - 2. Ensure adherence to all local, state, and federal laws and regulations.
 - 3. If the Contractor collects any traveler data, the Contractor shall disclose what data is collected, how it is stored, and how it is protected. Based on evaluation of proposals, the Hosted Technology Services Addendum may be required as part of any subsequent contract.
- F. Emergency and Risk Management
 - 1. Maintain a 24/7 Emergency Operations Plan for faculty, staff, and student travelers.
 - 2. Communicate travel alerts, restrictions, and contingency procedures for pandemics or emergencies.
- G. Financial and Administrative Requirements
 - 1. Provide accurate invoicing showing cost per traveler.
 - 2. Offer transparent refund and cancellation policies with maximum flexibility.
 - 3. Issue quotes for budget planning and guarantee pricing when possible.
- H. Additional Services
 - 1. Provide meeting space and technology support during travel.
 - 2. Offer travel insurance and refund processing for unused tickets.

VIII. CONTRACT ADMINISTRATION:

- A. The Director of the Center for International Education, or designee, shall be identified by the University as the Contract Administrator and shall use all powers under the contract to enforce its faithfulness and performance in conjunction with the University's Procurement Services department.
- B. The Contract Administrator shall determine the amount, quantity, acceptability, fitness of all aspects of the services and shall decide all other questions in connection with the services. The Contract Administrator shall not have authority to approve changes in the services which alter the concept or which call for an extension of the contract term. Any modifications made to the contract must be authorized by the University's Procurement Services Department through a written two-party modification to the contract.

IX. EVALUATION AND AWARD CRITERIA

A. Evaluation Criteria - Proposals shall be evaluated by the University of Mary Washington Evaluation Committee using the following criteria:

Criteria	Point Value
Offeror’s capability – Experience based on provided resume(s) of personnel proposed	30
Client recommendations	10
Quality of proposal - offerings; portfolio (examples of prior work); addresses UMW requirements	30
Pricing: Financial Proposal	20
Small Business Subcontracting Plan	10
Total	100

SWaM participation will be considered but weighted modestly due to the nature of this contract. Details regarding award process and multiple awards are located in the Special Terms and Conditions – Award to Multiple Offerors.

X. GENERAL TERMS AND CONDITIONS:

The full set of General Terms and Conditions is a mandatory part of this solicitation and will be incorporated into the resulting contract. Please review the current version on the [UMW Terms & Conditions page](#).

XI. SPECIAL TERMS AND CONDITIONS:

- A. **ANNOUNCEMENT OF AWARD:** Upon the award or the announcement of the decision to award a contract resulting from a competitive solicitation process for any dollar value, or sole source procurement valued at over \$50,000, the University will publicly post such notice on the DGS/DPS eVA VBO (www.eva.virginia.gov) for a minimum of 10 days.
- B. **ANTITRUST:** By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
- C. **AUDIT:** The contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.
- D. **PROPOSAL ACCEPTANCE PERIOD:** Any offer in response to this solicitation shall be valid for (120) days. At the end of the (120) days the proposal may be withdrawn at the written request of the Offeror . If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is canceled.
- E. **COOPERATIVE PROCUREMENT/ADDITIONAL USERS - USE OF AGREEMENT BY THIRD PARTIES:** It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body (to include government/state agencies, political subdivisions, etc.), cooperative purchasing organizations, public or private health or educational institutions, or any University affiliated agency and/or corporation may access any resulting contract if authorized by the Contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) will be extended to the entities indicated above to purchase goods and services in accordance with contract terms. As a separate contractual relationship, the participating entity will place its own orders directly with the contractor(s) and shall fully and independently administer its use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the University. No

modification of this contract or execution of a separate agreement is required to participate; however, the participating entity and the contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor.

The Contractor will notify the University in writing of any such entities accessing this Contract. The Contractor will provide semi-annual usage reports for all entities accessing the Contract. The Contractor should consider an offer of special tiered pricing or rebates to all entities accessing the contract, based on the results of such reporting. This tiered pricing and/or rebate structure should be included with the Bidder/Offeror's bid or proposal package. The University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the Contract. It is understood and agreed that the University is not responsible for the acts or omissions of any entity, and will not be considered in default of the Contract no matter the circumstances.

Use of this Agreement does not preclude any participating entity from using other agreements or competitive processes.

- F. **AWARD TO MULTIPLE OFFERORS:** Selection shall be made of two or more Offeror s deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the Offeror s so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the agency shall select the Offeror which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. The University reserves the right to make multiple awards as a result of this solicitation. The University may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (*Code of Virginia, § 2.2-4359D*). Should the University determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror . The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated.
- G. **CANCELLATION OF CONTRACT:** The University reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- H. **AVAILABILITY OF FUNDS/FISCAL YEAR PROCESSING:** The University of Mary Washington's fiscal year is July 1st through June 30th. Payment cannot be made for multiple fiscal years in advance of services. It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- I. **CHANGES TO THE CONTRACT:** Changes can be made to the contract in any of the following ways:
1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
 2. The University may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as

services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the University a credit for any savings. Said compensation shall be determined by one of the following methods:

- a. By mutual agreement between the parties in writing; or
 - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the University's right to audit the contractor's records and/or to determine the correct number of units independently; or
 - c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the University with all vouchers and records of expenses incurred and savings realized. The University shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the University within thirty (30) days from the date of receipt of the written order from the University. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia Manual for Institutions of Higher Education and Their Vendors. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the University or with the performance of the contract generally.
- J. **CONTROLLING VERSION:** The PDF version of the solicitation and any addenda issued by University of Mary Washington Procurement Services is the mandatory controlling version of the document. Any modification and/or additions to the solicitation by the Offeror shall not modify the official version of the solicitation issued by UMW Procurement Services unless accepted in writing by the University. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, UMW reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal. If the modifications or additions are not identified until after the award of the contract, the controlling version of the solicitation document shall still be the official state form (PDF) issued by UMW Procurement Services.
- K. **DEBARMENT STATUS:** By participating in this procurement, the vendor certifies that they are not currently debarred by the Commonwealth of Virginia or any affiliated agency from submitting a response for the type of goods and/or services covered by this solicitation. Vendor further certifies that they are not debarred from filling any order or accepting any resulting order, or that they are an agent of any person or entity that is currently debarred by the Commonwealth of Virginia. If a vendor is created or used for the purpose of circumventing a debarment decision against another vendor, the non-debarred vendor will be debarred for the same time period as the debarred vendor.
- L. **DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.
- M. **DRUG-FREE WORKPLACE:** During the performance of this contract, the contractor agrees to (i) provide a drug free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution,

dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

- N. **EXTRA CHARGES PROHIBITED:** The bid or proposal price shall be complete; and shall include all applicable freight and any other charges; extra charges invoked by the Contractor shall not be honored or paid. These charges, for example, shall include but not be limited to fees invoked by the vendor for the use of the credit card for payment of invoices, or any order-associated eVA fees.
- O. **INDEPENDENT CONTRACTOR RELATIONSHIP:** In performing any and all of the services to be provided under this contract, the Contractor shall at all times and for all purposes be and remain an independent contractor. In no case and under no circumstances shall the Contractor or any of its employees, including but not limited to those of its employees actually performing any of the services, have authority to make any representations or commitments on behalf of the University or be considered the agent of the University for any purpose whatsoever. No persons engaged by the Contractor in connection with the provision of Services shall be considered employees of the University. As between the parties, the Contractor shall be responsible for hiring, supervising, training and instructing those individuals performing the services and shall pay any required state and federal taxes on behalf of such persons and provide them with any legally required employee benefits.
- P. **LATE PROPOSALS:** To be considered for selection, proposals must be received at the address listed on Page 1 of the solicitation no later than the designated date and hour. The official time used in the RFP is that time on the automatic time stamp machine in the location listed on Page 1 of the solicitation. Proposals received at this location after the date and hour designated are automatically disqualified and will not be considered. It is the sole responsibility of the Offeror to ensure that its proposal reaches the designated receipt location no later than the assigned date and hour.
- Q. **NON-EXCLUSIVE CONTRACT:** Nothing herein is intended nor shall be construed as creating any exclusive arrangement with the Contractor. The contract shall not restrict UMW from acquiring similar, equal or like goods and/or services from other sources.
- R. **NOTICES:** Any official legal notice, demand, request, consent, approval or communication required by this Agreement to be provided in writing by either party, shall be addressed to the University or Contractor at their respective addresses entered below. These notices shall be sent via certified mail, return receipt requested, and shall be considered by the sender received within five (5) days of delivery to the U.S. Postal Service, or via the stamped evidence of delivery, whichever occurs first. Any unofficial notices or communications may be sent via electronic mail.

If to the University:
Attn: Procurement Services
1301 College Avenue
Fredericksburg, VA 22401

If to the Contractor:
Attn:
ADDRESS LINE 1
ADDRESS LINE 2

- S. **PROCUREMENT MANUAL:** This solicitation and any resulting contract is subject to the provisions of the Commonwealth of Virginia Procurement Manual for Institutions of Higher Education and their Vendor's and any revisions thereto, which are hereby incorporated into this contract in their entirety. The manual may be viewed at the [VASCUPP website](#).
- T. **QUALIFICATION OF OFFERORS:** UMW may make such reasonable investigations as deemed proper and necessary to determine the ability of the Offeror to perform the services and the Offeror shall furnish to UMW all such information and data for this purpose as may be requested. UMW reserves the right to inspect the Offeror's physical facilities prior to award to satisfy questions regarding the Offeror's capabilities. UMW further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such Offeror fails to satisfy UMW that such Offeror is properly qualified to carry out the obligations of the Contract and to provide the services and/or furnish the goods contemplated herein.
- U. **RECYCLING POLICY:** It shall be the policy of the University of Mary Washington to support and encourage conservation and recycling efforts by vendors, students, faculty and staff, where possible.
- V. **RENEWAL OF CONTRACT:** This contract may be renewed by the University upon written agreement of both parties for (9), one-year renewal periods, under the terms of the current contract, and at a reasonable time (approximately 90 days) prior to the expiration. Only at the time of renewal may prices be negotiated for the upcoming term.
- W. **SEVERABILITY:** If any term or provision of this Agreement is found by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable, the same shall not affect the other terms or provisions hereof or the whole of this Agreement, but such term or provision shall be deemed modified to the extent necessary in the court's opinion to render such term or provision enforceable, and the rights and obligations of the parties shall be construed and enforced accordingly, preserving to the fullest permissible extent the intent and agreements of the parties herein set forth.
- X. **TAXES:** Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.
- Y. **TITLE IX:** Educational institutions that receive federal financial assistance are covered by Title IX of the Education Amendments of 1972. In compliance with Title IX, the University of Mary Washington prohibits discrimination in employment as well as in all programs and activities on the basis of sex. The University of Mary Washington's Policy on Sexual and Gender Based Harassment and Other Forms of Interpersonal Violence can be found at <http://diversity.umw.edu/title-ix/files/2016/09/Policy-on-Sexual-and-Gender-Based-Harassment-and-Other-Forms-of-Interpersonal-Violence-03.18.pdf>.
- Z. **UNDERSTANDING OF REQUIREMENTS:** Your signature on your bid/proposal submission certifies your understanding of the following:
- a. It is the responsibility of each Offeror to inquire about and clarify any requirements of this solicitation that is not understood. The University will not be bound by oral explanations as to the meaning of specifications or language contained in this solicitation.
 - b. Therefore, all inquiries deemed to be substantive in nature regarding the specifications or other solicitation documents must be in writing and submitted to the responsible Contract Officer, whose name appears on the face of the solicitation, in the Procurement Services Office no later than five business days before the due date. Offerors must ensure that written inquiries reach the Contract Officer by the date stated in RFP. A copy of all queries and the respective response will be provided in the form of an addendum.
 - c. Your signature on your proposal and submission thereof certifies that you fully understand the requirements of this solicitation and have familiarized yourself with all federal, state and local

laws, ordinances, rules, and regulations that may affect the cost, progress, or performance of the work. Failure or omission of any Offeror to receive or examine any form, instrument, addendum or other documents, or to acquaint itself with conditions existing at the site, shall in no way relieve the vendor from any obligations with respect to its proposal submission or to the contract.

AA. AWARD – RFP: Selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the agency shall select the Offeror (s) which, in its opinion, has offered the best overall combination of quality, price and various elements of required goods/services, as stated in the solicitation, which in total are optimal relative to the agency's need, and shall award the contract to that Offeror (s). The University may cancel this Request for Proposal, reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (Governing Rule §16). Should the University determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, or if in the sole opinion of the University it is in the University's best interest to award to only one, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated. The University, in its sole opinion, reserves the right, if determined to be in the best interest of the University, to make:

- a separate award of each item,
- an award of a group of items,
- an award either in whole or in part,
- a single award, or
- a multiple award

BB. INSURANCE: By signing and submitting a bid or proposal under this solicitation, the bidder or Offeror certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §25 of the Rules Governing Procurement – Chapter 2, Exhibit J, Attachment 1, and 65.2-800 et seq. of the Code of Virginia. The bidder or Offeror further certifies that the contractor and any subcontractors will maintain these insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS:

- a. Workers' Compensation - Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirements under the Code of Virginia during the course of the contract shall be in noncompliance with the contract.
- b. Employer's Liability - \$100,000.
- c. Commercial General Liability - \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia must be named as an additional insured and so endorsed on the policy.

- d. Automobile Liability - \$1,000,000 combined single limit. Required only if a motor vehicle not owned by the Commonwealth is to be used in the contract. Contractor must assure that the required coverage is maintained by the Contractor (or third party owner of such motor vehicle).

XII. **PRICING SCHEDULE:** The contractor shall provide pricing for all products and services included in proposal, including transaction, processing, and service charges. Contractor should specify travel management fees.

XIII. **ATTACHMENTS (POSTED SEPARATELY IN eVA):** The following attachments are part of this Request for Proposals and are posted as separate downloadable files in eVA. Offerors are responsible for reviewing all attachments and submitting all required attachments with their proposal.

- a. Proposal Submission Checklist (Required)
- b. Small Business Subcontracting Plan (Required)
- c. SWAM Spend Reporting (Informational Only)
- d. Approximate FY25 Annual Spend Sheet (Historical / Informational Only)
- e. Hosted Technology Services Addendum (Exhibit)

XIV. **SUPPLIER ONBOARDING and METHOD OF PAYMENT:** *All awarded Contractors must be [registered with the University](#) to receive payment via University-issued check or ACH.* The Contractor shall be paid using one of the following methods for all University initiated procurements:

- a. University Charge Card: At the time of verified receipt of goods or services, and proper invoice, if the Contractor's eVA profile indicates acceptance of credit cards in payment, the University will authorize payment by University charge card, currently through the Bank of America Visa, under the following terms:
 - a. Any "Check-out fees" imposed by the contractor must be disclosed prior to the purchase.
 - b. No check-out fee or surcharge, that was appropriately disclosed in advance of the sale/purchase, shall be greater than 3% of the total sale., effective 4/15/2023. The University expects that these costs, as well as all contractor business expenses will be built into the contractor's quoted price.
- b. Virtual Payables through Bank of America: All payments made under Virtual Payables will have a net 16 payment term. For more information about this payment option, contact UMW's Accounts Payable department via [email](#), or view details on the [Bank of America Virtual Payables Website](#).
- c. UMW Check or ACH: *Payment will be made per the terms of the contract, or 30 days after satisfactory performance of the contract in all provisions thereof and upon receipt of a properly completed invoice, whichever is later; in accordance with Chapter 43, VPPA, Article 4, Code of Virginia.*

NOTE: ACH must be set up in advance prior to submittal of any invoices. For more information about ACH enrollment, please visit the [Department of Accounts Electronic Data Interchange \(EDI\) webpage](#).

To be considered eligible for payment, all physical invoices must be received at the address below and should reference the eVA purchase order and UMW contract numbers as applicable. All electronic invoices must be sent to invoices@mail.umw.edu. *The University will not be responsible for late payment or nonpayment of invoices not received directly by Accounts Payable at this email address or at the mailing address indicated (below).*

UNIVERSITY OF MARY WASHINGTON
Attn: ACCOUNTS PAYABLE
1301 COLLEGE AVENUE
FREDERICKSBURG, VA 22401

ATTACHMENT A

RFP 26-2075 Proposal Submission Checklist

It is important that the Offeror carefully read through the RFP and provide all required documentation. The proposal **MUST** be submitted and received on time to qualify for a chance at evaluation. Use this checklist as a guideline to ensure the proposal is complete before submission.

IMPORTANT DATES & REMINDERS

- No Questions Accepted after **Thursday, January 29, 2026 – 2:00 PM EST**. All Questions must be directed toward the Procurement Officer for this solicitation: [Jennifer Buist, jbuist@umw.edu](mailto:Jennifer.Buist@umw.edu) , and 540-654-1382.
- Proposal Due Date: **Thursday, February 5, 2026 – 2:00 PM EST** - Proposals submitted after 2:00 PM EST as indicated by the official eVA timestamp will NOT be accepted.
- All proposals must be submitted electronically through the Commonwealth of Virginia’s eVA Procurement Portal by the solicitation due date and time. Offerors are responsible for ensuring successful submission in eVA. Proposals submitted by mail, email, or physical delivery will not be accepted.
- **Read the ENTIRE RFP including terms and conditions and attachments carefully before submitting a proposal.**

REQUIRED DOCUMENT SUBMISSION

Acknowledgement:

The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or as a trade secret is not acceptable. If, after being given reasonable time, the Offeror refuses to withdraw an entire classification designation, the proposal will be rejected.

Documents to Submit:

- Completed and signed RFP cover page.
- Any/All signed addenda.
- Electronic proposal uploaded through eVA (including a separate redacted version, if applicable).
- Description of the Offering firm’s history and expertise relevant to the services described in this RFP.
- Pricing Schedule, as required by this RFP.
- Completed Attachment B, Small Business Subcontracting Plan.
- Any exceptions taken to University’s Terms and Conditions.
- Current Certificate of Liability Insurance

ATTACHMENT B - SMALL BUSINESS SUBCONTRACTING PLAN

MUST BE COMPLETED AND RETURNED WITH PROPOSAL PACKAGE

All small businesses must be certified by the Commonwealth of Virginia, Department of Small Business and Supplier Diversity (DSBSD) by the due date of the solicitation to participate in the SWaM program. Certification applications are available through DSBSD online at <http://sbsd.virginia.gov>.

DEFINITIONS:

“Micro Business” means a business that is a certified Small Business under the SWaM Program and has no more than twenty-five (25) employees and no more than \$3million in average annual revenue over the three-year period prior to their certification.

"Small business" means a business independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of the individual owners shall control both the management and daily business operations of the small business. *Note: DSBSD-certified women- and minority-owned businesses shall also be considered small businesses when they have received DSBSD small business certification. (Code of Virginia, § 2.2-4310)*

“Woman-owned business” means a business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women. *(Code of Virginia, § 2.2-4310)*

“Minority-owned business” means a business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals. *(Code of Virginia, § 2.2-4310)*

Bidder Name: _____

Preparer Name: _____ **Date:** _____

INSTRUCTIONS:

- A. If you are certified by the Department of Small Business and Supplier Diversity (DSBSD) as a small business, complete only Section A of this form. This shall not exclude DSBSD-certified women-owned and minority-owned businesses when they have received DSBSD small business certification.
- B. If you are not a DSBSD-certified small business, complete Section B of this form. For the bid to be considered and the bidder to be declared responsive, the bidder shall identify the portions of the contract that will be subcontracted to DSBSD-certified small business in Section B.

ATTACHMENT B (CONT'D)

Section A

If you are certified by the Department of Small Business and Supplier Diversity (DSBSD), are you certified as a:

Check All That Apply: Micro Business Small Business Woman-Owned Business Minority-Owned Business

DSBSD Certification No.: _____ Expiration Date: _____

Section B

Populate the table below to show your plans for utilization of DSBSD-certified small businesses in the performance of this contract. This shall not exclude DSBSD-certified women-owned and minority-owned businesses that have received the DSBSD small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.

Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement

Small Business Name, Address & DSBSD Cert No.	Indicate if also: Micro (O), Women (W), or Minority (M) Certified	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement During Initial Period of the Contract (%)	Planned Contract Dollars During Initial Period of the Contract (\$)
Total Planned Subcontracting Spend (\$)					

ATTACHMENT D - See sheet 2 for breakdown

VHEPC FY25 Custom Travel Services Spend

V_Vendor	GMU	ODU	UMW
Academic Experiences Abroad		\$ 77,175	
Fellowship Travel International Inc	\$ 60,000	\$ 46,499	
GOLDEN RULE TRAVEL			\$ 3,460

SEALED REQUEST FOR PROPOSAL (RFP)

ISSUE DATE: January 20, 2026

RFP NUMBER & TITLE: RFP 26-2075 - Customizable International Travel Services
Thursday, February 5, 2026 – 2:00 PM EST

PROPOSAL DUE DATE & TIME: **NOTE: Proposals received after the due date and time, as determined by the electronic time stamp generated by the eVA system, cannot be accepted.**

PROPOSAL SUBMISSION: Proposals shall be submitted electronically via the Commonwealth of Virginia's eVA system in accordance with the instructions provided in this solicitation. Reference RFP 26-2075

WORK LOCATION: All Campuses Fredericksburg Stafford Dahlgren

COMMODITY CODE(S): 95892, 96178

PRE-PROPOSAL CONFERENCE: Optional Mandatory N/A

CONTRACT OFFICER: JENNIFER BUIST **EMAIL:** jbuist@umw.edu

PERIOD OF CONTRACT: DATE OF AWARD THROUGH ONE YEAR, WITH OPTION FOR NINE (9) 1-YEAR RENEWALS, or as negotiated.

In compliance with this Sealed Request for Proposal (RFP) and to all the conditions imposed therein, and hereby incorporated by reference, the undersigned firm offers and agrees to furnish the goods/services in accordance with attached signed proposal or as mutually agreed upon by subsequent negotiation. The undersigned firm hereby certifies that all information provided in response to this RFP is true, correct and complete.

By signing this proposal, you are certifying that you are an authorized representative of the offering firm and that the firm's principals or legal counsel have reviewed the Request for Proposal General Terms and Conditions and any Special Terms and Conditions. Any exceptions to the General or Special Terms and Conditions must be clearly identified in your proposal. No exceptions can be made to those General or Special Terms and Conditions that are mandated by law. If no exceptions are identified in your proposal, it is understood that the provisions will become a part of any final agreement.

THIS FORM MUST BE COMPLETED AND RETURNED WITH PROPOSAL

Name of Offering Firm: Vacations Consulting Inc dba Destination Partners

Address of Offering Firm: 5051 Castello Drive, Suite #33 Naples, FL 34103

DSBSD Certification No.: _____ **Expiration Date:** _____

eVA ID: _____ **Tax ID:** 06-1285986

Email: info@destinationpartners.net **Telephone:** 239-350-7687

Website: www.yourdestinationpartners.net **Fax:** _____

Submitted By (Print Name & Title): Sarah Navarro, Commercial Manager

Signature (In Ink):  **Date:** 2/1/2026

RFP 26-2075 Proposal Submission Checklist

It is important that the Offeror carefully read through the RFP and provide all required documentation. The proposal MUST be submitted and received on time to qualify for a chance at evaluation. Use this checklist as a guideline to ensure the proposal is complete before submission.

IMPORTANT DATES & REMINDERS

- No Questions Accepted after **Thursday, January 29, 2026 – 2:00 PM EST**. All Questions must be directed toward the Procurement Officer for this solicitation: [Jennifer Buist, jbuist@umw.edu](mailto:Jennifer.Buist@umw.edu) , and 540-654-1382.
- Proposal Due Date: **Thursday, February 5, 2026 – 2:00 PM EST** - Proposals submitted after 2:00 PM EST as indicated by the official eVA timestamp will NOT be accepted.
- All proposals must be submitted electronically through the Commonwealth of Virginia's eVA Procurement Portal by the solicitation due date and time. Offerors are responsible for ensuring successful submission in eVA. Proposals submitted by mail, email, or physical delivery will not be accepted.
- **Read the ENTIRE RFP including terms and conditions and attachments carefully before submitting a proposal.**

REQUIRED DOCUMENT SUBMISSION

Acknowledgement:

The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or as a trade secret is not acceptable. If, after being given reasonable time, the Offeror refuses to withdraw an entire classification designation, the proposal will be rejected.

Documents to Submit:

- Completed and signed RFP cover page.
- Any/All signed addenda.
- Electronic proposal uploaded through eVA (including a separate redacted version, if applicable).
- Description of the Offering firm's history and expertise relevant to the services described in this RFP.
- Pricing Schedule, as required by this RFP.
- Completed Attachment B, Small Business Subcontracting Plan.
- Any exceptions taken to University's Terms and Conditions.
- Current Certificate of Liability Insurance

Destination Partners

Response to University of Mary Washington – Customizable International Travel Services

Primary Contact: Sarah Navarro, Commercial Manager

January 27, 2026

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1) Sales to Virginia Public Higher Education (Last 12 Months)

Destination Partners confirms the following sales to public Higher Education Institutions within the Commonwealth of Virginia in the most recent twelve-month period:

- UMW Germany Program (Study Abroad Business – BUAD 472), February 2025: \$48,024
- UMW Japan Program (Japanese religion, arts, gardens), May 2025: \$98,324.49

2. Provide a comprehensive list of currently serviced destinations and examples of types of travel programming that the offering firm has provided to clients within the last three years.

A) Destinations Serviced & Program Types (Past Three Years)

Destination Partners has provided international travel management services across six continents. Representative locations include (grouped by region):

Africa: Egypt, Ghana, Kenya, Morocco, South Africa, Tanzania, Uganda

Asia & Pacific: China, India, Indonesia, Israel, Japan, Singapore, South Korea, Taiwan, Turkey, United Arab Emirates, Philippines (Manila), Northern Mariana Islands (Saipan), Australia, New Zealand

Europe: Austria, Azerbaijan, Belgium, Bosnia & Herzegovina, Czech Republic, Denmark, England, Estonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Scotland, Spain, Switzerland, Turkey, United Kingdom

North America & Caribbean: Costa Rica, Cuba, El Salvador, Guatemala, Jamaica, Mexico, Panama, United States

South America: Argentina, Brazil, Chile, Colombia, Peru, Uruguay

Examples of Academic Program Types: Short-term, faculty-led programs; thematic business/economics intensives; NGO/public-sector engagements; field study modules; language/arts/history immersion; custom technical visits (STEM, sustainability, urban planning, hospitality, etc.).

B) Experience with Large Academic Groups (Higher-Education Setting)

Destination Partners has extensive experience managing complex logistics for university programs ranging from fewer than 10 participants to 700+ travelers on concurrent itineraries. Our model emphasizes duty of care, academic alignment, and risk-managed execution.

New York University – Stern School of Business (Stern Around the World / formerly International Studies Program): Over a decade of continuous support for short-term, immersive programs combining semester-long coursework with intensive in-country modules (e.g., Japan, Costa Rica, Mexico, Singapore). Reference: Lisa Butcher, Director, International Exchanges & Special Programs, NYU Stern – lbutcher@stern.nyu.edu | 212-998-0578.

Institute for Shipboard Education – Semester at Sea® (Academic Partner: Colorado State University): Support for 600–700 passengers per voyage, including field programs, cultural immersion, multi-night academic excursions, and complex flight arrangements across South America and West Africa. Reference: Koty Erdmann, Manager of International Field Programs – Office: +1 970-236-4344.

Fordham University – Gabelli School of Business: Ongoing faculty-led international experiences and global business programs. Reference: Brian Dunn, Assistant Dean – bdunn@fordham.edu | 718-817-5203.

Destination Partners applies the same quality standards and attention to detail to smaller groups as to our largest programs.

C) Customized Group Tours & Alignment with Educational Goals

Destination Partners designs and operates fully customized academic programs aligned with faculty-defined learning outcomes. Our process includes curriculum alignment, experiential design, expert access, feasibility and budget optimization, and precise documentation (Proposal, Letter of Agreement, and Operational Itinerary).

Examples include faculty-led visits to universities and enterprises; executive briefings with multinational firms and startups; NGO/public-sector engagements; and multi-day field study modules.

D) Professional Trip Counseling for Faculty Directors

Destination Partners provides comprehensive trip counseling from concept through post-trip review: pre-award feasibility and risk inputs; pre-departure planning and vendor coordination; on-program 24/7 support; and post-program reconciliation and continuous improvement.

E) Guides, Interpreters, and On-the-Ground Support

We provide licensed guides, interpreters, transfer assistants, and tour managers as needed. Sourcing is tailored to academic objectives and destination context. Where appropriate, we arrange local academics or university-affiliated experts. All subcontractors are vetted for capability, legal compliance, and service quality.

F) Admissions Passes, Performances, and Special Exhibits

Destination Partners secures admission passes to all types of venues and coordinates bundled services (transportation, guide support, multi-venue sequencing) to ensure price accuracy and operational efficiency. See Attachment D for a sample proposal that includes examples of admissions that can be arranged.

G) Group Dining & Dietary/Accessibility Needs

We identify and reserve group-capable restaurants and manage dietary restrictions (allergies, vegetarian/vegan, gluten-free, halal/kosher) and accessibility needs. Options include prix-fixe or buffet menus, prepaid including gratuities, and integrated transport/logistics. We confirm dietary notes in writing with venues and can provide on-site assistance where required.

H) Pre-Trip Seminars & On-Campus Meetings

Virtual pre-trip seminars (Zoom/Teams) are included at no additional cost upon request. On-site sessions are available by arrangement; any incremental travel/per diem will be presented in advance and must be approved in writing.

I) Meeting/Classroom Facilities & A/V Abroad

Destination Partners arranges meeting rooms, classrooms, and A/V globally. When feasible, we prioritize university/college campus facilities; otherwise, we secure suitable hotels or coworking venues that meet accessibility and academic requirements.

3) In-House vs. Third-Party Providers

Destination Partners performs planning, coordination, and purchasing in-house, and contracts with airlines, maritime operators, hotels, guides, transport companies, and venues for program delivery. Suppliers undergo performance review and compliance checks annually.

A) Mini-Trips/Excursions (Day or Overnight)

We plan standalone or embedded day/overnight excursions globally. See Attachment E for sample day or overnight excursion examples.

B) Intra-National/International Travel to Support Excursions

Destination Partners schedules domestic and international air/rail to support excursions, coordinating ticketing windows, baggage policies, and group seat blocks where applicable. We manage timing, transfers, and holds to preserve program flow and mitigate risk.

C) Charter Transportation

We arrange charter flights, watercraft, and ground vehicles (sedans to 55-passenger coaches). Upon confirmation, we can provide year, make, and model, safety standards, and insurance documentation for the assigned equipment.

D) Insurance Available at No Cost to the University

Destination Partners maintains \$3,000,000 in General Liability coverage. Additional optional travel insurance products (group or individual) can be purchased through our partner Travel Guard.

E) Common Carrier & Flight Insurance

Common Carrier and Flight Insurance are not provided at no cost. Such coverage can be procured optionally for groups or individuals via Travel Guard upon request.

F) Refunds & Credits (Tickets / Rentals / Reservations)

Destination Partners will advocate vigorously for refunds or credits on the University's behalf, including in situations within vendor cancellation windows, leveraging our supplier relationships.

Identification & Remittance: Any refunds due will be identified by original ticket/invoice number and credited via the original payment method within 30 days of receipt from the vendor.

Documentation: We provide documentation of refund outcomes from vendors.

Standard Policies: Standard cancellation and refund timelines are listed here; program-specific terms may vary and will be specified in the Letter of Agreement.

Standard Group Cancellation Policies for Land Services:

- 90-61 days prior to departure: 25% of all services forfeit
- 60 to 46 days prior to departure: 50% of all services forfeit
- 45 to 31 days prior to departure: 80% of all services forfeit
- 30 days prior to departure: 100% of all services forfeit

Standard Individual Cancellation Policies for Land Services:

- Airfare is non-refundable after ticketing per airline requirements.
- 60+ days – Fully refundable
- 30+ days – 50% refundable
- 15+ days – non-refundable services + 1 night hotel room penalty
- Less than 7 days – 100% non-refundable

Air Cancellation:

- Group air deposits are refundable 100 days prior to departure, unless otherwise specified by the airline. Specific deadlines are provided at the time of booking. A few airlines are now requiring non-refundable deposits to secure group space. The university will be advised at the time of quotation which flight options have refundable and non-refundable deposit options.
- After the airline utilization deadline, any reductions in the number of seats will result in the loss of the deposit on that seat.
- If the group drops below the 10 pax minimum, group space will be canceled by the airline automatically and deposits will be lost. Flights would then have to be booked as individual tickets with published fares at the time of ticketing.
- All flights are non-refundable after ticketing. In very few instances an airline will allow for a name change to a ticket, but this always incurs a fee and is on a case-by-case basis.

G) Ticketing & Itinerary Delivery Timelines

Post-Acceptance: Within approximately three (3) weeks after proposal acceptance, Destination Partners secures flight, hotel, and service space and issues a Letter of Agreement (LOA) detailing inclusions, per-person pricing, and all deadlines.

Operational Itinerary: Our Operations team then produces a detailed operational Itinerary no later than 30-days prior to arrival with daily timing, vendor contacts, and 24/7 emergency information.

E-Ticket Details: Within 48 hours of ticket issuance, e-ticket numbers are added to the operational itinerary and provided electronically to the University.

Physical Tickets (if required): Delivered on arrival or by guide at program start.

H) Standard Itinerary Contents

- Day-by-day summary and program descriptions (as applicable)
- Hotel details (name, address, website, contacts)
- Addresses for technical visits and activities
- Guide contacts, local 24/7 emergency contacts, Destination Partners' 24/7 line
- Booked restaurants and meal notes
- E-ticket information and current baggage policies with airline policy links
- Country-specific Pre-Departure & Travel Tips and visa letter templates as needed

I) Entry Requirements, Visas, and Letters of Invitation

Destination Partners advises on country entry/exit requirements for U.S. citizens and any arrival/departure taxes payable in-country. We advise non-U.S. citizens to consult their respective embassies/consulates. We provide visa support letters upon request and monitor official sources for changes; material updates are communicated to UMW promptly.

J) Passport & Visa Processing

Destination Partners refers clients to a trusted U.S.-based processing agency, Passport Visas Express (Virginia). Fees vary by destination and service level. We coordinate documentation requirements and timelines alongside program milestones.

K) Trip Itineraries

Trip itineraries for the entire group shall be provided to the University faculty director in charge of the trip and the Center for International Education (CIE).

L) Accuracy in Booking, Invoicing, and Itineraries; Original Receipts

We maintain format continuity across Proposals, Letter of Agreements, and Operational Itineraries, reflecting the same inclusions/assumptions and supplier communications. This standardization enhances accuracy and auditability. Original receipts and supporting documentation can be provided to the University upon request.

M) Immunizations & Travel Health Advisories

Upon program confirmation, Destination Partners issues destination-specific Pre-Departure & Travel Tips including links to current CDC guidance. We recommend that all travelers consult licensed medical professionals regarding vaccines/medications based on personal medical history.

N) Group Lodging (Short-/Long-Term) & Unique Options

We secure hotels, apartments, dormitories, youth hostels, eco-lodges, boats, and homestays (where available and appropriate). Availability varies by destination; we present options tailored to academic needs, safety, and budget.

4. Describe business operations.

A) Business Operations & Key Personnel

Destination Partners' parent company, Vacations Consulting, Inc., has operated for 40+ years with an impeccable service record and compliance with applicable local, state, and federal laws and regulations.

Key Personnel for UMW: Sarah Navarro, Commercial Manager (primary point of contact); Lia Alpis, Senior Account Executive. See Attachment F for resumes.

B) Invoicing Transparency & Examples

Our Letter of Agreement details inclusions, exclusions, and per-person pricing. Invoices are generated from the Letter of Agreement and clearly demonstrate cost basis per traveler. Destination Partners will comply with any alternate format required by UMW. See Attachment G for a sample invoice.

C) Payment Methods

Payments are made to Vacations Consulting, Inc. (d/b/a Destination Partners). Accepted methods: wire transfer, ACH, electronic payment, credit card (3% fee), PayPal. We will work with UMW to enable any preferred university payment channel.

D) Billing, Deposits, and Final Payment

Standard billing, payment, and deposit terms are listed here. Program-specific deposit schedules and final payment deadlines are aligned to supplier conditions and will be stated in the Letter of Agreement.

Standard Terms for University of Mary Washington:

- To confirm group flights an air deposit is required.
- 50% Payment is due by (90 days prior to departure).
- Full Payment is due by (45 days prior to departure). Failure to pay balance by this date may result in loss of space or re-quote program.
- Initial invoice is based on services per itinerary, expected number of participants and room types. Invoices will be adjusted to reflect actual, final services if changes are made. Changes in services are subject to Terms and Conditions.
- Estimated pre-payment will be required if final program needs are still undetermined at 45 days prior to departure to cover monies due to confirm and pay for services before the program begins.
- In case of an estimated pre-payment, adjustments to final invoice will be made to reflect actual services and charges.
- Final payment will be due immediately upon conclusion of the program and receipt of final invoice. If a refund is applicable, it will be paid to the client upon completion of the program, and client will advise appropriate method of reimbursement.

E) Cancellation Policies, Penalties, and Refund Processing

Destination Partners advocates for maximum flexibility and will pursue refunds/credits on UMW's behalf even within vendor penalty windows.

Standard Policies: Standard cancellation and refund timelines are listed here (also in Section 3.F); program-specific terms may vary and will be specified in the Letter of Agreement.

Standard Group Cancellation Policies for Land Services:

- 90-61 days prior to departure: 25% of all services forfeit
- 60 to 46 days prior to departure: 50% of all services forfeit
- 45 to 31 days prior to departure: 80% of all services forfeit
- 30 days prior to departure: 100% of all services forfeit

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- After the airline utilization deadline, any reductions in the number of seats will result in the loss of the deposit on that seat.
- If the group drops below the 10 pax minimum, group space will be canceled by the airline automatically and deposits will be lost. Flights would then have to be booked as individual tickets with published fares at the time of ticketing.
- All flights are non-refundable after ticketing. In very few instances an airline will allow for a name change to a ticket, but this always incurs a fee and is on a case-by-case basis.

F) Budget Quotes, Price Guarantees, and Price Variables

Proposal Turnaround: Initial proposals typically within 2–3 weeks of RFP receipt; revisions are collaborative.

Price Guarantee: Upon Letter of Agreement acceptance and receipt of deposits, applicable land rates are guaranteed.

Airfare: Group airfare pricing is generally available approximately 11 months prior to departure.

Variables: Government taxes, regulatory changes, fuel surcharges, and supplier policy changes may affect pricing. Such changes will be communicated promptly and require written approval before any cost impact is applied.

G) Post-Trip Reconciliation (No Unapproved Surcharges)

Destination Partners will not levy unapproved surcharges. Any itinerary change with cost impact requires prior written approval from UMW's authorized representative. Final reconciliation will reflect a zero balance, refund, or final amount due with supporting documentation.

H) Currency & Exchange-Rate Management

When feasible, we contract in USD to mitigate currency risk. Where local-currency contracting is required, quotes will reflect prevailing bank rates at confirmation. Destination Partners will honor the quoted amount notwithstanding currency fluctuations if confirmed within the specified time.

I) Securing Favorable Rates for Large Groups

We leverage long-standing supplier relationships, program volume, and on-the-ground familiarity to obtain competitive pricing while preserving service quality. Staff regularly inspect priority destinations to validate value, safety, and standards.

J) Proactive Savings Recommendations

- Value-optimal accommodations and date patterns
- Bundled services (e.g., admissions + transport)
- Smart routing and public transport where suitable
- Tiered meal options
- Right-sized A/V and venue solutions

K) Contracting Under a Single University Agreement

Destination Partners agrees to operate under the University's Master Agreement and purchase orders without requiring additional pro forma trip-specific contracts. To maintain operational clarity, we will issue a non-conflicting Letter of Agreement (LOA) that memorializes itinerary specifics, inclusions, deadlines, and traveler counts—without adding terms that supersede or conflict with UMW's contract.

L) Data Collection, Storage, and Protection

Data Collected (minimum necessary): identity/contact, travel documents (passport), program data (dates, rooming/seat preferences), optional dietary/accessibility notes, emergency contacts, and payment metadata (no card data stored if using third-party processors).

Storage & Access: Data is stored in encrypted systems with role-based access; transmission is encrypted. Data is shared only with suppliers required to fulfill services. Retention is limited to service delivery and legal/audit requirements, after which data is securely disposed. We will review and execute the Hosted Technology Services Addendum if required by UMW.

5) Emergency Operations Plan (EOP) & 24/7 Support

Destination Partners maintains a documented Emergency Operations Plan with 24/7 contact coverage and DOS STEP monitoring. We employ a tiered response model: Tier 1 (minor), Tier 2 (material disruption), Tier 3 (critical event). UMW is notified promptly of any Tier 2/3 event; Tier 3 triggers immediate escalation. After-action reports are available. See Attachment H for the full protocol.

A) Travel Alerts, Warnings, and Sanctioned Destinations

We monitor and disseminate U.S. Government travel advisories and destination restrictions. If an alert/warning issues pre-departure, we advise UMW promptly. If issued during travel, we notify the faculty leader, UMW planner, and in-country partners and activate contingency procedures per our EOP.

B) Problem-Resolution Process & Short-Notice Back-Up Arrangements

Faculty leaders have a named operations lead plus 24/7 backup. Escalation runs from guide/ground partner to Destination Partners Operations Lead to executive oversight for critical cases. We can arrange alternate flights, ground transport, hotels, venues, and revised academic activities on short notice. Our track record includes successful re-accommodation during airline strikes, mass cancellations, and natural disasters.

Examples:

Singapore, March 2011: In light of the natural disaster in Japan and cancellation of travel on the Delta airlines flight through Tokyo 24 hours prior to departure, we were able to re-accommodate all 54 passengers on Singapore Airlines and Emirates Airlines travelling the next day and a day later, as well as cancel chaperones travelling on economy and business class on other carriers and re-accommodate them to travel with the students. Due to late arrival in Singapore, hotel arrangements had to be rearranged for these passengers, as well as welcome dinner, tours and company visits.

Lisbon, March 2015: Due to pilots' strike, 45 passengers were re-accommodated in other air carries 24 hours prior to departure.

C) Public Health, Border Closures & Force-Majeure Contingencies

- Quarantine/isolation logistics and welfare checks
- Rebooking and rerouting protocols
- Vendor negotiations for cancellations, refunds, and credits
- Emergency communication trees and stakeholder updates
- Documentation for insurance claims where applicable

6) Legal & Regulatory Compliance

Vacations Consulting, Inc. (d/b/a Destination Partners) has operated for over 40 years with a strong compliance record. We adhere to applicable federal, state, and local laws and regulations, including public procurement requirements and nondiscrimination obligations.

7) Sample 21-Day Cultural Immersion Program (10 Students + 1 Faculty)

See Attachment D for representative sample itineraries meeting the requested parameters (21 days, cultural immersion focus, 10 students + 1 faculty). Each sample includes academic framing, daily plan, inclusions, and assumptions.

8) Additional Services & Pricing

- Online Group Center: itinerary, contacts, flight details, urgent message board (no additional charge).
- Registration & Payments: collection of manifests and optional individual payments (full, partial, or optional tours).
- Shared Data Workspace: controlled access for UMW and Destination Partners staff.
- Service-Learning Access: through affiliated 501(c)(3) Bee Gaia with projects in Brazil, Ghana, Bhutan, and Haiti (see www.houseofgaia.org).

9) Service Level Commitments (Representative)

- Proposal delivery: within 10–15 business days for typical requests (2–3 weeks for complex/multi-city).
- Ticketing updates: e-ticket info shared within 48 hours of issuance.
- Emergency escalation: immediate escalation to UMW contacts for Tier 3 events; proactive updates until resolution.
- Refund processing: credit to original payment method within 30 days of vendor remittance.
- Change approvals: no material cost changes without prior written approval from UMW.

10) Attachment Index (References)

- Attachment A: Small Business Subcontracting Plan
- Attachment B: Hosted Technology Services Addendum
- Attachment C: Certificate of Insurance
- Attachment D: Sample 21-day cultural immersion itineraries
- Attachment E: Sample day/overnight excursion concepts (Rio de Janeiro example)
- Attachment F: Resumes – Key Personnel (Sarah Navarro, Lia Alpis)
- Attachment G: Sample invoice (cost basis transparency).
- Attachment H: Emergency Protocol (EOP).

11) Primary Contact for UMW

Sarah Navarro – Commercial Manager, Destination Partners

239-350-7687 ext. 110 | snavarro@destinationpartners.net

Alternate: Lia Alpis, Senior Account Executive

239-350-7687 ext. 115 | lalpis@destinationpartners.net

12) Acceptance & Compliance Statement

Destination Partners agrees to comply with UMW contractual requirements and to perform under the University's Master Agreement and purchase orders. Any Letter of Agreement issued by Destination Partners shall document itinerary specifics and shall not add terms that conflict with or supersede the University's contract.

ATTACHMENT A - SMALL BUSINESS SUBCONTRACTING PLAN

MUST BE COMPLETED AND RETURNED WITH PROPOSAL PACKAGE

All small businesses must be certified by the Commonwealth of Virginia, Department of Small Business and Supplier Diversity (DSBSD) by the due date of the solicitation to participate in the SWaM program. Certification applications are available through DSBSD online at <http://sbsd.virginia.gov>.

DEFINITIONS:

“Micro Business” means a business that is a certified Small Business under the SWaM Program and has no more than twenty-five (25) employees and no more than \$3million in average annual revenue over the three-year period prior to their certification.

"Small business" means a business independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of the individual owners shall control both the management and daily business operations of the small business. *Note: DSBSD-certified women- and minority-owned businesses shall also be considered small businesses when they have received DSBSD small business certification. (Code of Virginia, § 2.2-4310)*

“Woman-owned business” means a business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women. *(Code of Virginia, § 2.2-4310)*

“Minority-owned business” means a business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals. *(Code of Virginia, § 2.2-4310)*

Bidder Name: Vacations Consulting Inc dba Destination Partners

Preparer Name: Sarah Navarro **Date:** February 2, 2026

INSTRUCTIONS:

- A. If you are certified by the Department of Small Business and Supplier Diversity (DSBSD) as a small business, complete only Section A of this form. This shall not exclude DSBSD-certified women-owned and minority-owned businesses when they have received DSBSD small business certification.
- B. If you are not a DSBSD-certified small business, complete Section B of this form. For the bid to be considered and the bidder to be declared responsive, the bidder shall identify the portions of the contract that will be subcontracted to DSBSD-certified small business in Section B.

ATTACHMENT B (CONT'D)

Section A

If you are certified by the Department of Small Business and Supplier Diversity (DSBSD), are you certified as a:

Check All That Apply: Micro Business Small Business Woman-Owned Business Minority-Owned Business

DSBSD Certification No.: _____ Expiration Date: _____

Section B

Populate the table below to show your plans for utilization of DSBSD-certified small businesses in the performance of this contract. This shall not exclude DSBSD-certified women-owned and minority-owned businesses that have received the DSBSD small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.

Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement

Destination Partners will not be able to use DSBSD Certified small businesses as all subcontractors are international.

Small Business Name, Address & DSBSD Cert No.	Indicate if also: Micro (O), Women (W), or Minority (M) Certified	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement During Initial Period of the Contract (%)	Planned Contract Dollars During Initial Period of the Contract (\$)
Total Planned Subcontracting Spend (\$)					

Hosted Technology Services Addendum

SUPPLIER NAME:

Vacations Consulting Inc

SUPPLIER
PRODUCT/SOLUTION:

Travel Management

This Addendum shall be included in any procurement deemed necessary requiring hosted technology services for the purpose of ensuring that the Commonwealth of Virginia and University of Mary Washington, technology standards are complied with for the duration of the agreement between the University and the Vendor.

Definitions:

- **Agreement:** The “Agreement” includes the contract, this addendum and any additional addenda and attachments to the contract, including the Contractor’s Form.
 - **University:** “University” or “the University” means University of Mary Washington, its trustees, officers and employees. The point of contact for the University is the contract administrator for this Agreement.
 - **University Data:** “University Data” is defined as any data that the Vendor creates, obtains, accesses, transmits, maintains, uses, processes, stores or disposes of in performance of the Agreement. It includes all Personally Identifiable Information and other information that is not intentionally made generally available by the University on public websites.
 - **Personally Identifiable Information:** “Personally Identifiable Information” (PII) includes but is not limited to: Any information that directly relates to an individual and is reasonably likely to enable identification of that individual or information that is defined as PII and subject to protection by University of Mary Washington under federal or Commonwealth of Virginia law.
 - **Security Breach:** “Security Breach” means a security-relevant event in which the security of a system or procedure involving University Data is breached, and in which University Data is exposed to unauthorized disclosure, access, alteration, or use.
 - **Service(s):** “Service” or “Services” means any goods or services acquired by the University from the Vendor.
1. **Rights and License in and to University Data:** The parties agree that as between them, all rights including all intellectual property rights in and to University Data shall remain the exclusive property of the University, and Contractor has a limited, nonexclusive license to use these data as provided in this Agreement solely for the purpose of performing its obligations hereunder.
 2. **Nonvisual Access To Technology:** All information technology which, pursuant to this Agreement, is purchased or upgraded by or for the use of any Commonwealth agency or institution or political subdivision of the Commonwealth (the “Technology”) shall comply with Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended. If requested, the Contractor must provide a detailed explanation of how compliance with Section 508 of the Rehabilitation Act is achieved and a validation of concept demonstration. The requirements of this Paragraph along with the Non-Visual Access to Technology Clause shall be construed to achieve full compliance with the Information Technology Access Act, §§2.2-3500 through 2.2-3504 of the Code of Virginia. Compliance may be determined by the degree to which the product meets the recommendations described in the VPAT (Voluntary Product Accessibility Template) and/or WCAG 2.0 Level AA guidelines.

3. Data Privacy:

- a. Contractor will use University Data only for the purpose of fulfilling its duties under this Agreement and will not share such data with or disclose it to any third party without the prior written consent of the University, except as required by this Agreement or as otherwise required by law.
- b. University Data will not be stored outside the United States without prior written consent from the University.
- c. Contractor will provide access to University Data only to its employees and subcontractors who need to access the data to fulfill obligations under this Agreement. The Contractor will ensure that the Contractor's employees who perform work under this Agreement have read, understood, and received appropriate instruction as to how to comply with the data protection provisions of this Agreement.
 - i. If the Contractor will have access to the records protected by the Family Educational Rights and Privacy Act (FERPA), Contractor acknowledges that for the purposes of this Agreement it will be designated as a "school official" with "legitimate educational interests" in such records, as those terms have been defined under FERPA and its implementing regulations, and Contractor agrees to abide by the limitations and requirements imposed on school officials. Contractor will use such records only for the purpose of fulfilling its duties under this Agreement for University's and its End Users' benefit, and will not share such data with or disclose it to any third party except as provided for in this Agreement, required by law, or authorized in writing by the University.

4. Data Security:

- a. Contractor will store and process University Data in accordance with commercial best practices, including appropriate administrative, physical, and technical safeguards, to secure such data from unauthorized access, disclosure, alteration, and use. Such measures will be no less protective than those used to secure Contractor's own data of a similar type, and in no event less than reasonable in view of the type and nature of the data involved.
- b. Contractor will store and process University Data in a secure site and will provide a SAS 70, SAS 70 Type II, SSAE 16, SOC 2 or SOC 3, or other security report deemed sufficient by the University, from a third party reviewer along with annual updated security reports.
- c. Contractor will use industry-standards and up-to-date security tools, technologies and practices such as network firewalls, anti-virus, vulnerability scans, system logging, intrusion detection, 24x7 system monitoring and third-party penetration testing in providing services under this Agreement.
- d. Without limiting the foregoing, Contractor warrants that all electronic University Data will be encrypted in transmission (including via web interface) and stored at AES 256 or stronger.

5. Data Authenticity, Integrity and Availability:

- a. Contractor will take reasonable measures, including audit trails, to protect University Data against deterioration or degradation of data quality and authenticity. Contractor shall be responsible for ensuring that University Data, per the Virginia Public Records Act, "is preserved, maintained, and accessible throughout their lifecycle, including converting and migrating electronic data as often as necessary so that information is not lost due to hardware, software, or media obsolescence or deterioration."
- b. Contractor will ensure backups are successfully completed at the agreed interval and that restoration capability is maintained for restoration to a point-in-time and/or to the most current backup available.
- c. Contractor will maintain an uptime of 99.99% or greater, or as negotiated and accepted by the University, as agreed to for the contracted services via the use of appropriate redundancy, continuity of operations and disaster recovery planning and implementations, excluding regularly scheduled maintenance time.

6. Employee Qualifications:

- a. Contractor shall ensure that its employees have undergone appropriate background screening and possess all needed qualifications to comply with the terms of this agreement including but not limited to all terms relating to data and intellectual property protection.

7. Security Breach:

- a. Response. Immediately (within one day) upon becoming aware of a Security Breach, or of circumstances that could have resulted in unauthorized access to or disclosure or use of University Data, Contractor will notify the University, fully investigate the incident, and cooperate fully with the University's investigation of and response to the incident. Except as otherwise required by law, Contractor will not provide notice of the incident directly to individuals whose Personally Identifiable Information was involved, regulatory agencies, or other entities, without prior written permission from the University.
- b. Liability. In addition to any other remedies available to the University under law or equity, when applicable to the type services being provided, Contractor will pay for or reimburse the University in full for all costs incurred by the University in investigation and remediation of such Security Breach, including but not limited to providing notification to individuals whose Personally Identifiable Information was compromised and to regulatory agencies or other entities as required by law or contract; providing one year's credit monitoring to the affected individuals if the Personally Identifiable Information exposed during the breach could be used to commit financial identity theft; and the payment of legal fees, audit costs, fines, and other fees imposed by regulatory agencies or contracting partners as a result of the Security Breach. Contractor agrees to indemnify, hold harmless and defend the University from and against any and all claims, damages, or other harm related to such Security Breach.

8. Requests for Data, Response to Legal Orders or Demands for Data:

- a. Except as otherwise expressly prohibited by law, Contractor will:
 - i. immediately notify the University of any subpoenas, warrants, or other legal orders, demands or requests received by Contractor seeking University Data;
 - ii. consult with the University regarding its response;
 - iii. cooperate with the University's requests in connection with efforts by the University to intervene and quash or modify the legal order, demand or request; and
 - iv. Upon the University's request, provide the University with a copy of its response.
- b. Contractor will make itself and any employees, contractors, or agents assisting in the performance of its obligations under the Agreement, available to the University at no cost to the University based upon claimed violation of any laws relating to security and/or privacy of the data that arises out of this agreement. This shall include any data preservation or eDiscovery required by the University.
- c. The University may request and obtain access to University Data and related logs at any time for any reason and at no extra cost.

9. Data Transfer Upon Termination or Expiration:

- a. Contractor's obligations to protect University Data shall survive termination of this Agreement until all University Data has been returned or Securely Destroyed, meaning taking actions that render data written on media unrecoverable by both ordinary and extraordinary means.
- b. Upon termination or expiration of this Agreement, Contractor will ensure that all University Data are securely transferred, returned or destroyed as directed by the University in its sole discretion within 30 days of termination of this Agreement. Transfer/migration to the University or a third party designated by the University shall occur without significant interruption in service.

Contractor shall ensure that such transfer/migration uses facilities, methods, and data formats that are accessible and compatible with the relevant systems of the University or its transferee, and to the extent technologically feasible, that the University will have reasonable access to University Data during the transition.

- c. In the event that the University requests destruction of its data, Contractor agrees to Securely Destroy all data in its possession and in the possession of any subcontractors or agents to which Contractor might have transferred University data. Contractor agrees to provide documentation of data destruction to the University and to complete any required Commonwealth of Virginia documentation regarding the destruction of University Data.
- d. Contractor will notify the University of impending cessation of its business and any contingency plans. This includes immediate transfer of any previously escrowed assets and data and providing the University access to Contractor's facilities to remove and destroy University-owned assets and data. Contractor shall implement its exit plan and take all necessary actions to ensure a smooth transition of service with minimal disruption to the University. The Vendor will also provide a full inventory and configuration of servers, routers, other hardware, and software involved in service delivery along with supporting documentation, indicating which if any of these are owned by or dedicated to the University. Contractor will work closely with its successor to ensure a successful transition to the new equipment, with minimal downtime and effect on the University, all such work to be coordinated and performed in advance of the formal, final transition date.

10. Audits:

- a. The University reserves the right in its sole discretion to perform audits of Contractor at no additional cost to the University to ensure compliance with the terms of this Agreement. Contractor shall reasonably cooperate in the performance of such audits. This provision applies to all agreements under which Contractor must create, obtain, transmit, use, maintain, process, or dispose of University Data.
- b. If Contractor must under this agreement create, obtain, transmit, use, maintain, process, or dispose of the subset of University Data known as Personally Identifiable Information or financial or business data, Contractor will at its expense conduct or have conducted at least annually a(n):
 - i. American Institute of CPAs Service Organization Controls (SOC) Type II audit, or other security audit with audit objectives deemed sufficient by the University, which attests Contractor's security policies, procedures and controls;
 - ii. vulnerability scan, performed by a scanner approved by the University, of Contractor's electronic systems and facilities that are used in any way to deliver electronic services under this Agreement; and
 - iii. formal penetration test, performed by a process and qualified personnel approved by the University, of Contractor's electronic systems and facilities that are used in any way to deliver electronic services under this Agreement.
- c. Additionally, Contractor will provide the University upon request the results of the above audits, scans and tests, and will promptly modify its security measures as needed based on those results in order to meet its obligations under this Agreement.

11. Compliance:

- a. Contractor will comply with all applicable laws and industry standards in performing services under this Agreement. Any Contractor personnel visiting the University's facilities will comply with all applicable University policies regarding access to, use of, and conduct within such facilities. The University will provide copies of such policies to Contractor upon request.
- b. Contractor warrants that the service it will provide to the University is fully compliant with and will enable the University to be compliant with relevant requirements of all laws, regulation, and guidance applicable to the University and/or Contractor, including but not limited to: the Family

Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health Act (HITECH), Gramm-Leach-Bliley Financial Modernization Act (GLB), Payment Card Industry Data Security Standards (PCI-DSS), Americans with Disabilities Act (ADA).

12. **No End User Agreements:** Any agreements or understandings, whether electronic, click through, verbal or in writing, between Contractor and University employees or other end users under this Agreement that conflict with the terms of this Agreement, including but not limited to this Addendum, shall not be valid or binding on the University or any such end users.

To the extent allowed by Virginia law, the University of Mary Washington will keep any information provided in a security audit report confidential to protect the integrity of the Vendor.

This Addendum and any other related and attached documents constitute the entire agreement between the parties and may not be waived or modified except by written agreement between the parties.

This Agency does not discriminate against faith-based organizations.

IN WITNESS WHEREOF, the parties have caused this contract to be duly executed, intending thereby to be legally bound.

CONTRACTOR

UNIVERSITY OF MARY WASHINGTON

SIGNATURE: Sarah Navarro

SIGNATURE: _____

PRINTED NAME: Sarah Navarro

PRINTED NAME: _____

TITLE: Commercial Manager

TITLE: _____

DATE: February 2, 2026

DATE: _____



CERTIFICATE OF LIABILITY INSURANCE 1

DATE (MM/DD/YYYY)
10/13/2025

PRODUCER
RIECP, LLC dba in CA: BHS Insurance Services
1265 Main Street, Suite 301
Stevens Point, WI 54481

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED
Vacations Consulting Inc

5051 Castello Drive Suite 33
Naples, Florida 34103

INSURERS AFFORDING COVERAGE	NAIC #
INSURER A: Berkshire Hathaway Specialty Insurance Company	22276
INSURER B:	
INSURER C:	
INSURER D:	
INSURER E:	

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	ADD'L INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
A	<input checked="" type="checkbox"/>	GENERAL LIABILITY <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> _____ <input checked="" type="checkbox"/> \$25,000 Deduct. GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC	47-TEO-168942-05	October 20, 2025	October 20, 2026	EACH OCCURENCE	\$3,000,000
						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$50,000
						MED EXP (Any one person)	\$1,000
						PERSONAL & ADV INJURY	\$3,000,000
						GENERAL AGGREGATE	\$3,000,000
						PRODUCTS - COMP/OP AGG	\$
							\$
A	<input checked="" type="checkbox"/>	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS <input type="checkbox"/> _____ <input type="checkbox"/> _____	47-TEO-168942-05	October 20, 2025	October 20, 2026	COMBINED SINGLE LIMIT (Each Occurrence)	\$3,000,000
						BODILY INJURY (Per person)	\$
						BODILY INJURY (Per accident)	\$3,000,000
						PROPERTY DAMAGE (Per accident)	\$3,000,000
	<input type="checkbox"/>	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> _____				AUTO ONLY - EA ACCIDENT	\$
						OTHER THAN EA ACC	\$
						AUTO ONLY: AGG	\$
	<input type="checkbox"/>	EXCESS/UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$				EACH OCCURENCE	\$
						AGGREGATE	\$
							\$
							\$
	<input type="checkbox"/>	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below				<input type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER	
						E.L. EACH ACCIDENT	\$
						E.L. DISEASE - EA EMPLOYEE	\$
						E.L. DISEASE - POLICY LIMIT	\$
A	<input checked="" type="checkbox"/>	OTHER Professional Liability	47-TEO-168942-05	October 20, 2025	October 20, 2026	A. Bodily Injury and Property Damage Liability \$3,000,000 per occurrence B. Professional Liability \$3,000,000 per act or omission C. Personal Injury Liability \$3,000,000 per offense Fire Legal Liability \$50,000 per fire	\$3,000,000 Aggregate

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

CERTIFICATE HOLDER

University of Mary Washington
1301 College Ave
Fredericksburg, Virginia 22401

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE INSURER AFFORDING COVERAGE WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

Dan Francis

ACORD 25 (2001/08)

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IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

DISCLAIMER

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.



DESTINATION PARTNERS

— TRAVEL MANAGEMENT COMPANY —

Attachment E Sample Excursions Brazil





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Day Tours

Sugar Loaf by Cable Car

LOCATION: RIO DE JANEIRO

- Duration: 4 hours
- Minimum 10 people /Maximum 100 people

Over a million tourists each year visit the world famous 'Pão de Açúcar' (Sugar Loaf Mountain), which has become an iconic symbol of the city of Rio de Janeiro, rising from a small peninsula at the entrance of Guanabara Bay. The journey to the top is made in glass cable cars. The first cable car takes passengers to the top of Urca Hill, which rises 215 meters above sea level and offers spectacular views of the entire bay and its surrounding islands. From Urca Hill, passengers continue in a second cable-car to the top of Sugar Loaf which rises 395 meters above sea level and offers a 360-degree view of the entire city including Botafogo and Copacabana Beaches, Corcovado Mountain and downtown Rio de Janeiro. Before returning you will stop by the Municipal Theater and the Cathedral in the center of the city.



Inclusions:

- Private guide and transportation
- Entrance fee to the Sugar loaf

Brazilian Beat & Secrets of Old Rio

LOCATION: RIO DE JANEIRO

- Duration: 6 hours
- Minimum 10 people /Maximum 40 people

Release your inner drummer! Get into the Brazilian groove through the samba beat. Some of the most important samba schools in Rio were born on the hills, in the "favelas" sounding Rio. You will have the opportunity to meet some of the percussionists that make carnival happen with the exciting beat of drums, cuicas, tambourines and rattles. Learn how all these sounds combined turn into samba. Before heading back to the ship, take a unique walking tour which gives visitors a feeling for the legends and stories woven around the narrow streets and old historical buildings of downtown Rio.



Inclusions:

- Private guide and transportation
- One hour percussion lesson



Salgueiro, a Rio Samba School

LOCATION: RIO DE JANEIRO

- Duration: 3 hours
- Minimum 10 people /Maximum 40 people

No other music is more "Brazilian" than the samba and there is nothing more authentic than the samba schools. Visit one these "escolas de samba" as they open their dance floors for "rehearsals" (a combination of a party and a pep rally), in preparation for the upcoming Carnival. The percussion and ecstatic crowd will have you moving your feet in no time. Special* feijoada (not included) on Sunday evening is the perfect opportunity to mingle with the creators of costumes and floats.



Inclusions:

- Private guide and transportation
- Entrance fee to Salgueiro samba School



Cantagalo Community & Brazilian Art and Culture

LOCATION: RIO DE JANEIRO

- Duration: 4 hours
- Minimum 5 people /Maximum 40 people

A unique program for those who wish to get to know the hillside communities in Rio de Janeiro through Brazilian art and culture. This tour includes a visit to the first open-air Museum ever inaugurated inside Cantagalo. Visitors will enjoy a two kilometer stroll through Cantagalo and Pavao-Pavaozinho and view houses painted with colorful graffiti that portrays the history of the community and its local culture. A community resident will be your guide on this tour; he will explain the history portrayed by the paintings. Each graffiti is accompanied by a text inspired on traditional popular literature (cordel). The narrow alleys, the steep hillsides, the beautiful graffiti and fabulous view high above the city reflect the real soul of the community. Visitors will have the opportunity to explore and learn more about the day to day life through the eyes of its residents. The open-air museum is much more than an art exhibit of local culture; it provides a gateway to integration between different classes and cultures.



Inclusions:

- Private guide and transportation.

Workshop and Integration Add on Options:

- ❖ Graffiti workshop: students will have a graffiti workshop made by the local "moradores" who led the construction of the panels of graphite scattered throughout the community. They will have the chance to learn some techniques of this art and to express their feelings on a wall in the community.
- ❖ Capoeira workshop: students will learn some dance steps from the famous African Brazilian capoeira by a local teacher.
- ❖ Percussion workshop: students will learn to get into the rhythm of carnival in this percussion class.
- ❖ Kite Workshop: A great integration activity among visitors and locals. The visitor will learn how to make a kite in a workshop given by a resident of the community. In this workshop visitors learn how to produce a handmade kite and also get to know the history and local culture that is told by the teacher while the kite is produced. Each participant makes their own kite and is then tested on the "cultural laje". In this space the visitor learns the techniques used to make the kite fly and play with local children as they teach how the kites should be used in tournaments that exist in the community.



Overnight Tours

Historic Cities of Minas: Congonhas & Ouro Preto 2 Days / 1 Night

DAY 1: RIO DE JANEIRO / OURO PRETO

Transfer from Rio de Janeiro to Ouro Preto in air-conditioned bus with a stop in Congonhas. This town played an important role during the period of gold rush in Brazil. In what used to be the mining center of Congonhas, is now a large exhibition of the many sculptures by the brilliant artist Antônio Francisco Lisboa - also known as Aleijadinho. Some of such works include: the twelve prophets sculpted in soapstone and the figures of the Stations of the Cross, completed from 1796-1799. These life-size sculptures are considered Brazil's most important artistic treasures. Overnight in Ouro Preto.

Day 2: OURO PRETO / RIO DE JANEIRO

After breakfast, depart for Ouro Preto. Visiting Ouro Preto is like taking a step back in time to experience a city founded in 1698 and rich with colonial architecture. Declared by UNESCO as "Cultural Heritage of Humanity", Ouro Preto offers its visitors a wide range of historical attractions; home to 13 important baroque churches, including the most famous: The Church of Saint Francis of Assisi designed by Aleijadinho with wood and soapstone sculptures. Other intriguing sites include the Casa dos Contos, the Museu de Inconfidência ('Museum of Betrayal') which documents Brazil's earliest independence movement. At the end of the day, transfer back to Rio de Janeiro by bus.

Inclusions:

- 1 night accommodation at Estalagem das Minas Gerais Hotel in Ouro Preto (or similar)
- Round trip bus transfer from Rio de Janeiro to Ouro Preto
- English speaking guide
- Admission fee to the sites
- One Breakfast



Buzios: Rio's Laid Back Cote D'Azur 2 Days / 1 Night

DAY 1: RIO DE JANEIRO / BUZIOS

Transfer by air-conditioned bus from Rio de Janeiro to Buzios. A short, pleasant 2½ hour trip will take you to the peninsula of Búzios - home to more than 20 magnificent beaches with crystal-clear waters which are in perfect harmony with sculpted landscape and exotic vegetation. Upon arrival in Buzios, transfer to the Pousada.

Originally settled by European pirates and slave traders, this historically diverse city enjoyed periods of prosperity and emerged as one of Brazil's most picturesque fishing villages. In more recent years, the actress Brigitte Bardot popularized the town when she visited in the 60's. As one of the most beautiful areas in Brazil, it is famed for its unique combination of rustic charm, distinctive architecture, incredible allure, and sophisticated restaurants and boutiques. Every year thousands of visitors come from all corners of the world to enjoy this Brazilian beach paradise.

DAY 2: BUZIOS / RIO DE JANEIRO

After breakfast, enjoy morning at leisure. Depart by bus back to Rio de Janeiro, in the early afternoon

Inclusions:

- 1 night accommodation at Barla Inn and/or Villa Mercedes Hotel in Buzios
- Round trip bus transfer from Rio de Janeiro to Buzios
- English speaking guide on bus transfers
- One breakfast



Historic Cities of Minas: Tiradentes, Congonhas & Ouro Preto

3 Days / 2 Nights

DAY 1: RIO DE JANEIRO / TIRADENTES

Transfer from Rio de Janeiro to Tiradentes in an air-conditioned bus. Tiradentes is one of the most beautiful towns of Minas Gerais for its colonial homes and baroque churches. The city preserves the characteristics from the 18th century, with narrow streets and cobblestones paving. Overnight in Tiradentes.

DAY 2: TIRADENTES / OURO PRETO

After breakfast depart to Congonhas, which played an important role in the Golden Rush Era of Brazil. The main points of interest are Aleijadinho's sculptural masterpieces of the twelve Prophets, carved in soapstone and his representation of the Via Crucis (Stations of the Cross), done in polychromatic woodwork. Continuing to Ouro Preto, which was founded in 1698 and soon became the center of the gold, diamond and precious stones trading in the colonial era. The town has managed to preserve over the years its 18th century architecture, which offers visitors a first-hand look of its historical heritage. The city is considered today by UNESCO as a World Heritage Site. Overnight in Ouro Preto.

DAY 3: OURO PRETO / RIO DE JANEIRO

After breakfast, enjoy Morning at leisure. Transfer to Belo Horizonte Airport for your flight to Rio de Janeiro.

Inclusions:

- 1 night accommodation at Estalagem das Minas Gerais Hotel in Ouro Preto
- 1 night accommodation at Pousada Mae D'Agua in Tiradentes
- Transfer by bus from Tiradentes to Ouro Preto with stop at Congonhas
- Transfer by bus from Ouro Preto to Belo Horizonte (Confins) Airport
- Flight Belo Horizonte to Rio
- Transfer from Rio de Janeiro Domestic (Santos Dumont) Airport to port
- English speaking guide
- Admission fees
- Two breakfasts



Ilha Grade - Rio's Tropical Island

3 Days / 2 Nights

Ilha Grande, the largest island in the bay of Angra dos Reis, includes over one hundred beaches and is a large attraction in Costa Verde. With over 187 square kilometers of beauty, including beaches, waterfalls and mountains, it is only a one-hour boat ride from Angra dos Reis or Mangaratiba. Ilha Grande maintains its fishing village atmosphere mainly due to access only by boat and the transformation of the region into a State Park and Biological Reserve.

The crystal-clear waters are home to rich marine life, and the hiking trails are in the middle of an Atlantic forest leading to creeks, rivers and waterfalls. The charming center of the island, Village of Abraham, guarantees a rustic atmosphere with informal bars and restaurants. Leaving from the Village of Abraham, the open paths of the forest lead to unexplored beaches and coves.

DAY 1: RIO DE JANEIRO / ANGRA DO REIS

Transfer by air-conditioned bus from the port to Angra dos Reis, located on the coast; 03 hours from Rio de Janeiro. Upon arrival in Angra dos Reis transfer by ferryboat to Abraão Village. (Duration 1h30m approximately). Arrival and walk to the pousada. Our guide will show the main points of interest in the village. Enjoy afternoon and evening at leisure.

DAY 2: ANGRA DO REIS

After breakfast, take a regular taxi boat to Pouso Beach; followed by a hike to the famous Lopes Mendes Beach, crossing pristine native forests arriving in one of the most beautiful sceneries of the island. You will have time to relax on the sand and enjoy the sea. In the Afternoon, enjoy a tour of the historical sites of the island, and visit "Praia Preta" and the natural pool of the aqueduct.

DAY 3: ANGRA DO REIS / RIO DE JANEIRO

After breakfast, enjoy morning at leisure. Transfer to the pier to take the bus back to Rio.

Inclusions:

- 2-night accommodation at Pousada Praia Inn and/or Pousada Paraiso Ilha Grande
- Bus transfer Rio de Janeiro / Angra dos Reis / Rio de Janeiro
- Transfer Angra dos Reis / Vila do Abraão / Angra dos Reis in regular ferry
- Porterage on arrival and departure
- Lopes Mendes Tour with bilingual guide and regular boat Abraham / Pouso / Abraham
- Tour of Historic-Cultural State Park with Bilingual Guide
- English speaking guide on all transfers and tours
- Two breakfasts



Attachment D
SAMPLE PROGRAM
London, Bayeux, Paris, Krakow, Berlin
April 29, 2025 - May 22, 2025



Prepared by: Sarah Navarro
Date: January 27, 2026



Your Itinerary

Wednesday, April 30, 2025

LOCATION: LONDON

(Meals: -/-/-)

Group arrives in London, transfer to hotel on own

UA929 29APR ORDLHR 4:05pm - 6:20 am 30APR

The London Pass - Digital Pass

Allows access to 80+ London attractions, valid for 5 days

Instructions: The participants will need to download the free Go City® app on their phones, and then enter the order number #6601459089 into the app. It will then generate the QR code. The pass is activated when you first scan your QR code at the entrance of the first attraction.

We have also sent paper copies of the 19 passes. The app is an easy way to use the pass, but you can also save them to your phone and present the QR code for scanning when needed, or you can print them and use paper copies.

Check-in at hotel

Check-in procedure: Official check-in time is 3:00 pm. Present passports upon arrival. One credit card per room required for incidentals.

Overnight at 4* Copthorne Tara Hotel London Kensington, 5 nights

Including WiFi and daily breakfast from 6:30-10:30 AM Monday through Friday and 7-11 AM on weekends

Located in the heart of the Royal Borough of Kensington and Chelsea, the Copthorne Tara Hotel London Kensington offers an extremely convenient location, with easy access to many shops and restaurants, as well as to the popular districts of Knightsbridge and Notting Hill. Rooms at the Copthorne Tara Hotel London Kensington are well-equipped and comfortable, helping to ensure guests enjoy a relaxing stay. Full HD television, Tea and coffee making facilities, radio and alarm, hairdryer, mini fridge (chargeable and stocked on request), iron and ironing board, air conditioning, direct dial telephone and complimentary Wi-Fi. The hotel offers excellent customer service, comfortable guest rooms, bar and restaurants. Guests can enjoy an authentic Oriental meal at Bugis Street or samPle British and European cuisine at The Brasserie Restaurant and Bar.





Thursday, May 1, 2025

LOCATION: LONDON

(Meals: B/-/-)

Imperial War Museum London (free of charge)

Bookings for groups are not required

Open 10:00 am to 6:00 pm daily

Address: Lambeth Rd, London SE1 6HZ

Friday, May 2, 2025

LOCATION: LONDON

(Meals: B/-/-)

Admission: Churchill War Museum with audio-guide (Voucher)

Arrive between 1:30 pm - 2:00 pm.

Address: King Charles St, London SW1A 2AQ

The Churchill War Rooms, part of the Imperial War Museums, allows guests to discover the original Cabinet War Rooms, the underground headquarters that sheltered Churchill and his wartime government during the Blitz. Explore the historic rooms that once buzzed with strategies and secrets, and also visit the interactive Churchill Museum. On becoming Prime Minister in May 1940, Winston Churchill visited the underground War Cabinet Room and said, 'This is a room from which I will direct the war,. The Cabinet War Rooms sheltered the heart of British military and government command throughout the Second World War, before being sealed in August 1945. Today the rooms have been preserved and restored and look just as they did when Churchill last held court here. Peer into the War Cabinet Room, left as it was when he last met here, and marvel at the complex Map Rooms, abandoned in 1945 and left frozen in time.



Saturday, May 3, 2025

LOCATION: LONDON

(Meals: B/-/-)

Train from Euston Station to Bletchley Park

Tickets: digital tickets with QR codes provided

Standard Class. No reserved seating on this train.

View Live Departures / Monitor Train Times: <https://www.thetrainline.com/live/departures/london-euston-to-bletchley>

Admission: Bletchley Park (Voucher)

Bletchley Park offers free multimedia guides. These can be collected from Visitor Centre in Block C upon arrival.

Address: The Mansion, Bletchley Park, Sherwood Dr, Bletchley, Milton Keynes MK3 6EB

Bletchley Park rejoices in the fact that, until fairly recently, it was probably Britain's best kept secret. This is because the secrecy surrounding all of the activities carried on here during the World War II was of vital importance to our national security and ultimate victory. It was here that an organization called the Government Code and Cypher School (GC&CS) studied and devised methods to enable the Allied forces to decipher the military codes and ciphers that secured German, Japanese and other Axis nation's communications.

The result of which was the production of vital intelligence in advance of the military operations. Bletchley Park also heralded the birth of the information age with the industrialization of the code-breaking process enabled by machines such as the Turing/Welchman Bombe, and the world's first electronic computer, Colossus.

Once Britain's Best Kept Secret, today Bletchley Park is a heritage site and vibrant visitor attraction. Open daily, guests can explore some of the iconic WWII code-breaking huts, blocks and market at the astonishing achievements of the Codebreakers whose work is said to have helped shorten the war by two years. Public interest in Bletchley Park has grown enormously over the past few years and the number of visitors to Bletchley Park in 2012 was 150,000.

Return train from Bletchley Park to Euston Station

Tickets: digital tickets with QR codes provided

Standard Class. No reserved seating on this train.



Sunday, May 4, 2025

LOCATION: LONDON

(Meals: B/-/-)

No services requested

Monday, May 5, 2025

LOCATION: LONDON / BAYEUX

(Meals: B/-/-)

Boxed Breakfast available in lobby

Menu: Juice, protein bar or pastry, fruit

Group transfer from London hotel to Portsmouth for ferry crossing (2 hours)

Including driver gratuity

Brittany Ferries ticket from Portsmouth to Caen, Economy (Voucher)

Check in for travel with Brittany Ferries

Ship: Guillaume de Normandie

Booking type: Foot passengers only

Coach for transfer from Caen Port to Bayeux Hotel

Driver: Details will be known several days prior to the service and communicated to group leaders

Pick-up address (Coach parking lot): Avenue du Grand Large, Ouistreham

Overnight at 3* Hotel Le Bayeux, 6 nights

Including WiFi, city tax, and breakfast from 7:30 am - 10:00 am

Check-in procedure: Official check-in time is 3:00 pm. Present voucher and passport to front desk.

Discover a charming hotel situated in the heart of Bayeux, in a beautiful house, once a lovely Normand inn, now a 3-star hotel where Elodie and Cedric as well as their team offer you a warm welcome all year long. As soon as you arrive, you'll feel just like home. This big family house, with an atmosphere similar as a guesthouse, will be perfect for your stay in Normandy. The hotel offers various quality services in order to satisfy the needs of an international clientele. Always attentive and caring, the reception staff will give you the best advises to make your stay memorable. Ideally situated in the heart of Bayeux, the hotel is only a few minutes away from the Cathedral, the paved streets of the historic city center and from the Tapestry. Landing beaches are only 10km away from the lovely Hotel Le Bayeux. Everything is set to make you enjoy your stay in Bayeux in total peace of mind.





Tuesday, May 6, 2025

LOCATION: BAYEUX

(Meals: B/-/-)

Full day coach for visits (8 hours)

8:30 am: Depart from hotel
9:30 am: Memorial de Caen (3 hours)
12:30 pm: Lunch at Caen Memorial
1:15 pm: Transfer to Abbaye d'Ardenne
1:30 pm: Visit Abbaye d'Ardenne (1 hour)
2:30 pm: Transfer to Pegasus Bridge
3:15 pm: Pegasus Bridge
3:45 pm: Return to Bayeux
4:30 pm: Arrive at hotel

Admission: Caen Le Memorial Musee

Memorial Caen + 360 Arromanche Circular Cinema - no group reservation - Dated

Wednesday, May 7, 2025

LOCATION: BAYEUX

(Meals: B/-/-)

Full day coach for visits (8 hours)

9:30 am: Departure from hotel
10:15 am: Entrance to Arromanches 360° Circular Cinema (10:30 viewing)
11:30 am: Entrance to Musée de Arromanches.
1:30 pm: Lunch on one's own in Arromanches
2:30 pm: Transfer to Bayeux War Cemetery
3:00 pm: Bayeux War Cemetery (16-minute walk from Bayeux Museum)
4:15 pm: Entrance to Musée de la Tapisserie de Bayeux.

Proceed to the "GROUPS" entrance at the top of the steps on the right. A group receptionist will greet you and get the voucher from you to give you the tickets. Please have the group wait outside while the group leader collects the tickets. As the gallery is narrow, the group need to be on time for the visit (no delays).



Thursday, May 8, 2025

LOCATION: BAYEUX

(Meals: B/-/-)

Full day coach for visits (8 hours)

8:00 am: Departure from hotel

8:45 am: Stop to view Angoville au Plain Church

9:15 am: Stop to view Major Richard D. Winters Leadership Memorial

9:30 am: Stop to view Utah Beach

10:00 am: Entrance to Musee du Debarquement, Utah Beach (90 mins)

11:30 am: Lunch on one's own at St. Mere Eglise

1:00 pm: Entrance to Airborne Museum (2 hours)

3:00 pm: Transfer to Le Cambe

3:30 pm: Germany Cemetery at Le Cambe

4:00 pm: Arrival back at hotel

Reservation Only: Group dinner at La Terrasse - pay on own

Menu #3: Crispy Camambert in Filo Pastry on Green Salad, Sauteed Veal with Normandy sour cream, rice, Norman tart

Address: 24 Rue Alain Chartier, 14400 Bayeux (12-minute walk from hotel)

Friday, May 9, 2025

LOCATION: BAYEUX

(Meals: B/-/-)

Full day coach for visits (8 hours)

9:30 am: Departure from hotel

10:00 am - 10:45 am: Pointe du Hoc

11:00 am - 1:30 pm: Omaha Beach and lunch on own

2:00 pm American Cemetery at Coleville-sur-Mer

4:30 pm: Flag lowering ceremony

5:00 pm: Return to Bayeux

5:50 pm: Arrive at hotel



Saturday, May 10, 2025

LOCATION: BAYEUX

(Meals: B/-/-)

Early breakfast at the hotel

Full day coach for visits (10 hours)

Itinerary:

7:45 am: Departure from hotel

9:45 am: Arrive at Mont Saint-Michel bus parking and proceed to Abbey (1 hour). Shuttle called « Le Passeur » pick up by the Tourism Information Centre (no interruption - every 12 minutes).

10:30 am: Meet the guide by the shuttle drop-off by the entrance of the village of Le Mont Saint Michel.

11:00 am: Entrance and Guided Tour of Mont Saint-Michel Abbey

12:00 pm: Tour ends and time to walk through the village and have lunch on own

1:30 pm: Arrive back at coach parking and depart to Memorial in Mortain

2:45 pm: Arrive in Mortain and visit 30th Infantry Division Memorial at Mortain

3:30 pm: Depart to Bayeux

5:15 pm: Arrive in Bayeux

Sunday, May 11, 2025

LOCATION: BAYEUX / PARIS

(Meals: B/-/-)

Coach for transfer from Bayeux hotel to Paris hotel

Check-in at hotel

Check-in procedure: Official check-in time is 3:00 pm. Present passports upon arrival.

*A room will be at disposal so the group will be able to store their luggage since they arrive before the official check-in time.

Overnight at the 3* Ibis Paris Bastille Opera, 3 nights

Including Wi-Fi and daily breakfast from 6:30 AM-10:30 AM on weekdays and 6:30 AM-12 PM on weekends.

The ibis Paris Bastille Opéra hotel is located in the historical center of Paris, near the banks of the River Seine. The metro offers direct access to many Parisian attractions: Notre Dame Cathedral, the Louvre Museum, the Champs Elysées, department stores and more. Stay 10 minutes away from Gare de Lyon and Gare du Nord train stations and the business district of Bercy. Relax in the bar with a delicious cocktail, enjoy dinner in our restaurant, "Le Génie Sous les Etoiles," or brunch on our terrace.





Monday, May 12, 2025

LOCATION: PARIS

(Meals: B/-/-)

No DP services requested

Paris Museum Pass, 2 days

Please note that for the Museum Pass, If the groups want to visit some specific museums, a reservation still need to be done to get the requested slots (because of the high « traffic" of the museums).

Museum concerned are : The Louvre, The Orangerie Museum, The Conciergerie Saint-Chapelle, The Versailles Palace, The Hotel de la Marine, The Cite Architecture et Patrimoine, the Musée d'Art et d'histoire du Judaïsme.

Tuesday, May 13, 2025

LOCATION: PARIS

(Meals: B/-/-)

OWN ARRANGEMENTS: Musée de l'Armée: War exhibits plus De Gaulle section



Wednesday, May 14, 2025

LOCATION: PARIS / KRAKOW

(Meals: B/-/-)

Boxed breakfast

Menu: 1 cereal snack, 1 orange juice, 1 shell shaped cookie, and access to the hot drinks distributor

Note: Group can NOT eat on the bus

Group transfer from Paris hotel to airport (driver only)

Flight from Paris to Krakow

Itinerary:

LH2227 14MAY CDGMUC 9:10am-10:35am

EN8342 14MAY MUCKRK 2:40pm-4:00pm

Group transfer from airport to Krakow hotel (30-40 mins)

Driver contact will be provided 3 days prior

Including driver gratuity

Overnight at 4* Vienna House by Wyndham Andel's Cracow 3 nights

Including Wi-Fi and daily breakfast from 6:30 am to 10:30 am

Check-in procedure: Official check-in time is 3:00 pm. Present passport to front desk. Credit card may be required for incidentals.

Vienna House Andel's Krakow is where design, art and hospitality meet. Situated in the heart of Krakow, its beautiful rooms, together with its restaurant, bar and event areas, make it a popular choice for art lovers and locals as well as business and leisure travelers. The cool design coupled with robust colors give the rooms a cozy, luxurious air. All guest rooms at Vienna House Andel's Krakow feature state-of-the-art amenities and are generously designed for a home-away-from-home feel. For fans of design, this is the ideal base from which to explore the city or for rest and relaxation after a long day out.





Thursday, May 15, 2025

LOCATION: KRAKOW

(Meals: B/-/-)

Transfer on coach to Auschwitz-Birkenau

Driver contact will be provided 3 days prior

Including driver gratuity

Auschwitz Memorial Museum with museum guide (3.5 hours)

Present tickets at the admission point (55, Więźniów Oświęcimia Street)

Return to hotel on coach

Friday, May 16, 2025

LOCATION: KRAKOW

(Meals: B/-/-)

Guided tour of Schindler Museum including headsets

Present the tickets at the admission point inside the museum building

English-speaking site guide confirmed

Including guide gratuity

Address: 4, Lipowa Street



Saturday, May 17, 2025

LOCATION: KRAKOW / BERLIN

(Meals: B/-/-)

Group transfer from hotel in Krakow to hotel in Berlin (8 hours)

Driver contact will be provided 3 days prior

Stop enroute for lunch (paid on own)

Including driver gratuity

Arrival in Berlin and check-in at hotel

Berlin Metro Passes will be available to pick up at the front desk. Validate the tickets at the red validators next to each ticket machine.

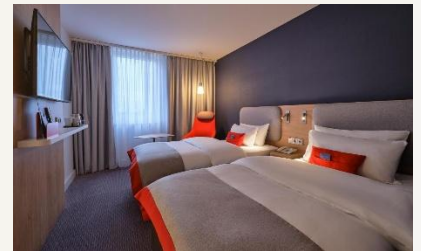
Check-in procedure: Official check-in time is 3:00 pm. Present passport to front desk. Credit card may be required for incidentals.

Overnight at 4* Holiday Inn Express City Centre, 5 nights

Daily breakfast from 6:30 am to 10:30 am weekdays, 6:30 am to 11:30 am weekend

Including Wi-Fi

A smart hotel in Berlin city center with WiFi and breakfast included, near Potsdamer Platz and Tempodrom. The Holiday Inn Express® Berlin City Center hotel offers bright, comfortable rooms with free WiFi and satellite TV. The hotel's just a three-minute walk to Anhalter Bahnhof railway station and about 20 minutes' drive to Berlin Tegel Airport (TXL). Visit the attractions around central Potsdamer Platz, just over a kilometre from the hotel, or stroll seven minutes to the restaurants and boutiques of Friedrichstraße. Concerts and events at the striking Tempodrom arena are only a five-minute walk away, and it's two kilometers to the Brandenburg Gate. Business guests can make use of the hotel's naturally lit meeting room, with fresh catering options to keep meetings productive, and free WiFi throughout. You'll sleep soundly with a choice of firm or soft pillows. Begin your day with a complimentary Express Start Breakfast and unwind in the evening with a cold glass of wine and snacks at the friendly lobby bar.



Sunday, May 18, 2025

LOCATION: BERLIN

(Meals: B/-/-)

No services requested



Monday, May 19, 2025

LOCATION: BERLIN

(Meals: B/-/-)

German Resistance Memorial Center (free of charge)

For groups of 12 people or more, a free guided tour (1 hour) is mandatory to visit the memorial site. The 10:00 am timeslot was not available.

Tuesday, May 20, 2025

LOCATION: BERLIN

(Meals: B/L/-)

Full day coach to Potsdam

Itinerary:

10:00 am: Departure from hotel

10:45 am: Stop at Glienicker Brücke

11:00 am: Transfer to Haus der Wannsee-Konferenz (Audio-guides can be paid for on site - EUR3 per person)

11:30 am-2:00 pm: Discovery of Haus der Wannsee-Konferenz

2:00 pm: Transfer to Olympic Stadium

2:45 pm-3:45 pm: Discovery of Olympic Stadium

3:45 pm: Transfer to hotel

4:15 pm: Arrival at hotel

Boxed lunch on coach

Including 2 sandwiches, 1 fruit, 1 chocolate or muesli bar, 1 water

Wednesday, May 21, 2025

LOCATION: BERLIN

(Meals: B/-/-)

Museum Berlin Karlshorst (FOC)

Open from 10am-6pm

Reservation Only: Lindenbräu at Potsdamer Platz

Group will order from the menu and pay directly at the restaurant.



Thursday, May 22, 2025

LOCATION: BERLIN / USA

(Meals: B/-/-)

Students and RDs depart Berlin, transfer to airport on own

Hotel check-out time is 12:00 pm Noon



Where You'll Stay

Copthorne Tara Hotel London Kensington



Dates of Stay: Wednesday, April 30, 2025 - Monday, May 5, 2025

Address: Scarsdale Place, London, W8 5SY, England

Phone: +44 (0) 20 7937 7211

Website:

<https://www.millenniumhotels.com/en/london/copthorne-tara-hotel-london-kensington/?cid=gplaces>

Check-in time: 3:00 PM

Check-out time: 12:00 PM

Internet: Included

Meals: Breakfast

Check-in procedure: Present passports upon arrival. One credit card per room required for incidentals.

Hotel Le Bayeux



Dates of Stay: Monday, May 5, 2025 - Sunday, May 11, 2025

Address: 9 Rue Tardif, 14400 Bayeux

Phone: +33 231 92 70 08

Website: <http://www.hotellebayeux.com/>

Check-in time: 3:00 pm

Check-out time: 11:00 pm

Internet: Included

Meals: Breakfast from 7:30 am - 10:00 am

Check-in procedure: Present passport to front desk.

Hotel Ibis Bastille Opera Paris



Dates of Stay: Sunday, May 11, 2025 - Wednesday, May 14, 2025

Address: 15 Rue Breguet, 75011 Paris, France

Phone: +33 1 49 29 20 20

Website: <https://www.accorhotels.com/gb/hotel-1399-ibis-paris-bastille-opera-11th/index.shtml>

Check-in time: 3:00pm

Check-out time: 12:00pm

Internet: Included

Meals: Breakfast from 6:30 AM-10:30 AM on weekdays and 6:30 AM-12 PM on weekends

Check-in procedure: Present passport to front desk.



Vienna House Andel's Krakow



Dates of Stay: Wednesday, May 14, 2025 - Saturday, May 17, 2025

Address: Pawia 3, 31-154 Kraków, Poland

Phone: +48 12 660 01 00

Website: <https://www.viennahouse.com/en/andels-cracow/the-hotel/overview.html>

Check-in time: 3:00pm

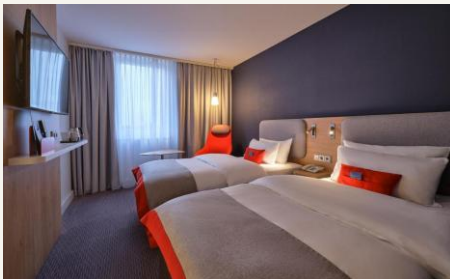
Check-out time: 12:00pm

Internet: Included

Meals: Breakfast

Check-in procedure: Present passport to front desk. Credit card may be required for incidentals.

Holiday Inn Express Berlin City Center



Dates of Stay: Saturday, May 17, 2025 - Thursday, May 22, 2025

Address: Stresemannstraße 49, 10963 Berlin, Germany

Phone: +49 30 200520

Website:

https://www.ihg.com/holidayinnexpress/hotels/us/en/berlin/berab/hoteldetail?cm_mmc=GoogleMaps--EX--DE--BERAB

Check-in time: 3:00 pm

Check-out time: 12:00 pm

Internet: Included

Meals: Breakfast 6:30 am - 10:30 am weekdays, 6:30 am - 11:30 am weekends

Check-in procedure: Group leader must leave credit card as guarantee. The clients must pay any incidentals at check-out.



Your Package Prices

Rates are per person in USD based on the maximum group size of 22.
Package prices include all services listed in the itinerary except itemized & optional services.

Minimum 20 Paying Passengers	
Twin/Double Occupancy	\$3884 per person
Single Occupancy	\$5384 per person

Minimum 15 Paying Passengers	
Twin/Double Occupancy	\$4206 per person
Single Occupancy	\$6166 per person

Minimum 10 Paying Passengers	
Twin/Double Occupancy	\$5050 per person
Single Occupancy	\$7010 per person



Inclusions

- Accommodations, transfers, tours, and services per itinerary
- Meals per itinerary including gratuities
- All city taxes

Exclusions

- Meals not listed in the itinerary
- Drinks with meals unless otherwise listed in the itinerary
- Personal expenses
- Optional services
- Gratuities for guides and drivers unless otherwise listed in the itinerary
- Airfare (Seats are not being held; space and rates are subject to availability. Taxes are subject to change until ticketed.)
- Airline baggage fees
- Passport and Visa expenses, and any government-imposed entry/exit fees and taxes (subject to change at any time and without notice)
- Technical visits are suggested only and subject to confirmation by both the organization and the client. Destination Partners is not responsible for the cancelation of technical visits by a hosting organization.
- Any fees or honorariums required by the organization for technical visits are not included but will be advised in advance of visit confirmation. Any additional costs will be the responsibility of the client if the visit is approved by the client.

Terms and Conditions

- If the suggested hotels are not available at the time of the group confirmation, Destination Partners will offer alternative hotels with new rates.
- Rates are not valid for New Years, Holidays, Congress and Events period.
- Optional tours/services: prices valid only if booked in advance, before departure. We do not guarantee the same prices if tours are confirmed after arrival as tour and local guides are commissioned locally.
- Rates in US dollars net valid for the requested period and for wire transfer or check payment only.
- Rates are based on the current exchange rate as of the proposal date. Prices subject to change until confirmed.
- In case of different dates or number of paying passengers, rates will be subject to changes.
- In case of human or computer error, DP reserves the right to re-invoice for the correct price or service.
- In case of significant change in exchange rates, rates may be adjusted at final invoicing.
- Airport taxes and fees subject to change prior to ticketing

Next Steps



DESTINATION PARTNERS

— TRAVEL MANAGEMENT COMPANY —

- Provide confirmation of acceptance of proposal
- Destination Partners will confirm above itinerary and prepare Letter of Agreement with full terms & conditions and invoice



Attachment F Resumes

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Sarah Navarro.....	2
Lia Alpis.....	4


Sarah Navarro

Commercial Manager


MAILING ADDRESS

531 Winkler Trl N
Cologne, MN 55322

CONTACT

 608-988-6100

 walker.sarah08@gmail.com

 linkedin.com/in/sarah-
navarro-walker

EDUCATION

Master of Arts
Educational Policy &
Administration: Comparative &
International Development
Education
GPA: 3.9/4.0
University of Minnesota - Twin
Cities
2010-2012

Bachelor of Arts
French and International
Relations in Political Science
GPA: 3.7/4.0
Dean's List, Magna Cum Laude
Carthage College
2004-2008

GLOBAL LEARNING

Université de Caen | Sept-Dec
2006
Caen, France
Semester long international
education program focused on
formal academic class work in
French literature, media,
civilization, history, and structure
of French language.

PROFILE

I am seeking a career with a dynamic travel management organization where I can leverage my extensive experience in managing university travel programs, along with my academic background in International Education. I aim to utilize my strong cross-cultural communication skills, strategic planning expertise, and passion for client success to drive value and contribute to the continued growth and success of the organization.

PROFESSIONAL EXPERIENCE

COMMERCIAL MANAGER, REMOTE EMPLOYEE

Destination Partners | Naples, FL | January 2024 - Present

Led business growth by implementing innovative commercial strategies, optimizing revenue streams, and maintaining strong customer relationships to achieve organizational objectives.

- Commercialized and operated over 130 group travel programs that generated over 5.5 million in revenue during 12 years of employment
- Spearheaded and executed business development plan to identify, develop and secure new and repeat business
- Audited company finances and profitability while coordinating with accounting staff to keep schedule of payments and disbursements accurate

OPERATIONS MANAGER, REMOTE EMPLOYEE

Destination Partners | Naples, FL | June 2018 - January 2024

Established best operational practices and managed employees to promote the overall success of international short-term faculty-led programs for a travel management company.

- Managed high-value contracts, negotiated favorable terms, and developed strategic partnerships.
- Implemented new operational platforms, primarily Salesforce and associated applications and acted as the Salesforce Administrator
- Trained, developed, and managed up to 9 employees
- Ensured highest level customer service standards by establishing operational best practices and proactive ongoing review of operations process

SENIOR ACCOUNT EXECUTIVE, REMOTE EMPLOYEE

Destination Partners | Naples, FL | September 2012 – June 2018

Handled a full portfolio of international travel programs for a travel management company by overseeing a variety of tasks, deadlines, and procedures required for the successful operation of each program.

- Developed group travel programs by collaborating with clients, preparing program itineraries with pricing, negotiating with suppliers to ensure maximum profitability, and issuing contracts and invoices
- Operated group travel programs by managing client and supplier deadlines, creating travel documents, and acting as an 24/7 emergency contact
- Maintained relationships with key partners worldwide in order to ensure competitive rates and flexible dynamic programming, address service and operational issues, and assure consistent, high level operational success

Sarah Navarro

Commercial Manager

SKILLS

- Account management
- Project management
- Supervisory and managerial experience
- Employee training
- Written and oral communication
- French language proficiency
- Salesforce CRM
- Microsoft Suite

PROFESSIONAL DEVELOPMENT

- NAFSA conference, May 2024
- NAFSA conference, Oct. 2020
- NAFSA conference, Nov. 2015
- Marriott New Employee Trainer Training, Mar. 2012
- University of Minnesota Internationalizing the Curriculum and Campus Conference, Mar. 2011
- Marriott Supervisor Leadership Training, Feb. 2010
- Carthage Flame Leadership Program, Nov. 2005

HONORS

- Marriott Star Service award, 2012
- Marriott Associate of the Month, Dec. 2008 and Dec. 2009
- Carthage College Student Ambassador of the Year, 2008
- Alpha Mu Gamma- National Foreign Language Honor Society, Carthage 2006-2008
- Alpha Lambda Delta- National Honor Society for first year students, Carthage 2004-2008

FRONT DESK SUPERVISOR

Minneapolis Marriott Southwest | Minnetonka, MN | August 2010 – Sept 2012

Oversaw the successful operation of the front office team for a 3-star category hotel while performing administrative and guest service tasks such as managing bookings.

- Acted as official front desk trainer responsible for coaching employees, assisting in making a career development plans, and managing incentive programs
- Completed administrative tasks including scheduling, payroll, and managing front office invoices and billing using Peoplesoft
- Acted as manager on duty responsible for handling emergency situations
- Handled guest reservations ensuring accurate accounts and payments, processed guest calls, messages, requests, questions, and concerns

CONFERENCE CENTER CONCIERGE / CONFERENCE SERVICE ASSISTANT

GE Healthcare Institute & Conference Center | Waukesha, WI | July 2008 – August 2010

Managed conference projects and directed trainees while serving as the main point of contact for guests.

- Effectively managed crucial information by maintaining accurate logs and monetary transactions and completing forecasting for the property
- Participated in Problem Free Committee to track and solve property issues
- Ensured facility safety by reporting all accidents, injuries and unsafe work conditions
- Represented the property as first contact person by checking guests in, providing information about the local area, and using French language skills to assist international guests

Lia Batista Alpis

🏠 Address: Intendente Cunha Menezes, 257/204 – Méier – Rio de Janeiro/RJ
☎ Phone +55-21-3083-5328
☎ Cel.: +55-21-99627-9684
✉ lia_alpis@hotmail.com

Skills

- Extensive experience in Groups, Series, and Incentives operations in a DMC
 - Extensive experience in the Commercial Department (negotiation with hotels, restaurants, and suppliers in general)
 - Focused on results and meeting goals, negotiation and communication skills, easy to adapt to new markets, and teamwork.
-

Professional Experience:

- **Sep 2012 – May 2020 – Havas**

Position: Senior Groups & Incentives Operator

Main Activities: Operation of Special Groups, Incentives and Series from several markets (American, European, Japanese).

- **Aug 2010 – Sep 2012 – Tourplans**

Position: Senior Groups & Incentives Operator

Main activities: Operation and quotation of Groups, Series and Incentives from several markets focusing on the Latin Market.

- **2009 - Aug 2010 – SAT Tours**

Position: Account Executive.

Main activities: Operation, Billing of Groups, Series and Fit's of German Market.

- **2004-2009 – Compass Turismo**

Position: Account Executive.

Main activities: Operation and quotation of Groups, Series and Fit's from several markets focusing on Scandinavian and Israeli Markets.

Collaboration in Low Season in the Commercial Department, having as main activities prices negotiation and insertion of tariffs in company's system.

- **2003-2004 – HAVAS Creative Tours**

Position: Commercial Department assistant.

Main Activities: Groups, Series, Incentives and Fit's quotes proposal, negotiation with hotels and suppliers, insertion of tariffs in company's system, material set up for National and International Tourism Fairs, attendance to sales promoters.

- **1996-2003 – SAT TOURS**

Position: Account Executive.

Main activities: Operation, Billing of Groups, Series and Fit's in German & American Markets.

Graduation:

- Bachelor in Tourism by Veiga de Almeida University, concluded in 1988.

Courses:

- Fluent English
- Intermediary Spanish
- Computing – Word, Excel
- Integrated systems: Prosoftware, Tierra, Tour Office e Sat Net



5051 Castello Drive, Suite #33 Naples, FL 34103 USA

Bill To :

Contact Name
Group Name
University Name
University Address

Invoice # :	INV-0000000000
Invoice Date :	01/26/2026
Due Date :	03/11/2026

Start Date	Line Item	Quantity	Unit Price	Amount
	Package Pricing - Single	3.00	USD 6,556.00	USD 19,668.00
	Package Pricing - Twin	14.00	USD 4,332.00	USD 60,648.00
05/10/2026	2 Pre-nights at 3* Holiday Inn Express Berlin City Center - Single	2.00	USD 382.00	USD 764.00
06/06/2026	Post-night at 3* Holiday Inn Express Berlin City Center - Single	2.00	USD 192.00	USD 384.00
Total				USD 81,464.00

Due Date	Name	Installment Amount
02/25/2026	Deposit	USD 24,439.20
03/11/2026	Balance Payment	57,024.80
Next Installment Due		USD 24,439.20

Terms & Conditions per Letter of Agreement.

[Click here to pay online](#)

Rates are based on discount for ACH payment only.

Send Wire Transfers or ACH to:
Vacations Consulting
dba Destination Partners
Vacations Consulting dba Destination Partners
Northern Trust Company
4001 Tamiami Trail N Suite 100
Naples, FL 34103
Routing number: 071000152
Account number: 3802797558
Swift Code: CNORUS44



DESTINATION PARTNERS

— TRAVEL MANAGEMENT COMPANY —

Emergency Protocol

Vacations Consulting Inc (dba "Brazil Nuts Tours" and/or "Destination Partners"), having been in operation for 40 years, is pleased that – due largely to our focus on passenger security as our number one priority, plus our careful evaluation and selection of local vendors – we have had no occasion to invoke a Crises Management Plan.

However, the following guidelines and measures have been and continue to be in place should circumstances warrant them:

Proactive

- Regular staff meetings and workshops to discuss and project various crisis scenarios and appropriate reactions.
- Weekly review of State Department Advisories and Warnings / media reports.
- Review of passenger comments and questionnaires to determine any pattern of possible concern in destinations.
- Based on above info, subsequent regular consultation with local vendors regarding any developments of possible concern.
- Regular updates from local partner offices on current events that may pose concern for travelers and communication of these updates to clients when appropriate.
- Maintain database of key contacts: Insurance, Legal, as well as cellular, home and emergency numbers of all vendors (airline and land vendors).
- Collect and maintain pertinent medical information and emergency contact for passengers.
- Designation of emergency numbers – the local office number and 24-hour cellular phone contact in both the local country AND in the US.
- Designation of Crisis Responder (rotating position of senior staff).
- Designation of prepared spokesperson (Maria Luisa Carter, Director).
- Partner with and source travel services only from qualified, insured, proven local vendors.
- Review of vendor insurance certificates and emergency response plans.
- Training review on site with local vendors and guides and establishment of their responsibility (and any appropriate limits) regarding their action, involvement, dispensing of emergency funds and/or support.
- Destination Partners is committed to providing both transportation and accommodation that meet international safety standards.
- For urgent medical considerations, Destination Partners will provide information for first aid available, nearest medical facilities, and protocols for evacuation from remote areas in the technical itinerary provided to travelers prior to departure.
- Contact information for all properties and guides will be provided in the technical itinerary provided to travelers prior to departure.
- Plan for various contingencies (see below).



DESTINATION PARTNERS

— TRAVEL MANAGEMENT COMPANY —

Reactive

Scenario #1: Individual passenger death or life-threatening injury

- Local operator (or passenger if they choose to bypass our local contact) contacts Vacations Consulting Inc (VCI) via regular or 24-hour emergency contact
- Designated Crisis Responder collects data/ consults with Directors immediately; decision made if US staff should travel to destination, although in most cases local vendor (DMC) has been screened and deemed to be responsible/ competent
- Ensure local vendor staff is always with passenger in question (in case of illness) or in charge of remains (in case of death)
- Consult with local vendor staff/ local medical staff/ consulate staff as required to reach consensus on indicated action plan (treatment, etc.)
- Make immediate contact with passenger's US emergency contact provided by passenger; communicate nature of crisis and establish plan of action; request approval for indicated action (if appropriate), arrange for their travel to destination if requested
- Contact passenger insurance carrier to coordinate service as required
- Contact passenger (if illness) and communicate action plan
- Local vendor staff or VCI employees stay with or available to passengers and act as liaison on-site with passenger, medical staff, consulate staff, etc. until situation resolved
- Keep detailed log of who said or did what as events unfold

Scenario #2: Risk to entire group due to natural disaster, war, civil disorder, terrorist attack:

- Local operator (or passenger if they choose to bypass our local contact) contacts Vacations Consulting Inc (VCI) via regular or 24-hour emergency contact
- Designated Crisis Responder collects data/ consults with Directors immediately; decision made if US staff should travel to destination, although in most cases local vendor (DMC) has been screened and deemed to be responsible/ competent
- Ensure local vendor staff is always with passenger(s)
- Consult with local vendor staff, consulate staff and/or civil authorities to reach consensus on severity of situation and indicated action plan (evacuation, find secure location, etc.)
- Make immediate contact with passengers' US emergency contact (personal or institutional as appropriate); communicate nature of crisis and indicated plan of action; request approval for indicated action (if time and appropriate); arrange for their travel to destination if requested
- Contact passenger/ group leader and communicate action plan
- Local vendor staff or VCI employees stay with or available to passengers and act as liaison on-site with passengers, medical staff, consulate staff, civil authorities, airlines, etc. until situation resolved
- Keep detailed log of who said or did what as events unfold

Post - Event

1. Prepare detailed report and submit to insurance and legal advisors
2. Keep communication lines open with passengers and/ or their representatives; maintain professional posture but without comment on specifics (giving opinions on who/what was responsible; admissions of responsibility) while case investigation pending