

Contract #15-386
UNIVERSITY OF MARY WASHINGTON
Commonwealth of Virginia
Standard Contract/Master Agreement

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This contract entered into this 30th day of June 2015, by Student Universe Inc., hereinafter called the "Contractor" and the Commonwealth of Virginia, University of Mary Washington called the "Purchasing Agency", "University" or "UMW".

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

SCOPE OF SERVICES: The Contractor agrees to furnish Customized International Travel Services on an as needed basis to the University of Mary Washington, an agency of the Commonwealth of Virginia, per the requirements and terms and conditions of the original Request for Proposal (RFP) with exceptions noted herein.

PERIOD OF CONTRACT: July 6, 2015 through July 5, 2016 with an option to renew for an additional nine (9) one-year periods.

COMPENSATION AND METHOD OF PAYMENT: Will be in accordance with Method of Payment, (Ref. Section VII, RFP 15-386).

CONTRACT DOCUMENTS: The contract documents shall consist of this signed Contract, the general conditions, special conditions, Offeror's proposal, subsequent clarifications and modifications as described herein all of which are incorporated herein by reference and constitute the "contract documents."

CONTRACTUAL CLAIMS: 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.

PROGRAM PRICING CLARIFICATIONS:

1. No deposits will be paid until the number of program participants has been confirmed between the contractor and the University.
2. The program price shall be guaranteed by the contractor in U.S. Dollars.
3. No program cancellation fee shall be incurred by the University.

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

CONTRACTOR:

By: [Signature]

Title: Manager, Business Development

Date: 7/2/15

FEI/FIN# 522-172-145

UNIVERSITY OF MARY WASHINGTON:

By: [Signature]

Title: ASST. DIR. PROCUREMENT

Date: 7/6/2015

Note: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia 2.2-4343.1 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.

REQUEST FOR PROPOSALS (RFP)

ISSUE DATE: April 29, 2015 **COMMODITY CODE(S):** 95892, 96178
RFP NUMBER & TITLE: RFP 15-386 CUSTOMIZABLE INTERNATIONAL TRAVEL SERVICES
ISSUING AGENCY & ADDRESS: University of Mary Washington
 Procurement Services, Eagle Village Executive Offices, Suite 480
 1125 Jefferson Davis Hwy., Fredericksburg, VA 22401
WORK LOCATION: Fredericksburg, Virginia
PROPOSAL DUE DATE & TIME: **MAY 12, 2015; 3:30 PM**
PRE-PROPOSAL CONFERENCE: Optional Mandatory N/A **PRE-PROPOSAL LOCATION:** N/A
PRE-PROPOSAL DATE/TIME: N/A
CONTRACT OFFICER: MELVA A. H. KISHPAUGH, VCO, CUPO **EMAIL:** mkishpau@umw.edu
PERIOD OF CONTRACT: DATE OF AWARD THROUGH ONE YEAR, WITH OPTION FOR NINE (9) 1-YEAR RENEWALS, or as negotiated.

QUESTIONS/INQUIRIES: All inquiries for information should be directed via email to the contract officer listed above, referencing the solicitation by name and number. No questions will be accepted after **May 7, 2015; 4:00 PM.**

PROPOSALS: Sealed Proposals must reach the above address and department by the deadline stated in order to be considered. It is the responsibility of the offeror to ensure that the proposal is submitted in a package that clearly identifies the contents as a proposal submission in response to this RFP. Also reference section V herein. UMW requires the inclusion of a clearly marked redacted proposal if any portion of the Offeror's proposal contains proprietary information; Reference Section V.A.3 stipulations. All resulting contracts will be made available through UMW's Public Contracts Gateway <https://umw.cobblestonesystems.com/public/>.

In Compliance With This Request For Proposal 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 The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation and the Undersigned Firm hereby certifies that all information provided below and in schedule or attachment of this document is true, correct and complete.

THIS FORM MUST BE COMPLETED AND RETURNED WITH PROPOSAL

Name of Offering Firm: StudentUniverse.com Inc.
 Address of Offering Firm: 130 Turner St., Ste 530, Waltham, MA 02453
 Check All That Apply: Micro Business Small Business Woman-Owned Business Minority-Owned Business
↳ not applicable
 Notification received via: eVA Newspaper Other: _____
 DSBSD Certification No.: N/A Expiration Date: N/A
 Virginia Contractor License No.: N/A Class: N/A
 Specialty Codes: N/A SCC No.: N/A
 eVA Vendor ID or DUNS No.: 121794098 FEIN: 52-2172145
 Submitted By (Print Name & Title): Victor DeLeo, Business Development Manager
 Email: victor.deleo@studentuniverse.com Telephone: 347-395-1942
 Website: www.studentuniverse.com Fax: 617-321-3169

Signature (In Ink):  Date: 5/11/15
NOTE: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 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.

RFP ADDENDUM

May 8, 2015

ADDENDUM NO. 1 TO ALL OFFERORS:

Reference – Request for Proposals: RFP #15-386
Commodity Code/to Furnish Goods or Service: 95892, 96178; CUSTOMIZED INTERNATIONAL TRAVEL PROGRAM SERVICES
Dated: April 29, 2015
For Delivery to: University of Mary Washington,
Commonwealth of Virginia
Proposal Due Date: **April 12, 2015; 3:30 PM**

This addendum consists of four (4) pages.

ADDENDUM #1

Clarification:

The RFP's purpose is to create a pool of qualified contractors able to provide varied international travel services to the University's Center for International Education as laid out within the scope of work.

Please note that e-mailed proposal submissions cannot be accepted. Please pay attention to section V.A. for specific instructions regarding submissions. This solicitation is a request for sealed proposals; therefore, the submissions must be shipped, mailed or delivered in person to the Procurement office, inclusive of the electronic and paper versions as required.

For examples of typical executed Virginia Public Higher Education contracts, please refer to the VASCUPP website found at: <https://vascupp.org/contracts.php> Existing travel contracts may be found by searching "travel services" in the contract title field.

Q. "We received the RFP for customizable international travel services for the University of Mary Washington and we are interested in submitting a proposal, but we wanted to clarify with you, given that we focus on the Latin American region, are there specific countries in Latin America we should focus on when we submit our proposal? Or are you looking for a travel partner that covers all regions of the world?"

A. The University is looking to pursue contracts with firms with varied abilities to provide customized travel programming for UMW. Please respond to the RFP with answers to the questions relative to your firm's abilities.

Q. "Just to verify, the RFP is in fact not requesting pricing on any particular travel program, but rather we are only being asked to provide information related to our travel management fees, any payment processing fees and any fees associated with general services such as visa processing. "

A. Yes. The University is anticipating a contract with multiple vendors to offer a wide array of customized travel programming opportunities for UMW. There is also pricing expected in the "sample" program question.

Q. "Also, I understand that there is a preference for SWaM certified businesses which is specific to the Commonwealth of Virginia, but is there is nothing to preclude and out of state business from qualifying."

A. Correct.

Q. "We are currently not a member of Virginia's eProcurement Portal. Do we need to sign-up before submitting our RFP response as the first page of the document asks for the DSBSD Certification Number and Virginia Contractor License Number?"

A. A firm is not required to be eVA registered in order to submit a proposal, nor possess a VA contractor license. However, in order to be awarded a contract as a result of this RFP, the firm must be eVA-registered. This process can take up to three (3) days to complete.

Q. "On page 12 of 19 in the RFP it states to attach a Pricing Schedule. We are a full service travel agency that can service visas, arrange flights and land packages (transportation, hotel accommodation, group meals, excursions and etc.) The package price we provide the university is dependent on the trip specifications. Can you please give some clarity on what the university is looking for pricing schedule as the pricing criterion is worth 20 point value (stated on page 7 of 19 in RFP)?"

A. In regard to pricing, please provide any and all pricing (fees, etc.) that the firm would charge as part of a custom package for providing any of the services within that package. Also, provide a complete fee structure for the "sample" custom immersion travel package.

Q. "As we are a C corporation, owned by a foreign company, we are not a DSBSD-certified small business. If our "sub-contractors" are also not DSBSD-certified small businesses (not sure yet), does that restrict our eligibility to be approved via this RFP?"

A. No. This RFP is not set aside for small vendors and does not require a small business subcontracting plan *in order to respond*. Please complete the forms as "not applicable" or that there are no subcontracting plans for this work. The University has goals that it needs to meet for spend with certified small businesses, so we encourage use of small businesses wherever possible.

Q. "Is there any way to see a copy of the contract you would ask us to sign if we are chosen as a vendor? "

A. UMW's standard contract template is attached to the RFP. All applicable terms and conditions of the original RFP are incorporated into the University contract by reference. Any negotiated terms are added to the contract. Unless a contractor requires inclusion of its own agreement,

where great minds get to work

which may have terms and conditions to which the University cannot agree, this is the only document that would require a signature. Use of this master agreement will mean that customized travel programming services documents will be limited only to specific programming itineraries minus any contractual terms and conditions, and will be able to be accepted at the department level rather than be vetted each time through the Procurement office.

Q. "Our revenue and client partnership numbers are confidential. I am happy to share this info with UMW. May I request protection from the VA Freedom of Info Act by marking an asterisk to this info and stating the reason in the proposal? Or must I make this request prior? Then, must I also submit an additional, separate and marked redacted copy for public record?"

A. Please indicate which sections of the proposal are considered proprietary. Enclose a separate paper and electronic document marked "redacted proposal." No identified proprietary information will be posted on our public contracting portal, nor will it be released in a FOIA.

Q. "Do you prefer this proposal be submitted on double sided paper?"

A. Please. In the interest of sustainability.

Q. "V.B.4.a. In providing UMW's POC's "resume," do you want his personal resume, of simply history with our company?"

A. Possibly both. If the POC has significant experience outside of employment with your firm, additional resume information could be important and appropriate.

Q. "If we are not a small business, and will not subcontract our services, how should I appropriately respond to the "Small business Sub-Contracting Plan"? p .15"

A. If the firm is not registered a certified small business and does not intend to subcontract, enter "not applicable" in the blanks and that there is no small business subcontracting planned.

Q. "Can you please clarify "site visits" on page 3, under the Scope of Services section? Is this (referring to) individual travel arrangements for group leaders to scope out a potential group destination, or do you have something else in mind?"

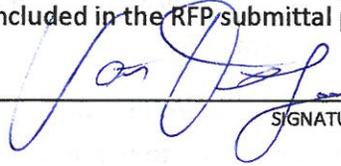
A. The "site visits" reference is a very general statement, where it might be applicable, during the evaluation process for the RFP only.

END OF ADDENDUM #1

Melva Kishpaugh, VCO, CUPO
Asst. Director, Procurement Services
Phone: 540/654-1084



*Acknowledged receipt of RFP 15-386 Addendum #1 (and all addenda) should be acknowledged and included in the RFP submittal package:



SIGNATURE

5/11/15
DATE

SMALL BUSINESS SUBCONTRACTING PLAN
MUST BE COMPLETED AND RETURNED WITH BID OR 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://www.dmbv.virginia.gov/swamcert.html>.

DEFINITIONS:

"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: Student Universe

Preparer Name: Victor DeLeo Date: 5/11/15

INSTRUCTIONS:

- A. If you are certified by the (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.

Section A

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

Check Only One: Small/Micro Business Small and Woman-Owned Business Small and Minority-Owned Business

DSBSD Certification No.: not applicable Expiration Date: _____

not applicable

Section B

Populate the table below to show 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 DMBE 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 Certificate #	Indicate if also: Women (W) or Minority (M)	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 (\$)					

Proposal: RFP 15-386 CUSTOMIZABLE INTERNATIONAL TRAVEL SERVICES

Proposer: StudentUniverse

Issuing Agency: University of Mary Washington

Date: May 11, 2015

*****REDACTED COPY*****

Established in 2000, StudentUniverse is a privately owned, Boston-based technology company that empowers students and youth to travel the world. As we believe that travel is essential to a modern education, we deliver exclusive deals and experiences through our website, mobile apps, and live travel-services team, offering discounted rates on flights, lodging and tours. We have partnerships with over 70 airlines worldwide. We owe our success to our patented technology and high-level duty of care.

Since November 2014, StudentUniverse has provided international airfare for 2 programs with Kate Jordan at the Center for International Education at UMW.

StudentUniverse can verify every student with its patented verification technology; students are not required to acquire an International Student Identity Card to receive preferred rates when booking travel and services via StudentUniverse. Our 70+ global airline partners provide exclusive student airfare deals to StudentUniverse. Our group sales department will also work directly with airlines to arrange the best fare for groups of all ages, including faculty. With every contracted group, StudentUniverse assigns one specific contact for live, direct, personalized travel services and 24/7 customer support via phone and email. In addition, StudentUniverse offers clients easy-to-use online payment tools with unique URLs for each group, possible custom branding and messaging.

StudentUniverse is a member of the International Air Transport Association, Better Business Bureau, American Society of Travel Agencies, World Youth Student Education Travel Confederation, and TripAdvisor. We were incorporated in January 2005 and our IATA # is 22-56977-2.

In addition to flight services, StudentUniverse provides land packages which include lodging tours and transfers. StudentUniverse may partner with the following organizations to provide these services: G Adventures, Viator, and Get A Room. With these partners, StudentUniverse can truly offer global services anywhere in the world.

StudentUniverse has hundreds of university partners that will tell you that we reduce costs, lower risk, and save time. We too, will add these benefits to the University of Mary Washington and look forward to a partnership.

All items marked in gray between the comments *****confidential – confidential***** seek protection under Virginia Freedom of Information Act.

Please note that StudentUniverse has changed its logo this year so branding per each attachment will differ from 2014 to 2015.

B. SPECIFIC SUBMISSION REQUIREMENTS FOR THE RFP PACKAGE: The Offeror should provide the following

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.

The following is a list of Virginia Institutions that were ticketed with us in 2014 for airfare only.

THIS INFORMATION WAS REMOVED FROM THE ORIGINAL PROPOSAL IN PROTECTION OF PROPRIETY PER CODE OF VIRGINIA, § 2.2-4342F.

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. StudentUniverse specializes in international flights to, literally, anywhere in the world with its global contracts and 75 worldwide airline partners. Our most popular destinations are Europe, China, and Australia.
 - b. **THIS INFORMATION WAS REMOVED FROM THE ORIGINAL PROPOSAL IN PROTECTION OF PROPRIETY AND CLIENT PRIVACY PER CODE OF VIRGINIA, § 2.2-4342F..**
 - c. StudentUniverse can provide flights and land packages with the help of its partners. See **Attachment #1 and #5.**
 - d. Travel Services Professional, Michael Sherman of StudentUniverse will answer all questions and concerns associated with international travel.
 - e. StudentUniverse, with the help of G Adventures and Viator, will staff tour guides on an as-needed basis as seen in **Attachment #1.**
 - f. All programs are customizable. Depending on program requirements, StudentUniverse can provide access passes to pre-arranged activities.
 - g. With the help of G Adventures, Viator, and on-the-ground tour guide, StudentUniverse can provide restaurant reservations depending on destination and meal requirements.
 - h. Michael Sherman of StudentUniverse will be available to discuss requirements with the group leaders during all business hours. If on-site visit is required, associated costs to be discussed.
 - i. StudentUniverse does not provide meeting space, or facilities at international destinations or universities.
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.

While StudentUniverse has its own Land Product Development Team and can create itineraries beyond flights, StudentUniverse may partner with other companies to maximize our global reach. StudentUniverse may use the services of one of the following three companies.

G Adventures: The largest small-group adventure travel company in the world and offers socially and environmentally sensitive travel on all seven continents.

Viator: A TripAdvisor tour company specializing in economical, local experiences worldwide.

Get A Room: An online lodging company with worldwide properties of all levels.

- a. StudentUniverse can plan mini-excursions all over the world, and each destination will vary. **See Attachment #1 and #5.**
- b. StudentUniverse can provide ground charter service all over the world, particularly bus transport. Specifics vary depending on destination. Refer to **Attachments #1 and #5**
- c. StudentUniverse is insured by Travelers; we carry \$2M general and \$3M umbrella coverage. Individual traveler-safety insurance is available to all passengers via our online point-of-sale and through a live agent. It is not included in the price of our ticketing, but can be added at a fee to the individual, or can be bundled into the price of the program.
- d. Travelers insurance is available to all customers to protect travel mishaps. This comes at a fee to the individual, or can be bundled into the price of the program.
- e. For group bookings, StudentUniverse always provides refunds when possible, minus with a \$150 cancellation fee. All refunds, however, are specific to air carrier and service provider. In general, airline group tickets are refundable outside of 90 days pre-departure, and a portion is refundable up until 30 days pre-departure. Typically, within 30 days pre-departure, tickets are non-refundable. Each travel agreement will reflect cancellation and refund policy per airline. Other refunds vary per supplier and will be discussed prior to contracting. See refund receipt example in **Attachment #4.**
- f. Itineraries and contracts are sent electronically before payment. Electronic ticket information is issued approximately 30 days prior to departure.
- g. Initial airfare quotes are often sent in the body of an email and look like this:

Hi Ellen,

I have put together the following quote for your travel request.

Participants: 22

Airline: Cathay Pacific connecting in Hong Kong.

Itinerary:

CX 881 05SEP LAXHKG 100A 645A 06SEP
CX 705 06SEP HKGBKK 815A 1005A
CX 702 16DEC BKKHKG 710P 1050P
CX 880 16DEC HKGLAX 1155P 835P

Base Fare: \$875.00

Taxes/Fees: \$90.00

Fuel Surcharge*: \$90.00

**Fuel surcharge may change per airline prior to ticketing*

Total: \$1,055.00 per person

TO ACCEPT THIS QUOTE:

Please respond to this quote via email or call me directly at [+1 \(617\) 321 3229](tel:+16173213229) as soon as possible. The quoted airfare price is subject to change at any time prior to confirmation.

Upon acceptance of this quote:

- StudentUniverse will provide a contract outlining the full terms of the group flight booking including deposit/payment requirements, ticketing terms, and instructions for providing participant information
- A \$100.00 deposit per person will be required to confirm group space and due between 1-3 weeks of the contract signing
- Final names balance will be due approximately 45 days prior to departure, unless otherwise specified

Baggage fee notice for Cathay Pacific:

First Piece: \$0.00

Second Piece: \$0.00

Baggage fees are per person, and per direction. Fees are collected by the airline at check-in. Overweight and extra bags may be subject additional fees.

Fares are subject to availability at the time of booking and only valid for groups of 10 or more traveling together.

If you have any questions, please call me directly at [+1 \(617\) 321 3229](tel:+16173213229) or reply to this email.

Kind Regards,
Michael

Michael Sherman | Travel Specialist

D: [+1 617 321 3229](tel:+16173213229) | F [+1 617 321 3141](tel:+16173213141)

Toll Free: [+1 800 351 3279](tel:+18003513279)

130 Turner St, Ste 530, Waltham, MA 02453

Once confirmed, an Airfare Booking Agreement follows, **Attachment #3**.

- h. StudentUniverse will facilitate electronic visas for Australia. All other visas and entry requests will be referred to the appropriate government website.
- i. StudentUniverse does not provide passport services and only Australian Visas.
- j. Confirmed.
- k. As StudentUniverse is liable for agreements and invoicing, all relevant documentation, along with ticketing, will be provided at time of booking.
- l. StudentUniverse does not give medical advice or medical precautions as a general policy, but can make suggestions as a courtesy.
- m. StudentUniverse has access to anywhere in the world, literally. Our on-the-ground partners/staff that can advise the best lodging scenarios, from hostel to franchise, lavish to budget-conscious but does not plan lodging with university dormitories.

4. Describe business operations:

- a. Michael Sherman will be the direct contact for UMW. Like all agents at StudentUniverse, Michael works mainly with schools. He has already quoted and booked groups with Kate Jordan in the Center for International Education at UMW. He has managed 34 separate

accounts in the last year, his largest group being 200 passengers, and he has worked with 5 state institutions. His contact info is as follows.

Michael Sherman | Travel Specialist

D: [+1 617 321 3229](tel:+16173213229) | F [+1 617 321 3141](tel:+16173213141)

Toll Free: [+1 800 351 3279](tel:+18003513279)

130 Turner St, Ste 530, Waltham, MA 02453

michael.sherman@studentuniverse.com

- b. All airline ticketing includes total airfare price breakdown. See Airfare Booking Agreement, **Attachment #3**. Land and lodging pricing will be bundled together.
 - c. StudentUniverse accepts checks and electronic (ACH) payments, which include all major credit cards and Paypal.
 - d. Deposits are dependent upon airline contracts. Typically, for group bookings, \$100 per passenger is due within 2 weeks after commitment. Full payment is due at 30 days prior to departure. Packages programs are typically due 30-45 days before departure.
 - e. If entire program cancels outside of 90 days pre-departure, typically, deposit is refundable minus \$150 total. See **Attachment #4**.
 - f. StudentUniverse can guarantee pricing as early as 11 month prior to return date. Airline pricing can only be guarantee if deposit dates are met, typically within two weeks after quote. Group pricing would apply to groups of 10 or more, anything less would be billed as individual ticketing and is subject to \$35 service fee per ticket. No service fee applies to group ticketing. All quote request may be submitted to Michael Sherman.
 - g. StudentUniverse can only bill for what is originally invoiced before departure.
 - h. All payments due are billed in USD and relevant to current exchange rates. StudentUniverse will not refund for reductions in currency exchange rates after invoicing, nor increase payment due should exchange rates increase.
 - i. Since opening in 2000, StudentUniverse was founded on its patented technology that assesses students' enrollment status in universities worldwide. From this technology, StudentUniverse is provided from 75 airlines, preferential airfare unavailable to the general public. **THIS INFORMATION WAS REMOVED FROM THE ORINIGAL PROPOSAL IN PROTECTION OF PROPRIETY PER CODE OF VIRGINIA, § 2.2-4342F**. This volume provides faster service from airlines, and permits greater negotiating power.
 - j. The travel services agent, Michael Sherman, will research flexible dates to reduce costs, as well as re-review fares before departure in case lower fares are available. Group rates will apply with land services depending on group numbers and supplier restrictions.
 - k. StudentUniverse will not require a contract be signed if awarded this contract. Any group using StudentUniverse's services must confirm agreement per each individual trip in order to verify details.
5. Provide an Emergency Operations Plan to support UMW faculty, staff and student travelers, inclusive of emergency contact information (24/7).
- a. Within our Global Distribution System application, StudentUniverse can see a world map, and can drill down to find the number of their travelers in a specific locale and grab detailed contact and reservation information. If in an emergency, StudentUniverse can instantly pinpoint their travelers' locations and contacts, as well as send group emails to multiple travelers at the same time or group text message.

- b. All clients of StudentUniverse have access to 24-hour support via phone and email to change flight itineraries, and/or manage lodging and other groups packages.

6. Describe how the firm ensures that all local state and federal laws and regulations are followed.

As a member of the Better Business Bureau, StudentUniverse must be in “full compliance with applicable laws and regulations in all jurisdictions in which they operate.” StudentUniverse is also accountable as a business and will not break the law.

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.

See **Attachment #5**.

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.

While StudentUniverse is the largest US student travel agency, we are still an intimate operation by giving each account a dedicated travel agent as well as additional support from a business development manager, director, and 24-hour call center. Our clients get everything they need before, during, or after the trip, anytime of the day.

Another tool that schools appreciate is StudentUniverse’s exclusive, Group Payment Page. This is an online tool that permits universities to reserve group plane tickets, and StudentUniverse will build co-branded webpages, known as Group Payment Page, for students to pay individually for these group seats. This tool frees the school from collecting money from the students to pay for their group flights.

We are an innovator in student travel and have grown 28% from 2013 to 2014. Fortunately for our clients and us, we have the framework in place to support this growth, even exponentially for decades to come.

We look forward to working with the University of Mary Washington.

Tour Name: University of Maryland United Arab Emirates Group

What's included?

- Round trip airfare
- Airport Transfers
- Hotel accommodation on a bed & breakfast basis
- Dubai city tour with guide (4 hours on coach)
- Coach transportation with guide for five 8 hour business visits
- Dune Dinner Safari
- Culture visit with guide and coach transport
- SMCCU lunch

Washington DC - Dubai - Transit Day

03/10/2016

Today you leave Washington, DC and travel to Dubai, UAE on Emirates.

Flight Itinerary:

Depart Washington, DC/Dulles at 10:10am on Emirates flight 232, arrive in Dubai, UAE at 8:00am local time, March 11th, 2016.

Day 1: – Dubai Airport – Dubai

03/11/2016

Today we pick you up from Dubai Airport and head straight into the city before checking into your hotel.

Day 2: Dubai City Tour

03/12/2016

A local guide will show you the highlights of Dubai on a four hour tour of the city via private motorcoach.

This fascinating half day tour provides an insight into Dubai's rich history, and includes:

- Photo stop at the Burj Al Arab
- Majlis Ghorfat (in winter only)
- Photo stop at the Jumeirah Mosque
- Drive past Zabeel Palace
- Al Fahidi Cultural Neighborhood and art district
- Dubai Museum
- Crossing the creek by traditional abra (water taxi)
- Spice and Gold Souks

Days 3- 7: Business Visits

03/13/2016 – 3/17/2016

A private motorcoach will transfer the group to pre-arranged business visits, and then return to the hotel at the conclusion of the working day.

Day 8: Dune Desert Safari

03/18/2016

The mysterious desert is the ideal venue for a magical and memorable evening. Includes:

- Falcon viewing
- Dune driving through the desert
- Sunset photo stop in/amongst the dunes
- Arabic style buffet with unlimited select beverages under the stars at our Bedouin-style camp
- Camel rides, henna hand painting and aromatic shisha available at the camp
- Belly dancing

Day 9: Culture Visit

03/19/2016

Today you, visit and lunch at The Sheikh Mohammed Centre for Cultural Understanding (SMCCU).

Located in a traditional Wind Tower House in the heart of the historic Al Fahidi District in Bur Dubai, the centre offers a range of enrichment activities through its award winning programs. Operating under the center's philosophy and motto "Open Doors. Open Minds." the SMCCU strives to raise awareness and demystify the local culture, customs and religion of the United Arab Emirates.

Day 10: Dubai Airport – Washington DC

03/20/2016

Today you depart from Dubai, UAE and head home to Washington, DC.

Flight Itinerary:

Depart Dubai, UAE at 2:20am local time on Emirates flight 231, arrive in Washington, DC/Dulles at 8:35am local time, on March 20th, 2016.

Hotel Options:

ibis Dubai Al Barsha

Located in the heart of Dubai, between The Marina and Downtown Dubai, the hotel is in Al Barsha alongside the popular Sheikh Zayed road. Enjoy connectivity during your stay with Free WiFi in the hotel and explore the environs.

Package Price (includes roundtrip international airfare and accommodation at above hotel): \$2,109.00/pp
(Includes 2 free faculty spaces)

DoubleTree by Hilton Hotel & Residences Dubai - Al Barsha: This property available for \$150.00/pp

The contemporary DoubleTree by Hilton Hotel & Residences Dubai – Al Barsha is located in the vibrant Al Barsha area opposite the Mall of The Emirates- Dubai's world-class shopping, entertainment and dining hub. Each stylish, air-conditioned guest room at this Dubai hotel offers a variety of amenities, including an elegant bathroom, a mini-bar, a 42-inch TV, WiFi and an MP3 alarm clock. Upgrade to a suite or a one- or two-bedroom apartment for additional space and features. Work out in the complimentary 24-hour fitness center overlooking the sparkling outdoor pool.



StudentUniverse®

Group Airfare Deposit Receipt / Final Balance Invoice

Tel: 800-351-3279

Fax: 617-321-3141

grouptravel@studentuniverse.com

3/4/2015

Organization: St. Mary's College of Maryland
Destination: Delhi, India
Departure Date: 6/6/2015
Return Date: 6/25/2015

Program: Religions of India Study
Contact: Daniel Meckel
Group No: 9734
Group Agent: Leah Webster

Group Airfare for 18 passengers:

Base Fare \$718.00 + Fuel Surcharge \$540.00 + Taxes & Fees \$207.00 = **\$1,465.00** per Person

Group Airfare for 2 passengers:

Base Fare \$929.00 + Fuel Surcharge \$540.00 + Taxes & Fees \$207.00 = **\$1,676.00** per Person

Fare \$1,465.00 per Person x 18 Participants	\$26,370.00
Fare \$1,676.00 per person x 2 Participants =	\$3,335.00

<i>Less: Deposit paid 3/4/2015 (\$100.00 per Person x 20 Participants) with VI 4628 =</i>	<i>-\$2,000.00</i>
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Final Balance Due by 5pm ET on 4/30/2015=	\$27,722.00
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You May Pay Final Balance with a Check, Money Order, Credit Card, or Wire Transfer

If you request to pay the final balance with a credit card, a 3% surcharge must be added to the total balance due.

If you need a W9 filled out prior to payment please email forms to w9@studentuniverse.com.

Check or Money Order Payment

To send a check or money order, please remit payment to the address below. **Please use USPS, UPS, or FedEx with tracking capability.**

Make checks payable to StudentUniverse and reference **Group Number 9734** on your check. Please include a copy of this invoice. **Be sure to retain your tracking number!**

Recipient's Full Name: **StudentUniverse.com**
 Company: **Attn: Group Sales - Leah Webster**
 Street Address: **130 Turner Street, Suite 530**
 City, State, Zip: **Waltham MA, 02453**
 Telephone: **(800)351-3279**

Wire Transfer

Please contact Leah Webster at StudentUniverse to advise time and date of the pending transfer. **Please advise bank to include the Group Name and Group Number, 9734, in any memo or comments fields.**

Bank Information	Bank Address (for wire transfer only)
Bank of America	Bank of America
ABA 026009593	39 Main Street
Acct # 36571736	Watertown, MA 02472

Organization: University of Delaware
Destination: Istanbul, Turkey
Departure Date: 1/2/2016
Return Date: 2/3/2016

Program: 16W Istanbul EDUC
Contact: Matt Drexler
Group No.: 9819
Group Agent: Leah Webster

Thank you for booking your group with StudentUniverse! Please review dates, destinations, terms, conditions and deadlines specified herein to ensure the arrangements are agreed to. Please sign and return this agreement to us, to certify your acceptance of terms.

Your **group of 32** is booked on the itinerary below. (Itineraries are subject to change by airline.)

<u>1/2/2016</u>	<u>Depart</u>	<u>Arrive</u>
Turkish Airlines # 4	New York, NY - JFK 1:15pm	Istanbul, Turkey - IST 5:45am on 1/3/2016
<u>1/14/2016</u>	<u>Depart</u>	<u>Arrive</u>
Turkish Airlines # 2316	Istanbul, Turkey - IST 9:00am	Izmir, Turkey 10:05am
<u>1/16/2016</u>	<u>Depart</u>	<u>Arrive</u>
Turkish Airlines # 2327	Izmir, Turkey 5:00pm	Istanbul, Turkey 6:05pm
<u>2/3/2016</u>	<u>Depart</u>	<u>Arrive</u>
Turkish Airlines # 1	Istanbul, Turkey - IST 1:25pm	New York, NY - JFK 5:45pm

Roundtrip fare is \$1,120.00 per person: Base fare \$710.00 plus \$90.00 taxes, and fuel surcharge of \$320.00. **Fare is guaranteed but subject to increases in taxes, fuel surcharges, or exchange rate. In the event of an increase before ticketing, you will be billed the difference.**

Group Deadlines		Group Financials and Penalties	
Deposit paid and signed contract returned	4/8/2015	Deposit Amount	\$3,200.00 or \$100.00 X 32 seats
Last day to reduce – utilization begins	9/25/2015	Group cancel prior to 9/25/2015	\$200.00 total
Required utilization after 9/25/2015	100% or 32 of 32 seats held	Group cancel after 9/25/2015	Loss of full deposit paid per seat
Final, completed names due	11/08/2015	Group cancel after 11/13/2015	Ticket cancellation penalty applies
Final balance due	11/13/2015	Final balance amount due	\$32,640.00
		Total ticket cost	\$1,120.00 X 32 seats

Group Block Utilization

As of 9/25/2015, you are required to utilize 100% of the seats held by the time of ticketing, 11/13/2015. Failure to do so will result in loss of deposit for each seat not utilized above the reduction allowance. Any reductions can be made, without penalty, prior to 9/25/2015. **If your group reduces to less than 10 passengers, it will be considered a full cancellation of the contract. Penalties will be incurred per cancellation schedule above.**

Deviation requests prior to departure

Up to 20% of the group may deviate on the return date only. Return deviations are \$150.00 plus any increase in fare, tax, or fuel surcharge. All deviation requests must be received no later than 11/13/2015. Email grouptravel@studentuniverse.com with 1st/2nd/3rd choice dates in order of preference. The last possible return date is 2/10/2015. Requests are on space available basis. Routing changes are not allowed.

Date changes after departure

Changes may be made for \$250.00 plus any increase in fare, tax, or fuel surcharge. To request changes, please email grouptravel@studentuniverse.com with 1st/2nd/3rd choice dates in order of preference. Requests must be made at least 7 days in advance of your scheduled return, and may take up to 3 business days to confirm. The last possible return date is 2/10/2015. Requests are subject to availability. Routing changes are not allowed.

Ticket Cancellations

Once issued, and prior to departure, tickets are non-refundable. After scheduled flight departure, partially used tickets are nonrefundable. Any cancellations must be made prior to departure, or tickets lose all refund value.

Final Payment & Ticketing

The final balance of \$32,640.00 is due by 11/13/2015. No tickets will be issued until full payment is received. Tickets will be issued as electronic tickets; email advice will be sent to the group leader at least 30 days prior to scheduled departure.

Names Submission

Final names submitted must match government issued passports for international travel, or government issued identification for domestic travel. We are required by TSA to collect full names, gender, and date of birth.

Name changes after ticketing are not permitted. Name corrections may be subject to a \$150.00 ticket reissue fee.

Baggage and Airline Fees

Baggage fees are additional, and subject to change before tickets are issued. Visit the website of Turkish Airlines for more information. The airline reserves the right to change or introduce new fees, at any point up to ticketing. Fees are per direction, and paid to the airline on the date of travel.

Travel Insurance

We highly recommend the purchase of travel insurance. Please contact Leah Webster at StudentUniverse for plans and pricing.

ACCEPTANCE: I agree to the itinerary, deadlines and terms specified in this Agreement, and to the terms and conditions associated with the group airline tickets provided for herein. Please sign and fax back to 617-321-3141, or email to grouptravel@studentuniverse.com.

Organization: University of Delaware
Destination: Osaka-Kansai, Japan
Departure Date: 6/3/2015
Return Date: 7/6/2015

Program: Kobe 15J
Contact: Lisa Chieffo
Group No: 9819
Group Agent: Leah Webster

Group Airfare:

Base Fare \$1,000.00 + Fuel Surcharge \$278.20 + Taxes & Fees \$95.00 = **\$1,373.20** per Person

Deposit of \$100 per person x 26 participants (September 15, 2014) with Visa ending in 1256 **\$2,600.00**
Less \$150.00 cancelation fee = **-\$150.00**

Amount refunded on 4/3/2015 to VI 1256: \$2,450.00

Tour Name: Greece, Turkey, and Bulgaria

What's included?

- Airport Transfers
- All Airfare
- Hotel accommodation on a bed & breakfast basis in 3-Star properties
- City tours with local guides in major cities
- Coach transportation with assistance throughout

Washington DC - Athens - Transit Day

06/07/2016

Today you leave Washington, DC and travel to Athens, Greece.

Sample Flight Itinerary:

Depart Washington, DC/Dulles at 7:05pm on Lufthansa flight 419, arrive in Frankfurt, Germany at 8:00am local time on June 8th, 2016.

Depart Frankfurt, Germany on June 8th, 2016 at 9:40am local time, on Lufthansa flight 1278 and arrive in Athens, Greece at 1:25pm local time.

Day 1: – Athens Airport – Athens

06/08/2016

Today we pick you up from Athens Airport and head straight into the city before checking into your hotel. Tonight an orientation meeting is planned.

Days 2-3: Athens

06/09/2016 - 06-10-2016

A local guide will show you the highlights of Athens on a tour of the city.

Day 4: Sparta/Mystras

06/11/2016

A private motorcoach will take the group to Sparta, where a local guide will give a tour of the historic city, before continuing on to Mystras.

Days 5-6: Kastraki/Kalampaki

06/12/2016 – 06/13/2016

Today our coach takes us to the cities of Kastraki and Kalampaki, where we spend two nights.

Days 7-8: Thessaloniki

06/14/2016 - 06/15/2016

We travel to Thessaloniki, a city whose history spans some 2,300 years, and our home for two nights.

Days 9-13: Istanbul, Turkey

06/16/2016-06/20/2016

Today we fly to Istanbul where we will transfer to our accommodation. A local guide will show us the highlights of Istanbul, the city that spans two continents.

Sample Flight Itinerary:

Depart Thessaloniki, Greece on June 16th, 2016 at 9:50am local time on Turkish Air flight 1882, and arrive in Istanbul, Turkey at 11:05am local time.

Days 14-15: Nessebur, Bulgaria

06/21/2016-06/22/2016

Our coach takes us to Nessebur in Bulgaria, an ancient town and one of the major seaside resorts on the Bulgarian Black Sea Coast.

Days 16-17: Veliko Tarnovo**06/23/2016-06/24/2016**

Often referred to as the "City of the Tsars", Veliko Tarnovo is our home for two nights.

Days 18-21: Sofia**06/25/2016-06/28/2016**

Our coach transfers us to Sofia, the capital of Bulgaria where we enjoy a city tour with a local guide. We spend four nights in this historic city.

Day 22: Sofia Airport – Washington, DC**06/29/2016**

Today we transfer to Sofia Airport for our return journey to Washington, DC/Dulles

Sample Flight Itinerary:

Depart Sofia, Bulgaria at 6:55am on June 29th, 2016 at 6:55am on Lufthansa flight 1429, arrive in Frankfurt, Germany at 8:40am local time on June 29th, 2016.

Depart Frankfurt, Germany at 12:50pm local time on June 29th, 2016 and arrive in Washington, DC/Dulles at 3:55pm local time on June 29th, 2016.

Package Price (includes roundtrip airfare and 2 free faculty tickets): \$3,649.00/pp

Please note that price may vary in 2016 due to a range of circumstances such as exchange rates and Greece's possible exit from the Euro.