



**REQUEST FOR INFORMATION  
FOR  
Travel Agent Services for JJC  
International Travel Programs**

SUBMISSIONS ARE DUE AT THE ADDRESS SHOWN BELOW  
NO LATER THAN:

**March 10, 2017**

**2:00 P.M. CST**

Joliet Junior College  
Attn: Janice Reedus  
Director of Business &  
Auxiliary Services  
A-3102  
1215 Houbolt Road  
Joliet, IL 60431



**Table of Contents**

DESCRIPTION OF REQUEST..... 2  
OVERVIEW OF JOLIET JUNIOR COLLEGE .....2  
VISION STATEMENT .....2  
MISSION STATEMENT .....2  
RFI OBJECTIVE: OVERVIEW OF DESIRED SERVICES.....3  
RFI RESPONSE CONTACT .....4  
FORMAT OF RFI RESPONSES.....4  
COPYRIGHTED MATERIAL .....4  
TERMS, CONDITIONS AND DISCLAIMERS .....4  
QUESTIONS REGARDING THIS RFI.....4  
REVIEW PROCESS .....4  
CLARIFICATION .....4  
SCHEDULE .....5  
EVALUATION AND NEXT STEPS..... 5  
INSTRUCTIONS TO RFI RESPONDENTS..... 5



### **Description of Request**

Joliet Junior College (“College”) is seeking proposals from qualified travel agencies to coordinate travel services for the college’s international travel programs.

This RFI is designed with the anticipation that the business will be awarded to a single firm. The Respondents should provide a bid to be the College’s exclusive international travel services coordinator.

If these qualifiers are met, the contract term between the College and the successful Respondent is expected to be one (1) year with a one (1) year renewal option at the Travel Agency’s and College’s discretion.

### **Overview of Joliet Junior College**

Joliet Junior College is a comprehensive community college. The college offers pre-baccalaureate programs for students planning to transfer to a four-year university, occupational education leading directly to employment, adult education and literacy programs, work force and workplace development services, and support services to help students succeed. The College has a combined total of 15,888 full time and part time students enrolled in Spring 2015 classes on its main campus located within the city of Joliet, and its five extension campuses located in Romeoville, Morris, Frankfort, Weitendorf, and City Center in downtown Joliet.

### **Vision Statement**

Joliet Junior College will be the first choice.

### **Mission Statement**

Joliet Junior College is an innovative and accessible institution, dedicated to student learning, community prosperity, cultural enrichment, and inclusion. Joliet Junior College delivers quality lifelong learning opportunities empowering diverse students and the community through academic excellence, workforce training, and comprehensive support services.

**RFI Objective: Overview of Anticipated Partnership with Travel Agency**

It is the intent of the College to have partner with a travel agency to coordinate the following travel-related services for College-sponsored international trips.

- Airline Reservations
- Hotel Reservations
- Ground Transportation
- Tours/Excursion
- Pre-Trip Services
- Visa / Passport Assistance
- Country Risk Assessment
- Vendor Payments
- Traveler Tracking
- Trip Cancellation / Interruption Insurance
- Securing International Travel & Trip Insurance
- Handling Emergency Situations

The College's faculty and/or staff act as program leaders on each trip. The College's international travel programs consist of:

- Educational Travel Tours: Non-credit, short-term learning experiences
- Global Classroom Programs: Credit-bearing education abroad experiences linked with a JJC course or courses which meet the minimum number of students enrolled and other course requirements
- Volunteer, Internship, and Work Abroad: Educational experiences that are primarily based in work or field placements. Supervision is primarily conducted by a work or field supervisor rather than JJC faculty, although credit-bearing experiences may have a faculty member of record and additional assessment activities; opportunities may be paid or unpaid
- Exchange Programs: A relationship with a partner college or university abroad that offers reciprocal exchange opportunities for students or faculty to work or study at their respective institutions;
- Professional Meeting/Development: Trips intended for staff development purposes including, though not limited to, professional conferences, sabbaticals, student recruitment, and other staff enhancement experiences
- Curriculum/Learning Development: Trips for exploration and development of curriculum/course related opportunities, contract negotiations, exchanges, and/or other college related business.



### **RFI Response Contact**

Firms responding to the RFI shall designate a single contact within that company for receipt of all subsequent information regarding this RFI.

### **Format of RFI Responses**

The following outline is offered to assist in the development of your response. You should include:

- A cover letter -- the cover letter should include a brief summary of your response, indicating to which areas you are responding and must also indicate if supporting documentation is included in your response.
- The response itself, covering any or all of the areas of information requested by this RFI.

### **Copyrighted Material**

All responses received will be kept confidential by Joliet Junior College staff unless prior permission is received from vendor to treat as a public document.

### **Terms, Conditions and Disclaimers**

The Respondent's RFI preparation and response is voluntary and at the expense of the responding institution. Any expenses incurred during the response to this RFI may not be charged to Joliet Junior College.

Responses to this RFI will not bind the Respondent to Joliet Junior College contractually, monetarily or in any other way.

### **Questions Regarding this RFI**

Any technical questions regarding this RFI should be emailed on or before March 6, 2017 at 12:00 P.M. CST to the attention of:

Janice Reedus, Director of Auxiliary Services, [jreedus@jjc.edu](mailto:jreedus@jjc.edu)

### **Review Process**

Joliet Junior College's RFIs are issued with the intent to obtain information which will provide guidance and may be used in the preparation of RFPs depending on the responses received. Based on those responses; Joliet Junior College will augment its roadmap and may prepare one or more RFPs.

### **Clarification**

To fully comprehend the information contained within a response to this RFI, the reviewing group may seek further clarification on that response. This clarification may be requested in the form of brief verbal communication by telephone; written communication; or electronic communication.



### Schedule

The following schedule represents dates that respondents should use for planning purposes. Respondents will be notified of any schedule changes via e-mail.

Date	Event
February 22, 2017	Vendors contacted via email / advertised
March 2, 2017 @ 12:00 p.m. CST	Last date/time for submission of written questions via email to <a href="mailto:jreedus@jjc.edu">jreedus@jjc.edu</a>
March 6, 2017 @ end of business day	Responses to questions emailed
March 10, 2017 @ 2:00 P.M. CST	Responses must be submitted in a sealed envelope to: Janice Reedus Director of Business & Auxiliary Services, Campus Center Building A, Room 3102, 1215 Houbolt Road, Joliet, IL 60431

### Evaluation and Next Steps

RFIs will be evaluated based on the following criteria:

- Compliance with stated requirements and provisions of the RFI
- Value added offerings to further enhance the partnership

### Instructions to RFI Respondents

Respondents should respond with four (4) originals and one electronic copy mailed to the name and address above no later than 12:00 p.m. CDT March 2, 2017. The submitted proposal must include, but is not limited to the following information:

1. Firm description (history, local and national markets served)
2. Description of international travel services available
3. Experience providing international travel services to the higher education community
4. Description of any third party partnerships with your organization
5. Marketing examples Respondent will utilize on campus and in the community
6. Implementation schedule and contractual documentation assuming an anticipated start date of April 1, 2017
7. Financial considerations, inclusive of all fees and invoicing process, to the College (
8. Three references of similar size and scope to this College