



# Contract Award Notification Update

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## Subject: Concur Password Reset

**DATE:** March 16, 2020

**AWARD #:** [22536](#)

**GROUP #:** 79005

**AWARD DESCRIPTION:** Concur Password Reset Procedures

**CONTRACT PERIOD:** January 20, 2015 – January 20, 2021

**CONTACT:** Mark Milstein | 518-402-5005 | [travelcoordinator@ogs.ny.gov](mailto:travelcoordinator@ogs.ny.gov)

**CONTRACT NO.:** PS66730      **CONTRACTOR:** Child Travel New York, Inc., DBA Direct Travel

Direct Travel has automated the process for Concur password resets.

The procedures are listed below:

- The traveler calls Direct Travel's new support number at **844-652-9948** and **presses 4 for password resets.**
  - Direct Travel added a new phone prompt to their online support number that includes the option for Concur password resets. With the use of automation, Direct Travel will look up the caller from their call-in number.
- If the traveler's number is found in their profile:
  - The password reset instructions for the caller's online booking tool (Concur) will be sent to their New York State email address on file.
- If the traveler's number is not found in their profile:
  - The caller will be offered the option to text their NYS email address to complete the process.
- Callers will always have the option to speak with a support specialist.

These procedures are also posted on The Office of General Services (OGS) Travel page at: <https://ogs.ny.gov/concur-password-reset>

Please direct any inquiries to the Statewide Travel Coordinator listed above.

All other terms and conditions remain unchanged.



# Contract Award Notification Update

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**Subject:** Child Travel/Direct Travel Extension and Address Update

**DATE:** November 8, 2019

**AWARD #:** [22536](#)

**GROUP #:** 79005

**AWARD DESCRIPTION:** Travel Management Services (Statewide)

**CONTRACT PERIOD:** January 20, 2015 – January 20, 2021

**CONTACT:** Mark Milstein | 518-402-5005 | [travelcoordinator@ogs.ny.gov](mailto:travelcoordinator@ogs.ny.gov)

**CONTRACT NO.:** PS66730      **CONTRACTOR:** Child Travel New York, Inc., DBA Direct Travel

The above referenced contract with Child Travel New York Inc., DBA Direct Travel was extended through January 20, 2021.

Please note Child Travel New York Inc., DBA Direct Travel address was updated in the Contract Award Notification for the above referenced contract.

Please direct any inquiries to the Statewide Travel Coordinator listed above.

All other terms and conditions remain unchanged.



# Contract Award Notification Update

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## Subject: Child Travel/Direct Travel Contact Changes

**DATE:** February 21, 2018      **AWARD #:** [22536](#)      **GROUP #:** 79005

**AWARD DESCRIPTION:** Travel Management Services (Statewide)

**CONTRACT PERIOD:** January 20, 2015 – January 20, 2020

**CONTACT:** Mark Milstein | 518-402-5005 | [travelcoordinator@ogs.ny.gov](mailto:travelcoordinator@ogs.ny.gov)

**CONTRACT NO.:** PS66730      **CONTRACTOR:** Child Travel New York, Inc./Direct Travel

Please note Child Travel New York Inc./Direct Travel contact information has been changed on the Contractor Information Page for the above referenced contract. Cheryl Caron has been replaced by Michael A. Moretti.

Michael A. Moretti, Senior Account Manager, email: [mmoretti@dt.com](mailto:mmoretti@dt.com), phone: 201-847-2231.

Please direct any inquiries to the Statewide Travel Coordinator listed above.

All other terms and conditions remain unchanged.



# Contract Award Notification Update

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**Subject:** Concur Travel Technical Issue with New York State Contracted Fares

**DATE:** November 7, 2017                      **AWARD #:** [22536](#)                      **GROUP #:** 79005

**AWARD DESCRIPTION:** Travel Management Services (Statewide)

**CONTRACT PERIOD:** January 20, 2015 – January 20, 2020

**CONTACT:** Mark Milstein | 518-402-5005 | [travelcoordinator@ogs.ny.gov](mailto:travelcoordinator@ogs.ny.gov)

**CONTRACT NO.:** PS66730              **CONTRACTOR:** Child Travel New York, Inc./Direct Travel

The technical issue has been resolved when reserving/purchasing New York State contracted fares with American Airlines, Delta Air Lines and Southwest Airlines through Concur.

**Effective November 7, 2017, Authorized Users that reserve/purchase airline tickets through the agent team at Child Travel/Direct Travel will be charged the agent assisted airline transaction fee of \$14.95 as the New York State contracted fares are now available in Concur.**

Please direct any inquiries to the Statewide Travel Coordinator listed above.

All other terms and conditions of the contract remain unchanged.



# Contract Award Notification Update

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## Subject: Child Travel New York, Inc. Address Change

**DATE:** September 26, 2017                      **AWARD #:** [22536](#)                      **GROUP #:** 79005

**AWARD DESCRIPTION:** Travel Management Services (Statewide)

**CONTRACT PERIOD:** January 20, 2015 – January 20, 2020

**CONTACT:** Mark Milstein | 518-402-5005 | [mark.milstein@ogs.ny.gov](mailto:mark.milstein@ogs.ny.gov)

**CONTRACT NO.:** PS66730                      **CONTRACTOR:** Child Travel New York, Inc.

Please note the address change for the above referenced contractor.

Child Travel New York, Inc.  
d/b/a Direct Travel  
19 Roosevelt Highway  
Suite 300  
Colchester, VT 05446

The Federal ID and NYS Vendor ID have not changed

The Award was updated with the new address.

Please direct any inquiries to the Statewide Travel coordinator listed above.

All other terms and conditions of the contract remain the same.



#### **4. When is support for IE 8 and IE 9 ending?**

Concur is strongly suggesting that customers switch from Internet Explorer 8 and 9 on or before February 12, 2016. This is a month after Microsoft will end support of these browsers on January 12, 2016. Concur will stop support and developing its services with IE 8 and IE 9 in mind as of February 12, 2016. Concur cannot guarantee that its services will work properly on IE 8 and IE 9 after this date.

#### **5. Who is this affecting?**

Concur's research reveals that over the past year, IE 8 and IE 9 usage has steadily declined across all clients. Currently (Oct 2015), about 11% of Concur end users log in via IE 8, and 14% log in via IE 9. These users will be affected by this support discontinuation, and their companies **must take action** and upgrade their company's internet browser.

#### **6. My company uses IE 8 and/or IE 9. What action should I take?**

Concur suggests that you immediately start a discussion with your company's IT department to share this notice. If they desire to continue to use Microsoft's Internet Explorer, Concur *strongly* recommends upgrading to Internet Explorer 11. Your company can also use another internet browser that Concur supports, such as Firefox, Safari and Chrome. Concur supports the most recent three versions of Chrome and Firefox.

#### **7. Microsoft is also ending support for Internet Explorer 10 on most configurations. Is Concur also ending support for IE 10?**

At this time, Concur has not added Internet Explorer 10 (IE 10) to its deprecation policy and will continue to support it for a significant period of time past February 12, 2016. However, Microsoft will end support for IE 10 on January 12, 2016 for most configurations. To take advantage of Microsoft's continued support, Concur does suggest moving your company from IE 8 or IE 9 to IE 11, and not moving to IE 10.

#### **8. Can you tell me of additional plans to communicate to my company or my end users?**

In addition to this FAQ, we will post reminders in our LinkedIn Concur Client User Group and Concur Support will send notifications to Concur administrators. Some companies will receive direct emails, and, as the end of support date gets closer, Concur will place end user and administrator notifications inside the Concur solution. Concur has also provided this email template for administrators to use to notify their end users.

#### **9. What about Microsoft Windows 10 and its new browser, Edge?**

With the September 2015 release, the combination of Microsoft Windows v. 10 and the Microsoft Edge browser are now supported for Concur products. Please note that support for this combination with Analysis / Intelligence is not yet confirmed and will be announced in an upcoming service release.

**NOTE: Regarding Cognos and Internet Explorer 11 Compatibility Mode**

#### **10. I am an Analysis, Intelligence or Insight user. How can I continue to use IBM Cognos?**

To have access to Cognos authoring tools (i.e. Query Studio and/or Report Studio), please use Internet Explorer 10 or 11 in compatibility mode. To run Internet Explorer in compatibility mode, go to Tools > Compatibility View Settings, and add "concur solutions.com" to the sites list. IBM Cognos does also support Firefox, but does not support Chrome for report authoring. You can run reports using Chrome but you cannot access the authoring tools to create or edit reports.



# Contract Award Notification Update

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**Subject:** Register for Upcoming Webinar on the New Online Travel Reservation System

**DATE:** June 11, 2015

**AWARD #:** [22536](#)

**GROUP #:** 79005

**AWARD DESCRIPTION:** Travel Management Services (Statewide)

**CONTRACT PERIOD:** January 20, 2015 – January 20, 2020

**CONTACT:** Mark Milstein | 518-402-5005 | [travelcoordinator@ogs.ny.gov](mailto:travelcoordinator@ogs.ny.gov)

**CONTRACT NO.:** PS66730      **CONTRACTOR:** Child Travel New York, Inc.

Child Travel New York, Inc. (Child Travel, dba Direct Travel), the state's travel management service now offers online travel reservations where you can book hotels, cars, and flights. This means that employees of state agencies, SUNY, and other authorized users (including municipalities, political subdivisions, and public authorities) can easily book your travel needs. To help travelers and finance offices navigate the new website and understand how to set up your traveler profile, they are offering two webinars:

- Monday June 22, 2015 | 1:30-3:00pm ET
- Tuesday June 23, 2015 | 10:00-11:30am ET

To register and receive the invite for the webinar, please request one of the dates above and send the email to: [travelcoordinator@ogs.ny.gov](mailto:travelcoordinator@ogs.ny.gov)

The number of participants for each webinar is limited so make sure to sign-up early. We encourage you to join us and listen in to learn about this new exciting service.

New training videos are now available for:

- **"Updating Your Travel Profile"** at [http://www.concurtraining.com/ls\\_rsrcs/CONCUR\\_TRV\\_EU\\_SIM\\_en-us\\_TravelProfile.htm](http://www.concurtraining.com/ls_rsrcs/CONCUR_TRV_EU_SIM_en-us_TravelProfile.htm);
- **"Creating a Travel Reservation"** (for air, hotel and car) at [http://www.concurtraining.com/ls\\_rsrcs/CONCUR\\_TRV\\_EU\\_SIM\\_en-us\\_TravelReservation.htm](http://www.concurtraining.com/ls_rsrcs/CONCUR_TRV_EU_SIM_en-us_TravelReservation.htm).

To learn more about this OGS centralized contract visit our website at <http://www.ogs.ny.gov/purchase/snt/awardnotes/7900522536can.htm>.





# Contract Award Notification Update

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**Subject:** **Deadline Extension: Setting up an Account with Child Travel New York**

**DATE:** March 26, 2015

**AWARD #:** [22536](#)

**GROUP #:** 79005

**AWARD DESCRIPTION:** Travel Management Services (Statewide)

**CONTRACT PERIOD:** January 20, 2015 – January 20, 2020

**CONTACT:** Mark Milstein | 518-402-5005 | [mark.milstein@ogs.ny.gov](mailto:mark.milstein@ogs.ny.gov)

**CONTRACT NO.:** PS66730

**CONTRACTOR:** Child Travel New York, Inc.

## **Reminder: You Have Until April 17 to Submit Profile Forms**

When planning your travel with the state, please use the travel services of Child Travel New York, Inc. They provide online bookings through their Online Travel Reservation System (Concur) and experienced travel agents that help the state save money. As you plan your business trip there's a few things to keep in mind:

Your agency finance office must request and complete the Child Travel New York, Inc. agency profile form. This form includes a list of all travelers for your agency along with their email address, legal first and last name, business and/or cell phone, traveler's date of birth and gender. Make sure your finance office provides Child Travel New York, with a Key Contact(s) at your agency: Name, Phone and Email Address. Key Contact(s) responsibilities are to advise Child Travel New York at [online@dt.com](mailto:online@dt.com) when an employee leaves the agency.

Please email Child Travel New York, Inc. at [NYS@dt.com](mailto:NYS@dt.com) and request the required form. Completed forms must be submitted via email to [NYS@dt.com](mailto:NYS@dt.com) by the close of business April 17, 2015 or sooner.

Shortly thereafter, Child Travel New York, Inc. will send your agency travelers a welcome email to their agency email address that will provide detailed registration and training instructions to access the Online Travel Reservation System (Concur).

**Keep in mind: Airline and rail transaction fees through the Online Travel Reservation System (Concur) is only \$4.95. This is significantly less than the agent-assisted airline transaction fee of \$14.95 and is less than fees charged on most airline travel sites.** A complete list of transaction fees is available at: [www.ogs.ny.gov/purchase/snt/awardnotes/7900522536PL\\_TMS.pdf](http://www.ogs.ny.gov/purchase/snt/awardnotes/7900522536PL_TMS.pdf).

**For information and reservation assistance please contact Child Travel New York Inc. at:**

Child Travel New York Inc. d/b/a Child Travel, a Direct Travel Company

30 Corporate Drive

Clifton Park, New York 12065

Reservations: 518-292-9000 or 800-774-0655

Email: [CTTravel@dt.com](mailto:CTTravel@dt.com)

After Hours Emergency Assistance: 800-774-0655, Option 8



State of New York Executive Department  
Office Of General Services  
Procurement Services  
Corning Tower Building - 38th Floor  
Empire State Plaza  
Albany, New York 12242  
<http://nyspro.ogs.ny.gov/>

## CONTRACT AWARD NOTIFICATION

<b>Title</b>	:	<b>Group 79006 -Travel Management Services (Statewide)</b>
		<b>Classification Code(s): 90</b>
<b>Award Number</b>	:	<b><u>22536</u> (Replaces Award 20958)</b>
<b>Contract Period</b>	:	<b>January 20, 2015 – January 20, 2020</b>
<b>Bid Opening Date</b>	:	<b>August 28, 2014</b>
<b>Date of Issue</b>	:	<b>January 21, 2015</b>
<b>Specification Reference</b>	:	<b>As Incorporated In The Agreement</b>
<b>Contractor Information</b>	:	<b>Appears on Page 2 of this Award</b>

### Address Inquiries To:

### State Agencies & Vendors, Political Subdivisions & Others

Name : Mark Milstein  
Title : Statewide Travel Coordinator  
Phone : 518-402-5005  
Fax : 518-474-8676  
E-mail : [travelcoordinator@ogs.ny.gov](mailto:travelcoordinator@ogs.ny.gov)

**Procurement Services values your input.  
Complete and return "Contract Performance Report" at end of document.**

### Description

The Statewide Travel Management Services Contract provides business travel services for all commercial modes of travel both domestically and internationally to Authorized Users. The Travel Management Services Contractor will arrange travel (online and agent-assisted reservations) for State business travelers and facilitate the use of centralized travel contracts for airline travel, vehicle rentals and lodging. The contract offers electronic airline ticketing, and extensive reporting capabilities to enable using entities to effectively administer their travel programs.

This contract is for use by all New York State employees of The Executive, Legislative and Judicial Branches of government including New York State Public Authorities, Boards and Political subdivisions. Additionally, service may be utilized by local governments, school districts and others authorized by law.

<u>CONTRACT #</u>	<u>CONTRACTOR &amp; ADDRESS</u>	<u>TELEPHONE #</u>	<u>FED.IDENT.#</u>	<u>VENDOR ID#</u>
PS66730 SB	Child Travel New York, Inc. d/b/a Child Albany Travel, A Direct Travel Company 30 Corporate Drive Clifton Park, New York 12065	518-292-9000 800-774-0655 www.dt.com	75-3203627	1000034499

**Contract information and pricing for this Award, please see the “Contractor Information” page located at: <http://www.ogs.ny.gov/purchase/snt/awardnotes/7900621991can.htm>**

Cash Discount, If Shown, Should be Given Special Attention.  
**INVOICES MUST BE SENT DIRECTLY TO THE ORDERING AGENCY FOR PAYMENT.**  
 (See "Contract Payments" and "Electronic Payments" in this document.)

AGENCIES SHOULD NOTIFY THE NEW YORK STATE PROCUREMENT PROMPTLY IF THE CONTRACTOR FAILS TO MEET DELIVERY OR OTHER TERMS OF THIS CONTRACT. PRODUCTS OR SERVICES WHICH DO NOT COMPLY WITH THE SPECIFICATIONS OR ARE OTHERWISE UNSATISFACTORY TO THE AGENCY SHOULD ALSO BE REPORTED TO THE NEW YORK STATE PROCUREMENT.

**SMALL, MINORITY AND WOMEN-OWNED BUSINESSES:**

The letters SB listed under the Contract Number indicate the contractor is a NYS small business. Additionally, the letters MBE and WBE indicate the contractor is a Minority-owned Business Enterprise and/or Woman-owned Business Enterprise.

**RECYCLED, REMANUFACTURED AND ENERGY EFFICIENT PRODUCTS:**

The Procurement Services Group supports and encourages the purchase of recycled, remanufactured, energy efficient and "energy star" products. If one of the following codes appears as a suffix in the Award Number or is noted under the individual Contract Number(s) in this Contract Award Notification, please look at the individual awarded items for more information on products meeting the suffix description.

RS,RP,RA	Recycled
RM	Remanufactured
SW	Solid Waste Impact
EE	Energy Efficient
E*	EPA Energy Star
ES	Environmentally Sensitive

**NOTE TO AUTHORIZED USERS:**

When placing purchase orders under the contract(s), the authorized user should be familiar with and follow the terms and conditions governing its use which usually appears at the end of this document. The authorized user is accountable and responsible for compliance with the requirements of public procurement processes. The authorized user must periodically sample the results of its procurements to determine its compliance. In sampling its procurements, an authorized user should test for reasonableness of results to ensure that such results can withstand public scrutiny.

The authorized user, when purchasing from OGS contracts, should hold the contractor accountable for contract compliance and meeting the contract terms, conditions, specifications, and other requirements. Also, in recognition of market fluctuations over time, authorized users are encouraged to seek improved pricing whenever possible.

(continued)

Authorized users have the responsibility to document purchases, particularly when using OGS multiple award contracts for the same or similar product(s)/service(s), which should include:

- a statement of need and associated requirements,
- a summary of the contract alternatives considered for the purchase,
- the reason(s) supporting the resulting purchase (e.g., show the basis for the selection among multiple contracts at the time of purchase was the most practical and economical alternative and was in the best interests of the State).

**PROCUREMENT INSTRUCTIONS:**

Agencies will contact the Statewide Travel Management Services Contractor to arrange for travel services required.

(continued)

**State of New York  
Office of General Services  
Procurement Services  
Contract Performance Report**

Please take a moment to let us know how this contract award has measured up to your expectations. If reporting on more than one contractor or product, please make copies as needed. This office will use the information to improve our contract award, where appropriate. **Comments should include those of the product’s end user.**

**Contract No.:** \_\_\_\_\_ **Contractor:** \_\_\_\_\_

**Describe Product\* Provided (Include Item No., if available):** \_\_\_\_\_

**\*Note:** “**Product**” is defined as a deliverable under any Bid or Contract, which may include commodities (including printing), services and/or technology. The term “Product” includes Licensed Software.

	Excellent	Good	Acceptable	Unacceptable
• Product meets your needs				
• Product meets contract specifications				
• Pricing				

**CONTRACTOR**

	Excellent	Good	Acceptable	Unacceptable
• Timeliness of delivery				
• Completeness of order (fill rate)				
• Responsiveness to inquiries				
• Employee courtesy				
• Problem resolution				

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Agency: \_\_\_\_\_ Prepared by: \_\_\_\_\_

Address: \_\_\_\_\_ Title: \_\_\_\_\_

\_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_ E-mail: \_\_\_\_\_

**Please detach or photocopy this form & return by FAX to 518/474-2437 or mail to:**

OGS PROCUREMENT SERVICES  
 Customer Services, 38th Floor  
 Corning 2<sup>nd</sup> Tower - Empire State Plaza  
 Albany, New York 12242  
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