

TO: College Wide Community  
FROM: Nancy D. Harrington, President  
RE: New Contract for Travel Services  
DATE: January 11, 2005

I am very pleased to advise you that after a lengthy bid process the Travel Services Committee has unanimously decided to award a five-year contract to Flagship Travel of Marblehead to be the college's designated travel agency. The contract will guarantee to provide travelers with streamlined procedures, convenience, money savings, and enhanced travel services. All agreements that will be negotiated on the college's behalf for air, hotel, and rental cars will be available as a fringe benefit for employee's leisure as well as business travel.

Flagship Travel was chosen because they guarantee the lowest available fares at the time of booking, provide 24-hour service, have an excellent automated reporting process, have built a reputation on quality personal service, have a local office in Marblehead, have experience in all aspects and types of travel (business, leisure, group, team, alumni, student), and have the demonstrated ability to negotiate on our behalf with airlines, hotels, and rental car agencies. Flagship Travel's software Sabre will continually search for the lowest airfares and rebook your trip until departure if a lower fare becomes available.

By consolidating our travel dollars we can save 7-10% in the first year alone. The further ahead travel is booked the lower the fares. Booking a year in advance for group or team travel guarantees best pricing. As a result of working with one agency we will also be able to get useful management information on destinations, costs, and habits of our travelers that will assist in negotiating contracts with airlines, hotels and rental car agencies for our most frequently traveled routes.

Arrangements for travel can be made by calling Barbara James, Office Manager, Flagship Travel at 781-639-1800. More info will be coming out about the new contract in the weeks ahead.

If you have any questions about the contract or travel in general, call Evelyn D. Wilson, Purchasing Director, at extension 6152. Some frequently asked questions about travel are on the reverse side. We welcome Flagship Travel to Salem State College and look forward to a long partnership.