

SWC# 747 Travel Services
Contact Information and Usage Instructions

Contract Period: This is a three-year contract term running from July 1, 2022, to June 30, 2025, with 2 one-year renewal options. If both renewals are exercised, this contract will expire on June 30, 2027. This contract was solicited as ITB Event #32110-12328.

Summary/Background Information: The purpose of this Invitation to Bid (“ITB”) is to provide comprehensive travel agency services to the State of Tennessee (“State”) Agencies, Other Governmental Bodies, members of the University of Tennessee or Tennessee Board of Regents systems, and the nonprofit entities identified in Tenn. Code Ann. § 33-2-1001 (“Authorized Users”) may utilize the awarded Contract.

State Contact Information

Contract Administrator:

Evan Sudduth
Category Specialist
Central Procurement Office
(615) 507-6291
Evan.Sudduth@tn.gov

Usage Instructions:

There are three ways to use the contract – either telephonic, email or online through Concur Solutions.

1. Telephonic
 - a. To book by telephone please dial **(800) 491-8049**. Business hours are between 8 am and 5 pm (CST). After-hours assistance is available at the same number (800) 491-8049. You can also find this contact information on the following link under P-Card: <http://teamtn.gov/cpo>.
 - b. The employee calling to make reservations will need to provide the agency's main business unit ***pg. 3-4** and name as it appears on your driver's license.
 - c. If you have a frequent flyer number, provide that information to the agent as well.
2. Email
 - a. To book by email, please email TENN@duluthtravel.com
 - b. In the case of high volume, agents usually respond within 3 hours.
3. Concur Solutions
 - a. Email the contract administrator (Evan.Sudduth@tn.gov) with the following information:
 - i. Full Name (must be exactly as listed on your driver's license, as this is the name that appears on the airline ticket)
 - ii. Business Unit ***pg. 3-4**
 - iii. State Email Address
 - b. The contract administrator will create a Concur account. You should receive an email shortly after with a temporary password, valid for 24 hours.
 - c. Login, reset your password, and complete your account with information such as D.O.B., frequent flyer information, etc.
 - d. Concur has added a two-factor authentication process which requires the use of Microsoft Authenticator or Google Authenticator. This app must be downloaded on your cellphone, as state devices do not allow the download.

Concur Solutions Authenticator:

Concur Solutions, the online booking platform, has recently added a two-factor authentication process requiring a Microsoft or Google Authenticator. This will be a requirement to log in for all new and existing users in the future.

Once the app is installed, you can use your cell phone's camera to scan the QR code on Concur's site. It should take you to your selected authenticator app and will prompt you for your Concur login information to save. After set-up is complete, whenever you log in to Concur, it will ask you for the generated code found in the authenticator app as well as your password.

***Business Unit:** *If you do not see your business unit number, please email Evan.Sudduth@tn.gov to add*

Business Unit	Agency
31612	Advisory Committee Intergov (TACIR)
32501	Agriculture
31603	Alcoholic Beverage Commission
30301	Attorney General Office
32402	Board of Parole
33260	Board of Regents
30799	Bond Finance
35910	Children's Services
33501	Commerce & Insurance
31602	Commission Aging & Disability
31601	Commission Children & Youth
30701	Comptroller's Office
32901	Correction
31614	Council on Developmental Disability
30227	Court System
34401	DIDD
30410	District Attorney General Con
33001	Economic & Community Development
33101	Education
32701	Environment & Conservation
31501	Executive Department
31799	F&A Accounts
31786	F&A Benefits Admin
31701	Finance & Administration
33600	Financial Institutions
30150	Fiscal Review
32101	General Services
34301	Health
31607	Health Services & Development Agency
33201	Higher Education Commission

31901	Human Resources
31604	Human Rights Commission
34501	Human Services
33701	Labor & Workforce Dev
30101	Legislature
33901	Mental Health and SAS
34101	Military
30800	Post Conviction Def
30601	Public Defenders Conf
34701	Revenue
34901	Safety
30501	Secretary of State
31615	Sports Wager Advisory Council
SBE	State Board of Education
35502	State Building Commission
34800	Tennessee Bureau of Investigation (TBI)
31865	TennCare
31620	Tennessee Housing Development Agency (THDA)
31625	TN Arts Commission
31609	TN Correction Institute
31611	TN Public Utility Commission
31627	TN State Museum
33205	TN Student Assist Cor
32601	Tourist Development
40100	Transportation
30901	Treasury
31608	TN Rehabilitative Initiative in Correction (TRICOR)
33210	University of Tennessee
32399	Veterans Homes Board
32300	Veterans Services
32726	West Tennessee River Basin
32801	Wildlife Resources (TWRA)

Additional Fees:

Baggage fees cannot be paid for using the agency's Travel Card on file and must be paid for via another payment method.

If you would like these, or other airline fees to be paid for by P-Card, please submit a P-Card Rule Exception Request requesting airline MCC codes be unblocked for a specific P-Card holder well in advance. A P-Card Rule Exception Request must be approved before contacting Duluth Travel Incorporated or attempting the purchase. For more information on submitting a P-Card Rule Exception Request, please visit the [References](#) page of the P-Card intranet site.

F&A Policy 8:

Comprehensive State Travel Regulations are still in place and must be followed PRIOR to booking any travel. The State of Tennessee employee travel website on <https://www.teamtn.gov/finance/travel-info/state-employees-travel-guide.html> will contain more information.

Requisition and Purchase Order Generation:

For information on how to create a requisition and/or purchase order please reference the CPO Job Aids on the following page: <https://www.teamtn.gov/cpo/learning-development/cpo-job-aids.html>

Billing and Payment Instructions:

Billing and Payment is handled through your agency's State Travel Card on file with Duluth Travel Incorporated. If your agency does not have any State Travel Card on file with Duluth Travel Incorporated, please contact the CPO P-card team at P.card@tn.gov.

Asset and Inventory Management: Not Applicable