



**DEPARTMENT OF GENERAL SERVICES
STATEWIDE TRAVEL PROGRAM
TRAVEL BULLETIN**

Travel Bulletin: #23-04

Date Issued: September 6, 2023

Effective Date: April 5, 2024

Expiration Date: April 4, 2028

Subject: Travel Management Services (TMS)

Purpose: Announcement of Contract Award for TMS Agreement No. 26787-001

Reference: Supersedes Agreement No. 5149904-001

Purpose

This Travel Bulletin announces the award of a new Travel Management Services (TMS) contract for the state of California.

The Department of General Services (DGS) Office of Fleet and Asset Management (OFAM) completed a solicitation for TMS utilizing a competitive Invitation to Negotiate (ITN) method. The contract was awarded to Cruise Ventures dba CI Azumano.

Contract Term

The term of the contract is for a four (4) year period from the “Go Live” date. The “Go Live” date is April 5, 2024. DGS may extend the contract for two (2) additional three (3) year extension options, with a maximum cumulative term period of ten (10) years.

Contract Overview

The TMS contract provides all domestic and international business travel-related services (airfare, rail, commercial car rental, hotel, and other associated business travel-related services). The TMS contract offers a full-service travel agency, CI Azumano, with the convenience of an online self-booking tool, Concur. Additional contracted travel services are integrated with Concur, which is customized to meet the business travel needs of all government travelers.

Making Travel Arrangements

DGS [Management Memo 14-03](#) requires all state agencies to make business travel arrangements (airfare, rail, commercial car rental, and hotel) through the DGS Statewide Travel Program. The TMS contract may not be used for any personal (non-official business) arrangements or reservations.

Concur is available 24/7 and is the primary means for booking all business travel. Concur training videos and user guides are available on the DGS Statewide Travel Program [here](#).

Travel agents are available 24/7 and can be reached for any last-minute or unexpected travel emergency.

TMS Contract Benefits

- Centralized travel management and travel policy integration
- Access to discounted, contracted rates and fares
- Management of unused airline tickets
- 24/7 travel reservation assistance and emergency support
- Real-time management reporting and reconciliation tools

TMS Contract Transaction Fees

Effective April 5, 2024, the transaction fees are as follows. Please refer to Exhibit E – Contract Pricing for all applicable fees.

Service/Description	Online** Transaction Fee	Agent Assisted Transaction Fee	Additional Fees
Air/Rail (+Hotel and/or +Car)*	\$ 4.50	\$ 10.25	N/A
Hotel and/or Car Only Reservation	\$ 2.25	\$ 10.25	N/A
Virtual Payment Deployment	N/A	N/A	\$ 4.00
Ticket Exchange	N/A	N/A	\$ 10.25
Ticket Refund	N/A	N/A	\$ 0.00
Ticket Void	N/A	N/A	\$ 0.00

*Flat fee for booking any combination of domestic or international air, rail, car, and hotel.

**Reservation made without agent assistance.

TMS Resources and Training

DGS Statewide Travel Program and CI Azumano will host implementation/transition meetings and provide web-based training for all User Agency Travel Program Administrators.

DGS Statewide Travel Program Contacts

For additional TMS assistance, please contact:

DGS Statewide Travel Program

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