



157 Lenora ✓  
Sandy

Approved 1/31/06  
Zanna Kingston  
Rate change effective April 1, 2006

January 24, 2006

Thirza A. Kennedy  
Manager of Procurement Programs  
State of Colorado  
25 E. 16<sup>th</sup> Avenue, Suite 802  
Denver, Colorado 80203

Dear Ms. Kennedy,

In reviewing a copy of RFP #RS-00010-05 while preparing this document, I realize that the State requires requests for fee increases to be made ninety (90) calendar days prior to the end of the current price agreement year, not sixty (60) days as I had written in my notes. I apparently confused this with the sixty (60) calendar day notice for termination. On the basis that this was our first year as a State awarded travel agency we respectfully request a one-time exception to this requirement and wish to submit the following justification for a proposed increase in the fees charged by Boulder Travel.

In the original RFI that was sent out in July 2004, at the pre-bid meeting in October 2004 and at other points in time, it was stressed to us that the State expected fees quoted to be *substantially* lower than the previous \$26 fee. We took this to heart and based our fees on the opportunity to gain more business by offering an attractive fee structure and excellent service. You can imagine our disappointment when we learned that travel agencies who offered fees in the \$25 and \$26 level were still selected for the program. Even so, we committed ourselves to the program for the first year in hopes of gaining additional business by offering the lowest fees and providing exceptional service. We have gained new business, and for that we are appreciative, but unfortunately it has not been enough to cover our costs of serving the program. Because our marketing efforts must be approved through the State Travel Management Office our attempt at gaining new business has been somewhat limited. We appreciated the vendor trade show last spring after the price-agreements were awarded but unfortunately won't have a similar opportunity to present our services to the TCD's until March 2006.

We would be honored to serve State of Colorado employees and travelers for another year, however upon reviewing our bottom line at the end of our fiscal year ending December 31, 2005, we must request the following increase in fees in order to do so.

- Phone/email \$22.00 (increase from \$19.00)
- Paper ticket \$10.00 (no increase)
- Online booking \$12.00 (increase from \$9.00)
- Online booking w/o air \$ 9.00 (no increase)

Based on the details of our request, we understand that the waiver of the ninety (90) day requirement for proposed fee increases would be available one time only. We sincerely hope that you are able to provide us with consideration regarding this matter and look forward to hearing from you at your earliest convenience.

Sincerely,



Lori Loucks, CTC  
Vice President  
Boulder Travel Agency  
[loril@bouldertravel.com](mailto:loril@bouldertravel.com)  
303-473-4790

Cc: Lenora Kingston  
State Travel Manager