



VIRGINIA LOTTERY

ADDENDUM NO. 1 TO ALL OFFERORS:

Reference: **RFP #PR6237KA**
Commodity: **Travel Agency Support**
Issue Date: September 24, 2021
Due Date: **October 26, 2021 11, 2021, 1:00 PM ET**
Date of Addendum: October 07, 2021

All Offerors are required to acknowledge all RFP addenda in the original solicitation document on page 26

The following questions have been received and the applicable response follows.

1. Q: Does the Virginia Lottery or VIP traveler establish the destination/type of trip?

A: Virginia Lottery will establish the destination

2. Q: Will the awarded trips all occur at the same time or staggered throughout the year?

A: Trips will be staggered throughout the year

3. Q: Is the travel insurance an optional feature to be purchased by the VIP traveler?

A: Yes it is an option however depending on the destination and type of trip it is usually recommended

4. Q: Does the agency work with a representative from the Virginia Lottery or the VIP traveler during the booking process?

A: Yes, the agency will work with a representative from Virginia Lottery during the booking process. However, if emergencies arise during the trip, the VIP Traveler will work directly with the awarded contractor.

5. Q: If the VIP traveler wishes to deviate from the awarded trip, is this allowable as long as it stays within budget?



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A: It varies, some trips are totally customizable while others must follow pre-set guidelines.

6. Q: Is each trip budget the same? Will the agency be provided with a maximum budget for each trip? What is the process if the budget can't be met?

A: No. The budget will vary but the maximum trip expense total including the agency fee will always be provided up front. If the budget cannot be met, the Lottery will be responsible for going back to the winner to come up with alternate trip locations and options.

7. Q: Airline, hotel, transfers, and all other travel components are not set by agencies. As a result, costs are not consistent and will vary significantly based on when the booking occurs, the dates (days) of travel, holiday seasonality, demand, and many other factors. Will the Virginia Lottery be creating terms & conditions in order to guide the VIP traveler into conditions conducive for favorable pricing?

A: In most cases, the agency will deal directly with the Lottery and not the winner. Once the agency and the Lottery come up with an acceptable trip itinerary, the Lottery will present it to the winner for approval before any trip arrangements are made.

8. Regarding Scenario – Las Vegas

- Q: Airfare to be calculated from what airport?

A: Richmond

- Q: Regarding the 5-star dinner reservations, do you want the cost of the dinner prepaid, or are these just reservations? If prepaid, would you consider providing the VIP travelers with a gift card to cover meal expenses.

A: The dinner should be pre-paid. We try to give the winner experiences where they have little out of pocket expenses. We try to limit the use of gift cards to minimize any potential problems for the winner while they are on their trip.