

## Interested in becoming a Coast Community College District pre-approved study abroad travel provider?

Below is the Coast Community College District Study Abroad Program Travel Contractor/Service Provider Due Diligence Checklist and Worksheet which outlines the process and necessary requirements.

If you have any questions please contact the Risk Services Office at (714) 438-4688.

### COAST COMMUNITY COLLEGE DISTRICT STUDY ABROAD PROGRAM TRAVEL CONTRACTOR/SERVICE PROVIDER DUE DILIGENCE CHECKLIST / WORKSHEET

This Checklist/Worksheet is intended to establish the minimum necessary qualifications required of Travel Contractors/Service Providers seeking to conduct business with the Coast Community College District and/or its campuses.

The minimum requirements set forth herein are intended as a guide as to minimum conditions necessary for a Travel Contractor/Service Provider to be eligible to offer its services to the Coast Community College District and/or its campuses for purposes of conducting Study Abroad programs. This checklist is *not* all-inclusive, and the Coast Community College District and/or its campuses reserve the right to require additional information so as to establish the responsive and responsible nature of each and every Travel Contractor/Service Provider.

#### **Preliminary Requirements for Consideration**

1. Travel Contractor/Service Provider *must* completely and without reservation accept and agree to comply with all terms and conditions set forth in the Coast Community College District's currently used Standard "*Educational/Study Abroad Travel Contractor/Service Provider Agreement.*"

\* The District and/or campuses will answer specific questions regarding this standard agreement. This agreement **must** be utilized for all study abroad programs.

2. Travel Contractor/Service Provider *must* completely and without reservation accept and comply with all **insurance provisions** within the District's Standard "*Educational/Study Abroad Travel Contractor/Service Provider Agreement.*" (Reference paragraphs 9 & 10 and see attached sample insurance documentation), including the Indemnity, Hold Harmless and Defense, and Waiver of Subrogation provisions.

\*\* Failure to abide by the contract terms will be immediate ground(s) for termination of further consideration for the offering of services, as well as for the immediate termination of any agreement entered into due to a material breach.

3. Travel Contractor/Service Provider *must* currently hold, and promises to continue to hold, for at least one (1) year following the completion of the proposed Study Abroad program, all licenses, permits, and other statutory qualifications pursuant to the laws of the State of California necessary to offer services as a Travel Contractor/Service Provider for travel services. Travel Contractor/Service Provider is required to be bonded and registered with the State of California.

Should a Travel Contractor/Service Provider's business registration and licensing be held in another state or country, that Travel Contractor/Service Provider must submit evidence (i.e. bond/corporate registration) that it has submitted itself to the jurisdiction of and is in compliance with the requirements of the State of California for purposes of conducting travel contracting business within this state.

\*\*\* Travel Contractor/Service Provider bears the full burden for producing documents evidencing its submission of jurisdiction to the State of California, retention of appropriate bonding, and other such state requirements.

### **Additional Material and Supplemental Documentation for Consideration**

#### **Experience and Memberships in Study Abroad/Travel Industry**

- \* Minimum of Three consecutive (3) years experience in conducting study abroad programs of a similar type and complexity as the program being considered.
- \* Provide background information concerning number of programs for the past three (3) consecutive years, including the number of students averaged per/program, number of faculty per/program (and faculty/student ratio), and whether assistants or chaperones have been utilized.
- \* Preference for Travel Contractors/Service Providers to hold at least Five (5) consecutive years experience in conducting study abroad programs of a similar type and complexity as the program being considered.
- \* Demonstrated ability to coordinate study abroad programs of complexity, including programs involving multiple locations for lodging, facilities, transportation, and health & safety of participants.
- \* Clear and Concise emergency procedures or protocols in place in the event of disaster or personal emergency.
- \* Evidence of registration as a "ward" with the United States Consulate or Embassy within each country for which Travel Contractor/Service Provider conducts business.
- \* Utilization of Travel Agents registered as members of IATAN – International Airline Travel Agent Network for all study abroad programs conducted on behalf of the Coast Community College District and/or its campuses.
- \* Present registration and membership in good standing in the Airline Reporting Corporation (ARC).
- \* Present registration and membership in good standing in an international professional education association, such as NAFSA: Association of International Educators.
- \* Travel Contractor/Service Provider *must* have sufficient number of trained personnel and office locations and resources necessary to demonstrate ability to effectively manage study abroad programs of type and complexity of program being considered.
- \* At least three (3) references from U.S. schools/colleges/universities within the past two years which demonstrate your company's ability to conduct programs of a similar type and complexity as the program being contemplated.

\* If applicable, indicate how travel contractor/service provider responded to an emergency situation involving study abroad program participants...i.e. - what happened, what was the travel contractor's/service provider's response... and what was the eventual outcome of the situation?