



Contract Details: # 971-M1

Number	971-M1
Description	Lodging Services and Booking Tool
Category	Travel
Type	Term
Start Date	10/1/2023
End Date	8/31/2025
Purchase Category Code (Agencies Only)	PCC C
Optional Renewal Terms	September 1, 2025, through August 31, 2026 September 1, 2026, through August 31, 2027 September 1, 2027, through August 31, 2028
NIGP Codes(s)	91735 ; 97130
CPA Contract Management	Questions regarding contract management issues, price changes, amendments or other post-award concerns should be directed to: SPD Contract Management (SCM) Texas Comptroller of Public Accounts (CPA) Phone: (512) 463-3034 option 3 Email: spd.cmo@cpa.texas.gov (mailto:spd.cmo@cpa.texas.gov)
Contract Items and Pricing	Local Governments: Contact US Bank if additional payment instructions are required than those noted above.
Warranty Details	N/A
Adding New Products to the Contract	Additional products or services of the same general category that are not already on the contract may be added by submitting an Open Market Requisition (https://comptroller.texas.gov/purchasing/forms/) to the Statewide Contract Development section at open.market@cpa.texas.gov (mailto:open.market@cpa.texas.gov).
Delivery Delays by Contractor	If delay is foreseen, Contractor shall give written notice to the Customer and must keep Customer advised at all times of status of order. Default in promised Delivery Days After Receipt of Order (ARO) without accepted reasons or failure to meet specifications authorizes the Customer to purchase goods and services of this contract elsewhere and charge any increased costs for the goods and services, including the cost of re-soliciting, to the Contractor. Failure to pay a damage assessment is cause for contract cancellation and/or debarment or removal of the contractor, as applicable, from the State's Centralized Master Bidders List (CMBL).
Compliant Products by Contractor	Delivery does not occur until the Contractor delivers products, materials or services in full compliance with the specifications to Customer's F.O.B. destination, unless delivery is specifically accepted, in whole or in part, by the Customer. Providing products, materials or services which do not meet all specification requirements does not constitute delivery. Customer reserves the right to require new delivery or a refund in the event that materials or products not meeting specifications are discovered after payment has been made.
Purchase Order Cancellations	The Customer may request that a Contractor cancel a specific line item or an entire purchase order. There shall be no fees charged for cancellation of an item and/or order prior to shipment by the Contractor. A Purchase Order Change Notice should be processed and sent to Contractor.
Restocking Fee	The Customer may request that a Contractor accept return of products already delivered. If the return is required through no fault of the Contractor, the Contractor may request a reasonable restocking charge. The Customer may pay a restocking charge if the CPA or Customer determines that the charge is justifiable. As a guideline, such charges shall not exceed 10% for contractors.
Substitutions	During the Contract term, the Contractor shall not substitute a product or brand unless the Contractor has obtained prior written approval from the CPA Contract Manager in coordination with the Customer. The Contractor must have written confirmation from the CPA Contract Manager of the substitution before making delivery.

Contract Performance

The Statewide Procurement Division Contract Management Office (SCMO), a division of the Comptroller of Public Accounts (CPA), administers a vendor performance program for use by all customers per Texas Government Code (TGC), §2262.055, and 34 Texas Administrative Code (TAC), §20.108. The Vendor Performance relies on the customer's participation in gathering information on vendor performance. State agency customers shall report vendor performance on purchases of \$25,000 or more from contracts administered by CPA, or any other purchase of \$25,000 or more made through delegated authority granted by CPA (TAC 20.108), or purchases exempt from CPA procurement rules and procedures. State agencies are additionally encouraged to report vendor performance on purchases under \$25,000.

Vendor Performance shall be reported through the CPA VENDOR PERFORMANCE TRACKING SYSTEM.

(<https://www.comptroller.texas.gov/purchasing/programs/vendor-performance-tracking/>)

The purpose of the Vendor Performance Tracking System is to:

- Identify vendors that have exceptional performance
- Aid purchasers in making a best value determination based on vendor past performance
- Protect the state from vendors with unethical business practices
- Track vendor performance for delegated and exempt purchases

Contractors

Contractor VID: 14613763565

Contractor: HotelEngine, Inc. dba Engine

Contact Name: Neha Bhakta

Email: neha.bhakta@hotelengine.com

Phone: (720) 736-7828

Alternate Email: TXAM@hotelengine.com

Address: 950 S Cherry St 10th Floor Denver CO 80246



Texas Comptroller of Public Accounts

Glenn Hegar

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(<https://comptroller.texas.gov/about/policies/links.php>)

Search from the Texas State Library

(<https://www.tsl.texas.gov/trail/index.html>)

Texas Homeland Security (<https://www.dhs.gov/see-something-say-something/reporting/texas>)

Public Information Act

(<https://comptroller.texas.gov/about/policies/open-records/public-information-act.php>)

Texas Secretary of State (<https://www.sos.state.tx.us/>)

HB 855

Other State Sites

Texas.gov (<https://texas.gov>)

Texas Records and Information Locator (TRAIL)

(<https://www.tsl.state.tx.us/trail/>)

State Link Policy (<https://dir.texas.gov/resource-library-item/state-website-linking-privacy-policy>)

Texas Veterans Portal

(<https://veterans.portal.texas.gov>)