Documents, Exhibits and Attachments
Annex 1 - Statement of Work

# STATEMENT OF WORK

## Official Travel

1. STATEMENT OF OBJECTIVES.

1.1 The Government's objective is to acquire travel management services supported by a seamless, paperless process which:

1.1.1. Meets the needs of travelers, commanders, and process owners; reduces costs; supports mission requirements; and provides superior customer service.

1.1.2. Provides capabilities that satisfy the requirements outlined in this statement of work. The DoD requires an automated integrated approach between the commercial travel office (CTO) and the DoD Defense Travel System (DTS) automated common user interface (CUI). Any leisure services requested by the traveler in conjunction with official travel will NOT be done through the CUI. The traveler may provide appropriate comments to the commercial travel office in the remarks fields of the travel request for the CTO to process outside the CUI. Travelers will be responsible for any costs that exceed the official portion of the trip.

1.1.3. Obtains a single official travel service contractor to provide official travel management services within each specified Travel Area.

1.1.4. Provides system flexibility to permit continuous technical refreshments to the Defense Travel System based on advances in proven information technologies.

1.2. The Government may negotiate with the Contractor the extension of any or all services required by this contract to other federal agencies pursuant to the provisions of the Economy Act (31USC1535) and all applicable regulations and directives.

2. SCOPE OF WORK.

2.1. The Contractor shall provide all personnel, equipment, tools, materials, supervision, and other items and services necessary to perform travel management services as defined in this Statement of Work. Travel management services shall be provided for all authorized official travel performed by DoD travelers assigned to organizations in the respective Travel Areas (TA) as specified in the Workload Data.

2.1.1. Locations within each Travel Area may be added, deleted, downgraded, relocated totally or in part, or realigned due to Service organizational or operational changes, and/or base realignment or closures. If this occurs, the contractor will be notified by the

Contracting Officer at the earliest possible date and the Contractor shall comply as expeditiously as possible but no later than 90 days from the date of notification. These changes will be at no cost to the Government.

2.1.2. The contractor shall not employ any person who is an employee, a former employee or officer of the United States Government, or member of the military service if the employment of that person would create a conflict of interest, unless such person seeks and receives approval for such employment in accordance with Standards of Ethical Conduct for Employees of the Executive Branch, 5 CFR 2635 and its DoD or other Departmental Supplement. Prior to hiring current Government civilian employees or military members, the contractor shall provide written approval for such employees to the Contracting Officer's Representative (COR) and the employee's supervisor or military member's commander.

2.1.3. The Defense Travel System Common User Interface (CUI) will facilitate the official travel services being solicited. The CUI has the capacity and shall maintain travel management services data in the CUI for all official arrangements made through the Defense Travel System. This data shall be made available to the Government via the CUI and travel data reporting will not be a requirement of the CTO contractor.

2.1.4. Emergency Services. The contractor shall provide services in response to national emergencies, accident investigations, aircraft recovery teams, evacuations, rescue operations, civil disturbances, national disasters, military peacetime and wartime contingency operations, exercises and personal passenger emergencies. At all times during national emergencies, the contractor shall ensure that quality customer service is maintained.

2.2. Connected Travelers

2.2.1. The Contractor shall accept electronic requests for travel services through their Global Distribution System (GDS) and process them in accordance with requirements contained within this statement of work. Travelers access the CUI through a computer. The Governments expects that all travelers will have access to the CUI either for their own use or through a Government entity in their organization. A Government Entity is a DoD employee designated to input information in the CUI on behalf of a traveler who does not have access to the CUI. In the event a traveler and his organization are unable to access the CUI through any means, the Contractor will provide traveler services to travelers not using the CUI as described below.

2.3. Travelers not using the CUI.

2.3.1. The Contractor shall accept requests for travel management services by phone and fax from those individuals unable to access the CUI. The Contractor shall create a trip request in the CUI and enter the traveler's request. The CUI will route the request back to the CTO through the CTO GDS for normal processing. The CUI will forward the trip request electronically to the traveler's Authorizing Official (AO) for approval

2.3.2. If the Contractor elects to charge a fee for travel services provided to travelers not using the CUI, indicate that amount in the Schedule under CLIN AB for each contract period. The service fee does not have to be separately priced and could be included or recovered from the commissions shared with DoD. If the Offeror decides not to price the item separately, the Offeror shall indicate their decision by writing NSP in the block described above. For separately priced services under this CLIN, the CTO will indicate the service provided in the CUI when creating the trip record including the reason the traveler is not utilizing the CUI. Reason codes will be identified in the DTS Operations Manual.

2.3.3.The Contractor shall accept requests for enroute changes by phone and fax from those individuals temporarily unable to access the CUI and shall provide the traveler with travel management services. The Contractor shall enter the traveler's changes to the trip request previously entered in the CUI. The CUI will route the request back to the CTO through the CTO GDS for normal processing which shall be accepted by the CTO. Because the authorization exists in the system, the services provided by the CTO for enroute changes shall not be a separately priced service as described in the previous paragraph.

2.3.4. The CUI will services for travelers not utilizing the CUI within the CUI by the reason codes as input by the CTO. The CUI shall identify the Military Service and Defense Agency to which the services were provided. The monthly report, as described in paragraph 10 of this Annex, provided by the CUI indicates the monthly payment due of the percent of shared commission as indicated in the Schedule. This report will include any adjustments for fees required and reflected in the amount due by the Contractor.

2.3.5. Travelers that contact the Contractor for service that do not have a profile in the CUI must be referred to the organizational Defense Travel Administration point of contact. Once the traveler’s profile is established in the CUI, the Contractor will provide normal services. In the event the traveler’s profile cannot be established prior to required travel, the CTO will issue appropriate tickets once the traveler provides a paper or fax travel authorization. It will then be the Government’s responsibility to ensure trip information is accurately entered into the CUI.

2.4. The Contractor shall provide the necessary administrative information and necessary equipment, and communications connections to meet the following minimum requirements to access the CUI.

2.4.1. The Defense Travel System CUI uses an Application Program Interface (API) to obtain airline, hotel and rental car inventory availability for the traveler or Government entity and to translate travel documents (including traveler profiles) between the CUI and the CTO GDS of choice. This API is called the PNR Gateway (PNR-G). Once the CUI setup for the CTO is completed, the PNR-G operates in the background and is transparent to all users.

2.4.2 The Reservation Module provides the interface from the CUI to the GDS for real-time air, hotel, and rental car availability and converts trip documents between the CUI

database and the GDS PNR format. This connection allows real-time availability information based on an itinerary, translation of trip documents such as “should cost” reservation requests, processing of requests approved for ticketing, and modification or cancellation of travel requests.

2.4.3 Optional Autobooking Feature. Autobooking is a capability of the CUI. It is a functionality that will be available to any CTO working under a contract with official travel services being facilitated with the CUI. The decision to use or not use Autobooking will be made by the CTO and will be established in the CUI at the Regional Data Center (RDC) by Pseudo City Code. The Regional Data Center is the name given to the location the CUI hardware is maintained. The decision made by the CTO will be consistent throughout the Travel Area serviced. This feature will be available for any Commercial Reservation System (CRS) at no cost to the CTO. "Hits" or queries to the GDS whether generated by the CTO or by the Autobooking function in the CUI will be paid by the CTO.

2.4.4. Pseudo-city code / queues. To properly route information, the CTO must provide a single pseudo-city code, terminal and device addresses, and inbound/outbound queues for their primary GDS (and backup, if used.)

2.4.5. GDS Traveler Profile. The CTO can specify the content and order of the traveler profile placed in the GDS by the PNR-G. The traveler information (personal information, travel preferences, and duty station) will be formatted for the CTO and will automatically initiate and maintain each traveler’s GDS profile with the appropriate pseudo-city code, company profile and office profile identifiers. The CTO must provide the format for GDS traveler profile mapping by sequence number and value/content, as detailed in the PNR-G API Guide.

2.4.6. Defense Travel System PNR Travel Document Template. A standard PNR template has been established for each GDS. Each Defense Travel System CTO is required to accept initial trip requests and other travel actions in the Defense Travel System PNR format in their inbound GDS queue, and to place completed PNR in the outbound queue in the same format. The details of this format are included in the PNR-G API Guide.

2.4.7. Defense Travel System GDS company code. To facilitate potential Service/Agency/Organizational common reporting requirements across multiple CTO contracts, the Defense Travel System has specified the structure and use of certain characters in the construction of GDS company code identifier. These requirements are contained in PNR-G API Guide.

2.4.8. GDS to CUI Control Data Mapping. The CTO will be required to map their GDS company code and the Centrally Billed Account (CBA) structures to their customers complete CUI organizational code structure. This will allow the CUI to properly route travel documents to the CTO. The Defense Travel System Project Management Office will provide the Travel Area organizational code structure prior to phase-in to the CTO in an Excel format. The CTO is required to maintain this mapping throughout term of contract.

2.4.9. CUI processing codes. The CTO is responsible for selecting the appropriate non-use codes for city pair flights, Civil Reserve Air Fleet (CRAF), and Air Mobility Command (AMC), etc. The code structure is explained in the DTS Operations Manual.

2.4.10. CTO CUI Administrator. CTO personnel using the CUI are required to register in the CUI user database. Registration is required to facilitate identification of the CTO personnel by the CUI providing access to the system. A CUI user group(s) will be set up for each Travel Area to allow CTO personnel access to trip documents. For their personnel, the CTO shall maintain user information, administration of the digital signature process and maintenance of the CTO files. Digital Signatures provide integrity and authenticity of a user within the system.

## 2.5 Access to the CUI

2.5.1. Access to the Defense Travel System is controlled by security software using certificate-based digital signatures. CTO personnel conducting business in the Defense Travel System CUI must possess a digital signature identity certificate. An authority designated by the Department of Defense must issue the certificate. The DoD will approve external certificate authorities (ECA) to provide this service to Defense contractor personnel.

2.5.2. The Department of Defense will provide commercial travel offices with the procedures to obtain digital signature certificates from the ECA. The procedures will include an administrative process wherein the commercial travel office identifies employees by name who require certificates, the Contracting Officer's Representative (COR) validates the requirement, and the ECA issues the certificate. There will be a fee for each ECA certificate issued by the ECA. The approved ECA (s) will establish costs and payment procedures. All costs will be the responsibility of the commercial travel office.

2.5.3. The digital signature certificate is the electronic equivalent of a DoD identification card and restricted area access badge. Therefore each person who will access the CUI online shall have an individually issued certificate. The ECA shall not issue certificates for shared use. Commercial travel offices shall not authorize or direct more than one employee to use the same certificate. Commercial travel offices shall not require their employees divulge the private password for their certificates. Commercial travel offices shall not direct their employees to select passwords for their certificates according to any pattern or rule that would allow others to determine the password. Commercial travel offices shall notify the DoD immediately upon termination or departure of any employee holding a certificate so that the ECA can revoke the certificate. (This process does not require the commercial travel office to confiscate or destroy copies of the certificate. Revocation procedures will accompany the instructions when certificates are issued.) Failure to comply with these restrictions is considered a breach of DoD security policy. Security violation could result in penalties under this contract, up to and including cancellation of the contract and debarment from future DoD contracts.

2.5.4. Within the next 3 years, the DoD Public Key Infrastructure (PKI), management of the Digital Signature, will migrate from Class 3 medium assurance (diskette) digital signature certificates to a higher-security level Class 4 certificates (smart cards). CTOs will be required to upgrade their facilities to include a DoD specified smart card reader, smart cards and supporting software. Any costs for future upgrades will be paid by the commercial travel office. CTOs will be required to obtain their smart cards (i.e. Class 4 digital signature identification certificate) from a DOD-approved ECA vendor. DoD will provide further information when an upgrade is required.

2.6. CUI Access Modes (3 Modes - Web Browser, Client/Server, and Telnet)

2.6.1. Web Browser Access

Client Workstation

Hardware: PC 386 class or better, 8MB RAM (32 MB RAM recommended), floppy drive
Operating System: Windows 3.1 or later
Application Software: Web browser – Netscape 4.0/Internet Explorer 4.0, Defense Travel System common user interface (CUI) application launcher, KyberWIN
Communications: Network client software

LAN File Server

Operating System: Network operating system (e.g. Windows NT, Novell NetWare)
Application Software: Web browser – Netscape 4.0/Internet Explorer 4.0 and Defense Travel System common user interface (CUI) (if not installed on workstation)
Communications: Internet gateway

2.6.2. Client/Server Access

Client Workstation

Hardware: PC 486 or better, 16 MB RAM (32 MB RAM recommended), floppy drive, 5 MB free disk space
Operating System: Windows 3.1 or later
Application Software: Defense Travel System common user interface (CUI) application launcher (if not installed on the LAN file server), KyberWIN
Communications: Network client software

LAN File Server

Hardware: 486 or better, 32MB RAM, 100 MB hard disk (200MB recommended), floppy drive, CDROM
Operating System: Network operating system (e.g. Windows NT, Novell NetWare)
Application Software: Defense Travel System common user interface (CUI) application launcher (if not installed on workstation)
Communications: Internet gateway

2.6.3. TelNet, character-based, or dial-in access

Client Workstation

Hardware: PC 386 class or better, 16 MB RAM (32 MB recommended), floppy drive
Operating System: Windows 3.1 or later
Application Software: Defense Travel System common user interface (CUI) application launcher KyberWIN, Telnet client, dial-up networking software
Communications: Network client software with access to an Internet or NIPRNet gateway

Dial-up Users

Hardware: Operating system, and application software requirements are same as above for the various interface modes.
Communications: If accessing the system via a dial-up connection rather than a network connection, the user will also need a modem and dial-up networking software. A 9.6KB modem is

the minimum requirement, though a 56KB modem is preferred. Dial-up networking software must be able to support a point-to-point protocol (PPP) connection to the Defense Travel System Regional Data Center (DTS-RDC).

2.7. Communications Connections. Commercial travel offices must provide two data connections for CUI connectivity:

2.7.1. The first connection is a dedicated, high-speed connection from the designated Defense Travel System Regional Data Center (DTS-RDC) to the commercial travel office GDS. In conjunction with this connection, the commercial travel office will provide a unique GDS pseudo city code (PCC) and a set of GDS terminal addresses or device addresses in sufficient numbers to adequately support the traveler population, within the designated Travel Area (TA), consistent with the commercial travel office's service delivery plan. These terminal and device addresses will be pooled, allowing travelers to dynamically connect and disconnect from the PNR-G via the CUI Reservation Module. (Note: this connection is for the CUI/GDS interface, the normal commercial travel office/GDS connectivity is still required).

2.7.2. The second connection is a high-speed connection from each commercial travel office location to the designated DTS-RDC. This will provide CTO personnel with access to the CUI in order to initiate trip requests and make enroute changes. This connection may come in several forms such as the following.

1) Access to the DoD Non-secure Internet Protocol Router Network (NIPRNet) (if available).
2) Dedicated commercial T-1 line or Fractional T-1 service.
3) Frame relay service.
4) Dial-in modem.

2.7.3. Telecommunications service costs:

1) The CUI vendor provides one connection per Travel Area for commercial communications lines.
2) Frame Relay via AT&T – commercial travel office pays for two-way private virtual connection, in addition to frame relay access and port at the commercial travel office location.
3) Frame Relay via other carrier – commercial travel office pays for all necessary connectivity and hardware required at the DTS-RDC, in addition to two way private virtual connection (PVC), and frame relay access and port at the commercial travel office location.
4) Commercial dedicated leased line – commercial travel office's pays all costs of point-to-point circuit and all necessary hardware required by the DTS-RDC.

2.7.3.2. The CUI vendor provides for the following communication line capacity and termination equipment:

1) Cisco 7206 premise router for NIPRNet connectivity.

2) Ascend Max 6000 access switch for dial-in networking (up to V.90/56Kbps analog and ISDN) (The CUI vendor provides limited capacity for designated users including CTOs, travelers, AOs, etc.).

2.8. Technical problems with the CUI shall be addressed by the commercial travel office to the COR. Coordination for technical problem resolution between the CUI vendor and the CTO will be facilitated by the COR.

2.9. Centrally Billed Accounts

2.9.1. The role of the Commercial Travel Office (CTO) shall be to:

1) Electronically receive Charge Card Vendor invoices, periodically throughout the month as direct electronic file transmissions from the charge card vendor, in accordance with their established billing cycles,

2) Perform a comparison between each "as invoiced" CBA ticket charge that appears on each CCV invoice within each electronic file, against the "as issued and revised" CTO record, to affirm the validity of all centrally billed account ticket charges and credits, as presented on each monthly CCV invoice,

3) Produce an electronic file of the results of the CTO comparison in the format specified in the Reports Appendix, and transmit that file via direct electronic means (i.e. may be but is not limited to FTP, TCP/IP, or frame relay) to the CUI for CBA reconciliation, and

4) Provide research and other assistance as may be required to support the Transportation Officer (TO) or other authorized Government official to resolve pending reconciliation issues.

2.9.2. CBA reporting requirements and additional CBA information is found in the Reports Appendix.

3. TRAVEL OFFICE FACILITIES, SAFETY, AND PHYSICAL AND PERSONNEL SECURITY.

3.1. The contractor shall ensure all personnel providing official travel support are properly trained in government travel procedures and regulations and are aware of all special rates, discounts and/or other benefits available to government employees, military members and family members.

3.2. The Contractor shall provide personnel capable of obtaining a security clearance when required by the Government. The Government will provide security clearances at no expense to the Contractor.

3.3. Training is available to commercial travel office contractors in all aspects of the operation of the CUI. The Contractor shall ensure all necessary employees are adequately trained in the operation of the CUI. The Contractor shall be responsible for all costs associated with this training. Training is available through the following methods:

3.3.1 Specifically scheduled hands-on system training will be available from the CUI vendor on a fee for service basis. In addition, the training will be tailored to deliver focused instruction on the use of the Defense Travel System CUI modules most applicable to the CTO function.

3.3.2 In conjunction with the download of the Defense Travel System CUI, the CTO may download the computer based training (CBT) module for use in training other CTO personnel. The CBT will be available, at no charge, to all CTOs as an aid in training their employees on the use of the Defense Travel System CUI software. The CBT will provide CTO trainers and employees with self-paced, just-in-time training materials on functional use of the Defense Travel System CUI application.

3.3.3 Available training materials will include trainee workbooks, user manuals, on-line user guides and videos depending on the training method selected. Each product will be comprehensive and compliment the other materials to provide a synergistic training program.

3.4. If the Contractor elects to staff Government-controlled sites, the contractor shall:

3.4.1. Ensure that these facilities are maintained in a clean and orderly manner consistent with installation and agency standards to be provided by the Quality Assurance Evaluator (QAE) or the Contracting Officer's Representative (COR).

3.4.2. Ensure hours of operation match the normal business hours of the Government personnel at that location. Operating hours may be modified as agreed to by the COR for that site.

3.4.3. Provide travel office interior and exterior signs that shall conform to Service and Agency regulations and local custom as provided by the QAE or COR.

3.4.4. Clearly identify Contractor personnel.

3.4.5. Ensure that Contractor personnel comply with all published safety and security guidelines applicable to the installation or site or such additional procedures as the installation or site commander judges necessary in light of emerging circumstances. All accidents that result in damage to Government property occupied and used by the contractor, and/or injuries to Contractor personnel shall be reported to the COR within one (1) work day from occurrence.

3.5. At staffed locations, the Government will:

3.5.1. Provide facilities that include utilities, custodial services, refuse collection, pest control services, Government-centralized mail distribution of interoffice mail, and military police and fire protection at the level provided to local Government offices. Service or Defense Agency space management guidelines will apply in determining Contractor space requirements. The Government will provide an air conditioning system to meet operability needs of the contractor’s automated systems in accordance with local policy. If the local policy for air conditioning and/or local climate conditions interferes with the operability of the contractor’s GDS, then the contractor shall request exception to the local policy in writing to the COR.

3.5.2. Provide at no cost to the contractor, existing telephone lines except DSN telephone lines. The cost of activating or maintaining service to existing lines shall be borne by the Contractor. Additional lines and connections may be installed by the Contractor at contractor expense. All telephone lines used by the Contractor in any Government provided facility, including those installed at the expense of the Contractor, are subject to the control of the installation or site telephone office. The Contractor shall provide sufficient commercial telephone lines and instruments to perform the requirements of the contract.

4. REQUIREMENTS FOR ALL OFFICIAL TRAVEL. The Contractor shall provide the following travel management services in accordance with DoD travel policies and best industry practices.

4.1. Make confirmed reservations as requested by the traveler or designee and record these arrangements in the GDS for electronic update to the CUI. If the traveler does not have automated access to the CUI, the Contractor shall initiate the trip record in the CUI (pre-trip). The Government will be responsible for processing the travel claim information into the CUI (post-trip). The Contractor shall provide tickets (or other appropriate record of reservation) after Authorizing Official (AO) approval and not later than two working days prior to travel for all modes of transportation. Electronic ticketing is the preferred method of ticket issue when available. The reservation procedures used shall be capable of accessing all DoD approved carriers. In the event automated means are unavailable, the Contractor shall provide all services in a manual mode.

4.2. When flights are available and meet mission requirements, make confirmed international reservations for Air Mobility Commander (AMC) Patriot Express flights or DoD-owned and controlled airlift which includes Categories B and M service. When industry capability exists, these reservations shall be booked through an automated system. In the event automated capability is unavailable, the Contractor shall make these reservations through other means.

4.2.1. Confirmation of these flights will be documented in the GDS in accordance with the DTS Operations Manual. Flight confirmations or non-availability status must be entered into the travel authorization in the CUI.

4.3. Provide arrangements for bus tickets from the on-base depot when directed by the Transportation Officer or other Authorized Government Official.

4.4. Make confirmed reservations for commercial and Government lodging. When a request for Government lodging is made, the CTO shall check for availability and make confirmed reservations. When capability is available, the Contractor shall make reservations for Government lodging through an automated means. In the event automated capability is unavailable, the Contractor shall make these reservations through other means. Non-availability of Government lodging shall be documented on the trip record.

4.4.1 In lieu of Government lodging, DoD negotiated volume discount lodging programs shall be utilized where available. (Information on lodging programs will be furnished by the Government after contract award.)

4.4.2 All U. S. commercial lodging institutions used shall be on the master list issued by the United States Fire Administration, Federal Emergency Management Agency unless there is no listed property with available space within a reasonable driving distance (as determined by the AO) from the TDY location. The current listing of approved lodging

institutions is located on the World Wide Web at
http://www.usfa.fema.gov/hotel/index.htm.

4.4.3 To the maximum extent possible, confirmed reservations shall only be made at commercial facilities that accept the individual Government charge card.

4.5. Provide identification of the availability of Government dining facilities if Government lodging is available and directed by the AO. Non-availability of Government dining facilities, when lodging is available, shall be documented on the trip record. Until automated in the CUI, this information is available on the military Services' lodging web site. Specific addresses will be provided after contract award.

4.6. Upon request of an authorized Government official, negotiate with suppliers at no additional cost to the Government for volume discounts or special fares.

4.7. Provide advance seat assignment in accordance with respective airline policies.

4.8. Accept payment by individual Government charge cards, centrally billed accounts (CBA) and U. S. Government Transportation Requests (GTR).

4.9. Notify the traveler at the time of reservation if any travel arrangements have cancellation or penalty charges, or nonrefundable deposits, including time frames and other conditions. This information shall be specified on the itinerary.

4.10. Promptly notify travelers of changes to travel arrangements when notification from commercial vendors is provided to the CTO. For example, canceled flight or change in departure time, etc.

4.11. Deliver tickets (or records of reservations) at least two working days prior to travel to the traveler or individual designated by the Quality Assurance Evaluator (QAE) at no additional cost to the Government.

4.12. Support emergency and short notice requirements by providing ticketing and electronic (e) ticketing, or as a last resort, arrange for prepaid tickets at carrier’s terminal or ticket offices that are convenient to the traveler. Charges or fees associated with the issuance of prepaid tickets will be paid by the Government unless the Contractor is responsible for late ticket issuance due to a failure of internal processes as determined by the Contracting Officer and e-ticketing is not available.

4.13. Reimburse the Government for any additional expenses incurred to obtain alternate transportation and accommodations if, as a result of negligence on the part of the Contractor, as determined by the Contracting Officer, transportation or accommodations as confirmed by the Contractor are not honored by the carrier or vendor.

4.14. Reimburse the Government for the difference between premium or first class and the lowest appropriate fare, as determined by the Contracting Officer, if premium or first

class arrangements are used without appropriate approval in accordance with DoD travel policy.

4.15. Reimburse the Government for the cost of foreign flag carrier fare, as determined by the Contracting Officer, if appropriate approval has not been obtained in accordance with DoD travel policy.

4.16. When requested by the transportation officer or other authorized Government official, provide a list of discounted fares for travel by groups of less than a plane load at no additional cost to the Government. The list shall include fares from all sources including unpublished fares from the universe of subscribers and any fares negotiated with travel service suppliers for volume discounts or special fares. Arrangements shall be made in accordance with the transportation officer's or other authorized Government official's direction.

4.17. Upon a traveler's, Government entity's or Authorizing Official's request, the Contractor shall modify or cancel any Contractor-arranged travel arrangements and record any appropriate cancellation confirmation numbers on the trip record and route the travel authorization to the Authorizing Official.

4.18. Arrange for the movement of human remains as requested by the transportation officer or other authorized Government official.

4.19. Assist travelers in lost ticket applications and lost ticket procedures.

4.20. Assist travelers in enrollment in frequent traveler programs, providing account numbers to the travel service suppliers when reservations are made, and issue upgrade coupons or free tickets earned to travelers as permitted by the travel service supplier and DoD policy.

4.21. Where permitted by law, provide **$_____(Contractor will specify the amounts of insurance**) automatic travel accident insurance against loss of life or dismemberment while traveling by scheduled common carrier; and baggage insurance to include excess baggage, which covers the cost of lost, stolen, or damaged checked baggage. On the itinerary, the Contractor shall inform the traveler of this insurance coverage. The insurance offered must be in accordance with FAR 28.307-2 and other applicable federal, state and local laws. The Contractor shall identify to the Government any location where existing laws prevent the Contractor from providing this insurance coverage.

4.22. Make confirmed reservations for international travel of pets (to be paid for by the traveler) in connection with permanent duty travel (PDT).

4.23. Provide courteous and responsive service to include world wide, 24-hour, 7-day per week toll-free telephone numbers for enroute travel arrangements or itinerary changes, emergency travel, surge, and contingency requirements.

4.24. Provide courteous and prompt resolution of travel problems and forward questions beyond the Contractor's control to the authorized Government representative.

4.25. Assist in resolving complaints, disputes or claims between its customer and any principal with whom the Contractor has arranged travel or other services.

4.26. Provide the opportunity for the traveler without CUI access to comment on the Contractor's and travel supplier's service and provide feedback to the Government on all comments collected.

4.27. Provide travel management services for Nonappropriated Fund Instrumentalities (NAFIs) personnel traveling on official business, in the same manner as for appropriated fund travel. Nonappropriated fund travel is considered official travel for the purposes of the contract. The Contractor shall provide NAFI personnel traveling on nonappropriated or appropriated funds travel management services as required in this statement of work.

4.28. CTO shall notify travelers and Authorizing Officials of any promotional items or special offers available from travel suppliers.

4.29. CTO shall provide Leisure travel services when requested by the traveler in conjunction with Official travel. Leisure services requested shall not be processed in the CUI, however, the traveler may request leisure services in conjunction with official travel utilizing the comments block in the travel authorization request. Travelers are responsible for any costs that exceed the official portion of the trip. The CTO shall submit reports for Leisure in conjunction with Official travel as detailed in the Reports Appendix.

4.30. Group Travel Requirements

4.30.1.Government entities may submit requests for Group Travel arrangements to the CTO via an automated or manual process. The automated process via the CUI is utilized for 2-9 travelers and the manual process is for 10 or more travelers. Therefore, to process Group Travel Requirements the CTO shall have connectivity to the CUI.

4.30.2. The CTO shall handle Group Travel requests as a manual process outside the CUI for groups comprising 10 or more travelers. The CTO shall accept group travel requests via electronic mail, facsimile or hand delivery from the requester (Government entity or other Authorized Official).

4.30.3 When requested by the authorized Government personnel the CTO shall provide a list of discounted fares for travel by groups of less than a full plane load. The list shall include those fares from all sources, including unpublished fares from the universe of subscribers.

4.30.4 Upon receiving the initial request, the CTO shall make arrangements in accordance with the Government's direction. The CTO shall attach should cost data and forward the trip record via electronic mail, facsimile or hand delivery back to the requester.

4.30.5 The CTO shall via electronic mail, facsimile or hand delivery receive (accept) approval documentation from the Authorizing Official (AO) for placing the reservations in hold status.

4.30.6 Prior to flight departure, the Government entity shall provide the CTO a confirmed list of travelers and the CTO shall confirm the reservation data established earlier and issue ticket documents accordingly.

4.30.6. The CTO shall handle Group Travel requests as an automated (electronic) process within the CUI for two to nine travelers.

4.30.7 Travelers shall appropriately stipulate in the comment area of each trip record to indicate their record is part of a group authorization.

4.30.8 The CTO shall make group arrangements, E.G., same flight, same hotel, etc. Once reservations are booked, the CUI will automatically forward the records to the AO.

4.30.9 Upon receiving approval back from the AO (via the CUI) the CTO shall issue ticket documents accordingly.

5. REPORTS. See Reports Appendix

6. MEETING SUPPORT. Upon request of the COR or other authorized Government official, the Contractor shall:

6.1. Conduct market surveys and provide the customer a list of suitable site(s) with costs and information gathered during the survey.

6.2. Make arrangements necessary for conferences, seminars and meetings for official Government requirements as requested by an authorized Government official. Arrangements shall include confirmed reservations only for the following: meeting space, classroom space, and breakout rooms; audio-visual equipment; office equipment; attendee lodging and local transportation (if required); and transportation to the meeting site.

6.3. The Contractor does not have exclusivity with regards to meeting support.

7. OUTREACH STRATEGY. The Contractor shall cooperatively participate in the DoD Outreach Strategy in support of the Defense Travel System at no additional cost to the Government. Participation will include distribution of materials provided by the Government and obtaining required feedback from DoD personnel.

8. EXCLUSIVITY. The Contractor has the exclusive right to provide travel management services at all sites covered in their awarded Travel Area(s). No person, private organization, or commercial travel service, including competing travel agencies, direct suppliers, or travel software vendors, will be permitted direct access to areas under DoD control or will not be permitted to advertise, sell, provide or promote travel services to those sites, unless the Contractor has first declined to provide the particular service or the Contractor's levels of service are determined by the Contracting Officer to be unresponsive and/or unsatisfactory.

9. TRANSITION PLAN.

9.1. The Contractor shall take all actions necessary to ensure there is no break in services during the transition between the Contractor hereunder and any previous or successor Contractor during phase in and phase out of travel operations. The transition shall be handled with minimal disruption to the customer.

9.2. The Contractor shall electronically transfer to the successor contractor all travel records and associated files contained in the contractor's data repository. This includes all travel records in the pre-, during- and post-travel phases.

9.3. The Contractor shall coordinate with the appropriate current Contracting Officer for information on access to sites and transfer of existing records.

9.4. The Contractor shall allow the successor Contractor access to government travel offices not less than 90 calendar days prior to contract expiration for site surveys.

9.5. The Contractor shall issue and deliver tickets for travel commencing within three calendar days after contract expiration by close of business of the last workday of the contract.

9.6. The Contractor shall vacate all Government facilities by 12:00 midnight Friday prior to contract expiration on Sunday unless otherwise approved in writing by the Contracting Officer. The Contractor shall cease operations by 12:00 midnight on the last day of contract performance. The successor Contractor shall have access to assigned facilities the weekend prior to the implementation date.

9.7. Telephone numbers used by the Contractor at offices in Government provided facilities shall not be transferred to another location upon expiration of the contract. Any telephone numbers used for non-Government furnished service centers, such as regional reservation centers, and which have been promoted to the DoD community under this contract, shall be terminated upon expiration of this contract. Telephone numbers shall not be reactivated without specific written approval of the Contracting Officer.

## 10. CONTRACT ADMINISTRATION.

### 10.1. REDETERMINATION PROCEDURES - AIRLINE COMMISSIONS.

10.1.1. Offeror warrants that its proposal, including percent of ARC rate (PAR) discount, was based upon the assumption that the proposed PAR discount reflects the current level of commissions and inherently provides for potential changes in airline commission levels. The Offeror's PAR inherently allows for changes to commissions by automatically adjusting the Government's and Offeror's share of commissions.

10.1.2. If, after the submission of the proposal, conditions beyond the Offeror's or Government's control create a change in payments of commissions to the Contractor on air travel tickets for official travel purchased to a level that does not allow the Contractor to recover operating costs and reasonable profit, the percent of ARC rate (PAR) discount may be subject to an equitable adjustment. The Contractor shall promptly notify the Contracting Officer, in writing, when such changes occur that do not allow the Contractor to cover operating costs and a reasonable profit.

10.1.3. Upon a change in the standard industry rates, terms or conditions for payment of commissions to the Contractor by an airline that do not allow the Contractor to cover operating costs and a reasonable profit, either the Contractor or the Contracting Officer may request an equitable adjustment to the percent of ARC rate (PAR) discount applicable under this contract. Upon submission, or receipt of such a request, the Contractor shall provide the Contracting Officer with certified, comprehensive, detailed cost and pricing information or data indicating the change in commission revenue received for airline travel purchased pursuant to this contract no longer allows the Contractor to cover operating costs and a reasonable profit. The Contractor agrees to supply any and all financial documents determined by the Contracting Officer as necessary to consider the equitable adjustment. The information prepared and submitted by the Contractor shall also indicate the appropriate adjustment necessary to the percent of ARC rate (PAR) discount to reflect the direct impact on commission revenue resulting from the change in commissions. When the information regarding the scope and impact on the Contractor's revenue due to the change in commission rates, terms and conditions is reasonably complete and available, the parties shall negotiate in good faith an appropriate contract modification(s), including a permanent change in the percent of ARC rate (PAR) discount, to reflect the direct increase or decrease in commission revenue realized by the Contractor for performance of this contract.

10.1.4. After submission of the required information detailing the impact of the change in commission, an adjustment in the percent of ARC rate (PAR) discount, either upward or downward, shall be initiated effective upon the date agreement is reached between the parties or the date the Contracting Officer's Final Decision is issued, whichever is applicable. In the event the Government and the Contractor cannot agree upon a mutually acceptable adjustment to the percent of ARC rate (PAR) discount, the Contracting Officer shall issue a Final Decision subject to the provisions of the Disputes Clause. Any identified change in commission rates, terms and conditions shall then become the baseline for determining the need for and extent of further equitable adjustments in the contract in the event of subsequent changes in commission rates, terms, and conditions paid by an airline during the contract period.

10.1.5. Each negotiated adjustment to the percent of ARC rate (PAR) discount shall be evidenced by a modification to the contract, signed by the Contractor and the Contracting Officer, stating the redetermined percent of ARC rate (PAR) discount.

10.2. The Contractor shall process separately for each Military Service and Defense Agency payments made to the Government for the percentage of the ARC rate (PAR) for official air travel services under this contract. Payments shall be made monthly to the addresses below NLT 3 business days after ARC publishes the monthly rate. ARC releases the monthly commission rate on the 2nd Friday after the last Sunday of the Period Ending Date (PED).

10.2.1 The Contractor shall provide a monthly payment of the percent of shared commission as indicated in the Schedule for official travel services under this contract for both Individually Billed Accounts (IBA) and Centrally Billed Accounts (CBAs). Documentation supporting the amount to be paid will be provided by the CUI. The information provided by the CUI shall identify the Military Service and Defense Agency to which the payment belongs, and shall distinguish between CONUS and OCONUS travel. The information provided to the CTO will at a minimum include the following data on the individual sale as well as a summarized total:

1) Traveler name
2) Social security number
3) Line of accounting
4) Ticket cost (including tax and service fees)

5) Net ticket cost (minus tax and fees/amount used for calculating commission amount)
6) Shared commission amount
7) Date of sale
8) Form of payment
9) Trip Record Number
10) Traveler's organization

10.2.2 Each shared commission payment made to the Government shall be provided separately to each Military Service and Defense Agency as identified below.

10.2.3. Army - DFAS Indianapolis Center, Attn: FJDC Mail Stop 101, 8899 E 56th Street, Indianapolis, IN 46246-0865.

10.2.4. Navy - DFAS-HQ, Attn: CNO (N09BF), 1931 Jefferson Davis Highway, Crystal Mall 3, Room 228, Arlington, VA 22240.

**10.2.5**. Air Force - Discounts to be sent EFT to Air Force OPLOCS

10.2.6. Air National Guard - ANG/FMFA, Attn: Capt Ben Unruh, Jefferson Plaza #1, Suite 8500, 1411 Jefferson Davis Highway, Arlington, VA 22202-3231

10.2.7. Marine Corps – HQ Marine Corps (RFL), Room 3102, Navy Annex FOB #2, Washington, DC 20380

10.2.8. Defense Finance and Accounting Service - DFAS-HQ/CF, 1931 Jefferson Davis Highway, Crystal Mall 3, Room 228, Arlington, VA 22240

10.2.9. National Imagery and Mapping Agency - National Imagery and Mapping Agency, Attn: CFO-$O Mail Stop: L-5, 3200 South 2nd Street, St. Louis, MO 63118-3399

10.2.10. All other Defense Agencies - Project Management Office - Defense Travel System, Crystal Square 4, Suite 100, 1745 Jefferson Davis Highway, Arlington, VA 22202-3402

10.3. Quality Control Plan. The Contractor shall complete and implement an effective Quality Control Plan (QCP) that includes all aspects of customer service and other provisions required by the Contract. The Contractor shall submit this plan to the Contracting Officer, for informational purposes only, within 90 days of the contract award date. The QCP should include details concerning processes proposed to ensure contract quality assurance. Copies of the QCP will be provided to Government Quality Assurance Evaluators in their respective Travel Area.

10.4. Wage Determinations. Appropriate Wage Determinations are required for each Travel Area. Current wage determinations for a specific Travel Area are found at the

Department of Labor web site or may be obtained from the Contracting Officer. Minimum wage rates in the appropriate Wage Determination are to be paid under any contract awarded. The applicable wage determination will be incorporated prior to award of any Travel Area.