

## TRAVEL MANAGEMENT SOLICITATION

### LETTER TO PROSPECTIVE QUOTERS

March 20, 2013

Procurement Office  
American Embassy Bucharest  
4-6 Dr. Liviu Librescu Blvd  
Sector 1  
Bucharest 015118

Dear Prospective Quoter:

SUBJECT: Solicitation Number **SRO100-13-Q-0006**

Enclosed is a Request for Quotations (RFQ) for Travel Management Services. If you would like to submit a quotation, follow the instructions in Section 3 of the solicitation, complete the required portions of the attached document, and submit it to the address shown on the Standard Form 1449 that follows this letter.

The U.S. Government intends to award a contract/purchase order to the responsible company submitting an acceptable quotation at the lowest price. We intend to award a contract/purchase order based on initial quotations, without holding discussions, although we may hold discussions with companies in the competitive range if there is a need to do so. Experience with USG procedures and regulations may be a determining factor.

Quotations are due by April 5, 2013.

Direct any questions regarding this solicitation to by e-mail to Bucharest GSO Procurement at [BucharestGSOProcurement@state.gov](mailto:BucharestGSOProcurement@state.gov).

Sincerely,

Pamela Caplis  
Contracting Officer

CONTINUATION TO SF-1449  
**RFQ NUMBER SRO100-13-Q-0006**

1.0 Description

The Contractor shall provide travel management services to the U.S. Embassy Bucharest, as described in this solicitation. The contract type is a requirements type contract for all travel management services required by the agencies set forth in Section 1, paragraph 27.0. The contract will be for a one-year period from the date to start services, set forth in the Notice to Proceed, with four one-year options to renew.

2.0 Transaction Fees and Commission Refund Process

2.1 Transaction Fee: The Government shall pay the Contractor a transaction fee based on a fixed rate per transaction. See also Section 1, continuation of block 20, paragraph 2.0, Definitions, and paragraph 17.0 for further information on handling of transaction fees. See also paragraph 15.0 for a further description of Government Travel Charge Card, Centrally Billed Account (CBA), and Government Travel Request (GTR) sales.

2.2 Reserved

2.3. Pricing

Transaction Description	Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
On-site Services - Domestic/Intern'l Transaction Fee					
Online Booking (Domestic/International Transaction Fee with Air or Rail)					
Personal Travel Services Fee					
Overnight Delivery Fee					
Courier Delivery Fee					

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**CONTINUATION TO SF-1449  
RFQ NUMBER SRO100-13-Q-0006  
SCHEDULE OF SUPPLIES/SERVICES, BLOCK 20  
DESCRIPTION/SPECIFICATIONS/WORK STATEMENT**

**1.0 Scope of Work**

1.1. The Contractor shall provide corporate travel services for official travel of Government employees and their dependents. Travel includes domestic and international travel within Romania and outside the country, including travel within the U.S and other countries. The corporate travel services that the Contractor shall provide include:

- Travel reservations, issuance and delivery of tickets for air, rail, bus and steamship carriers; and where possible, advance seat assignments and advance boarding passes;
- Detailed travelers' itineraries;
- Assistance in obtaining passports, visas, and advice regarding health requirements for personal travel;
- Information pamphlets for Government travelers who use the contract.
- Automated reconciliation of travel charges incurred through the Government's CBA accounts;
- Management information and billing reports derived from the booking database;

The number of annual transactions for official travel is estimated at 750-800 per year.

1.2. Each of these items is discussed in detail in Section 1, continuation of block 20, paragraph 3.0, "Contractor Requirements for Providing Official Travel Services".

1.3. The Contractor shall also provide complete personal travel services and support for Government employees and their dependents requesting personal (unofficial) travel arrangements, on an open-market basis,. However, no individual is required to use the services under this contract for personal travel. The transaction fees listed in the Pricing portion of this contract apply only to official travel. The Contractor may charge the same fee or a lesser or greater fee for personal travel. However, the Contractor is responsible posting in a clearly visible public place the transaction fees to be charged for personal travel.

1.4. The Contractor shall also provide travel services for any individual sponsored by a participating agency under this contract, including personnel on temporary duty. Additionally, the Government is often called upon to assist U.S. citizens who wish to return to the U.S. The Contractor may be called upon to assist with the travel arrangements in such cases. The Contractor shall direct any question as to whether or not a service should be provided to a particular person, to the Contracting Officer or the Contracting Officer's Representative.

1.5. Upon the request of employees or other persons with disabilities traveling on official business, the Contractor must arrange necessary and reasonable accommodations, including but not limited to airline seating, in-terminal transfers, ground transportation and barrier-free or otherwise accessible lodging.

1.6 All transactions are to remain strictly confidential, with disclosure only to the authorizing office (for official travel) or the employee (for personal travel).

## **2.0 Definitions and Acronyms**

Agency – U.S. Government activity at post, such as State Department, Foreign Commercial Service, or Foreign Agricultural Service.

ARC - Airlines Reporting Corporation. Website: <http://www.arccorp.com>.

Business Day – Monday through Friday (except holidays listed in Section 2, DOSAR 652.237-72, "Observance Of Legal Holidays And Administrative Leave") from 0800 - 1700.

CBA - Centrally Billed Account. Account established by a charge card Contractor at the request of an agency as defined in this document. Consolidated airline ticket charges accrued through use of centrally billed accounts shall be billed monthly. Expenses billed against centrally billed accounts are paid to the Government travel charge card program Contractor.

Commission - Amount paid to the Contractor by another entity not a party to this contract, such as an airline, for each airline ticket the Contractor books for that airline.

COR - Contracting Officer's Representative. See Section 2, DOSAR 652.242-70, Contracting Officer's Representative (COR)

CRS - Central Reservation System. A major airline computer reservations system, such as Amadeus, Sabre or Worldspan.

Embassy – Refers to U.S. Embassy Bucharest

Emergency - An unforeseen combination of circumstances that calls for immediate action. The term emergency includes, but is not limited to, disasters, forest fires, evacuations, floods, and civil unrest.

Federal Travel Regulation (FTR) - See 41 CFR Chapters 300-304. Chapter 301 governs travel and transportation allowances for Federal civilian employees. Available from the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402-9325: (1) as a bound volume of the Code of Federal Regulations (41 CFR, Chapter 201 to end); and (2) in a loose-leaf edition. Also available on the internet at: <http://www.policyworks.gov>

Fly America Act - See 49 U.S.C. 40118. The Fly America Act requires Federal employees and their dependents, consultants, contractors, grantees and others performing United

States-financed air travel to travel by U.S. flag carriers. Details contained in 41 CFR 301-10.131 through 301-10.143 and 14 FAM 583.

Foreign Affairs Manual (FAM) – The manual containing all Department administrative organization policies and procedures, based on the requirements contained in the [Foreign Service Act](#). 3 FAM 3700 is the principle site for regulations governing Department of State travel. Available at <http://www.state.gov/m/a/dir/regs/fam/>.

Government - U.S. Government, including all participating U.S. Government agencies.

Government Travel Charge Card - General Services Administration (GSA) Contractor-issued charge card to be used by travelers of an agency to pay for passenger transportation services, subsistence expenses and other allowable travel and transportation expenses incurred in connection with official travel. Although the employee is liable for payment of all charges incurred, including those for ATM withdrawals, the employee shall be reimbursed by his/her agency for all authorized and allowable travel and transportation expenses.

GSA - U.S. Government General Services Administration.

The Joint Federal Travel Regulations (JFTR) - The travel regulations followed by US military service members. For Embassy Bucharest, this most often includes the [Marine Security Guards](#) and the [Naval Support Unit](#) (Seabees) attached to the Department of State in the [Bureau of Diplomatic Security](#). Available at <http://www.defensetravel.dod.mil/site/travelreg.cfm>.

Lowest Available Fare - Except for the constraints of the airline contract program described in Section 1, continuation of block 20, paragraph 3.2.2 and the Fly America Act, Section 1, continuation of block 20, paragraph 3.2.3, the Contractor shall book the lowest available fare in accordance with agency policy, if any, as expressed in the contract. The standard is the lowest available restricted fare allowing, with applicable penalties, for changes and cancellations. If reservations made by the Contractor are not at the lowest available rate allowed, at the time of ticketing, the Contractor shall refund the difference to the Government.

Media - A broad spectrum of methods used to provide a permanent record of communications (examples include paper, EDI, electronic, floppy disk, optically stored media, computer disks, microfiche, microfilm, computer to computer communications via mode, Networks (value added), facsimile or any other acceptable method of available communication).

OAG - Official Airline Guide. Official Airline Guide (both Flight and Travel Guides). The OAG is available on the internet at <http://dos.oag.com/reg.htm>

Official Travel - Travel that is paid for and/or for which the traveler is reimbursed by the Government.

Personal Travel - Travel that is paid for by the employee/dependent and for which reimbursement will not be provided by the Government.

PNR - Passenger Name Records

Refund - Ticket refund consists of the value of the ticket, but does not include transaction fee or other service fee associated with issuing of the ticket. For billing purposes under this contract, a refund is not a separate transaction.

Service Fee - Pricing, if any, for a value-added service.

Standard Carrier Alpha Code (SCAC) - Used by the Government to audit the Contractor's billings. SCAC code may be obtained from the National Motor Traffic Association, Inc. 2200 Mill Road, Alexandria, VA 22314; telephone (703) 512-1800. The current cost is \$28.00 (\$24.00 to renew). The SCAC is only applicable if a GTR is used for payment.

Taxes and Fees - Charges for transportation imposed on travelers by other authority, such as U.S. Government federal taxes, airport passenger facility charges.

Transaction - Issuance of a ticket for common carrier transportation, or material changes to that ticket after issuance. "Material changes" include revisions that require reissuing the ticket, i.e. change of carrier, route, date, time, or class. Other travel actions associated with the travel under that ticket, including but not limited to excess baggage reservations, seat changes, pet transport, and other traveler services, are not considered a transaction for purposes of charging a transaction fee.

Transaction Fee - Fee, charged by the Contractor, for issuance of a ticket for common carrier transportation or changes to that ticket after issuance. Paragraph 17.0 addresses when a transaction fee may be charged for a transaction.

Travel Authorization - Document authorizing official Government travel.

Travel Management Center (TMC) - A commercial travel firm under contract to Embassy Bucharest that provides reservations, ticketing and related travel management services for Federal travelers.

Travel Services - Transportation reservations, issuance and delivery of tickets for all modes of transportation; reservations for lodging and vehicle rental services; and ancillary support related to travel.

Traveler's Checks - GSA Government travel charge card program Contractor-issued traveler's checks.

User Friendly - Ease of use geared towards those with a rudimentary or limited knowledge of computer systems and operations. The knowledge base includes how to log on and off the system, simple menu-based functions in a typical graphical user interface Windows-like environment, (for example, as point and click functions such as file, open, close), simple one-step commands, such as search, print and save.

### **3.0 Contractor Requirements for Providing Official Travel Services**

3.1. Taxes - When reservations are made for official business, the Contractor shall ensure that rate does not include taxes for which diplomatic personnel are exempt.

## 3.2 Transportation

3.2.1 The Contractor shall comply with mandatory Government programs for air travel. Except for the constraints of the "City Pairs" contract program noted below, and the Fly America Act, the Contractor shall book the lowest available fare that satisfies the agency's mission requirements. If reservations made by the Contractor are not at the lowest available rate allowed by policy, the Contractor shall refund the agency the difference.

### 3.2.2. City Pairs Program

3.2.2.1. GSA has awarded contracts to certain airlines for reduced air fares between numerous city/airport pairs. The contract air service (e.g., 'YCA', '\_CA') is mandatory for official Government travel (which includes all travel funded by the Government), unless the Government approves the use of non-contract fares under the exceptions specified in the FTR. In cases of separate contract awards between specific airports in cities, the traveler may use the airport that best meets their needs without further justification. These contract fares may be obtained only with a GTR, a Government Travel Charge Card or a CBA.

3.2.2.2 Promotional or other types of discount fares can be used on contract city/airport pair routes if they are offered by the contract carrier and are lower in cost than contract fares. Contract fares shall not be used for any personal travel, including those instances where portions of personal travel are substituted for a leg of an officially authorized trip.

3.2.2.3. There are a limited number of non-contract fares (YDG or similar), restricted to official Government travelers, which are obtainable only with a GTR, Government Travel Charge Card, or CBA. Such fares can only be used when contract fares are not available or when offered by the contract carrier in that city/airport pair route at a lower cost than the contract fare.

3.2.2.4. When non-contract carriers offer restricted or unrestricted coach fares to the general public which are lower than the Government contract fares, the Contractor may only use such lower fares on the application of exceptions contained in the current GSA Airline City-Pair Program. GSA contracts annually for air passenger transportation services between designated city/airport pairs. Since the contract is awarded annually the contractor must check the most current contract found on the Internet at <http://www.gsa.gov>, then click on "Travel on Government Business".

3.2.2.5. It should be noted, however, that any restricted fare which provides for a monetary penalty for itinerary changes or flight cancellations shall not be used without the written consent of the using agency.

3.2.2.6. Full coach fares may be used if no reduced fares are available.

3.2.3 The Fly America Act generally precludes use of non-US flag carriers, except as provided in the FTR and the Foreign Affairs Manual, Volume 6.

3.2.4. The Contractor shall provide the Government with the reservation and ticketing services which industry practice normally accords corporate or private travelers, to include new and improved reservation and ticketing technologies. These shall include a 24-hour, toll-free number available to travelers to perform emergency itinerary changes and emergency services outside regular business hours. The Contractor shall be responsible for ensuring that any subcontractor providing such emergency service complies with all conditions of the contract.

3.2.5. The Contractor may only issue premium class tickets for which the Government will have to pay an additional amount when the accompanying travel orders provide authority for that travel. In such cases, the travel orders and a summary of cost differentials must be submitted through the COR to the Management Counselor. The prohibition on issuing premium class tickets does not apply to situations in which the traveler pays the additional amount, or situations in which personal frequent flyer benefits will be used to obtain the premium class tickets.

3.2.6. Back-to-back faring, or hidden city ticketing are prohibited under this contract.

3.2.7. The Contractor shall provide the traveler with last seat availability, advance seat assignment, and advance boarding passes on all airlines for which the Contractor can offer these services.

3.2.8. The Contractor shall make adjustments for any change(s) in flight, train, bus or steamship schedules. Tickets and billings shall be modified or reissued to reflect these changes.

3.2.9. The Contractor shall make a timely effort to notify travelers of airport closings, canceled or delayed flights, trains, buses or voyages.

### 3.3. Related Services for Official and Personal (non-official) Travel

3.3.1. Health Requirements. The Contractor shall provide travelers with advice on necessary health requirements, including types of inoculations and vaccinations whether required or suggested for foreign travel.

3.3.2. Local Conditions. The Contractor shall provide information and advice on conditions at the various foreign destinations, including visa requirements, climatic conditions, type of clothing which are appropriate or essential, national and religious holidays, location of American embassies and consulates, etc.

3.3.3. Foreign Currency Information. The Contractor shall provide technical advice on such matters as foreign currency exchange rate and transactions, securing auto insurance in conjunction with foreign automobile rentals, excess baggage requirements and fees.

3.3.4. Visas. The Contractor shall assist travelers in obtaining visas for foreign travel. The Contractor is required to provide at no cost to the Government, daily visa deliveries/pickups not to exceed five separate delivery/pick-up points per day. This includes pickup and

delivery of passports and visas between the Embassy and other foreign embassies or processing points located within the servicing city or area, on a daily or as needed basis.

3.3.5. The Contractor shall provide travelers who are travelling with their pets with information on documentation and certification requirements, and shall assist them in obtaining travel reservations for their pets.

3.3.6. The Contractor shall provide travelers with information on baggage allowances, and will assist travelers with any reservations required for excess baggage. The Contractor will also provide full information to travelers regarding any other airline "add-on" fees, and in cases of official travel will arrange to have them waived if possible.

#### 3.4.6. Information Pamphlets

3.4.6.1. The Contractor shall develop, print and deliver to the Government, pamphlets listing procedures for traveler use of the services under this contract. These should be approximately pocket or letter size, about two pages long, and should provide Contractor phone numbers and other relevant information. The Contractor shall prepare as many pamphlets as required by the Government, subject to approval by the COR, who shall review the pamphlet before it is printed and delivered in quantity to the Government. The Contractor shall maintain at its expense a sufficient supply of these pamphlets throughout the duration of the contract and furnish additional quantities after the initial quantity, when requested by the COR.

3.4.6.2. Additionally, the Contractor shall include one pamphlet with each ticket and itinerary package ordered during the first quarter of the contract period (first three months), and the first quarter of any option years extended under the term of any resulting contract(s).

3.5. Traveler's Itineraries - The Contractor shall provide to each traveler a complete, printed itinerary document including, but not limited to the following:

- carrier(s);
- flight, train, bus and voyage number(s);
- if applicable, annotate that the traveler refused the contract or lowest fare offered;
- departure and arrival time(s) for each segment of the trip;
- local and toll-free 800 numbers, (the latter only if available in the country in which these services are provided) for both the servicing office and the after-hours emergency services location. If toll-free 800 numbers are not available, then the collect calls shall be accepted and this notification shall be included on the itinerary.

- a statement and a copy of the passenger receipt coupon of all charges associated with the transportation ticket, including the ticket number, price, fees charged and a description of those fees.
- Indicate type of ticket, electronic or paper.
- if use of a non-contract carrier is authorized, the Contractor shall annotate one or more of the following reasons to show contract city-pair coverage and agency justification for non-use. The Contractor may use alpha or numeric codes for representation:
  - Space or scheduled flights are not available in time to accomplish the purpose of travel, or use of contract service would require the traveler to incur unnecessary overnight lodging costs which would increase the total cost of the trip; or
  - The Contractor's flight schedule is inconsistent with explicit policies of individual Federal departments and agencies, where applicable, to schedule travel during normal working hours; or
  - A non-contract carrier offers a lower fare available to the general public, the use of which will result in a lower total trip cost to the Government, to include the combined costs of transportation, lodging, meals, and related expenses. Note: This exception does not apply if the contract carrier(s) offers a comparable fare and has seats available at that fare, or if the lower fare offered by a non-contract carrier is restricted to Government and Military travelers on official business and may only be purchased with a GTR or Government contractor issued general charge card, such as, YDG, MDG, ODG, VDG and similar fares.

### 3.6. Ticket Delivery

3.6.1. The Contractor shall provide delivery to all local delivery points (up to twice a day) of tickets, itineraries, and boarding passes (if applicable), and other travel documents, as determined necessary by the Embassy. The Contractor shall also provide emergency delivery to those local delivery points or the local airport within two hours notice. Tickets shall routinely be provided no earlier than two days in advance of travel unless the Government requests otherwise. The Contractor shall deliver tickets only to employees designated by the Government. When agreeable to the traveler and Government, the Contractor may generate electronic tickets.

3.6.2. Travelers shall be provided an itinerary and confirmation number in advance of travel. Prepaid tickets shall not be used as a routine method of providing tickets.

3.7. Management Reports and Deliverables - The Contractor shall provide the Government with management information reports. As a minimum, the Contractor shall develop the following reports which shall be delivered within the time frames set forth in Section 1, continuation of block 20, paragraph 10.0:

3.7.1. Quarterly Issues and Solutions Report - A concise quarterly narrative (no more than one page) of the Contractor's activities. This report shall identify problems and recommend solutions. The report shall include suggestions to enhance service, where appropriate. The Government encourages interim reports, as deemed necessary by the Contractor;

3.7.2. Quarterly Sales Activity Report - A quarterly summary of sales activity data. The Contractor shall prepare the report in accordance with the sample in Section 1, Attachment 2. This summary shall reflect all official sales activity for each agency using the contract, whether the travel was purchased using a GTR, Government Travel Charge Card or CBA.

### 3.7.3. Reconciliation Report Of Transportation

3.7.3.1. The Contractor shall provide automated reconciliation of transportation billings charged through user agencies' CBA accounts, within five (5) working days of receipt of statement from the charge card vendor. The Contractor shall use an automated accounting system with direct interface among the reservation, ticketing and accounting elements so that all passenger reports and summary data are automatically generated from point-of-sale information.

3.7.3.2. Agencies participating in the Government's charge card program have agency CBA accounts established with the charge card company. The charge card company will provide the Contractor with electronic copies of a month's CBA billings for each participating agency, at the agency's request. In order to perform automated reconciliation of accounts, the Contractor must have sufficient computer capacity. The Contractor shall run these tapes/disks against its own tape of transactions to provide each agency with reconciled charges, no later than five (5) working days from receipt of the charge card vendor's statement.

### 3.7.4 Monthly Transaction Fee Report

3.7.4.1 A monthly report based on the transaction fee schedule of the contract. This report shall list all transaction fees to be paid by user agency. The fees shall be broken down, not only by agency, but also by type of transaction, following the line items in the pricing portion of this contract. For example, if a courier is used, the transaction fee associated with courier delivery shall be listed separately from the standard transaction fee.

### 3.8. Communications System and Emergency Services

3.8.1. The Contractor shall provide service, five days per week, compatible with the Embassy's standard workday. Section 1, continuation of block 20, paragraph 13.0, below sets forth the normal working hours for Contractor personnel providing services under this contract. The Contractor shall provide dedicated telephone service/internet for the account(s) at no cost to the Government, to include:

- toll-free service for Government use, to the servicing location, during regular working hours;

- a 24-hour toll-free number available to travelers which will allow immediate access to a reservation agent to perform emergency itinerary changes outside regular business hours;
- and 24-hour e-mail support.

3.8.2. The Contractor shall be responsible for ensuring that any subcontractor providing 24-hour emergency service offers full service and complies with all conditions of the contract.

3.8.3. In the event of emergencies (e.g., government-declared disasters, evacuations, forest fires, floods, hurricanes, blizzards, etc.), the Contractor shall maintain operations necessary to support the Government under this contract. This includes manning the office 24 hours a day as required by the Government responding to the emergency/evacuation and providing necessary delivery of tickets.

3.8.4. The Contractor shall answer at least 80 percent of calls within 20 seconds and provide a recorded message for those calls not answered in 20 seconds. The recorded message shall give the traveler the option to hold or to leave a message for a call back.

Return calls shall be made within one (1) hour. The Contractor shall respond to facsimile or e-mail requests by close of business on the same business day, unless travel is scheduled on a weekend, holiday, or business day subsequent to the day of the request.

3.8.5. Many times services required outside normal working hours are as a result of visits by U.S. Government officials to the Embassy. In providing this service, the Contractor may be required to provide Travel Counselors/Reservationists on weekends, holidays and/or weekdays before or after normal office hours. In adhering to this requirement, the Contractor shall comply with all local labor laws including the payment of staff overtime when applicable. Additionally, the Contractor shall provide travelers' assistance services to official visitors. Services would be of a "Visitors Bureau" type that, as a minimum, could include the following:

- Travel Changes and Confirmations
- Entertainment Reservations, including short excursions
- Documentation for Travel Required by Foreign Governments
- VIP Services

3.8.6. The Contractor shall be capable of accepting most major credit cards for payment of travel services.

3.8.7. Emergencies - The Contractor shall continue to provide services during emergencies or contingencies. In connection with evacuations or large scale air movements of noncombatants, refugees or troops, the Contractor shall establish temporary office or expand existing services, as appropriate, to expedite travel (such as, Noncombatant Evacuation Operation missions). The Government will provide its own facilities during emergencies, as required.

3.9. Media - In addition to the required reports, the Contractor shall produce, within reasonable parameters, other management reports in formats and media requested from time to time by the Contracting Officer. To compile such reports, Contractor's back-office computer shall be capable of collecting all data from reservation and ticketing records in the format requested. The Contractor shall also have the capability to capture data for reports when the CRS is not operating and for airlines that do not subscribe to a CRS.

3.10. Project Management - The Contractor shall provide reservation agents, personnel and equipment necessary to assure that the highest quality of service is provided. The Contractor shall have the capability to make reservations and provide tickets at its servicing office(s) when its Centralized Reservation System (CRS) is not operating and when reservations cannot be made on an airline through a CRS.

4.0. Contractor Priority - The Government's travel requirements shall be accorded the highest priority. The Contractor must ensure that non-Governmental travel considerations do not delay, impede, or frustrate the Contractor's timely effective processing of official Government travel.

#### 5.0 Furnishing of Equipment/Property

5.1. The Government will provide all necessary office equipment, furnishings, and related items. The Contractor has the option to reject any or all Government furnished property or items. However, if the Government furnished property is rejected, Contractor shall provide all necessary property, equipment or items, adequate in quantity and suitable for the intended purpose, to perform all work and provide all services at no additional cost to the Government. The Contractor shall use all Government furnished property or items only in connection with performance under this contract. The Contractor is responsible for the proper care, maintenance and use of Government property in its possession or control from time of receipt until properly relieved of responsibility in accordance with the terms of the contract. Negligent use of Government furnished property that results in damage or destruction is cause for repair or replacement at the Contractor's expense.

5.1.1 The Contractor will provide all necessary tariffs and licenses, major automated reservation and ticketing equipment,, accounting software

5.1.2. The Contractor shall maintain written records of work performed, and report the need for major repair or replacement work for Government property in its control. The Contractor shall assure that the Government property will be used only for those purposes authorized in the contract and that any required approvals for use will be obtained prior to use.

5.1.3. The Contractor shall physically inventory all Government property in its possession. Physical inventories consist of sighting, tagging or marking, describing, recording, reporting and reconciling the property with written records. The Contractor shall conduct these physical inventories annually, as directed by the COR, and at termination or completion of the contract. Unless approved in advance by the Contracting Officer, personnel who maintain the property records or who have custody of the property shall not be the individuals who perform these inventories.

## 6.0 Space for Performance of Required Services

6.1. **On-site Services** - For the provision of On-site Travel Management Center (TMC) Services, the Contractor shall operate out of the Government's facility, on Government property, located at the address set forth below in the paragraph, "Place of Performance". Any renovation to the space, such as erection or removal of walls and partitions, electrical or plumbing connection, painting, carpeting, and any other related work, shall be at the Contractor's expense. All plans for space renovation must be approved by the COR and all arrangements for renovation work must be made by or through the COR. Until such time as office space and telecommunications arrangements are completed within the Government location, the Contractor shall arrange for delivery of travel documents to the Government location. If working in Government-provided space, the Contractor's employees shall abide by the Government's smoking policies.

6.2. The Contractor shall ensure that its employees and agents working on the U.S. Government premises shall observe all health and safety codes including participation in safety drills when directed either orally or by established signals, fire alarms, bomb threat alarms, etc. The Contractor's employees shall know the Embassy's fire regulations and shall report fires immediately upon detection by using the nearest fire alarm or by telephoning the Marine guard. The Contractor's employees shall participate in a security briefing about security measures required at the Embassy and the safe guarding of private information about any Embassy travelers.

7.0 Minimum Personnel Requirements – All Contractor personnel providing services under this contract shall be fluent in English as well as the local language and meet the following requirements. All Contractor personnel providing services under this contract shall also be experience with USG procedures and regulations, and must complete the required Security Clearance process. See also paragraph 20.0 below, "Key Personnel", for requirements regarding Key Personnel.

7.1. Contractor's Project Manager – The Contractor shall provide a Project Manager who will be responsible for the administration, supervision, and coordination of its Government operations. The Project Manager shall have experience in the management of travel services and shall have adequate authority to make decisions for the timely resolution of problems. The Project Manager shall coordinate closely with the COR.

7.2. Site Manager - At each site, the Contractor shall provide a Site Manager who is also a qualified Travel Counselor/Reservationist. The Project Manager must be experienced in operating automated reservation and ticketing equipment to arrange transportation via all modes. The Site Manager shall have supervisory experience with travel accounts, and be experienced in operating the automated reservation and ticketing systems used for this account.

7.3. Travel Counselors/Reservationists - The Contractor shall provide a full-time travel counselor/reservationist. The Travel Counselor/Reservationist shall have been trained in operating the proposed automated reservation and ticketing equipment. The Contractor shall provide qualified substitute personnel for absent permanent employees.

7.4. Other Personnel - The Contractor shall provide whatever other personnel are necessary to comply with the requirements of this contract.

7.5 Other Considerations – All Contractor personnel who provide services under this contract shall be acceptable to the Government in terms of personal conduct and security clearances. Employment and staffing difficulties shall not be justification for failure to meet established schedules.

#### 8.0 Contractor's Quality Control Plan

8.1. General. The Contractor shall maintain procedures to continually monitor the quality of travel services, with the goal of providing and maintaining the highest level of customer service/satisfaction. These procedures shall ensure compliance with communication requirements, Section 1, continuation of block 20, paragraph 3.10 and include:

- an internal method for monitoring, identifying and correcting deficiencies in the quality of service furnished the Government and
- Quality Service survey form that addresses travel services to be furnished under this contract.

8.2. Specifics. The Contractor's Quality Control plan shall outline procedures to ensure that the lowest applicable fares are obtained and that the Contractor complies with contract city-pair fares. To ensure compliance, the Contractor shall, as necessary:

- make adjustments for any change(s) in flight, train, bus or steamship schedules;
- modify or reissue tickets and billings to reflect any changes;
- provide timely notification to customers of changes to tickets/itineraries, particularly those which occur after ticket issuance (e.g., fares, routing, delays, closings);
- specify for customers every restriction that applies to tickets, and;
- provide courteous and prompt resolution of customer complaints.

The Contractor's automated system shall assure reservation accuracy and lowest fares, and rebooking passengers at lower fares or reserving preferred seats if such fares or seats are not available at the first attempted booking. Additionally, the Contractor shall identify methods to check all tickets/itineraries for required data and lowest fares, to include those that cannot be checked through the automated system(s).

8.3. Within fourteen days of contract award, the Contractor shall furnish a Quality Service survey (questionnaire) to the COR for approval. The Quality Service survey shall include, as a minimum:

- measurement factors for prompt telephone response;
- courtesy and professionalism of Contractor personnel;

- reservation accuracy;
- ticket delivery and document accuracy, and;
- overall quality of service provided.

Additionally, the survey form shall identify the Contractor and provide space for customer comments. The Contractor shall periodically distribute these questionnaires to at least ten percent (10%) of ticketed travelers, but not less than twice a year. The Contractor shall make these responses available to the COR.

#### 9.0 Transition Requirement and Continuity of Services

9.1. The Contractor shall comply with FAR clause 52.237-3, "Continuity of Services", during any transition period.

9.2. The Government requires a smooth and orderly transition between the Contractor and the successor Contractor to ensure minimum disruption and avoid decline in service to the Government. Unless otherwise specified by the Government, the Contractor shall provide to the successor Contractor copies of all bookings and Passenger Name Records (PNRs) taken on or before the contract expiration date, for travel taking place after the expiration of the contract. In addition, the Contractor shall provide the successor Contractor with copies of all agency profiles and all Government traveler sub-profiles as well as all Government travel preference profile cards currently in possession of the Contractor, as directed by the Contracting Officer or COR.

9.3. The Contractor shall book all requests it receives prior to the expiration of the contract regardless of the date of commencement of travel. Unless otherwise requested by the ordering agency, however, the Contractor shall not issue tickets for travel that commences later than two working days after the expiration of the contract.

9.4. For example, if a contract ends on Friday, the Contractor, unless otherwise requested, shall not issue tickets for travel commencing later than the following Tuesday. The Contractor is required to issue and deliver all such tickets by close of business of the last working day of its contract (in this example, Friday). Issuance of and delivery of tickets for travel beginning the following Wednesday or later, even if originally booked by the Contractor, is the responsibility of the successor Contractor. As of Monday, all new requests shall be handled by the successor Contractor.

9.5. The Contractor shall adhere to the following procedures during the transition process:

9.5.1. The outgoing Contractor shall not take travel reservations later than twelve noon on the day of operations except in cases of emergency travel. Such emergency ticketing shall be done only when authorized by the COR.

9.5.2. Afternoon hours of the final day of operation for the outgoing Contractor shall be used for the transfer of the PNR's to the incoming Contractor.

9.5.3. If the transition is for an on-site operation, the on-site office shall be closed to walk-in traffic, starting at twelve noon (local time) on the day prior to the last day of operations of the outgoing Contractor, except for emergency travel arrangements.

9.5.4. If the incoming Contractor had proposed to take over the outgoing Contractor's CRS or other equipment, this should be finalized during the afternoon hours of the last day of the transition.

9.5.5. The Government is responsible for notifying its employees of the proposed closings and interim procedures for obtaining emergency services. Such notice shall be posted in the on-site office.

9.5.6. The outgoing Contractor shall make all seminar and meeting arrangements it receives prior to the end of the contract, regardless of the date of commencement of the meeting. Unless a purchase order has been issued to the outgoing Contractor, all arrangement information shall be turned over to the incoming Contractor. If a purchase order has been issued to the outgoing Contractor, that Contractor will continue to make the requested arrangements in accordance to the terms of the contract under which the purchase order was issued.

NOTE: Failure to effect a smooth transition will be documented, forwarded to the outgoing Contractor, and will be made available for future past performance evaluations in accordance with solicitation requirements.

## 10.0 Deliverables

10.1. The Contractor shall provide the following deliverables/submittals within the time frames identified below:

<u>REFERENCE/ DELIVERABLE</u>	<u>DUE DATE*</u>	<u>ADDRESSEE</u>
Ticket Delivery	As applicable. Routinely, no earlier than two days prior to travel, emergency prepaids to appropriate airports within 2 hours.	Traveler, either by pickup or by Contractor delivery as outlined in this contract
Monthly Statement for corporate frequent flier programs (currently Star Alliance Frequent Flyer Program and Blue Biz Frequent Flier Program)	10th day of each calendar month	COR
Quarterly Problems and Solutions Report	10th day after the last day of each calendar quarter	COR

Quarterly Sales Activity Report	10th day after the last day of each calendar quarter	COR
Reconciliation Report of Transport Billings	10th day after receipt of charge card vendor's billing tapes.	COR
Transaction Fee Report	25th day of each month	COR
TMC Information Pamphlet	14 days after start date listed in Notice to Proceed and for all other deliveries, within 3 days of request from COR; to individual travelers at time of ticket issuance	COR/traveler
Quality Service survey	14 days after start date set forth in Notice to Proceed	COR

\*Days represent calendar days

## 10.2. Addressees

### 10.2.1. The address for the COR is set forth below:

Ms. Gabriela Zamfirescu  
Embassy of the United States of America  
4-6 Dr. Liviu Librescu Blvd, sector 1  
Bucharest 015118, Romania

## 11.0 Notice to Proceed, Period of Performance, and Options.

### 11.1. Notice to Proceed

11.1.1. Immediately upon receipt of notice of award, the Contractor shall take all necessary steps to prepare for performance of the services required hereunder. The Contractor shall have a maximum of thirty calendar days to complete these steps.

11.1.2. Following receipt from the Contractor of acceptable evidence that the Contractor has obtained all required licenses, permits and insurance and is otherwise prepared to commence providing the services, the Government shall issue a Notice to Proceed.

11.1.3. On the date established in the Notice to Proceed (this notice will allow a minimum of seven (7) calendar days from the date of the Notice to Proceed, unless the Contractor agrees to an earlier date), the Contractor shall start work.

11.2. The performance period of this contract is from the start date established in the Notice to Proceed and continuing for 12 months, with four (4), one-year options to renew. This contract also includes an additional option under FAR 52.217-8. The initial period of performance includes any transition period authorized under the contract.

#### 12.0 Place of Performance

The Contractor is required to provide one Travel Management Center to be used to provide the services required hereunder. This center shall be staffed by the Contractor's personnel and located at:

The Embassy of the United States of America  
4-6 Dr. Liviu Librescu Blvd, sector 1  
Bucharest 015118, Romania

#### 13.0 Hours of Service

The Contractor shall provide service Monday through Friday during the hours 8 a.m. to 5 p.m. for customers, and 5 p.m. to 6 p.m. for paperwork. The Contractor shall provide emergency services outside regular working hours through a 24-hour, toll-free phone number, available to all Government travelers, and by 24-hour e-mail availability. See also Section 1, continuation of block 20, paragraph 3.8.

#### 14.0 Basis of Compensation to the Contractor

14.1. Official Travel. The Government will reimburse the Contractor for transportation services for official travel arranged by the Contractor. This reimbursement will include only the actual carrier rates and/or fares effective for air, rail, bus and steamship tickets issued to Government travelers for official travel. The Government will also pay the Contractor, upon receipt of a proper invoice, the applicable transaction fees. The Contractor shall comply with travel authorization requirements established by the Government to verify that transportation billed is for official travel. The Government shall issue a Travel Authorization (TA), which shall be furnished by the traveler to the Contractor. The Contractor shall use this TA to document each official ticket. The Contractor shall ensure that the Government is billed for prepaid ticket charges only when required by airline tariff. Most airlines have exemptions to this charge for official Government travel.

14.2 Transaction Fee. See paragraph 17.0 for details regarding how the transaction fee shall be administered.

14.3. Personal Travel. The Government accepts no liability for the cost of any personal travel arranged by the Contractor for Government employees. The Contractor is responsible for collecting payment from the traveler for the cost of personal travel and any transaction fee, if applicable.

#### 15.0 Billing and Payment Procedures

15.1. Billing and payment procedures for transportation expenses will differ, as noted below, according to whether the agency is participating in the Government travel card program. Only the cost of official carrier transportation and excess baggage may be charged to the Government, plus the transaction fee, reduced by any commission.

15.2. The Contractor shall refund immediately the difference in cost if the Contractor has failed to book the lowest available fare except for the constraints noted in Section 1, continuation of block 20, paragraph 3.2.1, that satisfies agency needs. No transaction fee shall be charged for this refund, but neither shall the transaction fee paid by the Government, be refunded by the Contractor.

15.3. The traveler must make payment for all other services. The traveler shall make such payment, as appropriate, to the supplier or to the Contractor. The Contractor shall accept the Government travel card (as described below) and may allow any other mutually accepted arrangement.

#### 15.4. Agencies Participating in the Government Travel Card Program

15.4.1. The Government has contracted with Citibank to provide Government Travel Charge Cards to U.S. Government travelers for purchase of transportation and related travel services. The cards have the standard Citibank logo and are issued to individual employees in the employee's name.

15.4.2. In addition, Citibank also has an arrangement with the Government to provide CBA accounts for agency use to purchase official airline transportation. These are account numbers established with the Contractor for transportation charges billed to participating agency offices.

15.4.3. Contract airlines have agreed to accept the Government Travel Charge Card account as an authorized form of payment for purchase of GSA's city-pair contract fare, (YCA and CA), and for purchase of non-contract Government fares (YDG or similar).

15.4.4. Each ticket issued by the Contractor shall reference the appropriate Government Travel Charge Card or CBA account number in the payment box. The Contractor shall ensure transportation is charged to the correct accounts.

15.4.5. Official transportation sales purchased with Government Travel Charge Cards and CBA accounts must be included in management information summaries provided to the COR.

#### 16.0 Refund Procedures

16.1. Under no circumstances shall the Contractor provide any Government employee with a cash refund on tickets for official Government travel.

16.2. Agencies shall use SF 1170s or receipts for returned tickets to apply to the Contractor for refunds for unused transportation purchased directly by the agency. Documentation standards shall be established by each agency but, as a minimum, the

Contractor shall identify each refund or credit by original ticket and invoice number (if applicable).

16.2.1. For CBA Purchases: The Contractor shall treat refunds on purchases by CBA in the same manner as refunds for similar charge or credit card purchases. Refunds for unused, downgraded or exchanged tickets shall be made by the Contractor immediately in the form of a credit refund receipt returned to the agency, with the credit applied to the agency's CBA. No cash refunds shall be made for CBA purchases.

16.3 Employees who have been issued Government Travel Charge Cards shall apply directly to the Contractor, through the delivery control point, for refunds for unused transportation. The Contractor shall treat such refund requests in the same manner as refunds for similar charge or travel card purchases. Refunds shall be given immediately, in the form of a credit refund receipt returned to the employee, with the credit applied to the individual employee's travel card account.

#### 17.0 Transaction Fee Procedures

17.1 Official and Personal Travel. These procedures apply only to official Government travel, not personal travel. Any transaction fee charged to an individual on personal travel arrangements shall be between the traveler and the Contractor. However, the Contractor shall post in a plainly visible location, the transaction fee to be charged to a traveler on personal travel arrangements.

17.2. Charging of Transaction Fees. Block 20, paragraph 2.0 includes definitions for "Transaction" and "Transaction Fee". The pricing portion of this contract sets forth more than one transaction fee amount and the applicable fee is based upon which category in the pricing table describes the transaction. For example, if the service is performed on-site, then the transaction fee charged for the transaction shall be the "on-site services domestic/international transaction fee". The following paragraphs describe what constitutes a transaction for purposes of charging a transaction fee.

17.2.1. When requested by the Government, the Contractor is required to arrange for transportation of one or more individuals. The Contractor may charge only one transaction fee per ticket issued. Until such time as the Government requests the Contractor to issue and the Contractor actually issues a ticket for transportation, no transaction fee shall be charged for any services associated with that transportation, including but not limited to:

- the original transportation reservations;
- changes to the original transportation reservations; and,
- any related services described in Continuation of Block 20, paragraph 3.5 or elsewhere in this contract

17.2.2. Upon issuance of the transportation ticket, the Contractor shall charge the Government the applicable transaction fee for one transaction, that transaction being the ticket issuance. The Contractor shall not charge additional transaction fees for any other services noted above or elsewhere in this contract.

17.2.3. Once the ticket is issued, if the traveler requests a change in that ticket that requires ticket reissuance, the Contractor shall charge the Government an additional transaction fee. No additional transaction fee shall be charged for any other services.

17.2.4. After ticket issuance, if the Contractor must change and/or change and reissue the ticket because the Contractor or the Government discovers a Contractor-caused error in the routing, carrier or other problem, there shall be no additional transaction fee charge.

18.0 Security - The Government reserves the right to deny access to U.S.-owned and U.S.-operated facilities to any individual. The Contractor shall provide the names, biographic data and police clearance on all Contractor personnel who shall be used on this contract prior to their utilization as required below in "Government Approval and Acceptance of Contractor Employees". The Government shall issue identity cards to approved Contractor personnel, each of whom shall display his/her card(s) on the uniform at all times while on Government property or while on duty at private residences. These identity cards are the property of the Government and the Contractor is responsible for their return upon termination of the contract, when an employee leaves Contractor service, or at the request of the Government.

19.0 Government Approval and Acceptance of Contractor Employees - The Contractor shall subject its personnel to the Government's approval. All employees shall pass a suitable investigation conducted by the Contractor, including recommendation(s) from their respective supervisor(s). Also required is a police check covering criminal and/or subversive activities, a check of personal residence, and a credit investigation. All such investigations shall be provided in summary form to the COR for review and approval or disapproval. The contractor shall not use any employees under this contract without Government approval.

20.0 Key Personnel.

20.1 The Contractor shall assign to this contract the following key person to the identified position/function:

POSITION/FUNCTION	NAME
Project Manager	* _____ *
Site Manager(s)	* _____ *

\* To be completed at time of award.

20.2. During the first 90 days of performance, the Contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. The Contractor shall notify the COR within two (2) calendar days after the occurrence of any of these events and provide a detailed explanation of the circumstances necessitating the proposed substitution, complete resume for the proposed substitute, and any additional information requested by the COR. The proposed substitute must possess qualifications comparable to the original key person, as well as satisfying any minimum standards set forth elsewhere in the solicitation/contract.



25.0 Post Award Conference - Within 10 days after contract award, a post award conference will be held at the Embassy, the precise location, date and time to be provided by the Government at time of award.

26.0 Task Order Issuance - Under this contract, any request for travel management services for official travel shall be considered to be issuance of a task order under the clause at FAR 52.216-18.