

COVER PAGE

**TRAVEL SERVICES SOLUTIONS
Solicitation No. QMAD-CY-090001-B
FSC V999, V221, V231, V302, 1510**

**CP-FSS-1-C (MAY 2000)
WORLDWIDE**

FEDERAL SUPPLY SCHEDULE CONTRACT FOR

**TRAVEL SERVICES SOLUTIONS
SOLICITATION NO. QMAD-CY-090001-B, REFRESH #26
REPLACING
SOLICITATION NO. QMAD-CY-090001-B, REFRESH #25**

STANDING SOLICITATION

**FSC V999, V221, V231, V302, 1510, M1AB
MULTIPLE AWARD SCHEDULE (MAS) NO. 599
NAICS: Multiple**

481211 (Nonscheduled Chartered Passenger Air Transportation, 1,500 Employees)
481219 (Other Nonscheduled Air Transportation, \$15M)
541611 (Administrative Management and General Management Consulting Services, \$15M)
541618 (Management Consulting Services \$15M)

561510 (Travel Agencies, \$20.5M -- as measured by total revenues, but excluding funds received in trust for an unaffiliated third party, such as bookings or sales subject to commissions. The commissions received are included as revenue.)
561599 (All Other Travel Arrangement and Reservation Services, \$20.5M)
721199 (All Other Traveler Accommodation \$7.5M)
812930 (Parking Lots and Garages \$38.5M)

CONTRACT PERIOD: Five Years from Date of Award, with Three (3) Five-Year Option Periods.

SCHEDULE PERIOD: The Schedule period is continuously open. Offers may be submitted at any time

SECTION A – GENERAL

A.1 GENERAL INFORMATION CONCERNING OFFER

This schedule is non-mandatory. If potential customers (ordering activities) can find better values on the open market or through other contract vehicles, they may order outside the schedule. Therefore, it is strongly encouraged that offerors provide prices that are highly competitive.

A.2 A-FSS-11 CONSIDERATION OF OFFERS UNDER STANDING SOLICITATION (DEC 2000)

- (a) This solicitation is a standing solicitation from which the Government contemplates award of contracts for supplies/services listed in the Schedule of Services. This solicitation will remain in effect unless replaced by an updated solicitation.
- (b) There is no closing date for receipt of offers; therefore, offers may be submitted for consideration at any time.
- (c) An offer may be rejected if an offeror fails to meet timeframes established by the Contracting Officer either to address deficiencies in the offer or to submit a final proposal revision. A resubmission(s) is permitted; however, it may be rejected if it is still deficient in the area(s) that caused its initial rejection.
- (d) Contracts awarded under this solicitation will either be in effect for 5 years from the date of award, unless further extended, pursuant to clause I-FSS-163, Option to Extend the Term of the Contract (Evergreen), or canceled or terminated pursuant to the Cancellation or Terminations clause provisions of the contract.
- (e) Current contractors may submit a new offer as early as 9 months prior to the expiration of the existing contract.

A.3 A-FSS-41 INFORMATION COLLECTION REQUIREMENTS AND HOURS OF OPERATION (NOV 1999)

- (a) The information collection requirements contained in this solicitation/contract are either required by regulation or approved by the Office of Management and Budget pursuant to the Paperwork Reduction Act and assigned OMB Control No. 3090-0163.
- (b) GSA's hours of operation are 8:00 a.m. to 4:30 p.m. Requests for preaward debriefings postmarked or otherwise submitted after 4:30 p.m. will be considered submitted the following business day. Requests for postaward debriefings delivered after 4:30 p.m. will be considered received and filed the following business day.

A.4 CP-FSS-2 SIGNIFICANT CHANGES (OCT 1988)

The attention of the offeror is invited to the following:

SIN 599-2 - Effective upon issuance of Refresh 24, the Industrial Funding Fee (IFF) for Transaction B (Lodging and/or Car Rental Reservations) will change from \$1.50 to 0.75% of sales. IFF for Transaction A (Air and/or Rail Ticket with or without Lodging and/or Car Rental Reservations) will remain at \$3.10.

SIN 599-2 -Effective upon issuance of Refresh 24 until 11:59 PM EST on December 31, 2019, all reportable sales for Transaction B shall be reported under SIN 599 1000. Transaction A shall continue to be reported under SIN 599 2.

SIN 599-2 - Offerors shall comply with the price proposal instructions outlined in either SCP-FSS-001 Instructions Applicable to New Offerors and SCP-FSS-002 Specific Proposal Submission Instructions for Services, as applicable, as found elsewhere in this solicitation.

For services proposed at the task order level under SIN 599 2 that are based on other than a per transaction model (e.g. management service fee), the Contractor shall:

a. Provide a description explaining what the alternative pricing model encompasses (i.e. associated services), how it will be assessed, and the associated costs for those services on a fixed periodic payment basis and frequency of payment.

b. Cross-walk the alternate pricing model back to the prices awarded under Schedule 599 (e.g. SIN 599 1, 599 2, 599 99, 599 1000) to ordering agencies and GSA.

c. Please note that the Industrial Funding Fee is \$3.10 for each instance involving an airline/rail transaction (e.g. Transaction A). If an alternative pricing model is offered and incorporates airline/rail transactions (e.g. Transaction A), these transactions and IFF (e.g. \$3.10 per airline/rail transaction) shall be reported under SIN 599 2. In other words, a proposal based on other than per transaction model (e.g., management fee or another alternative pricing model) must be converted to a per transaction model for IFF purposes, disclosed to the ordering agency, and reported in accordance with the GSAM 552.238-74, Industrial Funding Fee and Sales Reporting. All other products/services under any Schedule 599 SIN, unless otherwise specified in writing by the GSA Schedule Contracting Officer, shall remain at 0.75%.

The Contractor must report the quarterly number of transactions via the Vendor Support Center at www.vsc.gsa.gov. If there are no transactions for the report period, the Contractor must still report zero transactions.

Effective October 1, 2018, an additional fee of \$1.60 will be assessed to all Transaction A – Air and/or Rail Ticket with or without Lodging and/or Car Rental Reservations under SIN 599-2. The new Industrial Funding Fee (IFF) for SIN 599-2 will be \$3.10 per transaction in accordance with FAR 552.238-74 Industrial Funding Fee and Sales Reporting. Vendors shall implement and collect the new IFF beginning the first quarter of Fiscal Year (FY) 2019 which commences on October 1, 2018.

1. This solicitation covers services and products that are commercial in nature. Therefore the solicitation has been prepared in accordance with Federal Acquisition Regulation (FAR) 12.6. The FAR, frequently referenced in this solicitation, can be accessed on the Internet at <http://www.arnet.gov/far>. The General Services Administration Acquisition Manual (GSAM) and its clauses can be accessed at: <http://www.arnet.gov/GSAM/gsam.html>.
2. A Special Item Number (SIN) structure is contained within this solicitation. Full SIN descriptions are located in **B.5** Statement of Work (SOW). As new SINs are added, the solicitation will be refreshed.
3. The Small Business Administration has issued size standards for the North American Industry Classification System (NAICS). The NAICS and size standards for this solicitation are noted on first page.)
4. Technical proposals are required.
5. Travel Services Solutions Team created a proposal checklist (ATTACHMENT 4) that must be completed and included in your proposal submission.

6. Since its initial release, the solicitation has been updated to clarify requirements and revise a number of clauses. Please review this refreshed solicitation carefully.

SECTION B – SCHEDULE OF SERVICES

B.1 B-FSS-96 ESTIMATED SALES (NOV 1997)

The "Estimated Sales" column of the Schedule of Items shows (1) a twelve-month reading of purchases in dollars or purchases in units as reported by the previous Contractor(s), or (2) estimates of the anticipated dollar volume where the item is new.

SIN Number	Service	FY 13 Reported Sales	FY 14 Reported Sales
599-1	Travel Consultant Services	\$5,467,617	\$4,516,756
599-2	Travel Agent Services/Travel Management	\$9,858,950	\$9,348,580
599-3	Lodging Negotiations and Management	\$227,395,143	\$109,893,166
599-4	Air Charter Services – Owner Operated	\$2,069,499	\$831,384
599-5	Air Charter Services - Brokers	\$63,671,497	\$90,102,940
599-99	Introduction of New Products and Services	\$4,124,479	\$2,484,449
599-1000	Contract Support Items	\$2,482,883	\$1,939,474
	Total s	\$315,130,098	\$219,116,749

Estimated sales for all SINs are based on fiscal year 2012 and 2013 reported sales to date. ATTACHMENT 1 provides for historical spend information for government travel reported under the GSA SmartPay charge card.

These are estimates only and do not indicate any guarantee of future sales. Please note that historic information is not an indication of future sales under this program nor is it a guarantee that the same volume will be achieved.

B.2 PRICING

Commercial pricing structures are desired to the extent practicable unless otherwise noted. Offerors may propose on one or more SINs solicited herein. Offerors must meet the qualifications specified for each SIN offered and follow the proposal submission instructions noted in Sections D.1 and D.2.

B.3 GSA SCHEDULES PROGRAM

GSA awards and administers the GSA Schedules program pursuant to Section 201 of the Federal Property and Administrative Services Act of 1949. Under this program, GSA enters into Government-wide contracts with commercial firms to provide commercial services and products at stated prices for given periods of time. Federal agencies may place orders directly with GSA Schedule contractors and delivery/performance is made directly to the customer. Orders placed under the GSA Schedules program are considered issued pursuant to full and open competition when following the ordering procedures of Federal Acquisition Regulation (FAR) 8.4.

GSA Schedules simplify the procurement process for Federal agencies. Rather than each agency conducting a complete full and open procurement for each service, GSA Schedules "pre-qualify" companies by ensuring that a company meets the responsibility determinations required by Federal Acquisition Regulation (FAR) Part 9. After a responsibility determination has been made, GSA examines the company's offered price and determines if it is fair and reasonable; e.g., examining the overall soundness of a company's pricing, reviewing commercial selling practices, researching the state of the current marketplace, and identifying industry trends. GSA negotiates a price that is equal to or better than the best price given by a company to its customers under comparable selling terms and conditions and makes an award determination. Once award is made, companies can market their services direct to Federal customers. Following the GSA Schedules program ordering procedures, agencies will make a best value determination based on

their specific requirements and place their order directly with the GSA Schedule contractor(s). Agency requirements will be within scope of the broadly defined services solicited.

The GSA Schedules program closely mirrors commercial buying practices. All customers, regardless of size or location, place orders directly with contractors and receive the same services, convenience, and pricing. Schedules offer the Government the benefit of shorter lead-times, lower administrative costs, and simplified acquisition procedures. Agencies are responsible for following the ordering procedures to achieve the best value for their travel service needs.

The GSA Schedules program provides agencies with a variety of tools to further leverage buying power. One such tool is a Blanket Purchase Agreement (BPA). This is an effective tool to use when agencies are seeking to fill recurring requirements. For example, an agency may anticipate a recurring need for consulting services over a 12-month period. Rather than placing separate orders, the agency could consolidate its requirement and establish a BPA with a GSA Schedule contractor. The anticipated volume and economies of scale of the BPA may result in significant price reductions and offer the opportunity to secure greater discounts.

Another such tool is price reductions. Agencies are encouraged to seek further price reductions when requirements warrant. Price reductions allow agencies to take advantage of the flexible and dynamic commercial market-pricing environment that is the hallmark of the GSA Schedules program. By asking for a price reduction, the agency can take advantage of the dynamics of a competitive marketplace, technological changes, labor conditions, supply and demand, industry sales goals, inventory reductions and more!

Yet another tool is the use of Contractor Team Arrangements (CTA). Teaming allows GSA Schedule contractors to deliver a total solution from multiple industries and provides agencies with a one-stop shop for fulfilling diverse needs that may cross over one or more Schedules. Teaming also provides additional opportunities for small business contractors to participate for requirements.

Further information about the GSA Schedules program can be found at www.gsa.gov/schedules.

B.4 BACKGROUND

B.4.1 Travel Services Solution (TSS)

The Travel Services Solution Schedule is a comprehensive contracting vehicle that will encompass a variety of distinct commercial travel services in support of the Government's travel needs. Each SIN solicited stands alone and may be awarded separately. Companies may choose to submit offers for one or more SINS

The goal of the TSS Schedule is to provide the Federal Government with flexible, streamlined acquisition tools to meet its travel needs, obtain quality services at the best value, reduce acquisition time, reduce cost, minimize resource requirements, meet regulatory requirements, and achieve socio-economic goals.

The TSS Schedule also complements the E-Gov Travel Service (ETS) contracts (described below) by providing civilian agencies with streamlined tools to migrate to, facilitate adoption of, and interface with the ETS solution. TSS helps agencies to accomplish their entire travel and travel management needs. It is critical that key components solicited under TSS align with the common, government-wide ETS and as such, services and support provided through TSS are required to complement ETS for civilian agencies and its objectives as specified in agency ETS task orders. Contractors are encouraged to offer services that complement and support ETS such as fulfillment services, change management, software administration, training and financial system integration services, management of travel processes, etc. Competing end-to-end ETS are not solicited under TSS.

B.4.2 E-Gov Travel Service (ETS)

The electronic government travel (E-Gov) project is grounded in the President's E-Government initiative and the Administration's commitment to employ the latest technology to create a more efficient, citizen-centered Federal Government. The E-Gov Travel project was launched in response to **The President's Management Agenda**. E-Gov is a change management initiative that is supported and enabled by technology. Its mission is to improve the internal efficiency and effectiveness of the Federal Government by simplifying applicable policies and regulations and by implementing common administrative processes for Government travel services that eliminate redundant processes and systems. E-Gov is a collaborative, inter-agency initiative whose purpose is to realize operational efficiencies, cost-savings, and increased service to the Federal traveler through a common, automated, and integrated approach to managing Federal Government travel functions.

The E-Gov Travel Service initiative provides a web-based, end-to-end travel management service and requires TSS contractors to provide “accommodated” travel planning, authorizations, online reservations and fulfillment, and integrated payment functions linked to agency financial systems, for use by all civilian Executive Branch departments and other independent agencies of the Federal Government. There are currently three vendors awarded contracts to support the ETS1: Northrop Grumman Mission Systems; CW Government Travel; and Electronic Data Systems and for ETS2: Concur and CW Government Travel. Use of the E-Gov Travel Service (ETS) by Executive Branch agencies is established by policy and regulation. The E-Gov Travel Program Management Office ensures compliance with the policies, regulations, and use of the common Government-wide ETS.

Information on the ETS can be found by clicking the [ETS1 & ETS2 web pages](#).

B.4.3 Defense Travel System (DTS)

The Defense Travel System provides a seamless, paperless, temporary duty travel system that meets the needs of travelers, commanders, and process owners. It reduces costs, supports mission requirements, and provides superior customer service.

The DTS is a fully integrated, electronic, end-to-end financial management system that automates temporary duty travel for the Department of Defense. DTS meets unique DoD mission, security and financial system requirements within the guidelines of Federal and DoD travel policies and regulations.

Information on the DTS can be found by clicking the [DTS web page](#).

B.5 STATEMENT OF WORK

B.5.0 General Security Requirements

Ordering agencies may require services that use personally identifiable information (PII) in the performance of work under any of the SINS and as such, may require the contractor to demonstrate it can perform the work in a secure manner.

The Government anticipates that contractor services and systems will use/store PII (e.g., social security numbers) as well as government financial and procurement information in the performance of work. The sensitive nature of this information requires the Government to implement additional security controls beyond those identified in this solicitation and may vary among ordering agencies. Additional security controls may include, but not be limited to, personnel and physical security requirements, secure facilities that need to be located in the United States, and restricted access.

Vendors are put on notice that pricing for these additional security controls should not be included in the prices offered herein until the requirement is known. GSA will work with vendors in expediting the addition of these additional security controls on the master contract as agency requirements become known.

Ordering agencies will specify additional security controls in their task order request along with any applicable security regulations and/or standards necessary for performance.