



PERFORMANCE WORK STATEMENT (PWS)

**DEPARTMENT OF VETERANS AFFAIRS
VA Financial Services Center**

VA Travel Management Center (TMC) Services

**Date: June 11, 2013
TAC 14-08406
PWS Version Number: 1.0**

Contents

1.0	BACKGROUND.....	3
2.0	APPLICABLE DOCUMENTS	5
3.0	SCOPE OF WORK	6
4.0	PERFORMANCE DETAILS	7
4.1	PERFORMANCE PERIOD	8
4.2	PLACE OF PERFORMANCE.....	9
4.3	TRAVEL.....	9
5.0	SPECIFIC TASKS AND DELIVERABLES.....	10
5.1	CONTRACT KICK-OFF MEETING	10
5.2	PROJECT MANAGEMENT	10
5.3	MONTHLY PROGRESS REPORTING REQUIREMENTS.....	11
5.4	TRANSITION REQUIREMENTS	12
5.5	SYSTEMS INTEGRATION	14
5.6	PRICE QUOTES, RESERVATIONS, AND CANCELLING	15
5.7	RESERVATION SERVICES	15
5.8	TICKETING SERVICES.....	16
5.9	DEBIT MEMOS/THIRD PARTY CHARGES.....	21
5.10	MANAGEMENT INFORMATION.....	25
5.11	OTHER CONTRACTOR REQUIREMENTS.....	33
5.12	FMS AND GOVERNMENT TRAVEL CARD.....	36
5.13	BILLING INFORMATION/FEE PROCESSING	38
5.14	QUALITY CONTROL AND ASSURANCE.....	38
5.15	GENERAL VA TRAVEL PROVISION.....	41
5.16	DELIVERABLES.....	47
5.17	CLIN INFORMATION.....	48
6.0	GENERAL REQUIREMENTS.....	50
6.1	CONTRACTING OFFICER'S AUTHORITY.....	50
6.2	INDEMNIFICATION.....	50
6.3	GOVERNMENT'S LIABILITY	50
6.4	VALUE ADDED SERVICES	50
6.5	ENTERPRISE AND IT FRAMEWORK.....	53
6.6	CONTRACTOR PERSONNEL SECURITY REQUIREMENTS	53
6.7	METHOD AND DISTRIBUTION OF DELIVERABLES	58
6.8	PERFORMANCE METRICS.....	58
6.9	FACILITY/RESOURCE PROVISIONS	59
6.10	GOVERNMENT FURNISHED PROPERTY.....	60
	ADDENDUM A - SECURITY	61
	ADDENDUM B – APPENDICES A-D	66
	ADDENDUM C – ETS AND ETS 2/TMC GUIDANCE.....	78
	ADDENDUM D – FULFILLMENT AUTOMATION BASIC QUALITY CONTROL CHECKS	81
	ADDENDUM E – EXPLANATORY CODES.....	88
	ADDENDUM F – PASSNEGER NAME RECORD (PNR) DOCUMENTARY GUIDANCE	100
	ADDENDUM G – TERMS, ACRONYMS, AND DEFINITIONS	104

1.0 BACKGROUND

1.1 Organizational Overview

The Department of Veterans Affairs (VA)'s mission is to serve America's Veterans and their families with dignity and compassion and to be their principal advocate in ensuring that they receive medical care, benefits, social support, and lasting memorials promoting the health, welfare, and dignity of all Veterans in recognition of their service to this Nation. VA is the second largest Federal department and has over 305,000 employees. Among the many professions represented in the vast VA workforce are physicians, nurses, counselors, statisticians, architects, computer specialists, and attorneys. As advocates for Veterans and their families, the VA community is committed to providing the very best services with an attitude of caring and courtesy.

VA Financial Services Center. VA established the Financial Services Center (FSC) as one of several Enterprise Centers which sell common administrative support services to VA and other Government agencies and operates entirely on revenues earned from customers.

1.2 Travel Overview

VA personnel, Veterans, and their family members travel within Continental United States (CONUS) and Outside CONUS (OCONUS) to include international travel. VA's travel requirements include travel arrangements for those individuals covered under Federal Travel Regulation (FTR) Chapter 301 – Temporary Duty Allowances, which include employees traveling on official business outside their normal duty location and employees traveling in conjunction with a Permanent Change of Station (PCS)/relocation travel. This also includes non-employees such as interviewees performing pre-employment interview travel and invitational travelers.

VA's travel requirements also include travel for Beneficiary (Bene)/patient travelers who are qualified Veterans seeking care, but cannot receive this care at their local servicing facility or physician. Currently, VA personnel book Bene travel for patients and if necessary, their companion travelers, directly with the airline, third-party booking engine, travel agency, or VA's selected TMC. As use of the VA's is not mandatory for Bene travel, VA is uncertain of the accuracy of the volumes presented.

VA does not authorize contractor employees to travel for VA unless they meet one of the above stated travel conditions.

General Services Administration (GSA) sponsors the E-Gov Travel Program and the E-Gov Travel Service (ETS) is the E-Gov platform required by the Federal Travel Regulation (FTR) for civilian federal Government travel and serves as the foundation odor achieving federal goals for government-wide-travel management. The ETS is a comprehensive, end-to-end web-based product that enables VA to plan, book, and track, approve, and request reimbursement for travel services. In 2006, VA migrated from the Zegato ETS to FedTraveler.com ETS, which VA currently operates under a GSA Master Contract. The FSC manages the ETS contract for VA. Under FedTraveler.com, Hewlett

Packard (HP) formerly Electronic Data Systems (EDS) managed VA's Travel Management Center (TMC) services for employee travel, which is known as Embedded TMC environment.

In October 2007, VA migrated its Beneficiary patient travel services from Carlson Wagonlit and Omega Worldwide Travel to Duluth/ADTRAV Travel (Duluth). In March 2009, VA migrated its employee TMC services from the FedTraveler.com Embedded TMC environment to an Accommodated TMC environment with Duluth (TMC) where VA's contract is directly with the TMC.

VA is currently operating under the first ETS iteration, and expects to move to the second iteration of ETS, ETS2, potentially offered by another vendor, in the near future. Regardless of the ETS, VA requires the services of a TMC capable of meeting VA's goals as well as the E-Gov Travel Program goals. Discrete goals of the Program include:

- 1) consolidation and standardization of travel processes at the Government-wide level to include secure data and data transfer to GSA or to one or more third-party vendor(s) at the direction of GSA;
- 2) enhance Government-wide security compliance, as further defined herein;
- 3) delivery of enterprise travel management services to Federal agencies;
- 4) enhanced compliance with common Government-wide architecture and standards described herein;
- 5) consolidated data and reporting to enable the Federal Government to strategically source and manage travel;
- 6) an integrated, customer-centric, Web-based travel management environment that is highly user friendly, and maximizes Web-based application usability through customer centric, self-service, End-to-End travel services;
- 7) facilitation and simplification of the Federal travel process;
- 8) optimized online travel reservation services (OTRS);
- 9) improved customer service for the User resulting in superior customer satisfaction;
- 10) accelerated reimbursement of travel expenses to the Federal traveler and payments to travel charge card vendors;
- 11) centralized and distributed travel management through configurable ETS2 Services at the department, agency, and subordinate organization levels;
- 12) minimized Government capital investment;
- 13) minimized Government operational and maintenance costs;
- 14) Government-wide consolidated and aggregated data to support World Class Travel Management (WCTM), which ensures the Federal Government pays the lowest prices and obtains superior customer service;
- 15) comprehensive travel service capabilities and expert customer assistance;
- 16) greater visibility into Federal travel processes for continuing process improvement and cost savings;
- 17) leveraged commercial and Federal Government travel management best practices in travel planning, authorizing, booking, fulfillment, vouchering, and reporting wherever possible to ensure the User experience and ETS2 capabilities are comparable with commercial best practices;

- 18) maximized application of open architecture and Web standards, as well as leveraged industry standards and commercially available services and support items;
- 19) integrated, secure mobile device capabilities for online booking, authorization and voucher creation; and
- 20) promotion of “green” travel through user awareness during the travel planning and reservation processes.

1.2.1 VA Travel

VA considers self-service reservations as travel arrangements placed through the ETS, and fulfilled by the TMC without requiring TMC agent action. VA considers full-service (non-self service) reservations as travel arrangements requiring TMC action, regardless if VA made the original reservation in the ETS. VA currently does not use the ETS for PCS, VIP and Bene travel, but makes reservations directly with the TMC; these types of reservations are full-service reservations.

2.0 APPLICABLE DOCUMENTS

Documents referenced or germane to this Performance Work Statement (PWS) are listed below. In the performance of the tasks associated with this PWS, the Contractor shall comply with the following:

1. 44 U.S.C. § 3541, “Federal Information Security Management Act (FISMA) of 2002”
2. Federal Information Processing Standards (FIPS) Publication 140-2, “Security Requirements for Cryptographic Modules”
3. FIPS Pub 201, “Personal Identity Verification of Federal Employees and Contractors,” March 2006
4. 10 U.S.C. § 2224, “Defense Information Assurance Program”
5. Software Engineering Institute, Software Acquisition Capability Maturity Model (SA CMM) Level 2 procedures and processes
6. 5 U.S.C. § 552a, as amended, “The Privacy Act of 1974”
7. 42 U.S.C. § 2000d “Title VI of the Civil Rights Act of 1964”
8. Department of Veterans Affairs (VA) Directive 0710, “Personnel Suitability and Security Program,” September 10, 2004
9. VA Directive 6102, “Internet/Intranet Services,” July 15, 2008
10. 36 C.F.R. Part 1194 “Electronic and Information Technology Accessibility Standards,” July 1, 2003
11. OMB Circular A-130, “Management of Federal Information Resources,” November 28, 2000
12. 32 C.F.R. Part 199, “Civilian Health and Medical Program of the Uniformed Services (CHAMPUS)”
13. An Introductory Resource Guide for Implementing the Health Insurance Portability and Accountability Act (HIPAA) Security Rule, March 2005

14. Sections 504 and 508 of the Rehabilitation Act (29 U.S.C. § 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998
15. Homeland Security Presidential Directive (12) (HSPD-12)
16. VA Directive 6500, "Information Security Program," August 4, 2006
17. VA Handbook 6500, "Information Security Program," September 18, 2007
18. VA Handbook, 6500.5, Incorporating Security and Privacy in System Development Lifecycle.
19. VA Handbook 6500.6, "Contract Security," March 12, 2010
20. Program Management Accountability System (PMAS) portal (reference PWS References -Technical Library at <https://www.voa.va.gov/>)
21. OED ProPath Process Methodology (reference PWS References -Technical Library and Propath Library links at <https://www.voa.va.gov/>) NOTE: In the event of a conflict, OED ProPath takes precedence over other processes or methodologies.
22. Technical Reference Model (TRM) (reference at <http://www.ea.oit.va.gov/Technology.asp>)
23. National Institute Standards and Technology (NIST) Special Publications
24. Federal Travel Regulations, Chapter 300, 301, and 302: www.gsa.gov

3.0 SCOPE OF WORK

The Contractor shall provide travel management and travel agent services for the entire Department in order for VA to provide local, domestic, and international travel. The travel services include all stakeholders - VA employees, VA patients, and their companions - regardless of their locations if VA authorizes the travel.

The objectives of this PWS are for VA to obtain travel management services to:

- a) Obtain ordering, procurement, payment and administrative procedures processing
- b) Obtain customized travel services for VA unique requirements
- c) Obtain services with state-of-the-art technology and technological advances; and
- d) Ensure delivery complies with commercial rules, procedures, and follows commercial best practices to the maximum extent practicable.

The Contractor shall provide VA with travel management center services necessary for stakeholders to accomplish the tasks specified in this PWS. This includes:

- a) travel planning and cost estimating,
- b) reporting and exchanging data,
- c) travel policy support,
- d) customer service,
- e) reconciling centrally billed accounts,
- f) providing reservation booking services,
- g) ticketing and fulfillment,
- h) quality control, and
- i) support of GSA travel programs such as City Pair Program, FedRooms, and Management Information Service (MIS)

4.0 PERFORMANCE DETAILS

Travel Management Center (TMC). The TMC is the operational entity that describes total services operations under the contract, and includes all activities the Contractor shall perform to deliver the services of this PWS. This may be a virtual location.

Travel Process. VA's travel process includes making travel arrangements in the ETS with the ETS's OTRS and outside the ETS directly with the Contractor or Agent-assisted Travel Reservation Service (ATRS). The Contractor shall develop all interfaces necessary to send and receive transaction data between the Contractor's systems and VA's selected ETS and OTRS; the Global Distribution System (GDS); the Airline Reporting Corporation (ARC); Total Systems Services, Inc. (TSYS); commercial airline carrier reservation and booking systems; and other similar systems to complete the work detailed in this PWS.

Transaction Data. The Contractor shall transmit transaction data to complete the various commercial travel operations to include making reservations with third party providers, pay for travel arrangements using the Government-vendor credit card, fulfill ticket reservations, release tickets, seek refunds, produce itineraries, and produce reports. Additionally, for all of the VA data the TMC handles, the Contractor shall develop all interfaces necessary to send and receive transaction data between VA's Financial Management Systems (FMS) and VA's credit card bank, regardless if the reservations originated in or outside the ETS or the Contractor system.

Online Adoption Rate. VA considers the ratio of VA users who make their travel reservations through the ETS's OTRS vs. outside the ETS's OTRS as the online adoption rate. VA's minimum online adoption rate standard is seventy percent and seventy-five percent with ETS2. VA desires to increase its online adoption rate, and take advantage of the less expensive self-service fees to reduce its costs. The TMC plays a critical role in VA's travel program and the TMC must employ business practices, which encourage use of ETS and OTRS.

Employees and VIP travelers, including those traveling on PCS orders and patient travelers - do not make their reservations in the ETS but directly with the TMC; the volumes for those travel categories are not included in the online adoption rate ratio.

Other Aspects. The TMC plays a vital role in VA's travel program by providing VA with proactive and constructive "travel management" services, and this role includes assisting VA with seeking cost savings and waste avoidance. Additionally, with continuous threat to the United States and its resources, VA places special emphasis on its operational readiness and disaster recovery response. The TMC must be able to provide VA's travel data and to assist VA in its travel operations.

All management and administrative products and services, current and emerging, which assist in the support of VA travel, fall within the scope of this PWS.

4.1 Performance Period

The Performance Period of this contract will be for 12-months with an option to extend services for up to additional 6-months under FAR 52.217-8 Option to Extend Services.

4.1.1 Hours of Operation

The Contractor shall be available to provide the services cited in this PWS, both during normal VA Business Hours of Operation and after normal VA Business Hours of Operation.

4.1.1.1 Normal VA Business Hours of Operation

The Contractor shall provide VA with TMC services during normal VA business hours, Monday through Friday, no less than 8-hours per day, and between the hours of 8:00 a.m. and 6:00 p.m. in each United States Time Zone – Eastern Time through Hawaiian Time. During this time, the Contractor shall provide TMC services described in this PWS regardless of the traveler type (i.e. – employee, Bene, PCS, or VIP) and geographic area serviced (i.e. – foreign or domestic travel), and regardless of staffing, inclement weather, office closings, and early dismissals, unless otherwise approved by the Contracting Officer.

4.1.1.2 After-Normal VA Business Hours of Operation

The Contractor shall provide TMC services after normal VA business hours regardless of the traveler type (i.e. – employee, Bene, PCS, or VIP) and of the geographic area serviced (i.e. – foreign and domestic travel). The Contractor shall provide TMC services after business hours and during Federal Holidays regardless of the geographic area serviced. The Contractor shall maintain service levels regardless of staffing, inclement weather, office closings, and early dismissals, unless otherwise approved by the Contracting Officer. The level of customer service the Contractor provides to VA during these hours shall be at the same level provided during normal business hours of operation; however, the Contractor shall limit these services to issuing new or changing

existing air or rail tickets, or making new or changing existing hotel or rental car reservations.

4.1.1.3 Federal Holidays

VA follows ten (10) Federal holidays set by law (USC Title 5 Section 6103).

Under current definitions, four are set by date:

New Year's Day	January 1
Independence Day	July 4
Veterans Day	November 11
Christmas Day	December 25

If any of the above falls on a Saturday, VA observes Friday as a holiday. Similarly, if one falls on a Sunday, then VA observes Monday as a holiday.

The other six holidays are set by a day of the week and month:

Martin Luther King's Birthday	Third Monday in January
Washington's Birthday *	Third Monday in February
Memorial Day	Last Monday in May
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Thanksgiving	Fourth Thursday in November

*This holiday is designated as "Washington's Birthday" in section 6103(a) of title 5 of the United States Code, which is the law that specifies holidays for Federal employees. Though other institutions such as state and local governments and private businesses may use other names, it is our policy to always refer to holidays by the names designated in the law.

4.2 Place of Performance

The Contractor shall perform tasks under this PWS at Contractor facilities. The Contractor may perform work at remote locations with prior approval of the Contracting Officer.

4.3 Travel

The Government does not anticipate Contractor travel for this effort.

5.0 SPECIFIC TASKS AND DELIVERABLES

5.1 Contract Kick-Off Meeting

Within five (5) business days after contract start date, the Contractor shall schedule and host a "Kick-Off Meeting" with VA. The purpose of this meeting is to ensure there is an understanding between VA and the Contractor of the project approach, the schedule for key milestones, deliverables, CLIN structure, and other key components of the Contract.

5.2 Project Management

The Contractor shall manage, monitor, and control Contractor assigned tasks via various operations plans (see PWS 5.2.1 through 5.2.4) and shall make any of them available to the Contracting Officer upon request. The Contractor's Program Manager shall coordinate with senior-level FSC officials and the COR for the successful implementation of the TMC solution. The Contractor shall provide personnel and equipment necessary to execute the provisions in this PWS to include making reservations at its servicing office(s) 24-hours a day, seven (7) days a week. This capability must include times when the ETS's Computer Reservation System (CRS) is not operating as well as when VA requests reservation with a non-interactive transportation carrier, which does not subscribe to a CRS.

5.2.1 Project Management Plan

The Contractor shall develop and maintain a Project Management Plan (PMP) and provide it to the Contracting Officer upon request. The PMP lays out the Contractor's approach and tools used in execution of the contract, and should take the form of both a narrative and graphic format that displays the risks and resource support. The Contractor shall also include how the Contractor plans to coordinate and execute the planned, routine, and ad-hoc data reporting requests as identified in this PWS.

5.2.2 Risk Assessment Plan

The Contractor shall develop and maintain a Risk Assessment Plan, which includes an objective evaluation of risks to the Contractor and of risks to VA, in which assumptions and uncertainties are clearly considered and presented and provide it to the Contracting Officer upon request. The Risk Assessment Plan shall include the Contractor's procedures for risk mitigation.

5.2.3 Communication Plan

The Contractor shall develop and maintain a Communication Plan, which includes the Contractor's plan to foster VA's option of the Contractor's travel solution and how the Contractor shall measure the results of the program and provide it to the Contracting Officer upon request. Additionally, the Contractor's Communication Plan shall include samples of the reports, itineraries, invoices, and other deliverables.

5.2.4 Personnel Staffing Plan

The Contractor shall develop and maintain a Personnel Staffing Plan for each location that services VA accounts and provide it to the Contracting Officer upon request.

5.2.5 Quality Control Plan

The Contractor shall develop and maintain a Quality Control Plan, which includes all required elements, detailed in this PWS and its Addendums. The Contractor shall provide it to the Contracting Officer upon request. This plan shall also include a description of the inspection system used to cover services listed in the performance requirements summary (PRS). In the description, the Contractor shall include:

1. The areas inspected on both a scheduled and unscheduled basis, frequency of inspections, and the title and organizational placement of inspectors.
2. The methods used for identifying, preventing and correcting defects in the quality of service performed.
3. The methods used to identifying, preventing, and correcting defects in the specific business processes such as issuance of itineraries, tickets, and refunds during normal and after normal business hours, especially those processes which involve a manual Contractor effort.

The Contractor shall document the inspections and corrective or preventative actions taken and make the documented inspections available to VA upon request.

5.3 Monthly Progress Report Requirements

The Contractor shall provide VA with a Monthly Progress Reports recording all work completed during the reporting period and work planned for the subsequent reporting period by the fifth business day of each month. The Contractor shall identify any work problems that arose and a description of how the problems were resolved. If problems have not been completely resolved, the Contractor shall provide an explanation. The Contractor shall monitor performance against the PMP and report any deviations. The Contractor shall communicate with VA as issues arise so they are transparent to both parties to prevent the escalation of the issue. The Contractor shall have a minimum of one teleconference progress meeting per month between the Contractor and Contracting Officer, or if appointed – the Contracting Officers Technical Representative (COR) unless waived by the Contracting Officer.

The Contractor shall provide the Contracting Officer with Monthly Progress Reports in electronic form in Microsoft Word (Microsoft Office 2007). These reports shall reflect data as of the last day of the preceding month.

5.4 Transition Requirements

During the lifecycle of this contract, it may be necessary for the Contractor to transfer TMC services; therefore, the TMC shall be capable of transitioning TMC services with no loss of service or levels of customer service. Additionally, transition services must occur BEFORE expiration of the contract. These services typically include transferring records, reservations, reconciling accounts, etc., and getting the new vendor prepared to take over.

There are four types of transition requirements:

1. TMC Service Provider Transition
2. Ticketing Transition
3. Technological advance transition
4. ETS to ETS2 service provider transition

During each transition type described, the Contractor shall maintain a knowledge base of the Government's travel program to effect the transition with minimal disruption. Cooperative, orderly and seamless transitions are crucial to the Government's mission requirements.

5.4.1 T M C Service Provider Transition

If VA awards a contract to another TMC or ETS during the life cycle of this contract, the Contractor shall have a reasonable expectation to transfer TMC services. If VA does, VA will provide the TMC written notice. Upon receiving this notice the incumbent Contractor shall, furnish phase-in, phase-out services for up to sixty-(60) business days prior to the incoming contractor training. During this training, the Contractor shall exercise its best efforts to effect a cooperative, orderly, and seamless transition. The Contractor shall provide experienced personnel during the phase-in, phase-out period to ensure that there is no diminution in the quality of services provided under VA Contract.

5.4.2 Ticketing Transition

As part of a TMC transfer, a ticketing transition must occur. Five business days prior to TMC service provider transition, the incumbent Contractor shall:

1. Ticket and issue itineraries for all approved self-service and approved non-self service travel authorizations it receives five-business days prior to final transition, and prior to 5pm Eastern Time (ET) regardless of the date of commencement of travel.
2. Transfer the ticketed reservations Passenger Name Records (PNR's) to the successor Contractor after 5pm ET, until all ticketed records are transferred.
3. Provide VA and the successor Contractor a list of the ticketed reservations and their associated PNRs. To prevent data loss and interest in data integrity, it may be necessary for the Contractor to deliver the booking and PNR data to VA, and for

VA to deliver the data to the successor Contractor. The VA ISO will make this determination.

On the last business day, the incumbent Contractor shall:

1. Not issue new tickets for travel that commences later than two (2) business days after the expiration of the Contract, unless otherwise requested by VA. For example, if a Contract terminates on Friday, the Contractor (unless otherwise requested) shall not issue tickets for travel commencing later than the following Tuesday.
2. Ticket and issue itineraries for all approved self-service and approved non-self service travel authorizations it received by 5pm ET, for any travel commencing within the next 2-business days. For example, if the last business day is on a Friday, then ticket approved travel that commences through the following Tuesday.
3. Transfer ticketed reservations and remaining unticketed reservations Passenger Name Records to the successor Contractor after 5pm ET, but prior to midnight of the final day of operation.
4. Provide VA and the successor Contractor a list of the ticketed and unticketed reservations it made during the final five days of operation, and their associated PNRs. To prevent data loss and interest in data integrity, the VA ISO may require the Contractor to deliver the booking and PNR data to VA, and for VA to deliver the data to the successor Contractor.

The TMC shall produce open PNR and ticketed PNR reports at each close of business of each of the numbered milestones above and provide a copy to the COR and designees.

Upon contract end, all new reservation, ticketing and itinerary requests are the responsibility of the successor Contractor even if originally booked by the outgoing Contractor. The Contractor shall reconcile each account balance and settle each transaction dispute within 30-calendar days of the completed transition. VA shall be responsible for notifying their employees of the transition, ticketing restrictions, and how to obtain emergency travel services.

5.4.3 Technological Advances Transition

The Contractor may offer state-of-the-art products, services and provide technical advances that are consistent with the commercial marketplace that are in scope of the contract. The Contractor shall contact VA prior to making any maintenance enhancements and both parties must mutually agree upon those changes, prior to implementing these enhancements. The Contractor shall ensure that any proposed change brought about by technological advance is effectuated in a seamless manner with minimal disruption to the travel program. The Contractor shall coordinate any proposed technological transition with the participating users and the VA Contracting Officer at least 30 calendar days prior to transition. The Contractor shall make these maintenance

enhancements (i.e. – certification and accreditation, and internet security enhancements that are required to execute this contract) at no additional costs to VA.

5.4.4 ETS to ETS2 Transition

The Contractor shall update their Project Management Plan, Risk Assessment Plan, Communication Plan, and Quality Control Plan and make them available to VA 30-calendar days prior to the ETS to ETS2 transition. The Contractor shall provide VA with monthly Progress Reports (see 5.3). The Contractor shall take the necessary precautions to continue uninterrupted VA travel operations during the transition. All activities and costs associated with interfacing with ETS2 shall be the Contractor's responsibility. Where at all possible, the Contractor shall work with the ETS2 provider and the prescribed transition schedule to effectuate a seamless transition.

5.5 Systems Integration

VA utilizes one ETS, currently FedTraveler.com; one internal financial accounting system, Financial Management System (FMS); and one Government travel card provider, US Bank. The Contractor shall ensure its travel booking systems and back office accounting properly and completely interfaces with VA's current ETS solution, and communicates to both VA's accounting system and that of the Government travel card provider. If VA adds or changes ETS providers, accounting systems, or Government travel card providers, the Contractor shall complete the cooperative, orderly, and seamless transition, integration and communication with the new provider(s).

The Contractor shall follow the ETS (and ETS2 and the embedded TMC) provider guidance as it relates to integrating with the ETS and GDS in order to complete and fulfill itineraries, reservations, and ticketing. The Contractor shall follow the provisions in ADDENDUM C - ETS2/TMC Guidance.

The Contractor shall meet or exceed the following requirements:

1. The Contractor shall integrate with the ETS and ETS2 at no additional cost beyond the transaction fee to the government in accordance with proposed expedited customer agency accommodation schemes to speed transaction utilization and growth;
2. The Contractor shall draft, negotiate, and secure a valid SIA with the ETS or ETS2 provider that is fully compliant with the content, terms, and guidance prescribed in this PWS;
3. During any period when the Contractor provides TMC services without an executed SIA, the Contractor shall operate to the fullest extent possible as if a SIA were in full force and effect; and
4. The Contractor shall provide fulfillment services of with minimal or no degradation to TMC services irrespective of the status of the SIA.

5.6 Price Quotes, Reservations, and Cancelling

The ETS web-based product provides the employee travel document life cycle, travel reservations, and voucher payments, but successful travel operations only can be delivered when the product outputs are combined with the Contractor services provided. The Contractor shall promote and facilitate a seamless, touch-less service, allowing the issuance of tickets and other travel documents without the need for human intervention, commonly referred to as touch-less or self service fulfillment services.

For the purposes of this section, the Contractor shall ensure travel reservations and documents contain, at minimum, a correct and complete single travel itinerary, which includes a travel schedule, reservation information, confirmation numbers, travel supplier telephone numbers, special requests, contractor point of contact, and any and all documentary requirements, including explanatory codes.

5.6.1 Price Quoting/Cost Estimates

The Contractor shall provide VA with price quotes/cost estimates it receives by telephone, e-mail, or fax, for any commercial travel reservation type it can make in support of VA travel such as airline, rail, bus, taxi, shuttle, ship, hotel, and rental car reservations for an individual traveler or multiple travelers at no additional cost to VA. The Contractor shall send the individual or individuals a copy of the price quote itinerary via e-mail to the e-mail address(es) specified by VA, or if not specified, to the e-mail address listed in the traveler's GDS travel profile within one hour of receipt of the request. If the traveler or alternate preparer creates a travel document in the ETS using the quoted fare, the TMC may not assess a full service fee at the time of booking.

5.7 Reservation Services

The Contractor shall provide VA with reservation services it receives by ETS, telephone, e-mail, or fax, for any commercial travel reservation type it can make in support of VA travel such as airline, rail, bus, taxi, shuttle, ship, hotel, and rental car reservations for an individual traveler or multiple travelers at no additional cost to VA. The Contractor shall send a copy of the reservation itinerary via e-mail to the e-mail address(es) specified by VA, or if not specified, to the e-mail address listed in the traveler's GDS travel profile within one hour of receipt of the request.

If the reservation is for PCS-TDY, the Contractor shall retrieve pertinent travel data to include the VA obligation number from the VA PCS Travel web portal, VA PCS personnel, VA Station personnel, traveler, or submitted form.

If the reservation is for Beneficiary travel and the reservation information is received via fax or email, the Contractor shall verify the information with VA prior and receive authorization prior to ticketing.

If the Contractor discovers an error in the reservation process, the Contractor shall contact the alternate preparer or traveler informing him/her of the error (i.e. – incorrect obligation number, incorrect itinerary booked, etc.) and seek guidance for how to proceed.

5.7.1 Cancelling Reservations/Voids

The Contractor shall hold the transportation, lodging, rental car, and ship inventory as long as its with the provisions established by the GSA City Pair Program and as long as the reservation does not exceed or violate the commercial vendor's "fare rules" (typically prior to flight time for refundable and contract fares) or incur any penalty, or additional cost to VA or the Contractor. If the VA does not fulfill the reservation with the Contractor prior to the fare expiration, or prior to any fare rule violation, the Contractor shall cancel the reservation. The Contractor shall send a copy of the cancelled reservation itinerary to the e-mail address(es) specified by VA, or if not specified, to the e-mail address listed in the traveler's GDS travel profile within one hour of receipt of the request.

5.8 Ticketing Services

The Contractor shall provide VA with ticketing services it receives by ETS, telephone, e-mail, or fax, for any commercial travel reservation type it can make in support of VA travel such as airline, rail, bus, taxi, shuttle, ship, hotel, and rental car and assess the appropriate fee per the CLIN structure. The Contractor shall handle itinerary changes, refunds, transportation credits, and other services related to ticketing services. The Contractor shall send a copy of the ticketed itinerary via e-mail to the e-mail address(es) specified by VA, or if not specified, to the e-mail address listed in the traveler's GDS travel profile. The primary method of ticket delivery shall be electronic ticketing (e-ticket), or use of ticketless procedures where available.

Other than Government contract fares, if an airline increases its airfare costs by less than \$100 (i.e. - airfare fuel surcharge, but not ancillary airline fees such as baggage fees) from the original reservation quote, the Contractor shall purchase the fare when authorized by VA without having to seek additional approval. For reservations where the cost of the reservation increases \$100 or more, regardless of whether it is due to a fuel surcharge or an increase in airfare, the Contractor shall notify the Customer through an automated e-mail. The Customer will be responsible for notifying the Contractor if they wish to cancel or change the reservation due to the increase in cost. If the Customer does not respond to the Contractor by the time required to purchase the fare according to the fare rules, the Contractor shall consider the reservation as unapproved, and the treat the reservation per the requirements listed in this PWS. If the Contractor books a reservation other than the traveler's authorized and selected fare, which is higher than the \$100 threshold, the Contractor shall be responsible for the fare difference.

5.8.1 Permanent Change of Station Reservations and Ticketing

The TMC shall issue tickets to VA employees traveling on PCS/relocation travel similar to VA employees traveling on TDY travel, following the provisions set forth in the FTR and VA travel policy; however, PCS travel reservations are not made through the ETS, but directly with the TMC normally via phone, email, or fax. To complete a PCS ticketing request, the TMC must receive a VA Form 3036c, "Travel Authority for Permanent Duty", which must be signed in Block 13. Once the TMC receives the VA 3036c, the TMC shall refer to the document to make the travel reservations. The TMC shall retain a copy of the

VA Form 3036c and store it for up to thirty days after the PCS travel is complete, and then dispose of the file per VA security requirements.

The TMC shall make travel reservations for the VA employee and family members authorized on the VA Form 3036c. The TMC shall ticket reservations immediately if provided a valid form of payment. The TMC shall use the VA employees Individually Billed Account (IBA), or if an IBA is not available, the gaining station's Centrally Billed Account (CBA), to ticket the reservation. Once ticketed, the TMC shall send the traveler a copy of the ticketed itinerary following the PWS itinerary format and delivery terms.

If VA does not provide the TMC a valid form of payment at the time of reservation, the TMC shall place the reservation on hold as long as the reservation is a government contract fare or fully refundable fare. The TMC shall record the employee's contact phone number and email address and provide the employee the TMC contact information. If VA does not contact the TMC within the next business day of reservation, the TMC shall attempt to contact the VA employee. If the TMC is unable to contact the employee, the TMC shall leave a detailed message. Once leaving the voicemail, the TMC shall contact the VA FSC PCS key personnel and leave a detailed voicemail regarding the unticketed itinerary if the key personnel are not available. After leaving the key personnel a voicemail, the TMC shall contact the VA COR regarding the unticketed itinerary.

The TMC shall hold PCS travel reservations and cancel these reservations per the requirements listed in 5.7.1 Cancellation/Voids above. Once the TMC releases the reservation, the TMC shall send the traveler, FSC PCS key personnel, and VA COR the cancelled itinerary. The TMC shall not sync PCS travel to an ETS document. The Contractor shall charge the fee to process this travel at the established CLIN rate and not at a premium.

5.8.2 Beneficiary/Patient Travel Ticketing

The TMC shall issue tickets to VA Beneficiary (Bene)/patient travelers and their attendee when authorized. The TMC shall receive travel requests by fax, email or phone by a VA employee. VA will pay for these travel requests by VA CBA, and at times by the gaining station's CBA (the gaining station being the hospital where the Bene traveler is going to in order to receive services). Once ticketed, the TMC shall send the traveler arranger and not the traveler a copy of the ticketed itinerary following the PWS itinerary format and delivery terms. The TMC shall not sync bene travel to an ETS document. The Contractor shall charge the fee to process this travel at the established CLIN rate and not at a premium.

5.8.3 Very Important Person (VIP) Traveler Ticketing

VA has a limited number of individuals classified as VIP travelers who normally are associated with VA's Office of the Secretary. The Contractor shall handle these travelers with the utmost care and respect, and handle their travel arrangements with extra attention and discretion. The Contractor shall issue tickets to VA VIP travelers and their attendees when authorized. The TMC shall receive travel requests by fax, email or

phone by a VA employee. VA will pay for these travel request by VA CBA, IBA, and at times non-Government, personal credit card. Once ticketed, the TMC shall send the traveler arranger, and if requested, the traveler a copy of the ticketed itinerary following the PWS itinerary format and delivery terms. The TMC shall not sync VIP travel to an ETS document. The Contractor shall charge the fee to process this travel at the established CLIN rate and not at a premium.

5.8.4 Cancelling Tickets

The Contractor shall provide VA with ticket cancelling services it performs or receives from ETS, telephone, e-mail, or fax for any tickets it ticketed for VA at no additional cost to VA. The Contractor shall handle itinerary changes, refunds, transportation credits, and other services related to cancelling a ticket. The Contractor shall send a copy of the cancelled ticket to the e-mail address(es) specified by VA, or if not specified, to the e-mail address listed in the traveler's GDS travel profile within one hour of receipt of the request. When contacting VA regarding a cancellation, the Contractor shall make it clear to the end user the ticket was cancelled.

Unused Tickets: The Contractor shall have the ability to redeem unused/partially used tickets (both e-tickets and paper tickets) on behalf of the VA. This includes identifying unused tickets, completing necessary forms for their refund, submitting the claim to the carrier, receipt, accounting and reconciliation of the refund, and reporting such activities.

5.8.5 Itineraries/Passenger/Receipt Coupon

The Contractor shall provide each traveler with an Itinerary/Passenger Receipt Coupon in a standardized, consolidated document at times such as price quote, initial reservation, when itinerary changes are made, ticket purchase, and upon request before and after travel at no additional cost to VA. If the planned trip changes, i.e. – flight schedule change, the Contractor shall issue an updated itinerary, which documents the change made to the previous itinerary. A “complete” itinerary acts as the traveler's receipt for transportation costs and TMC fees. Upon request, the Contractor shall provide (to the VA employee requesting the copy) a copy of the itinerary document (pdf, jpg, etc.) via email within one hour of receipt of the request. The Contractor shall maintain the capability to provide the itinerary document up to 30 days after the trip end date. The Contractor shall not refer the user to a web site to retrieve the requested itinerary unless the traveler requests the itinerary to be delivered this way.

5.8.5.1 Electronic Ticket Delivery

The Contractor shall ensure timely delivery of tickets, itineraries and other travel documents to Federal travelers designated by VA. Unless otherwise requested, tickets and other documents shall be issued no earlier than necessary to arrive two (2) days before departure. The primary method of ticket delivery will be electronic ticketing or ticketless where available and when acceptable by VA.

If the Contractor discovers an error in the ticketing process, the Contractor shall contact the alternate preparer or traveler informing him/her of the error (i.e. – incorrect obligation number used, incorrect itinerary booked, etc.) and seek guidance for how to proceed.

5.8.5.2 Other than Electronic Mail

When electronic ticketing is not available, the Contractor shall use another deliver means (i.e. - U.S. First Class mail or overnight delivery) to ensure timely ticket delivery and assess the appropriate fee per the CLIN structure. VA travelers will be responsible for providing the appropriate delivery address and method to the Contractor. Fees for ticket issuance/delivery apply when (1) electronic ticketing or ticketless is available but not acceptable to the VA, or (2) when electronic ticket delivery is not available and the VA requires a delivery option beyond that required to ensure timely ticket delivery. The Contractor shall provide ticket delivery by courier or other means to ensure ticket delivery within two (2) hours of need at an appropriate airport or other designated delivery points when requested by the traveler.

5.8.5.3 Components of an Itinerary

The Contractor itinerary document shall include the following data elements:

Data Elements	Example of the Data Element Required
<u>Vendor Information</u> Name of TMC Address of TMC Local and Toll Free Telephone # of Vendor for servicing office and after-hours/emergency service location	Center for Mass Travel Incorporated 1000 Main Street, Suite100, Austin, TX 78748 Local: 987-6543 Toll Free: 1-800-987-6543
<u>Customer Information</u> Full Name of Individual Placing Order Date and Time of Order Station Number of Individual Placing Order Organization/Location of the Individual Placing the Order Traveler's Last Name as it appears on their official Government ID Traveler's First Name as it appears on their official Government ID Traveler's Middle Name as it appears on their official Government ID Traveler's Name Suffix as it appears on their official Government ID Station Number of the Traveler Organization/Location of the Traveler Form(s) of Payment Used Obligation Number Special Notes/Remarks requested by VA	Jane Doe 1315 hrs, October 1, 2011 Station 104 Financial Services Center Smith John J. Jr. Station 101 Office of Inspector General Centrally Billed Account, Individually Billed Account 101T01234 (9 characters only)
<u>Itinerary and Reservation Information</u> Type of Reservation Current Itinerary Status Important Warning Messages Transportation Status Hotel Status Rental Car Status	OTRS Reservation, TMC Agent, COST ESTIMATE Error, Incomplete, Updated, Complete Ticketing Deadlines, Fares Expired None, Reserved, Ticketed, Cancelled None, Awaiting Confirmation, Confirmed, Cancelled None, Awaiting Confirmation, Confirmed, Cancelled
<u>Costs/Charges Information</u> TMC Services Provided	Self-Service/Touchless Fulfillment, Full Service Fulfillment,

TMC Fee(s) and Credits (s), and Carrier, Lodging, and Rental Car costs Summary Costs	After Hours Service Break out of the various line item charges – Total TMC Fees, charges associated with the transportation ticket, including the ticket number, price, fees charged and a description of those fees Summary Cost, Total Hotel Rental Car Summary Cost, Total Rental Car Costs, Total Estimated Trip Costs, Total Fulfillment Costs
<u>Transportation Information</u> All Reservations Status Transportation Method Transportation Description Transportation Number Contract Carrier Status Use of Contract Carrier and Exception All Departures Information All Arrival Information All Reservation Numbers Regardless of Carrier or Carrier Type Special Transportation Notes Cancellation Policy/Fare Rules All Costs of Tickets and Refunds/Credits – New/Reissued/ Used/ Provided and Total Cost of Airfare	Reserved (unticketed), Ticketed, Cancelled Air, Rail, Bus, Boat, Other Airbus 707, Amtrak 321, Greyhound 101, Liner Flight, train, bus and voyage numbers No, Yes (Per aircraft) If use of a noncontract air carrier is authorized, the Contractor shall annotate one or more of the exceptions to mandatory use of the GSA airline city-pairs contract Carrier(s); Depart Location (Airport, Rail Station, Bus Station, Port); Depart Location Code (Airport, Rail Station, Bus Station, Port Code), Time of Departure, Seat Status, Meal Status Arrival Location (Airport, Rail Station, Bus Station); Arrival Location Code (Airport, Rail Station, Bus Station, Port Code), Time of Arrival Record Locators, Reservation Number, Confirmation Number Rewards Number (Frequent Flyer #) Week Prior, 48 hours, 24 hours, etc. All airline carrier costs, taxes, fees, etc.
<u>Lodging Information</u> All Reservations All Confirmation Number(s) Hotel Name(s) Hotel Location(s) Hotel Telephone Number Reservation Information Check-in and checkout times Cancellation Policy Rate Tax Exemption Status All Hotel Costs/Total Hotel Costs	Awaiting Confirmation, Confirmed, Cancelled Hotel's confirmation number Property Name Property street address, city, state, zip code Property toll-free and toll telephone number Type of room, duration of stay Guaranteed arrival check-in time, and checkout times Week Prior, 48 hours, 24 hours, 4 hours, etc. Nightly rate, weekly rate Yes, No Estimated total stay costs
<u>Rental Car Information</u> All Reservations Status All Confirmation Numbers Rental Car Agency Name Rental Car Agency Location Rental Car Agency Telephone Number Special notices or information All Reservation Information Cancellation Policy All Rental Car Costs	Awaiting Confirmation, Confirmed, Cancelled Rental car agency confirmation number Rental car company name Property street address, city, state, zip code Property toll-free and toll telephone number Off site indication, special pick up instructions, directions from the airport Type of vehicle, duration of rental Week Prior, 48 hours, 24 hours, 4 hours, etc. Daily rate, weekly rate

Rental Car Confirmed Costs Total Rental Car Costs	Quoted Rental Car rate Estimated total rental costs
<u>Other Trip Information</u> Special Foreign Travel Information Special Domestic Travel Information Special notices or information requested by GSA	Information and advice on conditions at the various foreign destinations, including climatic conditions, types of clothing which are appropriate or essential, national and religious holidays, civil unrest, location of American embassies and consulates, etc. Technical advice on such matters as foreign currency exchange rates and transactions, securing automobile insurance in conjunction with foreign car rentals, excess baggage requirements and fees. Advice to travelers on necessary health requirements, including types of inoculations and vaccinations either required or suggested for foreign travel. Travel visa requirements Ground transportation services information TBD

The Contractor shall provide a copy of the passenger receipt/coupon, as requested by VA, which shall include all charges associated with the transportation ticket, including the ticket number, price, fees charged and a description of those fees, as required in the Contract.

5.9 Debit Memos/Third Party Charges

Airlines assess debit memos when a violation of their airline fare rules, and assess penalties to the booking entity for a violation of those fare rules. Airline debit memos include violations for inactive segments, churned records, and duplicate booking. Inactive segment debit memos happen when a traveler has a travel segment but does not purchase or use the reservation prior to flight time. Churning debit memos happen when a traveler has a travel reservation, and attempts to modify it within the same passenger name record. Duplicate booking memos happen when a traveler has 2 or more travel reservations (PNRs) for the same or approximately same dates and flights.

Allocation of Financial Responsibility – Third Party Charges: Each party shall be financially responsible for third-party charges (e.g., debit memos, recall of commissions, and notice of overcharges) caused by their own actions or those of others to the extent that such a party is or shall be able to control or prevent such causal actions by others. The Contractor shall have established procedures and quality control measures in order to prevent third party charges, and shall refute any third party charges, which are unsubstantiated by the third party. The Contractor shall have a well-defined process describing how they handle third party charges as they are received and provide this process to VA.

VA will not consider any debit memos or associated administrative fees issued to the TMC prior to April 1, 2012, or during the time VA was under an Embedded TMC environment. TMC debit memo transactions prior to this date are not VA's responsibility. VA will not consider inactive segment debit memos or their associated administrative fees, as the TMC is responsible for releasing unticketed reservations in accordance to the

prescribed fare rules (i.e. – normally prior to the first flight). VA will only consider airline debit memos, which are either “duplicate booking” or “churned” record violations, which VA created and did not receive TMC agent assistance, unless VA caused another violation after receiving TMC assistance. If there is an airline fee associated with processing a debit memo, VA will consider paying this fee as long as all of the debit memos issued by the airline are VA’s responsibility and accepted by VA for payment.

5.9.1 Debit Memo Preventative Measures

If the VA contracts the TMC to make a reservation, and the TMC determines a reservation already exists, but it is expired, the TMC shall not reinstate the reservation unless the TMC is able to do so without causing a debit memo. The TMC shall not cancel the reservation and create a new reservation for a particular document as the document may only have one PNR at a time, even if that PNR is expired. The VA employee must cancel the existing document and create a new one, or if a new document does not exist, the TMC shall create a new reservation under the provisions for TMC generated documents. If the TMC reinstates the expired PNR, or creates a new PNR and assigns it to the same document, VA will not be liable for any debit memos that may result. Preventative Measures: If the TMC determines a reservation exists, the TMC shall not make another reservation without informing the employee or alternate preparer a reservation already exists. Upon VA’s request, the TMC shall cancel the existing reservation and make the new reservation.

5.9.2 Debit Memo General Guidelines

5.9.2.1 Full Service Ticketing Related Debit Memos

VA makes a reservation with and is ticketed by the TMC. All debit memos for VA tickets fulfilled directly with the TMC also known as full service ticketing, which includes Permanent Change of Station (PCS) travel, Beneficiary (Bene)/Patient travel, Very Important Traveler (VIP) travel and at times routine temporary duty (TDY) travel booked directly with the TMC shall be the responsibility of the contracted TMC. TDY travel related debit memos may be considered if the travel was originally booked in the ETS.

Quality Control: TMC agents shall check for existing reservations prior to making new ones to prevent duplicate booking debit memos.

Full Service Ticketing – Self-Service Reservation Exception. If the VA employee contacts the TMC to make a reservation or book a ticket, the TMC shall send the employee an itinerary as confirmation of the reservation or booked ticket. Once the TMC makes a reservation or booking, the employee must not make a subsequent reservation or booking in the ETS as this will trigger a duplicate booking, or alter the reservation or booking in the ETS as this will trigger a churned record.

5.9.2.2 Self-Service Reservations Related Debit Memos

VA makes a reservation in the ETS and the TMC fulfills the reservation on VA’s behalf through the GDS. Churning occurs when a VA employee creates an ETS document,

makes a reservation which assigns a passenger name record (PNR) to that document, and then alters the reservation/PNR after the original reservation expires. (Rule of thumb – one document, one PNR.) Duplicate booking occurs when a VA employee creates an ETS document, makes a reservation, and then 1) creates another ETS document with the same/similar reservation, 2) creates another reservation either in the ETS or with TMC or airline, or 3) another employee creates another ETS document with the same/similar reservation as the original reservation. (Rule of thumb – one traveler, one document, one PNR.)

Quality Control: If VA contacts the TMC regarding a reservation, the TMC shall determine if an existing reservation exists by reviewing the GDS. (Asking the employee if there is an existing reservation is not sufficient, as the employee may not make his/her own reservations and may not be aware of what reservations exist.)

5.9.2.3 Quick Reference Debit Memo Disposition

Below is to be used as a quick reference; however, does not overrule other processes stated in this PWS.

	First Reservation	Second Reservation	Party Responsible for Debit Memo
1	Offline (with TMC)	Offline (with TMC)	TMC
2	Offline (with TMC)	Online (in ETS)	VA
3	Online (in ETS)	Online (in ETS)	VA
4	Online (in ETS)	Offline (with TMC)	TMC

5.9.3 Specific Guidelines Debit Memo Handling Process

1. Upon receipt, the TMC shall review the airline debit memo and follow their normal dispute or payment method process with the airlines as necessary. If the TMC is protesting a debit memo involving VA travelers, the TMC shall not request payment from VA but the TMC shall provide VA a list traveler names and document numbers.
2. For all debit memos the TMC did not dispute, or the airlines refused to overturn, the TMC shall provide VA with the following:
 - a. Copy of the Airline Debit Memo – The TMC shall include sufficient information for VA to verify that it was a VA Employee's action that incurred the airline cost – that information must include the following information:
 - i. Traveler Full Name
 - ii. Type of Reservation – Online/Offline
 - iii. FedTraveler.com Document Number
 - iv. Last four numbers of the Credit Card # used
 - v. Airline Name
 - vi. Record Locator (all)
 - vii. Ticket # (if issued)
 - viii. Ticket Issue Date (if issued)

- ix. Ticket Amount (if issued)
 - x. Trip information – Dates, origination/destination cities and/or airport codes
 - b. Debit Memo Type (Duplicate or Churning)
 - c. Date of Debit Memo
 - d. Amount of Violation
 - e. Amount of Airline Processing Fee (if any)
 - f. Amount paid by the TMC
 - g. Form of Payment Information - check or credit card, transaction # and date paid
 - h. Other Relevant information – i.e. GDS history or TMC agent notes, or remarks
3. Upon receipt, VA FSC staff will review the submitted information within 5-business days. The VA FSC Contracting Officer's Representative (COR) will return the debit memo to the TMC and provide each with one of three designations: approved, denied, or need more information.
- a. "Approved" transactions are the transactions the VA reviewed and will allow the TMC to process for payment (go to #4).
 - b. "Denied" transactions are transactions VA reviewed and will not allow the TMC request to charge the station. VA will deny transactions, which do not meet one of the above requirements. The TMC may submit additional information to overturn the denied transaction by providing the COR the additional information within 10-business days after notification that the transaction(s) have been denied.
 - c. Transactions designated, as "need more information" are the transactions VA reviewed and cannot verify as having occurred as claimed. The TMC shall return the requested information for further consideration within 10-business days after notification that VA requires additional information.
4. Once transactions are "approved", the VA shall send the station's Local System Administrator and CBA cardholder notification that payment is owed to the TMC and that the TMC is authorized to charge the approved amount to their card. VA shall provide the TMC with the form of payment and the document number.
5. Upon receipt of the form of payment, the Contractor shall invoice the station specified by VA within 30 days of approval.

5.9.4 Debit Memo Handling Process Transition

VA expects to transition the requirement listed in 5.9.3 bullet 3 from COR review to Station Local System Administrator (LSA) or CBA card holder during the term of this contract. VA will provide written notice of when this transition will take place. Upon

transition, VA will provide the TMC with a list of Station LSAs and card holders, or a means to get those names through the ETS. Those individuals will then be expected to execute the requirements in bullet 4 as well. The TMC shall otherwise follow all other requirements outlined in the process above.

5.10 Management Information

The Contractor shall make available all VA travel data it processes/produces upon VA Contracting Officer request. The Contractor shall make available all reports available regardless of carrier (i.e. air, rail, ship), conveyance type (i.e. - personally owned vehicle, Government owned vehicle, lodging location, and GDS used, which it creates a reservation, fulfills a ticket, or produces an itinerary. The Contractor shall provide basic reporting capabilities to users for process and operational information needs, as well as to GSA for Government-wide summary-level reporting (e.g., strategic sourcing, required policy reports, etc.).

5.10.1 VA Travel Program Data

The Contractor shall secure all VA data, at a minimum, according to standard commercial practices. The Contractor shall restrict data access to individuals authorized by this Contract or authorized individuals designated in this Contract. The VA Contracting Officer, or designee(s), shall have access to all VA travel data. At a minimum, the Contractor shall make all travel program and point-of-sale data available in an ASCII or spreadsheet file format. Upon VA request, the Contractor shall provide VA Travel Program data and/or point-of-sale data in an agreed upon medium(s), directly to VA. The VA Contracting Officer may authorize a direct push/pull, real time access of VA travel program and point-of-sale data from the Contractor to VA, the VA's ETS provider, GSA, or GSA's third-party Contractor. The Contractor may also provide VA direct access to VA data (i.e. web site tool), as long as the access meets VA security provisions and is at no additional cost to VA. Providing this access does not preclude the Contractor from providing the data as required in the PWS.

The Contractor shall develop and maintain a current database of VA serviced under this Contract. The Contractor shall include, as a minimum, the agency/organization identifying number, the agency/organization name; the agency/organization point of contact; and the address; telephone/facsimile numbers and e-mail address (if available) for the point of contact.

5.10.2 Point of Sale Data

The Contractor shall collect the standard commercial data elements contained in the reservation and ticketing records, as well as data elements such as accounting codes, travel authorization numbers, etc. The Contractor shall identify and separate transaction fees from common carrier services. The Contractor shall capture in its system, information on each ticket issued at the point of reservation, point of ticket issuance, or after ticket delivery for paper tickets the trip-related data specified below:

- (a) Employee name;

- (b) Trip Document Number;
- (c) Common carrier ticket amount;
- (d) Travel dates;
- (e) VA accounting classification code contained on each travel authorization, specific format to be provided by VA;
- (f) TMC transaction fee; and
- (g) Taxes, delivery fees and other applicable fees.

5.10.3 Management Reports

The Contractor shall provide a majority of VA data in the form of reports at no additional cost to VA as these costs are rolled into the Contractor's fee structure. This instrument shall assist with the creation of reports as well as establishing a baseline of understanding with what the Contractor is delivering in each of the requested reports.

Additionally, the Contractor shall work with and provide VA travel data to the ETS provider, GSA, and GSA's Travel Management Information Service (MIS) third party vendor at not additional cost.

Contractor reports shall make VA data and subsequent reports available in a variety of media, e.g., paper copy, disk magnetic tape, electronic copy or web browser, and shall have the ability to provide the data and reports in commonly available file formats such as MS Word (.doc), Excel (.xls), Adobe Acrobat (.pdf), and comma delimited (.csv). Where the Contracting Officer requests the reports to be 508 compliant, the Contractor shall provide them in a 508 compliant format. The contractor shall be able to deliver reports via e-mail, VPN, or hard copy.

5.10.4 Report Frequency

Unless the Contractor and VA agree to a more efficient and expedient manner to receive reporting data (i.e. real time or direct access), the Contractor shall produce VA reports and deliver them to the VA Contracting Officer either on demand, daily, weekly, monthly, quarterly, and annual basis. Delivery of reports is based on the Government's fiscal year, which starts October 1 and ends September 30.

On Demand Reports – The contractor shall deliver reports due “on demand” within 1-hour of VA request.

Daily Reports – The contractor shall deliver reports due on a “daily” basis by the close of business (COB) of the next available business day. (For example, for a report due on Tuesday, the Contractor shall deliver the report to VA before COB Wednesday. Also, for a report due on Monday, which is a Federal holiday, the Contractor shall deliver the report to VA before COB Tuesday.)

Monthly Reports – The contractor shall deliver reports due on a “monthly” basis by COB of the 15th calendar day of the next month, or the next business day after the 15th if the 15th happens to be a weekend/non-work day or a Federal holiday. (For example, the

Contractor shall deliver an April report on May 15, or May 16 if the 15th is on a Sunday or is a Federal holiday.)

Quarterly Reports – The contractor shall deliver reports on a “quarterly” basis by COB of the 15th calendar day of the month following the last month of the quarter or the next business day after the 15th if the 15th happens to be a weekend/non-work day or a Federal holiday. (For example, the Contractor shall deliver VA’s first quarter report, starting October 1 and ending December 31; on January 15, or January 16 if the 15th is on a Sunday or is a Federal holiday.)

Annual Reports – The contractor shall deliver “annual” reports by COB of October 15 or by COB of the next business day if the 15th is a weekend/non-work day or Federal holiday.

5.10.5 Data Elements

The Contractor shall provide a comprehensive list of the available data elements the Contractor stores in its database with a brief description of the data elements as part of the Communication Plan and provide this list to VA upon request. Having this list will assist with VA with developing additional VA travel reports.

5.10.6 VA Reports Data Elements

When delivering reports, the Contractor shall use the data elements provided below for VA reports:

No	Field Name	Example of data/definition:	Data Format
1	Account Number	Complete DK/Customer Number	Number
2	Ticket Number	Airline Ticket Number	Number
3	Status	Status of the credit (“Active”)	Text
4	Airlines	Airline Carrier Name, i.e. Delta, United, etc.)/Industry Standard Carrier Abbreviation	Text
5	Travel Date	Date of the first airline segment	Date Format - MM/DD/YYYY
6	Expiration Date	Date the airline credit must be used by	Date Format - MM/DD/YYYY
7	Amount	Dollar value of the purchased ticket	Currency (\$X,XXX.XX)
8	Date Updated	Date Duluth updated their records	Date Format - MM/DD/YYYY
9	Traveler’s First Name	Full First Name	Text
10	Traveler’s Last Name	Full Last Name	Text
11	Traveler’s Middle Initial or Name	Middle Initial or Full Middle Name when available	Text
12	Traveler’s E-mail Address	Traveler Profile e-mail address	Text
13	Alternate Preparer’s E-mail Address	Alternate Preparer e-mail address as provided by the ETS or by caller while making offline reservations	Text

14	Traveler's Travel Authorization Number	29-characters of the ETS document (Example: FFFFFFFFFF104T1000166500000)	Text
15	Original Record Locator(s)	Worldspan/Sabre Passenger Name Record (PNR) (Examples: W-NOGPFR, S-IIMLJQ, U-KYDTNV)	Text
16	Travel Departure Date	Date of first scheduled flight	Date Format - MM/DD/YYYY
17	Travel Return Date	Date of last scheduled flight	Date Format - MM/DD/YYYY
18	Organization Name	VA's ETS organization name	Text
19	Organization Code	VA's ETS organization code	Text
20	Class of Fare	Coach, Business Class, First Class	Text
21	Ticket Issue Date	Date the airline ticket was issued	Date Format - MM/DD/YYYY
22	Payment Method	"CBA" or "IBA" or "Personal Card"	Text
23	Credit Card Information	16-digit government credit card number	Text

The Contractor is not limited to these reporting elements and is encouraged to use other industry standard reporting elements, which will assist VA with managing its travel program.

5.10.7 VA Reports

The Contractor shall provide VA various travel reports to monitor travel behavior, expenditures, and identify trends. The Contractor shall provide samples of these reports to VA upon contract award. VA will recommend changes to these reports within 5 business days of receipt. The Contractor shall provide VA an updated sample within 5 business days.

Each of the reports shall have common elements in addition to the data elements previously identified. The Contractor shall include the title of each report as well as all Contractor information (Company name, number, contact for more information, etc.) in each report. The Contractor shall identify / indicate which standard data elements are not used in the samples. The Contractor shall provide legends for all column headings and data elements in each report. The Contractor shall provide formulas for any calculations in an attachment to the report or in the legend. If information appears in multiple reports, the Contractor shall ensure the information is the same, or footnotes or otherwise captures and explains the difference in each report.

5.10.7.1 All Travelers in Travel Status Report

The Federal Emergency Management Agency (FEMA) supports US citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards. Additionally, the US Department of State may issue travel notices to protect the lives and interests of US citizens. The Contractor shall be familiar with FEMA, US State Department, Department of Homeland Security, Department of Transportation, and other official offices, and the Contractor shall monitor important travel related communications

from FEMA and US Department of State issued notices for information, which may affect VA travel. Since VA must maintain an effective Continuity of Operations and Disaster Recovery Plans, the Contractor's awareness of global travel environment and the Contractor's responsiveness to travel related events shall play a vital role in VA's operational readiness.

To assist with VA operational readiness and crisis management, VA requires the Contractor to provide VA with all VA travelers in travel status data, and an effective means to deliver this data to VA in a timely manner. At a minimum, the Contractor shall provide VA with an All Travelers in Travel Status Report whenever either agency declares a national disaster or state of emergency without prompting by VA. If the Contractor becomes aware of a nationally televised natural disaster, or travel incident, but potentially outside of the aforementioned agencies purview, the Contractor shall provide VA with a copy of this data/report without prompting by VA. Additionally, the Contractor shall provide VA with a copy of this report upon request and shall deliver the report to the Contracting Officer, and additional parties indicated by the Contracting Officer at the time of the request. Unless the Contractor offers a more expedient method to deliver this data, the Contractor shall provide an electronic copy of this report, within 1-hour of notification of travel incident, natural disaster, state of emergency, or request by the Contracting Officer or designated VA officials.

5.10.7.2 Centrally Billed Account (CBA) Missing Obligation Report

In those instances where the VA obligation number does not transmit from the Contractor through third party intermediaries (i.e. ARC and TSYS) to VA's Government travel card provider, the Contractor shall develop a process to capture the "missing obligation numbers" and the transaction's associated data (i.e. traveler's name, station, credit card information). The Contractor shall deliver the missing obligation number and its associated transaction data to VA and VA's Government travel card provider on a daily basis.

5.10.7.3 Weekly Contract Line Item Number (CLIN) Report

The Contractor shall provide VA with a report recording the number of all charges it assessed during a specific week by CLIN for each Station regardless of the type of credit card used to process the travel transaction. The Contractor therefore shall provide data for each station under two categories, IBA and CBA, and list the number of charges by CLIN charged to each of those card types. Additionally, the contractor shall separate the CLINs by travel type, whether it is Employee Travel, Beneficiary Travel, PCS Travel, etc. The Contractor shall have a cover page with a total summary of each CLIN, which shall include total number charged to date and total amount charged to date.

5.10.7.4 After-Hours Support Report

The Contractor shall provide VA with a monthly After-Hours Support Report recording the number of calls it receives, the reason for the call, and the kinds of assistance it provided.

5.10.7.5 Automatic Call Distribution Report

The Contractor shall provide VA with a monthly Automatic Call Distribution (ACD) Report recording the number of calls it receives, the number of calls answered, the number of calls abandoned, the average call time, average answered wait time, average abandoned wait time, longest answered call time, longest answered wait time, and longest abandoned wait time.

5.10.7.6 Airline Ticket Credits Available for Exchange Report

The Contractor shall provide VA a monthly report of all airline credits VA received from cancelled tickets that are available for exchange. The Contractor shall carry over the airline ticket credit available for exchange until VA uses the credit or it expires. The Contractor shall recommend how VA should manage its airline credits to avoid losing those credits. Expired ticket data should then appear in the Expired Ticket Report.

5.10.7.7 Airline Credits Expiration Report

The Contractor shall provide VA with a monthly report recording all of the expired airline credits VA did not use prior to their expiration for the given period.

5.10.7.8 Refunded Travel Report

The Contractor shall provide VA with a monthly report of all travel refunded back to VA, which is different from credits received from unused tickets. In this report, the Contractor shall separate and identify employee TDY travel, PCS travel, and Beneficiary travel.

5.10.7.9 All Individually Billed Account (IBA) Activity Report

The Contractor shall provide VA a monthly, consolidated IBA Activity Report recording all of the IBA transactions for a given period.

5.10.7.10 All Centrally Billed Account (CBA) Activity Report

The Contractor shall provide VA a monthly, consolidated CBA Activity Report recording all of the CBA transactions for a given period. This data may contain employee TDY travel data, employee PCS travel data, and Beneficiary travel data; however, the Contractor shall separate the data by CBA card, and travel type.

5.10.7.11 Customer Service Report

The Contractor shall provide VA with monthly report recording the complaints, complements, issues, and significant contact with VA personnel during a specific month. The Contractor shall identify problems, recommend solutions and provide suggestions to enhance service. Interim reports, as deemed necessary by the Contractor, are acceptable and encouraged. Unless the Contractor resolves the specific transaction, the Contractor shall carry the transaction over to the next report until the transaction has been resolved to the VA satisfaction.

5.10.7.12 Debit Memo Report

In order for VA to control unanticipated ancillary costs, resulting from VA travel, the Contractor shall provide VA a monthly report recording the debit memos airlines assess the Contractor. The Contractor shall identify problems, recommend solutions and provide suggestions to enhance service. The Contractor shall carry the debit memo over to the next report until the debit memo is resolved.

5.10.7.13 Foreign Travel Report

The Contractor shall provide VA with a monthly report of all foreign travel taken by VA. Foreign travel is any travel conducted, originated or ending outside CONUS.

5.10.7.14 Monthly CLIN Report

The Contractor shall provide VA with a monthly report recording the number of all charges it assessed during a specific month by CLIN for each Station regardless of the type of credit card used to process the travel transaction. The Contractor therefore shall provide data for each station under two categories, IBA and CBA, and list the number of charges by CLIN charged to each of those card types. Additionally, the contractor shall separate the CLINs by travel type, whether it is employee TDY travel, PCS Travel, or Beneficiary Travel, etc.

5.10.7.15 Online Adoption Rate Report

The Contractor shall provide VA with a monthly "Online" Travel Reservation System Adoption Rate Report. The Contractor shall record how many initial reservations were completed utilizing the ETS OTRS (touchless), how many were initiated with the ETS OTRS and required Contractor travel agent assistance (i.e. – certain NIT carriers, AMTRAK), and how many were completed outside the ETS with the Contractor travel agents. The Contractor shall note significant events, which may have influenced the data and booking behavior (i.e. – system outages, change in policy, etc.).

5.10.7.16 Premium Class/Other Than Coach Travel Report

The Contractor shall provide VA with a monthly report of all premium class travel taken by VA. Premium class travel is any travel other than Coach Class such as First or Business Class. In this report, the Contractor shall separate and identify employee TDY travel, PCS Travel, and Beneficiary travel. The Contractor shall provide a copy of the itinerary or access to the complete itinerary for all VA employees who travel on other than coach TDY travel with this report.

5.10.7.17 PCS Travel Report

The Contractor shall provide VA a monthly, PCS Travel Report recording all of the PCS Travel transactions for a given period. This data should contain PCS travel data only, and shall separate the data by IBA and CBA card usage.

5.10.7.18 Bene Travel Report

The Contractor shall provide VA a monthly, Bene Travel Report recording all of the Bene Travel transactions for a given period. This data should contain Bene travel data only, and shall separate the data by IBA and CBA card usage.

5.10.7.19 VIP Travel Report

The Contractor shall provide VA a monthly, VIP Travel Report recording all of the VIP Travel transactions for a given period. This data should contain VIP travel data only, and shall separate the data by IBA and CBA card usage.

5.10.7.20 Top 100 City Pair Travel Report

GSA requests VA to submit its top 100 frequently traveled air travel, city pairs regardless if it is a contracted city pair. To satisfy this request, the Contractor shall provide VA with a quarterly and cumulative annual report recording the top 100 frequently traveled city pairs regardless of the carrier used.

5.10.7.21 Top 10 Air/Rail Carrier Travel Summary Report

Every year, GSA requests VA to submit its top 10 frequently used airline/rail carriers. To satisfy this request, the Contractor shall provide VA with a quarterly and cumulative annual report recording the top 10 frequently used carriers.

5.10.7.22 Top 10 Lodging Summary Report

Every year, GSA requests VA to submit its top 10 frequently used lodging suppliers. To satisfy this request, the Contractor shall provide VA with a quarterly and cumulative annual report recording the top 10 frequently used lodging suppliers.

5.10.7.23 Top 10 Rental Cars Summary Report

Every year, GSA requests VA to submit its top 10 frequently used rental car suppliers. To satisfy this request, the Contractor shall provide VA with a quarterly and cumulative annual report recording the top 10 frequently used rental car suppliers.

5.10.7.24 VA Executive Summary Reports

To get a high-level view of the efficiency and effectiveness of VA's travel program, the Contractor shall provide VA with an Executive Summary, which shall include a summary level or condensed version of all other reports (normally top 5 carrier, hotel, rental car, city-pairs, etc.) the Contractor provides VA on a quarterly and annual basis. The

Contractor shall include the number of CLINs charged by month and dollar amount by month. The Contractor shall depict usage through the use of charts and graphs. The Contractor shall provide speculation to trends or include actual observations next to each chart or graph.

5.10.7.25 Development of Custom Reports

When custom reports are required which may be different from the reports previously described in this PWS, but similar in nature, the VA Contracting Officer will send the Contractor the requirements; the Contractor and VA Contracting Officer will negotiate the details and modify the Contract accordingly.

5.11 Other Contractor Requirements

5.11.1 Contractor Personnel

The Contractor shall provide personnel necessary to maintain customer service. The Contractor shall provide the Contracting Officer with the Project Manager, Site Manager, and their alternates' qualifications (résumés are acceptable) upon request and when there is a change in employment. Contractor employment and staffing difficulties shall not be justification for failure to meet established requirements. The Contractor personnel such the project manager, site manager, travel agent employees, and their alternates who have contact with VA and its customers must be able to read, write, speak, and understand English.

5.11.1.1 Project Manager

The Contractor shall provide a Project Manager who shall 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 the authority to make decisions for the timely resolution of problems. The Project Manager shall coordinate closely with the COR and the VA Project Coordinator. The Contractor shall designate in writing name of the Project Manager, and an alternate(s) who must act for the Contractor when the manager is absent, and provide those names to VA's Contracting Officer.

The Contractor shall ensure its Project Manager or alternate(s) are available during normal business hours within 30 minutes of notification to meet with government personnel (designated by the Contracting officer) to discuss problem areas. After normal business hours, the Contractor shall ensure its project manager or alternate(s) are available within four hours of notification.

5.11.1.2 Site Manager(s)

The Contractor shall provide a full-time Site Manager who is experienced in operating the automated reservation and ticketing systems proposed for this account at each Contractor site. The Site Manager must have supervisory experience in the field of travel services.

5.11.1.3 Contractor Travel Agent Employees

The Contractor shall employ travel agents - also known as counselors/reservationists. Travel agents shall have similar skill and abilities as defined by the Department of Labor, Bureau of Labor Statistics Occupational Outlook Handbook, 2010-11 Edition (<http://www.bls.gov/oco/ocos124.htm>), and have received training in operating the proposed automated reservation and ticketing equipment. The Contractor travel agents must have travel agent certification and training in customer service.

The Contractor must not employ persons for work under this Performance Work Statement (PWS) if such employees are considered by the Contracting Officer to be a potential threat to the health, safety, security, or general well-being to VA or its facilities.

The Contractor must not employ any person who is an employee of the US Government if the employing that person would create a conflict of interest. Additionally, the Contractor must not employ any person who is an employee of VA, unless such person seeks and receives approval according to VA ethics regulations.

When inside any VA facility, Contractor personnel must present a professional appearance, be easily recognized as Contractor employees, and wear VA-issued badges at all times.

5.11.2 Contract Employee Training

The Contractor is responsible for personnel skill and education level appropriate for the work performed. Personnel must maintain their skill and education levels throughout the life of the Contract. Personnel selected by the Contractor must have the necessary education, training, and/or certifications to perform the requirements of this Contract prior to work under this Contract.

The Contractor personnel shall take VA mandated VA training prior to commencing work on VA networks or handling VA data. The COR shall coordinate the VA required training with the Contractor's personnel as soon as the personnel are available so as not to delay work. See Security Training in Section 7 below for more information.

5.11.3 Contractor Personnel Changes/Additions:

When requested, the Contractor shall provide the VA Contracting Officer with a "Personnel Staffing Plan" with the personnel who meet the requirements specified above. Replacement personnel (temporary or permanent) are required to be assigned upon vacancy of a key position. Key positions are defined as Project Manager and Site Manager(s). Notification of replacement personnel proposed for key positions after award shall be submitted to the COR or designee within three (3) weeks after vacancy of the position. Upon VA request, resumes shall be required for the Project Manager and Site Manager(s). VA may reject the proposed replacement based on the minimum required criteria and shall notify the Contractor of rejection within five (5) business days from receipt. Verbal approvals or rejections shall be confirmed in writing.

When the Contractor needs to replace or add personnel, the Contractor shall submit to the COR, in writing, the experience and qualifications of the proposed personnel for approval. No changes shall be made until written approval is granted by the COR and employee may not begin work until at least a temporary security clearance is given by VA. No increase in the price to the VA for this action will be allowed when such employee(s), Contract personnel, or consultant substitution or addition - is authorized.

5.11.4 Release of Unqualified or Unacceptable Contractor Personnel

Personnel whose performance is judged to be unacceptable by the Contracting Officer shall be promptly removed from assignment and federal property and promptly replaced with qualified personnel at no change in price to VA; this action is subject to the Contractor's submission of such personnel's credentials and approval by the Contracting Officer. All actions by the Government with regard to the release of unqualified personnel shall be in writing.

5.11.5 Other Contractor Personnel Requirements

If the Contractor representative(s) providing services for this requirement is (are) unable to provide the required services at any time or if any of the services do not conform with contract requirements, the Government may require the Contractor to perform the services again in conformity with contract requirements, at no increase in contract amount. When the defects in services cannot be corrected by re-performance, the Government may (1) require the Contractor to take necessary action to ensure that future performance conforms to contract requirements and (2) reduce the contract price to reflect the reduced value of the services performed.

Personnel assigned by the Contractor to the performance of work on this Contract action shall be acceptable to VA in terms of personal and professional conduct and technical knowledge. Should the assignment of any person in the Contractor's organization be deemed to conflict with the interests of VA, or in the event performance is deemed unsatisfactory at any time during the life of the Contract action, the Contracting Officer shall notify the Contractor and request the person be immediately removed from the assignment. The reason for removal shall be documented and a request to receive personnel replacement within fifteen (15) workdays, or a notice of Contract termination, shall be made. Replacement personnel shall meet the position qualifications. Employment and staffing difficulties shall not be justification for failure to meet established schedules.

5.11.6 Communication Systems

The Contractor shall:

1. Provide a dedicated, toll-free telephone line for employee, temporary duty travel reservation services, which is available 24-hours a day, 7-days a week.
2. Provide a dedicated, toll-free telephone line for normal, PCS/relocation reservation service, which is available 24-hours a day, 7-days a week.

3. Provide a dedicated, toll-free telephone line for VIP travel services, which is available 24-hours a day, 7-days a week.
4. Provide a dedicated, toll-free telephone line for Beneficiary travel services, which is available 24-hours a day, 7-days a week.
5. Accept collect calls from areas when toll-free access is unavailable.
6. Answer 80% of calls placed to the Contractor within 20 seconds,
7. Have methods to track the number of calls received; number of calls received and answered in 20 seconds or less, the number of calls answered after 20 seconds, and the number of calls dropped.
8. Provide a recorded message for those calls not answered within the Contractor's proposed service standard. The Contractor's recorded message shall give the traveler at least two options – to continue to hold or to leave a message for a call back.
9. Return calls within one (1) hour of leaving a message, and if no one is available, leave a voice mail with the nature of call and call back number.
10. Respond to facsimile or e-mail received by 7:00 pm ET within four hours of receipt, and respond to requests received after 10:00 pm ET by 11:00 am of the next business day.
11. Ensure communication occurring after normal business hours with the customer comply with all conditions of the Contract.

5.12 FMS and Government Travel Card

The Contractor shall follow VA's guidance as it relates to integration with FMS or Government Travel Card. In order for the obligation number to flow from the Contractor to the Government travel card and/or FMS, it may be necessary for the Contractor to obtain a Merchant Category Code to classify the business by the type of goods or services it provides. Attaining a Merchant Category Code shall be the Contractor's responsibility and will be at no cost to VA.

The Contractor shall process charges for reservations and tickets after the Contractor receives the appropriate VA accounting information. The accounting and processing details are summarized below.

1. The Contractor shall enter the Government bankcard account number and VA obligation number in the travel record
 - a. The obligation number is always nine characters long (i.e. ###XX###).
 - b. The first three characters are numeric, and correspond to the three-digit station number (e.g. 999).
 - c. The next two characters are alphanumeric and number combination as in T1 or 1T. The alphabetical character is normally a T for travel, but may be another letter, which VA assigns. The number is the government fiscal year, which will follow or precede the letter.

- d. The last four characters are a numeric sequence number, which identifies a specific travel event.
 - e. The combination of the nine characters shall not be repeated any given year, as they are travel event specific.
2. Passing the nine-character travel obligation number is vital to VA's travel process as VA's FMS utilizes this number to make payments. Therefore, the Contractor shall arrange with its third-party partners and VA's Government's bankcard provider a means to pass the obligation numbers to VA's FMS. The VA desires this process to occur as an automatic electronic transmission. If the Contractor is unable to ensure the obligation number gets to the VA's Government bankcard provider through an automatic electronic transmission, the Contractor shall propose and identify alternative solutions and work with VA and VA's Government bankcard provider to do so via the proposed alternate means at no additional cost to the Government.
3. CBA usage restriction: The Contractor shall not use the Government CBA bankcard for any other transaction other than to reserve, confirm and issue transportation tickets and the Contractor fees associated with authorized travel, unless otherwise authorized by VA. The Contractor shall use the VA IBA card to reserve, confirm, and issue transportation tickets, hotel, rental car, and Contractor fees associated for authorized travel only – when authorized by VA.
4. Bene Travel exception: Unlike normal TDY travel, while under the first ETS iteration, the VA obligation will not originate from the ETS. Rather when a VA employee arranges the patient travel, the VA employee will furnish the Contractor with the obligation number. Similarly, VA may also furnish the form of payment with the obligation number. The Contractor shall receive this information by telephone, facsimile, e-mail or web portal.
5. PCS-TDY Travel exception: Unlike normal TDY travel, while under the first ETS iteration, the VA obligation will not originate from the ETS. Rather when a VA employee arranges the PSC-TDY travel, a VA employee or traveler will furnish the Contractor with the obligation number. Similarly, VA may also furnish the form of payment with the obligation number. The Contractor shall receive this information by telephone, facsimile, e-mail, or web portal.

5.13 Billing Information/Fee Processing

The Contractor shall process Contractor fees after service is rendered and after the Contractor receives the appropriate VA accounting information (defined in 5.15), and to the form of payment VA selects in ETS when making the reservation, or by the form of payment VA selects when placing the reservation directly provided to the ETS. The Contractor shall ensure the fees it assesses are populated on the traveler itinerary. The Contractor shall ensure the fees it assesses also appear in the ETS.

A summary of the accounting and processing details include the following: For all travel, whether charged to the CBA or IBA card, the Contractor shall verify the Government bankcard account selected for payment is valid (i.e. – not expired) and is entered with the correct nine (9) character obligation number. The Contractor shall provide the obligation number and travel transaction data to Government travel card-acquiring bank in a manner so that the data is reflected correctly in the acquiring banks records. If there are any discrepancies, the Contractor and its technical staff shall work with the acquiring bank for solutions to passing the nine-character travel obligation number of necessary. If necessary, the Contractor shall work with VA on an alternate means for providing this data to VA and the acquiring bank.

5.14 Quality Control and Assurance

The Contractor shall have procedures to monitor the quality of the travel services provided continually with a goal of providing and maintaining customer service/satisfaction. The Contractor shall document their procedures in a Quality Control Plan and shall be compliant with communication requirements, and provide an internal method for monitoring, identifying and correcting deficiencies in the quality of service furnished the Government. The Quality Control Plan shall include the following components:

5.14.1 Compliance with Travel Policies and Programs

Procedures to ensure compliance with Government mandatory programs (e.g., Contract Airline City-Pair, Fly America Act, TSA Secure Flight program, etc.) as well as VA specific policies as outlined in the Contract such as the use of Other Than Coach Travel. Contractor shall provide continuous training of Contractor personnel providing service under this Contract on Government programs, policies and Contract requirements at no extra cost to VA.

5.14.2 Compliance with Vendor Rules, Policies and Procedures

Procedures to ensure compliance with the vendors' reservation rules, booking policies, and ticketing procedures (i.e. – airline, rail, bus, steamship, and rental car). Contractor shall provide continuous training of Contractor personnel providing service under this Contract on vendor requirements at no extra cost to VA.

5.14.3 Booking Integrity and Third Party Charges (Debit Memo) Prevention

The process and procedures used to verify the booking integrity of a reservation prior to ticket issuance and commencement of travel, and well defined process for handling transaction, which do not meet the required booking integrity. The Contractor shall inspect records for "travel conflicts" to include:

1. Existing reservations, or bookings for the same or overlapping travel dates, which is critical in order prevent duplicate bookings and churned records;
2. Comparing ticketing requirements (fare rules) with ticket purchase and releasing the reservations in order to prevent inactive segments;

3. The match of transportation (air, rail, bus, ship) dates and lodging reservation dates;
4. The match of transportation dates and rental car reservation dates;
5. The match of lodging reservation dates and rental car reservation dates;
6. The distance of the lodging location from the transportation destination location (not greater than fifty (50) miles);
7. The distance between the rental car pickup and drop off location(s) is less than fifty-(50) miles of the transportation locations;
8. Adjustments to any change(s) in air, rail, bus or steamship schedules; and,
9. Modified or reissued tickets reflect the correct billing.

5.14.4 Lowest Fares

Procedures used to ensure the lowest applicable fares are attained and in compliance with Contract city-pair fares when selected. The Contractor shall assure reservation accuracy and usage of lowest available 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 verify all tickets/itineraries for required data and lowest fares, to include those that cannot be checked through the automated system(s).

5.14.5 Billing

Methods used to ensure accuracy of billing and procedures to correct billing errors.

5.14.6 Release of VA Data

Methods used to ensure information captured in the reports is accurate, complete, and timely.

1. The Contractor shall not provide any information regarding an individual or centrally billed account(s) to credit bureaus or other entities except as otherwise provided in this Contract.
2. The Contractor shall not use names, addresses, or any other account or card information for any purpose other than that specified in this Contract. The Contractor shall not release, sell, or make available any such information to any third party except as otherwise specifically provided in this Contract.

5.14.7 Contractor Customer Service Survey

An objective customer service survey process, and procedures, used to assist the Contracting Officer with rating the nationwide performance of the Contractor. This

includes the means used to disseminate the survey to each of the VA customers it services, which may include providing a link to an electronic survey on each of its travel itineraries. At a minimum, the survey shall measure factors for prompt telephone response, courtesy and professionalism of Contractor personnel, reservation accuracy, ticket delivery and document accuracy, and overall quality of service provided. The survey form shall clearly identify the Contractor and provide space for customer comments. The Contractor shall compile the survey results (without sanitizing them) once a month, and provide them to the Contracting Officer in a Customer Service Survey Report. The Contractor shall offer process improvement suggestions to any systemic issues/problems.

VA may develop its own customer satisfaction survey, which may replace the survey provided by the Contractor. If so, the Contractor shall use the VA created survey instead of its local survey.

The Contracting Officer and Contractor shall discuss the survey results, regardless of survey origination, and suggestions for process improvement, quarterly.

5.14.8 Quality Service

The Contractor shall have methods for ensuring excellent customer service, critical to the mission of VA, is delivered. The contractor shall deliver customer service that:

1. Promotes respect for all customers through use of verbal courtesies;
2. Acknowledges and clarifies verbal messages to ensure mutual understanding;
3. Treats customers with dignity and respect to better understand the needs and requests;
4. Promptly answers the telephone with identification of self and service; and,
5. Listens, apologizes and remains calm to create a climate for mutual problem solving when facing difficult situations.

The Contractor shall have an established program for regularly monitoring client satisfaction with the quality of Contractor services. Such a program should include a means to identify and correct service problems and shortcomings in a timely manner. Other than a survey instrument, the Contractor shall include in its proposal the ways in which the Contractor shall guarantee excellent customer service.

5.14.9 Contract Performance Working Group Meetings

The Contractor shall conduct Contract Performance Working Group (CPWG) meetings with VA to review Contract performance. At contract onset, at a minimum, these meetings shall occur once a week for the first six (6) months of service. These meetings then shall occur at a minimum, monthly for a half of the first year of service, and then occur at a minimum on a quarterly basis thereafter. The members of the CPWG shall include, as a minimum, the Contractor project manager, the VA Contracting officer, and

the VA COR. In the CPWG, participants shall discuss the Contractor's performance against the PRS standards and whether they are meeting or exceeding acceptable quality levels. Discussion shall include whether the performance standards are measuring and incentivizing the right performance outcomes, whether any changes that need to be made to performance standards or acceptable quality levels, whether steps can be taken to mitigate risk for problems affecting Contract/mission performance, and will include any other topics as determined by CPWG members. The Contractor's project manager and VA Contracting Officer shall sign the recorded minutes. If the Contractor does not concur with any portion of the minutes, the Contractor shall provide their non-concurrence in writing to the Contracting Officer within five calendar days following receipt of the minutes.

5.15 General VA Travel Provisions

5.15.1 Travel Regulations

The Federal Travel Regulation (FTR) is the regulation contained in 41 Code of Federal Regulations (CFR), Chapters 300 through 304, that implements statutory requirements and Executive branch policies for travel by federal civilian employees and others authorized to travel at government expense. The CFR is available at www.gsa.gov/ftr. The Contractor must be familiar with Government travel regulations.

5.15.1.1 VA Travel Policy

VA Financial Policy and Volume XIV – Travel establishes procedures for requesting, using, and managing oversight of premium-class travel accommodations by VA employees and travelers. These policies supplements the travel regulations issued by the GSA in 41 CFR Chapters 300 – 304 (FTR). The Contractor must be familiar with VA Travel Policy, accessible here: <http://www.va.gov/finance/policy/pubs/volumeXIV.asp>.

5.15.1.2 Premium Class Service

The Contractor shall be aware that the FTR and VA policy severely restricts the use of premium class travel. See 41 CFR 301-10.121 through 301-10.124 for provisions governing the use of premium class service as well as VA Travel Policy. VIP travel and travelers with medical conditions approved to use other than coach travel may use premium class travel.

5.15.2 Air Transportation

The Contractor shall provide comprehensive air reservation and ticketing services to include making and confirming reservations and rates.

5.15.2.1 Fly America Act:

The Contractor shall be aware that the Fly America Act generally precludes use of non-US flag carriers, except as provided in the FTR, 41 CFR 301-10.

5.15.3 GSA's Airline City-Pair Program – Contract Fares

The Contractor shall be familiar with and comply with the GSA Airline City-Pair Program, also known contract fares, their benefits, and the FTR's requirements for use of the program. More information on the GSA City Pair Program can be found at www.gsa.gov/citypair.

5.15.3.1 Lowest Available, Restricted, and Non-Contract Fares

The Contractor shall utilize contract fares when making reservations for official VA travel, unless use of a non-contract carrier (or fare) has been authorized. Non-contract carrier fares may include restricted fares, and the Contractor shall be thoroughly familiar with and comply with applicable airline tariff rules concerning the sale of such fares. When use of a non-contract carrier is authorized; the Contractor shall book the lowest allowable fare, which meets the traveler's requirements, including off-peak fares, promotional fares, contract and non-contract Government/military-negotiated and other discount fares. The Contractor shall ensure that all airline tickets are issued at the lowest available airfare and in compliance with contract city-pair fares, Fly America Act and other government policies including VA specific guidelines.

When a contract carrier offers a fare lower than its contract fare, the lower fare should be obtained, provided the traveler can meet the requirements of the stated fare. The Contractor shall classify trips according to the validating carrier leg. Also, use of non-contract (or secondary contract) carriers may be authorized under one or more of the following conditions, which must be stated on the travel authority: (a) Space on scheduled flights is 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 (b) The contractor's flight schedule is inconsistent with explicit policies of individual Federal departments and agencies, where applicable, to schedule travel during normal business hours, or (c) 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.

Use of fares involving penalties (up to 100%) for changes or cancellations should be considered only on a case-by-case basis where travelers can meet all applicable restrictions, and there is little if any likelihood that plans will change. When such fares are used for official legs of travel, they should be authorized on the travel authority based on the cost comparison exception noted above in order to protect the traveler from individual liability for paying any penalty resulting from a change/cancellation beyond his or her control. When such fares are used for personal legs of travel taken in conjunction with official trips, however, travelers are responsible for paying any penalties resulting from a change or cancellation, and should be so advised by the Contractor at the time reservations are made.

When there is not a contract fare between the traveler's duty points, contract fares may be used in conjunction with other published fares and, when applicable, in conjunction

with other contract fares. The linking of contract or other fares is not permitted when a through or direct contract fare exists for the city-pair.

5.15.3.2 Reservation Services

The Contractor shall provide all participating Government agencies with last seat availability and advance seat assignment on all airlines for which the Contractor can provide these services.

5.15.4 Transportation Security Administration (TSA) Secure Flight Program

TSA manages the Secure Flight program, a behind the scenes program that enhances the security of domestic and international commercial air travel using improved watch list matching. By collecting additional passenger data, it shall improve the travel experience for all airline passengers, including those who have been misidentified in the past. When passengers travel, they shall be required to provide the following Secure Flight Passenger Data (SFPD) to their airline when making a reservation:

1. Name as it appears on government-issued I.D. when traveling
2. Date of Birth
3. Gender, and
4. Redress Number (if available).

The Contractor must be familiar with TSA and its secure flight program requirements and facilitate retrieving communicating the required travel SFPD. For more information about TSA and this program, visit www.tsa.gov.

5.15.5 Lodging Reservations

The Contractor shall provide comprehensive lodging services to include making and confirming reservations and rates. The Government's primary objective is to ensure the availability of quality lodging for its employees within allowable reimbursement limits in a "fire safe" facility. This facility meets the fire safety requirements of the Hotel and Motel Fire Safety Act of 1990, as amended (see 5 U.S.C. 5707a). The Contractor shall book a FEDROOMS facility where available, using the XVU Global Distribution System (GDS) rate code, unless one or more of the conditions noted in the lodging reason codes below exist. (Users may find a list of FEDROOMS facilities at www.gsa.gov/fedrooms). If a FEDROOMS facility is not available in the location the traveler needs, the traveler's designated ETS must provide the traveler with a list of alternative facilities that meet the fire safe requirements of the Act; however, when in travel status, the traveler may not have access to the ETS and the Contractor shall provide the traveler with comparable capability. Where FEDROOMS facilities are not available, the Contractor shall endeavor to ensure access to reservations for quality lodging within allowable reimbursement limits.

The following coded information is designed to assist us in our data collection efforts of reasons for non-FEDROOM[®] facilities usage.

Reason Code (Lodging)	Reason Code for Non-Use of FEDROOMS® Preferred Hotels
0	FEDROOMS® facility used.
1	There are no FEDROOMS® facilities within a reasonable proximity of your temporary duty location.
2	There are no vacancies at the available FEDROOMS® properties.
3	The traveler's agency has other contractual arrangements with commercial lodging facilities that meet FEMA fire safe requirements.
4	The traveler's agency determines on a case-by-case basis that it is not practical to use FEDROOMS® facilities to meet mission requirements.
5	The traveler is attending a conference with prearranged lodging accommodations and to ensure that the set aside rooms are used (attendees are required to book lodging directly with the lodging facility).

5.15.6 Commercial Rental Vehicle Reservations

5.15.6.1 Negotiated Rates

When authorized to use a rental vehicle for TDY purposes, the Contractor shall ensure the traveler is informed that he/she must rent a vehicle from a vendor that participates in the Defense Travel Management Office (DTMO) Government Rental Car and Truck Program; exceptions are when he/she is OCONUS, or no agreement is in place for the TDY location. DTMO administers the programs through car and truck rental agreements with participating vehicle rental companies. For more information on the U.S. Government Rental Car or Truck Programs, go to <http://www.defensetravel.dod.mil/site/rental.cfm>. The DTMO has negotiated rental car agreements that include automatic unlimited mileage, collision damage insurance and fixed ceiling rates. The Contractor shall inform the traveler of any additional insurance requirements.

5.15.6.2 Lowest Available Rental Car Rates

The Contractor shall reserve rental vehicles at the lowest available rates, including corporate or preferred rates available to or negotiated by the Contractor. Vehicle rental rates other than DTMO negotiated rates generally do not include CDW coverage, and the Contractor must advise the traveler if CDW is not included when recommending rental vehicles at other than DTMO-negotiated rates. The Contractor shall not use CDW and similar protection coverage for domestic travel, as they are not reimbursable expenses for Federal travelers.

5.15.7 International Travel

The Contractor shall arrange for international travel, including reservations and ticket delivery for air, rail, bus or steamship transportation, reservations for hotel/motel accommodations, and for car rental services. The Contractor shall provide:

1. Advice to travelers on necessary health requirements, including types of inoculations and vaccinations either required or suggested for foreign travel.
2. Information and advice on conditions at the various foreign destinations, including climatic conditions, types of clothing which are appropriate or essential, national and religious holidays, civil unrest, location of American embassies and consulates, etc.
3. Technical advice on such matters as foreign currency exchange rates and transactions, securing automobile insurance in conjunction with foreign car rentals, excess baggage requirements and fees.
4. Advice to travelers in obtaining passports and visas for foreign travel.

5.15.8 Accommodations for Persons with Disabilities

VA employs a number of individuals with disabilities and many of its Bene travelers are individuals with disabilities. Therefore, the Contractor shall provide accommodations for persons with disabilities with the utmost care and respect, and handle their travel arrangements with extra attention and discretion. The Contractor shall treat travelers with kindness and respect regardless of the individual's condition. The Contractor shall arrange necessary special accommodations persons with disabilities traveling on official business. Special accommodations may include airline seating, in-flight oxygen reservations, in airport wheelchair and attendant arrangements, in-terminal transfers, ground transportation and barrier-free or otherwise accessible lodging. The Contractor shall charge the Beneficiary Travel fee to process this travel at the established CLIN rate and not at a premium.

5.15.9 Charter Services

While the airlines specialize in selling transportation by the seat, air charter companies focus on individual private aircraft and itineraries, urgent or time-sensitive cargo, air ambulance and any other form of ad hoc air transportation. The Contractor shall arrange authorized VA travel charter services as opposed to individual aircraft seats (i.e., purchasing a ticket through a traditional airline) for specialized travel requests in remote areas such as Alaska or for emergency care.

5.15.10 Emergency Travel

In the event of emergencies (e.g., presidentially declared disasters, forest fires, evacuations, floods, hurricanes, etc.), the Contractor shall maintain operations necessary to support VA travel. This includes access to emergency travel services and delivery of tickets 24-hour-a-day, 7-days a week regardless of the traveler type (i.e. – employee, Bene, PCS, or VIP) and traveler geographic location (i.e. – foreign or domestic travel).

Emergency travel should include all those *Force majeure* conditions to include acts of God, as well as acts of terrorism, planes falling apart in midair, plane crashes, derailments, acts of civil disobedience, war, and does not include poor travel planning.

Reference: "All Travelers in Travel Status Report" PWS Section 5.11.8.1. Emergency Travel would cover those conditions covered in the FTR, under Part 301-30 – Emergency Travel.

5.15.11 Family Member and Companion Travel Arrangements in Conjunction with Official Travel

The Contractor shall provide travel arrangements to family members to companions of travelers who are in official travel status. In some instances, the Government authorizes and pays for this travel, and in some instances, the traveler pays for this travel themselves. Instances where the Government normally authorizes and pays for companion travel include:

1. Permanent Change of Station
2. Beneficiary Travel

5.15.12 Leisure Travel Arrangements in Conjunction with Official Travel

The Contractor may provide personal travel in conjunction with official travel; however, the Contractor shall not book personal travel, including those instances where portions of personal travel are substituted for a leg of an officially authorized trip using GSA City Pair Fares. If booking personal travel, the Contractor shall charge the traveler for the difference in fares and all fees associated with the Leisure Travel Arrangements and shall charge these charges to a non-governmental credit card. Only costs for authorized route, using the official faring (i.e. contract airline fares, Government fares, etc.) may be billed to the Government on the Government travel card.

5.16 Deliverables

Task	Deliverable Description	Due
5.3	Monthly Progress Reports	NLT 5 calendar days after the monthly reporting period
5.10.7.1	All Travelers in Travel Status Report	On demand
5.10.7.2	CBA Missing Obligation Report	Within four hours of request
5.10.7.3	Weekly CLIN Report	Within four hours of the next business day of the concluding week
5.10.7.4	After-Hours Support Report	NLT 15 calendar days after monthly reporting period
5.10.7.5	Automatic Call Distribution Report	NLT 15 calendar days after monthly reporting period
5.10.7.6	Airline Ticket Credits Available for Exchange Report	NLT 15 calendar days after monthly reporting period
5.10.7.7	Airline Credits Expiration Ticket Report	NLT 15 calendar days after monthly reporting period
5.10.7.8	Refunded Travel Report	NLT 15 calendar days after monthly reporting period
5.10.7.9	All IBA Activity Report	NLT 15 calendar days after monthly reporting period
5.10.7.10	All CBA Activity Report	NLT 15 calendar days after monthly reporting period
5.10.7.11	Customer Service Report	NLT 15 calendar days after monthly reporting period
5.10.7.12	Debit Memo Report	NLT 15 calendar days after monthly reporting period
5.10.7.13	Foreign Travel Report	NLT 15 calendar days after monthly reporting period
5.10.7.14	Monthly CLIN Report	NLT 15 calendar days after monthly reporting period
5.10.7.15	Online Adoption Rate Report	NLT 15 calendar days after monthly reporting period
5.10.7.16	Premium Class Travel Report	NLT 15 calendar days after monthly reporting period
5.10.7.17	PCS Travel Report	NLT 15 calendar days after monthly reporting period
5.10.7.18	Bene Travel Report	NLT 15 calendar days after monthly reporting period
5.10.7.19	VIP Travel Report	NLT 15 calendar days after monthly reporting period
5.10.7.20	Top 100 City Pair Travel Report	NLT 15 calendar days after quarterly reporting period
5.10.7.21	Top 10 Air/Rail Carrier Travel Summary Report	NLT 15 calendar days after quarterly reporting period
5.10.7.22	Top 10 Lodging Report	NLT 15 calendar days after quarterly reporting period
5.10.7.23	Top 10 Rental Car Summary Report	NLT 15 calendar days after quarterly reporting period
5.10.7.24	VA Executive Summary Report	NLT 15 calendar days after quarterly reporting period
5.10.8.21	Top 100 City Pair Travel Report	NLT 15 calendar days after annual reporting period
5.10.8.22	Top 10 Air/Rail Carrier Travel Summary Report	NLT 15 calendar days after annual reporting period
5.10.8.22	Top 10 Lodging Report	NLT 15 calendar days after annual reporting period
5.10.8.23	Top 10 Rental Car Summary Report	NLT 15 calendar days after annual reporting period
5.10.8.24	VA Executive Summary Report	NLT 15 calendar days after annual reporting period

5.16.1 Method and Distribution of Deliverables

The Contractor shall deliver documentation in electronic format, unless otherwise directed in Section B of the solicitation/contract. Acceptable electronic media include: MS Word 2000/2003/2007, MS Excel 2000/2003/2007, MS PowerPoint 2000/2003/2007, MS Project 2000/2003/2007, MS Access 2000/2003/2007, MS Visio 2000/2002/2003/2007, CAD 2002, and Adobe Postscript Data Format (PDF).

5.17 CLIN Information

CLIN	Description	Unit of Issue
0001	Self Service, Air/Rail, Domestic/Intl (With/without lodging and/or rental car)	Per Ticketing (Transaction A)
0002	Self Service, Hotel/Car Only, Domestic/Intl (Without Air/Rail)	Per Ticketing(Transaction A)
0003	Full Service, Air/Rail, Domestic/Intl (With/without lodging and/or rental car)	Per Ticketing(Transaction B)
0004	Non-Self Service, Air/Rail, International (With/without lodging and/or rental car) (Without Air/Rail)	Per Ticketing(Transaction B)
0005	Full Service, Hotel/Car Only, International (Without Air/Rail)	Per Ticketing(Transaction A)
0006	VIP/Executive Service, Offline	Per Ticketing(Transaction A)
0007	Non-Emergency After-Hours Services	Per Call (Transaction B)
0008	Emergency After-Hours Services	Per Call (Transaction B)
0009	Beneficiary Service, Offline	Per Ticketing
0010	Permanent Change of Station, Offline	Per Ticketing
0011	Non-GDS Booking (Ferry, Charter, etc. Arrangements)	Per Booking
0012	Ticket Delivery, Paper with US Mail	Per Delivery
0013	Ticket Delivery, Paper with Express	Per Delivery
0014	Ticket Delivery, Paper with Courier	Per Delivery
0015	Development of Custom Reports	Per Hour
0016	Debit Memo Processing	Per Debit Memo
0017	Credit Card Reconciliation	Per Hour
0018	On-site Operation	Per Agent, Per Month
0019	Conference and Seminar Arrangement	Per Event

CLIN Structure – All of the TMC’s operational costs required to execute the requirements of this PWS shall be captured in the CLIN structure. This includes implementation, reports, transition, and any other overhead costs. VA does not allow retroactive billing; therefore, the Contractor shall bill at the time required for that type of transaction. VA does not allow additional fees for itinerary requests, price quotes, or ticket cancellations.

CLINS X001 through X008 are for VA employee TDY travel only, are billed per ticket, and classified as either a Transaction A and B.

- Transaction A CLINS are Air and/or Rail Ticket transactions with or without Lodging and/or Car Rental Reservations. Transaction A fee applies for all arrangements and reservations related to one itinerary for which an air or rail ticket is issued. The fee may only be charged at time of ticket issuance and is not required to be refunded if the travel is subsequently cancelled. The transaction fee covers the processing of refunds or credits for unused tickets. An additional transaction (full service) fee may be incurred if changes in the itinerary require the issuance of a new ticket. The Contractor shall not charge a fee for cancelling reservations and for activities that do not result in the issuance of a ticket (e.g., research of travel arrangements, changes to existing arrangements prior to ticket issuance, air and /or rail reservations for which tickets are not issued, etc.).

- Transaction B CLINS are Lodging and/or Car Rental Reservations. Transaction B fee applies for all arrangements and reservations related to one itinerary for which an air or rail ticket is not issued. Research of travel arrangements and activities that result in changes to or cancellation of lodging and/or car rental reservations prior to the check-in or pickup date shall not be considered Type B transactions. The Contractor shall charge Hotel and Rental Car Reservations at the time the reservation is consumed, i.e.- checks in, picks up car, and when the traveler fails to cancel a reservation and the vendor charges for non-cancellation. If the hotel or car vendor does not charge the traveler, there is no fee.

CLIN X009 through X011 are not for Employee TDY travel per se, but for that specific travel type and is not charged at a premium. These transactions are full service reservations and charged at the time of ticketing. If VA requires a change to the reservation, the Contractor shall use this rate to charge an additional fee.

CLIN X012 is a premium fee charged for travelers calling the TMC after the established Normal Business Hours. For example, if the TMC issues a ticket after hours, this fee is in addition to the ticketing fee.

CLIN X013 is not a premium fee. The Contractor shall charge this fee for booking a non-ETS, non-GDS fare such as for a ferry or charter flight. The Contractor shall provide an itinerary for these services as normal at no additional cost.

CLIN X014 through X016 are fees the Contractor shall charge for delivering tickets outside the normal e-itinerary. This is normally for Amtrak tickets.

CLIN X017 is the fee the Contractor shall charge for developing custom reports not identified in the PWS. VA will provide specific report requirements prior to the creation of any report.

CLIN X018 is for Debit Memo charges assessed by the airline for Duplicate Booking and Churned records.

CLIN X019 is the monthly fee charged to reconcile all of VA's credit cards per the PWS requirements. This is an optional service.

CLIN X020 is the monthly fee the Contractor shall charge if VA requests an on-site travel agent to work at one of the many VA locations. The Contractor shall handle all Human Resource aspects of this CLIN. This is an optional service.

CLIN X021 is the fee the Contractor shall charge if VA requests the Contractor to arrange a Conference or Seminar. The Contractor shall provide VA with what services are provided with this service prior to VA committing to this service. This is an optional service.

6.0 GENERAL REQUIREMENTS

6.1 Value Added Services

Value added services may include:

6.2 On-Site Operation

The Contractor may provide travel management services from a specific location(s) as designated by the client agency/organization in its Contract. Pricing and other conditions pertaining to on-site operations shall be negotiated.

Note: per FTR 301-53.2 “Any promotional benefits or materials received from a travel service provider in connection with official travel may be retained for personal use, is such items are obtained user the same conditions as those offered to the general public at no additional cost to the government.”

6.3 Account Reconciliation

The Contractor shall provide automated, monthly reconciliation of all transportation charges billed through all of VA's centrally billed accounts at a flat monthly rate and not per CBA. This reconciliation must be performed in accordance with the VA's SmartPay provider's billing schedule. The Contractor must use an automated accounting system that has direct interface with reservations, ticketing, and accounting elements to ensure that all passenger reports and summary data are automatically generated from point-of-sale information. Some participating boards and commissions may choose to charge travel expenses to their own CBA. The contractor also must be able to process tickets purchased through use of an individual employee's Government contractor-issued charge card.

The Contractor shall accept data from any of the SmartPay2 contracted banks (or successors) in one of the established formats and acknowledge receipt of the transaction file within 1 working day. The Contractor then has 2 working days to notify the charge card contractor of any problems with, or exceptions to, the file. The Contractor shall match the charge card contractor's transaction file data against its own transaction file and distinguish between reconciled and un-reconciled line items. Within 5 working days of acknowledging receipt of a complete and properly formatted transaction file from the charge card contractor, the Contractor must provide VA with a file of reconciled charges via encrypted E-mail for interfacing with VA's accounting system. The Contractor must also provide VA with un-reconciled items and must ensure that the un-reconciled items are cleared within 90 days.

The contractor must provide VA, at no additional cost, with a Microsoft Excel spreadsheet (Excel version to be determined by VA) documenting the reconciled common carrier ticket amounts along with the corresponding TMC transaction fees listed on a separate tab within that spreadsheet. At VA's discretion, spreadsheets for VA's authorized users may be required. This spreadsheet will serve as the official support documentation for the common carrier ticket amounts and the TMC transaction fees billed to VA's CBAs. VA

will make payment to the current charge card contractor based upon the invoice and all supporting documentation. Both the reconciled common carrier ticket amounts and corresponding transaction fees will have the same Contractor Unique Ticket Identified number and will be laid out in the following format within the Microsoft Excel spreadsheets:

Column A	VA CBA Number	
Column B	Traveler Last Name	
Column C	Traveler First Name	
Column D	Traveler Middle Initial (if available)	
Column E	E2 Trip ID	
Column F	Return Date	
Column H	Dollar Amount (Ticket or Fee)	
Column I	VA BBFY	4 Digits
Column J	VA Fund	4 Digits
Column K	VA Region	2 Digits
Column L	VA Budget Activity	4 Digits
Column M	VA Organization Code	8 Digits
Column N	VA Cost Element	3 Digits
Column O	VA Function Code	5 Digits
Column P	VA Project Number	8 Digits (if applicable)
Column Q	VA Building Number	8 Digits if applicable)
Column R	VA Work Item	20 Digits (if applicable)
Column S	VA System/Location Code	3 Digits (if applicable)
Column T	VA Vehicle Tag	8 Digits (if applicable)
Column U	VA Agreement Number	8 Digits (if applicable)
Column V	VA Contract Number	3 Digits (if applicable)
Column W	VA Contract Line Number	3 Digits (if applicable)
Column X	Contractor Unique Ticket Identifier	Currently 6 Digits

The contractor must provide accrual files to VA at fiscal year-end. VA will work with the contractor to come up with a mutually agreed upon date for delivery of these files each fiscal year.

6.4.3.1 Credit Card Reconciliation Report

The Contractor shall provide VA with a monthly Credit Card Reconciliation Report for each transaction fee assessed by the Contractor. This report shall follow formats offered to commercial/corporate travel service customers, which shall include sufficient transactional detail including but not necessarily limited to travel authorization number, traveler name, ticket number, and debit/credit amount, as necessary to properly associate charges with tracked expenses by the Government. The Contractor shall synchronize the CBA data with the ETS provider and the VA Government Credit Card provider for an accurate reconciliation report.

6.5 Enterprise and IT Framework

As it relates to the VA enterprise management framework, the Contractor shall comply with OI&T Technical Reference Model (One-VA TRM). One-VA TRM is one component within the overall Enterprise Architecture (EA) that establishes a common vocabulary and structure for describing the information technology used to develop, operate, and maintain enterprise applications. One-VA TRM includes the Standards Profile and Product List that collectively serves as a VA technology roadmap. Architecture, Strategy, and Design (ASD) has overall responsibility for the One-VA TRM.

6.6 Contractor Personnel Security Requirements

The following security requirement must be addressed regarding Contractor supplied equipment: Contractor supplied equipment, PCs of all types, equipment with hard drives, etc. for contract services must meet all security requirements that apply to Government Furnished Equipment (GFE) and Government Owned Equipment (GOE). Security Requirements include:

- a) VA Approved Encryption Software must be installed on all laptops or mobile devices before placed into operation,
- b) Bluetooth equipped devices are prohibited within the VA; Bluetooth must be permanently disabled or removed from the device,
- c) VA approved anti-virus and firewall software,
- d) Equipment must meet all VA sanitization requirements and procedures before disposal.

The Contracting Officer, COR, the Project Manager, and the Information Security Officer (ISO) must be notified and verify all security requirements below have been adhered to:

1. Information made available to the Contractor/Subcontractor by VA for the performance or administration of this contract or information developed by the Contractor/Subcontractor in performance or administration of the contract shall be used only for those purposes and shall not be used in any other way without the prior written agreement of the VA. This clause expressly limits the Contractor/Subcontractor's rights to use data as described in Rights in Data - General, FAR 52.227-14(d) (1).
2. VA information should not be co-mingled, if possible, with any other data on the Contractors/Subcontractor's information systems or media storage systems in order to ensure VA requirements related to data protection and media sanitization can be met. If co-mingling must be allowed to meet the requirements of the business need, the Contractor must ensure that VA's information is returned to the VA or destroyed in accordance with VA's sanitization requirements. VA reserves the right to conduct on site inspections of Contractor and Subcontractor IT resources to ensure data security controls, separation of data and job duties, and destruction/media sanitization procedures are in compliance with VA directive requirements.

3. Prior to termination or completion of this contract, Contractor/Subcontractor must not destroy information received from VA, or gathered/created by the Contractor in the course of performing this contract without prior written approval by the VA. Any data destruction done on behalf of VA by a Contractor/Subcontractor must be done in accordance with National Archives and Records Administration (NARA) requirements as outlined in VA Directive 6300, Records and Information Management and its Handbook 6300.1 Records Management Procedures, applicable VA Records Control Schedules, and VA Handbook 6500.1, Electronic Media Sanitization. Self-certification by the Contractor that the data destruction requirements above have been met must be sent to the VA CO within 30 days of termination of the contract.
4. The Contractor/Subcontractor must receive, gather, store, back up, maintain, use, disclose and dispose of VA information only in compliance with the terms of the contract and applicable Federal and VA information confidentiality and security laws, regulations and policies. If Federal or VA information confidentiality and security laws, regulations and policies become applicable to the VA information or information systems after execution of the contract, or if NIST issues or updates applicable FIPS or Special Publications (SP) after execution of this contract, the parties agree to negotiate in good faith to implement the information confidentiality and security laws, regulations and policies in this contract.
5. The Contractor/Subcontractor shall not make copies of VA information except as authorized and necessary to perform the terms of the agreement or to preserve electronic information stored on Contractor/Subcontractor electronic storage media for restoration in case any electronic equipment or data used by the Contractor/Subcontractor needs to be restored to an operating state. If copies are made for restoration purposes, after the restoration is complete, the copies must be appropriately destroyed.
6. If VA determines that the Contractor has violated any of the information confidentiality, privacy, and security provisions of the contract, it shall be sufficient grounds for VA to withhold payment to the Contractor or third party or terminate the contract for default or terminate for cause under Federal Acquisition Regulation (FAR) Part 12.
7. The Contractor/Subcontractor must store, transport, or transmit VA sensitive information in an encrypted form, using VA-approved encryption tools that are, at a minimum, FIPS 140-2 validated.
8. The Contractor/Subcontractor's firewall and Web services security controls, if applicable, shall meet or exceed VA's minimum requirements. VA Configuration Guidelines are available upon request.
9. Except for uses and disclosures of VA information authorized by this contract for performance of the contract, the Contractor/Subcontractor may use and disclose VA information only in two other situations: (i) in response to a

qualifying order of a court of competent jurisdiction, or (ii) with VA's prior written approval. The Contractor/Subcontractor must refer all requests for, demands for production of, or inquiries about, VA information and information systems to the VA CO for response.

10. Notwithstanding the provision above, the Contractor/Subcontractor shall not release VA records protected by Title 38 U.S.C. 5705, confidentiality of medical quality assurance records and/or Title 38 U.S.C. 7332, confidentiality of certain health records pertaining to drug addiction, sickle cell anemia, alcoholism or alcohol abuse, or infection with human immunodeficiency virus. If the Contractor/Subcontractor is in receipt of a court order or other requests for the above mentioned information, that Contractor/Subcontractor shall immediately refer such court orders or other requests to the VA CO for response.
11. For service that involves the storage, generating, transmitting, or exchanging of VA sensitive information but does not require Certification and Accreditation (C&A) or a Memorandum of Understanding-Interconnection Service Agreement (MOU-ISA) for system interconnection, the Contractor/Subcontractor must complete a Contractor Security Control Assessment (CSCA) on a yearly basis and provide it to the COR.
12. Position Sensitivity and Background Investigation - The position sensitivity and the level of background investigation commensurate with the required level of access is:

Low/NACI

Position Sensitivity	Background Investigation (in accordance with Department of Veterans Affairs 0710 Handbook, "Personnel Security Suitability Program," Appendix A)
Low	National Agency Check with Written Inquiries (NACI) A NACI is conducted by OPM and covers a 5-year period. It consists of a review of records contained in the OPM Security Investigations Index (SII) and the DOD Defense Central Investigations Index (DCII), FBI name check, FBI fingerprint check, and written inquiries to previous employers and references listed on the application for employment. In VA it is used for Non-sensitive or Low Risk positions.
Moderate	Minimum Background Investigation (MBI) A MBI is conducted by OPM and covers a 5-year period. It consists of a review of National Agency Check (NAC) records [OPM Security Investigations Index (SII), DOD Defense Central Investigations Index (DCII), FBI name check, and a FBI fingerprint check], a credit report covering a period of 5 years, written inquiries to previous employers and references listed on the application for employment; an interview with the subject, spouse, neighbors, supervisor, co-workers; and a verification of the educational degree.

High	Background Investigation (BI) A BI is conducted by OPM and covers a 10-year period. It consists of a review of National Agency Check (NAC) records [OPM Security Investigations Index (SII), DOD Defense Central Investigations Index (DCII), FBI name check, and a FBI fingerprint check report], a credit report covering a period of 10 years, written inquiries to previous employers and references listed on the application for employment; an interview with the subject, spouse, neighbors, supervisor, co-workers; and a verification of the educational degree.
-------------	---

Contractor Responsibilities:

- a. The Contractor shall prescreen all personnel requiring access to the computer systems to ensure they maintain the appropriate Background Investigation, and are able to read, write, speak and understand the English language. The Contractor shall provide the name, address, and date of birth, Social Security Number and any other pertinent and relevant information of the Contractor personnel assigned to this project to the COR and CO prior to Project Kickoff Meeting.
- b. The Contractor shall bear the expense of obtaining background investigations. If the investigation is conducted by the Office of Personnel Management (OPM), the Contractor shall reimburse VA within thirty (30) days.
- c. The Contractor(s) and Contractor point of contact (POC) will receive an e-mail notification from the Security and Investigation Center (SIC) identifying the website link that includes detailed instructions regarding completion of the background clearance application process and what level of background clearance was requested. Reminder notifications will be sent if the complete package is not submitted by the due date.
- d. The Contractor shall submit or have their personnel submit the required forms (SF 85P - Questionnaire for Public Trust Positions, SF 85P-S – Supplemental Questionnaire for Selected Positions, FD 258 – U.S. Department of Justice Fingerprint Applicant Chart, VA Form 0710 – Authority for Release of Information Form, Optional Form 306 – Declaration for Federal Employment, and Optional Form 612 – Optional Application for Federal Employment) to the VA Office of Security and Law Enforcement within 30 calendar days of receipt.
- e. All costs associated with obtaining clearances for Contractor provided personnel shall be the responsibility of the Contractor. Further, the Contractor shall be responsible for the actions of all individuals provided to work for VA under this contract. In the event that damages arise from work performed by Contractor provided personnel, under the auspices of this contract, the Contractor shall be responsible for all resources necessary to remedy the incident.
- f. If the security clearance investigation is not completed prior to the start date of the contract, the contract employee may work on the contract with an initiated status while the security clearance is being processed. However, the Contractor will be responsible for the actions of the Contractor personnel they provide to perform work for the VA. In the event damage arises from work performed by Contractor personnel, under the auspices of the contract, the Contractor will be responsible for resources necessary to remedy the incident.

- g. The investigative history for Contractor personnel working under this contract must be maintained in the databases of either the OPM or the Defense Industrial Security Clearance Organization (DISCO).
- h. The Contractor, when notified of an unfavorable determination by the Government, shall withdraw the employee from consideration in working under the contract.
- i. Failure to comply with the Contractor personnel security requirements may result in termination of the contract for default.

6.7 Method and Distribution of Deliverables

The Contractor shall deliver documentation in electronic format, unless otherwise directed in Section B of the solicitation/contract. Acceptable electronic media include: MS Word 2000/2003/2007, MS Excel 2000/2003/2007, MS PowerPoint 2000/2003/2007, MS Project 2000/2003/2007, MS Access 2000/2003/2007, MS Visio 2000/2002/2003/2007, CAD 2002, and Adobe Postscript Data Format (PDF).

6.8 Performance Metrics

The Contractor shall monitor performance against the established schedule, milestones, risks and resource support outlined in the approved PMP. The Contractor shall report any deviations in the Monthly Progress Report. As a minimum, the following metrics shall be included:

	Desired Outcomes	Performance Standard	Minimum Standard	Target	Quality Assurance Surveillance Plan (QASP)
1	Meets and complies with defined ETS requirements, and is effectively managed and is fully functional.	All required milestones and deliverables will be achieved within agreed-on schedule as specified in Project Schedule, Contract, Implementation Plans and/or Agency Migration Plans.	N/A	No deviation without Contracting Officer approval.	Review of monthly status report, contractor SLA performance metrics, and Contract Performance Working Group (CPWG) meetings.
2	Develop and maintain interfaces between ETS and appropriate agency systems so that the ETS data is fully integrated with the TMC business systems without the loss of data integrity.	All ETS interfaces shall be developed and maintained such that there is no loss in data accuracy or completeness, achieved on budget and schedule as specified in Integration Agreement and specification documents.	N/A	No deviation without Contracting Officer approval.	All identified interface deficiencies shall be corrected within agreed-on timeframes with no data corruption.
3	Completes the ETS-TMC Implementation within 90-calendar days	All required milestones and deliverables will be achieved within agreed-on schedule as specified in Project Schedule, Contract, Implementation Plans and/or Agency Migration Plans.	Complete ETS-TMC Implementation period in 90-calendar days	100% Success-On time or ahead of schedule	Review of monthly status report, contractor SLA performance metrics, and weekly CPWG meetings.
4	Completes ETS-TMC-VA Implementation Phase 1 (Station) within 30-calendar days	All required milestones and deliverables will be achieved within agreed-on schedule as specified in Project Schedule, Contract, Implementation Plans and/or Agency Migration Plans.	Complete ETS-TMC-VA Implementation period in 30-calendar days	100% Success-On time or ahead of schedule	Review of monthly status report, contractor SLA performance metrics, and weekly CPWG meetings.
5	Completes ETS-TMC-VA Implementation Phase 2 (VISN) within 30-calendar days	All required milestones and deliverables will be achieved within agreed-on schedule as specified in Project Schedule, Contract, Implementation Plans and/or Agency Migration Plans.	Complete ETS-TMC-VA Implementation period in 30-calendar days	100% Success-On time or ahead of schedule	Review of monthly status report, contractor SLA performance metrics, and weekly CPWG meetings.
6	Completes ETS-TMC-VA Implementation Phase 3 (all of VA) within 30-calendar days	All required milestones and deliverables will be achieved within agreed-on schedule as specified in Project Schedule, Contract, Implementation Plans and/or Agency Migration Plans.	Complete ETS-TMC-VA Implementation period in 30-calendar days	100% Success-On time or ahead of schedule	Review of monthly status report, contractor SLA performance metrics, and weekly CPWG meetings.
7	Transmits the VA's obligation number as outlined in the PWS	Receipt of the obligation number or suitable workaround	4-hour turnaround time	2-hour turnaround time	Monitor data in the Smart Pay 2 contractor reports
8	Systems are operational	Contractor operations are available 24-hours a day, 7-days a week, and 365-days a year.	N/A	No deviation without Contracting Officer approval.	Place reservations through the ETS and offline with the TMC

Travel Management Services Performance Work Statement

9	Telephone availability	Provide a dedicated, toll-free telephone line for employee, temporary duty travel reservation services, which is available 24-hours a day, 7-days a week	N/A	No deviation without Contracting Officer approval.	Random telephone calls to the TMC, and customer notifications
10	Telephone availability	Provide a dedicated, toll-free telephone line for normal, PCS/relocation reservation service	N/A	No deviation without Contracting Officer approval.	Random telephone calls to the TMC, and customer notifications
11	Telephone availability	Provide a dedicated, toll-free telephone line for VIP travel services	N/A	No deviation without Contracting Officer approval.	Random telephone calls to the TMC, and customer notifications
12	Telephone availability	Provide a dedicated, toll-free telephone line for Beneficiary travel services	N/A	No deviation without Contracting Officer approval.	Random telephone calls to the TMC, and customer notifications
13	Telephone availability	Accepts collect calls from areas when toll-free access is unavailable	N/A	No deviation without Contracting Officer approval.	Random telephone calls to the TMC, and customer notifications
14	Delivery of Price Quotes	Send price quotes via e-mail	1-hour or less of request	At the time of call	Random customer sampling, and customer notifications
15	Delivery of e-Ticketed Itineraries	Send an e-ticketed itinerary via e-mail	1-hour or less of request	At the time of call	Random customer sampling, and customer notifications
16	Delivery of Paper Ticketed Itineraries	Delivers the Paper Ticket by the time outlined in the PWS	90% on time	98% on time	Random telephone calls to the TMC, and customer notifications
17	Automated Quality Control Process Ticketing	Provide accurate ticketing	99% Accurate	100% Accurate	Random ticket auditing and customer notifications
18	Automated Quality Control Process Ticketing	Provide timely ticketing	Delivered 99% of the time at the time of purchase and at the time of any updates	Delivered 100% of the time at the time of purchase and at the time of any updates	Random ticket auditing and customer notifications
19	Release Unticketed Reservations	Releases all reservations placed through the ETS and offline, which are not purchased prior to the first flight's departure, and sends a cancellation e-mail	Releases the reservation within the prescribed an airline fare rules without incurring a penalty	Releases the reservation within 1 hour prior to departure of the first flight without incurring a penalty	Making reservations and monitoring the e-mailed cancellation
20	Cancels Ticket	Cancels tickets when notified by the ETS or by the VA customer and seeks a refund for all unused portions of the ticket	1-hour or less of request	At the time of request	Monitoring cancelled ticketed reservations and customer notifications
21	Prompt response to telephone calls	Answers telephone calls	90 seconds or less	20 seconds or less	Monthly, random telephone calls placed to the TMC, and customer notifications, and reports
22	Prompt response to voice mails	Return calls of leaving a message, and if no one is available, leave a voice mail with the nature of call and call back number	2-hours or less of call	1-hour or less of call	Monthly, random voice mails left with the TMC, and customer notifications
23	Prompt response to facsimile or e-mail contact	Respond to facsimile or e-mail	4-hours or less of fax or e-mail	1-hour or less of e-mail or fax	Monthly, random faxes and e-mails placed to the TMC, and customer notifications
24	Report Delivery Responsiveness	Delivery of Ad Hoc - All Travelers in Travel Status Report	Deliver in less than 1-hour of request	Deliver in less than 30-minutes of request	All Travelers in Travel Status Report
25	Timely Delivery of Required Reports	Deliver the standard reports by the time outlined in the PWS	90% of the time	98% of time	Monitoring the receipt of the required reports
26	Accuracy of the Required Reports	Deliver the standard reports in the PWS without missing data, calculation errors,	90% of the time	98% of time	Monitoring the receipt of the required reports
27	Transmits the VA's obligation number as outlined in the PWS	Receipt of the obligation number or suitable workaround	4-hour turnaround time	1-hour turnaround time	Monitor data in the Smart Pay 2 contractor reports

Travel Management Services Performance Work Statement

28	PCS Ticket Issuance	TMC completes the PCS ticketing processes	99% Accurate	100% Accurate	Monitor the PCS Travel Report and work flow
29	High Level Customer Satisfaction	Monitoring overall contractor performance which should include sub factors such as attitude, professionalism, knowledge, accuracy, timeliness, and overall level of customer satisfaction.	Customer satisfaction rating of 80% or better	Customer satisfaction rating of 95% or better	Performance Assessment Survey, which may be taken at any time after receiving TMC services to include call to the TMC and receipt of the itinerary (Survey results will be gathered a monthly basis)
30	Project Management	Monitor the VA's ETS Adoption Rate and provide feedback to how VA can increase its Adoption Rate. Play a vital role in VA's travel program by providing VA with proactive and constructive "travel management" services, and this role includes assisting VA with seeking cost savings and waste avoidance. The rate is calculated as the OBE booked (self service) travel vs. TMC agent booked travel (full service), regardless of carrier used.	65% Adoption Rate	75% Adoption Rate	Monitor the TMC provided reports and recommendations
31	Project Management	Reconciles CBA Accounts in a timely manner	Within 10-business days of receipt of the bank file	Within 5-business days of receipt of the bank file	Monitor the TMC provided reports and recommendations
32	Project Management	Follows up on traveler problems and complaints	Written response in 5-business days of receipt	Written response in 1-business days of receipt	Monitor the TMC provided reports and recommendations

VA will utilize a Quality Assurance Surveillance Plan (QASP) throughout the life of the contract to ensure that the Contractor is performing the services required by this PWS in an acceptable manner. VA reserves the right to alter or change the QASP at its own discretion. A Performance Based Service Assessment Survey will be used in combination with the QASP to assist VA in determining acceptable performance levels.

6.9 Facility/Resource Provisions

VA will provide office space, telephone service and system access when authorized contract staff work at a Government location as required to accomplish the Tasks associated with this PWS. All procedural guides, reference materials, and program documentation for the project and other Government applications will also be provided on an as-needed basis.

The Contractor shall request other Government documentation deemed pertinent to the work accomplishment directly from the Government officials with whom the Contractor has contact. The Contractor shall consider the Contracting Officer as the final source for needed Government documentation when the Contractor fails to secure the documents by other means. The Contractor is expected to use common knowledge and resourcefulness in securing all other reference materials, standard industry publications, and related materials that are pertinent to the work.

The VA will provide access to VA specific systems/network as required for execution of the task via a site-to-site VPN or other technology, including VA specific software such as

Veterans Health Information System and Technology Architecture (VistA), ClearQuest, ProPath, Primavera, and Remedy, including appropriate seat management and user licenses. The Contractor shall utilize government-provided software development and test accounts, document and requirements repositories, etc. as required for the development, storage, maintenance and delivery of products within the scope of this effort. The Contractor shall not transmit, store or otherwise maintain sensitive data or products in Contractor systems (or media) within the VA firewall IAW VA Handbook 6500.6 dated March 12, 2010. All VA sensitive information shall be protected at all times in accordance with local security field office System Security Plans (SSP's) and Authority to Operate (ATO)'s for all systems/LAN's accessed while performing the tasks detailed in this PWS. For detailed Security and Privacy Requirements refer to ADDENDUM A and ADDENDUM B.

Upon proper clearance, VA will issue Contractor staff with VA security badges to enter and work in VA facilities if on-site service is required. Contractor staff shall return the VA issued badges in the same condition in which the Contractor received them prior to departing the VA facility.

VA will provide the Contractor web address and login access to the VA FSC PCS Portal.

6.10 Government-Furnished Property

The Contractor shall furnish everything needed to perform this performance work statement. Unless on site services are ordered, the Contractor shall operate out of its own facility. The Contractor shall not change its servicing location(s) without prior approval of the Contracting Officer.

ADDENDUM A**A1.0 Cyber and Information Security Requirements for VA IT Services**

The Contractor shall ensure adequate LAN/Internet, data, information, and system security in accordance with VA standard operating procedures and standard PWS language, conditions, laws, and regulations. The Contractor's firewall and web server shall meet or exceed VA minimum requirements for security. All VA data shall be protected behind an approved firewall. Any security violations or attempted violations shall be reported to the VA Program Manager and VA Information Security Officer as soon as possible. The Contractor shall follow all applicable VA policies and procedures governing information security, especially those that pertain to certification and accreditation.

Contractor supplied equipment, PCs of all types, equipment with hard drives, etc. for contract services must meet all security requirements that apply to Government Furnished Equipment (GFE) and Government Owned Equipment (GOE). Security Requirements include: a) VA Approved Encryption Software must be installed on all laptops or mobile devices before placed into operation, b) Bluetooth equipped devices are prohibited within VA; Bluetooth must be permanently disabled or removed from the device, c) VA approved anti-virus and firewall software, d) Equipment must meet all VA sanitization requirements and procedures before disposal. The COR, CO, the Project Manager, and the Information Security Officer (ISO) must be notified and verify all security requirements have been adhered to.

Each documented initiative under this contract incorporates VA Handbook 6500.6, "Contract Security," March 12, 2010 by reference as though fully set forth therein. The VA Handbook 6500.6, "Contract Security" shall also be included in every related agreement, contract or order. The VA Handbook 6500.6, Appendix C, is included in this document as Addendum B.

Training requirements: The Contractor shall complete all mandatory training courses on the current VA training site, the VA Talent Management System (TMS), and will be tracked therein. The TMS may be accessed at <https://www.tms.va.gov>. If you do not have a TMS profile, go to <https://www.tms.va.gov> and click on the "Create New User" link on the TMS to gain access.

Contractor employees shall complete a VA Systems Access Agreement if they are provided access privileges as an authorized user of the computer system of VA.

A2.0 VA Enterprise Architecture Compliance

The applications, supplies, and services furnished under this contract must comply with One-VA Enterprise Architecture (EA), available at <http://www.ea.oit.va.gov/index.asp> in force at the time of issuance of this contract, including the Program Management Plan and VA's rules, standards, and guidelines in the Technical Reference Model/Standards Profile (TRMSP). VA reserves the right to assess contract deliverables for EA compliance prior to acceptance.

A2.1. VA Internet and Intranet Standards:

The Contractor shall adhere to and comply with VA Directive 6102 and VA Handbook 6102, Internet/Intranet Services, including applicable amendments and changes, if the Contractor's work includes managing, maintaining, establishing and presenting information on VA's Internet/Intranet Service Sites. This pertains, but is not limited to: creating announcements; collecting information; databases to be accessed, graphics and links to external sites.

Internet/Intranet Services Directive 6102 is posted at (copy and paste the following URL to browser): http://www1.va.gov/vapubs/viewPublication.asp?Pub_ID=409&FType=2

Internet/Intranet Services Handbook 6102 is posted at (copy and paste following URL to browser): http://www1.va.gov/vapubs/viewPublication.asp?Pub_ID=410&FType=2

A3.0 Notice of the Federal Accessibility Law Affecting All Electronic and Information Technology Procurements (Section 508)

On August 7, 1998, Section 508 of the Rehabilitation Act of 1973 was amended to require that when Federal departments or agencies develop, procure, maintain, or use Electronic and Information Technology, that they shall ensure it allows Federal employees with disabilities to have access to and use of information and data that is comparable to the access to and use of information and data by other Federal employees. Section 508 required the Architectural and Transportation Barriers Compliance Board (Access Board) to publish standards setting forth a definition of electronic and information technology and the technical and functional criteria for such technology to comply with Section 508. These standards have been developed and published with an effective date of December 21, 2000. Federal departments and agencies shall develop all Electronic and Information Technology requirements to comply with the standards found in 36 CFR 1194.

Section 508 – Electronic and Information Technology (EIT) Standards:

The Section 508 standards established by the Architectural and Transportation Barriers Compliance Board (Access Board) are incorporated into, and made part of all VA orders, solicitations and purchase orders developed to procure Electronic and Information Technology (EIT). These standards are found in their entirety at:

<http://www.section508.gov> and <http://www.access-board.gov/sec508/standards.htm>. A printed copy of the standards will be supplied upon request. The Contractor shall comply with the technical standards as marked:

- ☒ § 1194.21 Software applications and operating systems
- ☒ § 1194.22 Web-based intranet and internet information and applications
- ☒ § 1194.23 Telecommunications products
- ☒ § 1194.24 Video and multimedia products
- ☒ § 1194.25 Self contained, closed products
- ☒ § 1194.26 Desktop and portable computers
- ☒ § 1194.31 Functional Performance Criteria
- ☒ § 1194.41 Information, Documentation, and Support

The standards do not require the installation of specific accessibility-related software or the attachment of an assistive technology device, but merely require that the EIT be compatible with such software and devices so that it can be made accessible if so required by the agency in the future.

A4.0 Physical Security & Safety Requirements:

The Contractor and their personnel shall follow all VA policies, standard operating procedures, applicable laws and regulations while on VA property. Violations of VA regulations and policies may result in citation and disciplinary measures for persons violating the law.

1. The Contractor and their personnel shall wear visible identification at all times while they are on the premises.
2. VA does not provide parking spaces at the work site; the Contractor must obtain parking at the work site if needed. It is the responsibility of the Contractor to park in the appropriate designated parking areas. VA will not invalidate or make reimbursement for parking violations of the Contractor under any conditions.
3. Smoking is prohibited inside/outside any building other than the designated smoking areas.
4. Possession of weapons is prohibited.
5. The Contractor shall obtain all necessary licenses and/or permits required to perform the work, with the exception of software licenses that need to be procured from a Contractor or vendor in accordance with the requirements document. The Contractor shall take all reasonable precautions necessary to

protect persons and property from injury or damage during the performance of this contract.

A5.0 Confidentiality and Non-Disclosure

The Contractor shall follow all VA rules and regulations regarding information security to prevent disclosure of sensitive information to unauthorized individuals or organizations.

The Contractor may have access to Protected Health Information (PHI) and Electronic Protected Health Information (EPHI) that is subject to protection under the regulations issued by the Department of Health and Human Services, as mandated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA); 45 CFR Parts 160 and 164, Subparts A and E, the Standards for Privacy of Individually Identifiable Health Information ("Privacy Rule"); and 45 CFR Parts 160 and 164, Subparts A and C, the Security Standard ("Security Rule"). Pursuant to the Privacy and Security Rules, the Contractor must agree in writing to certain mandatory provisions regarding the use and disclosure of PHI and EPHI.

1. The Contractor will have access to some privileged and confidential materials of VA. These printed and electronic documents are for internal use only, are not to be copied or released without permission, and remain the sole property of VA. Some of these materials are protected by the Privacy Act of 1974 (revised by PL 93-5791) and Title 38. Unauthorized disclosure of Privacy Act or Title 38 covered materials is a criminal offense.
2. The VA Contracting Officer will be the sole authorized official to release in writing, any data, draft deliverables, final deliverables, or any other written or printed materials pertaining to this contract. The Contractor shall release no information. Any request for information relating to this contract presented to the Contractor shall be submitted to the VA Contracting Officer for response.
3. Contractor personnel recognize that in the performance of this effort, Contractor personnel may receive or have access to sensitive information, including information provided on a proprietary basis by carriers, equipment manufacturers and other private or public entities. Contractor personnel agree to safeguard such information and use the information exclusively in the performance of this contract. Contractor shall follow all VA rules and regulations regarding information security to prevent disclosure of sensitive information to unauthorized individuals or organizations as enumerated in this section and elsewhere in this Contract and its subparts and appendices.
4. Contractor shall limit access to the minimum number of personnel necessary for contract performance for all information considered sensitive or proprietary in nature. If the Contractor is uncertain of the sensitivity of any information obtained during the performance this contract, the Contractor has a responsibility to ask the VA Contracting Officer.
5. Contractor shall train all of their employees involved in the performance of this contract on their roles and responsibilities for proper handling and nondisclosure of sensitive VA or proprietary information. Contractor personnel

- shall not engage in any other action, venture or employment wherein sensitive information shall be used for the profit of any party other than those furnishing the information. The sensitive information transferred, generated, transmitted, or stored herein is for VA benefit and ownership alone.
6. Contractor shall maintain physical security at all facilities housing the activities performed under this contract, including any Contractor facilities according to VA-approved guidelines and directives. The Contractor shall ensure that security procedures are defined and enforced to ensure all personnel who are provided access to patient data must comply with published procedures to protect the privacy and confidentiality of such information as required by VA.
 7. Contractor must adhere to the following:
 - a. The use of "thumb drives" or any other medium for transport of information is expressly prohibited.
 - b. Controlled access to system and security software and documentation.
 - c. Recording, monitoring, and control of passwords and privileges.
 - d. All terminated personnel are denied physical and electronic access to all data, program listings, data processing equipment and systems.
 - e. VA, as well as any Contractor (or Subcontractor) systems used to support development, provide the capability to cancel immediately all access privileges and authorizations upon employee termination.
 - f. Contractor PM and VA PM are informed within twenty-four (24) hours of any employee termination.
 - g. Acquisition sensitive information shall be marked "Acquisition Sensitive" and shall be handled as "For Official Use Only (FOUO)".
 - h. Contractor does not require access to classified data.
 8. Regulatory standard of conduct governs all personnel directly and indirectly involved in procurements. All personnel engaged in procurement and related activities shall conduct business in a manner above reproach and, except as authorized by statute or regulation, with complete impartiality and with preferential treatment for none. The general rule is to strictly avoid any conflict of interest or even the appearance of a conflict of interest in VA/Contractor relationships.
 9. VA Form 0752 shall be completed by all Contractor employees working on this contract, and shall be provided to the CO before any work is performed. In the case that Contractor personnel are replaced in the future, their replacements shall complete VA Form 0752 prior to beginning work.

ADDENDUM B**APPLICABLE PARAGRAPHS TAILORED FROM: *THE VA INFORMATION AND INFORMATION SYSTEM SECURITY/PRIVACY LANGUAGE, VA HANDBOOK 6500.6, APPENDIX C, MARCH 12, 2010*****B1. GENERAL**

Contractors, Contractor personnel, Subcontractors, and Subcontractor personnel shall be subject to the same Federal laws, regulations, standards, and VA Directives and Handbooks as VA and VA personnel regarding information and information system security.

B2. ACCESS TO VA INFORMATION AND VA INFORMATION SYSTEMS

a. A Contractor/Subcontractor shall request logical (technical) or physical access to VA information and VA information systems for their employees, Subcontractors, and affiliates only to the extent necessary to perform the services specified in the contract, agreement, or task order.

b. All Contractors, Subcontractors, and third-party servicers and associates working with VA information are subject to the same investigative requirements as those of VA appointees or employees who have access to the same types of information. The level and process of background security investigations for Contractors must be in accordance with VA Directive and Handbook 0710, *Personnel Suitability and Security Program*. The Office for Operations, Security, and Preparedness is responsible for these policies and procedures.

c. Contract personnel who require access to national security programs must have a valid security clearance. National Industrial Security Program (NISP) was established by Executive Order 12829 to ensure that cleared U.S. defense industry contract personnel safeguard the classified information in their possession while performing work on contracts, programs, bids, or research and development efforts. The Department of Veterans Affairs does not have a Memorandum of Agreement with Defense Security Service (DSS). Verification of a Security Clearance must be processed through the Special Security Officer located in the Planning and National Security Service within the Office of Operations, Security, and Preparedness.

d. Custom software development and outsourced operations must be located in the U.S. to the maximum extent practical. If such services are proposed to be performed abroad and are not disallowed by other VA policy or mandates, the Contractor/Subcontractor must state where all non-U.S. services are provided and detail a security plan, deemed to be acceptable by VA, specifically to address mitigation of the resulting problems of communication, control, data protection, and so forth. Location within the U.S. may be an evaluation factor.

e. The Contractor or Subcontractor must notify the Contracting Officer immediately when an employee working on a VA system or with access to VA information is reassigned or leaves the Contractor or Subcontractor's employ. The Contracting Officer must also be notified immediately by the Contractor or Subcontractor prior to an unfriendly termination.

B3. VA INFORMATION CUSTODIAL LANGUAGE

1. Information made available to the Contractor or Subcontractor by VA for the performance or administration of this contract or information developed by the Contractor/Subcontractor in performance or administration of the contract shall be used only for those purposes and shall not be used in any other way without the prior written agreement of VA. This clause expressly limits the Contractor/Subcontractor's rights to use data as described in Rights in Data - General, FAR 52.227-14(d) (1).

2. VA information should not be co-mingled, if possible, with any other data on the Contractors/Subcontractor's information systems or media storage systems in order to ensure VA requirements related to data protection and media sanitization can be met. If co-mingling must be allowed to meet the requirements of the business need, the Contractor must ensure that VA information is returned to VA or destroyed in accordance with VA's sanitization requirements. VA reserves the right to conduct on site inspections of Contractor and Subcontractor IT resources to ensure data security controls, separation of data and job duties, and destruction/media sanitization procedures are in compliance with VA directive requirements.

3. Prior to termination or completion of this contract, Contractor/Subcontractor must not destroy information received from VA, or gathered/created by the Contractor in the course of performing this contract without prior written approval by VA. Any data destruction done on behalf of VA by a Contractor/Subcontractor must be done in accordance with National Archives and Records Administration (NARA) requirements as outlined in VA Directive 6300, *Records and Information Management* and its Handbook 6300.1 *Records Management Procedures*, applicable VA Records Control Schedules, and VA Handbook 6500.1, *Electronic Media Sanitization*. Self-certification by the Contractor that the data destruction requirements above have been met must be sent to the VA Contracting Officer within 30 days of termination of the contract.

4. The Contractor/Subcontractor must receive, gather, store, back up, maintain, use, disclose and dispose of VA information only in compliance with the terms of the contract and applicable Federal and VA information confidentiality and security laws, regulations and policies. If Federal or VA information confidentiality and security laws, regulations and policies become applicable to VA information or information systems after execution of the contract, or if NIST issues or updates applicable FIPS or Special Publications (SP) after execution of this contract, the parties agree to negotiate in good faith to implement the information confidentiality and security laws, regulations and policies in this contract.

5. The Contractor/Subcontractor shall not make copies of VA information except as authorized and necessary to perform the terms of the agreement or to preserve electronic

information stored on Contractor/Subcontractor electronic storage media for restoration in case any electronic equipment or data used by the Contractor/Subcontractor needs to be restored to an operating state. If copies are made for restoration purposes, after the restoration is complete, the copies must be appropriately destroyed.

6. If VA determines that the Contractor has violated any of the information confidentiality, privacy, and security provisions of the contract, it shall be sufficient grounds for VA to withhold payment to the Contractor or third party or terminate the contract for default or terminate for cause under Federal Acquisition Regulation (FAR) part 12.

7. If a VHA contract is terminated for cause, the associated Business Associate Agreement (BAA) must also be terminated and appropriate actions taken in accordance with VHA Handbook 1600.01, *Business Associate Agreements*. Absent an agreement to use or disclose protected health information, there is no business associate relationship.

8. The Contractor/Subcontractor must store, transport, or transmit VA sensitive information in an encrypted form, using VA-approved encryption tools that are, at a minimum, FIPS 140-2 validated.

9. The Contractor/Subcontractor's firewall and Web services security controls, if applicable, shall meet or exceed VA minimum requirements. VA Configuration Guidelines are available upon request.

10. Except for uses and disclosures of VA information authorized by this contract for performance of the contract, the Contractor/Subcontractor may use and disclose VA information only in two other situations: (i) in response to a qualifying order of a court of competent jurisdiction, or (ii) with VA prior written approval. The Contractor/Subcontractor must refer all requests for, demands for production of, or inquiries about, VA information and information systems to the VA contracting officer for response.

11. Notwithstanding the provision above, the Contractor/Subcontractor shall not release VA records protected by Title 38 U.S.C. 5705, confidentiality of medical quality assurance records and/or Title 38 U.S.C. 7332, confidentiality of certain health records pertaining to drug addiction, sickle cell anemia, alcoholism or alcohol abuse, or infection with human immunodeficiency virus. If the Contractor/Subcontractor is in receipt of a court order or other requests for the above mentioned information, that Contractor/Subcontractor shall immediately refer such court orders or other requests to the VA contracting officer for response.

12. For service that involves the storage, generating, transmitting, or exchanging of VA sensitive information but does not require C&A or a Memorandum of Understanding-Interconnection Service Agreement (MOU-ISA) for system interconnection, the Contractor/Subcontractor must complete a Contractor Security Control Assessment (CSCA) on a yearly basis and provide it to the COR.

B4. INFORMATION SYSTEM DESIGN AND DEVELOPMENT

1. Information systems that are designed or developed for or on behalf of VA at non-VA facilities shall comply with all VA directives developed in accordance with FISMA, HIPAA, NIST, and related VA security and privacy control requirements for Federal information systems. This includes standards for the protection of electronic PHI, outlined in 45 C.F.R. Part 164, Subpart C, information and system security categorization level designations in accordance with FIPS 199 and FIPS 200 with implementation of all baseline security controls commensurate with the FIPS 199 system security categorization (reference Appendix D of VA Handbook 6500, *VA Information Security Program*). During the development cycle a Privacy Impact Assessment (PIA) must be completed, provided to the COR, and approved by the VA Privacy Service in accordance with Directive 6508, *VA Privacy Impact Assessment*.

2. The Contractor/Subcontractor shall certify to the COR that applications are fully functional and operate correctly as intended on systems using the VA Federal Desktop Core Configuration (FDCC), and the common security configuration guidelines provided by NIST or VA. This includes Internet Explorer 7 configured to operate on Windows XP and Vista (in Protected Mode on Vista) and future versions, as required.

3. The standard installation, operation, maintenance, updating, and patching of software shall not alter the configuration settings from the VA approved and FDCC configuration. Information technology staff must also use the Windows Installer Service for installation to the default "program files" directory and silently install and uninstall.

4. Applications designed for normal end users shall run in the standard user context without elevated system administration privileges.

5. The security controls must be designed, developed, approved by VA, and implemented in accordance with the provisions of VA security system development life cycle as outlined in NIST Special Publication 800-37, *Guide for Applying the Risk Management Framework to Federal Information Systems*, VA Handbook 6500, *Information Security Program* and VA Handbook 6500.5, *Incorporating Security and Privacy in System Development Lifecycle*.

6. The Contractor/Subcontractor is required to design, develop, or operate a System of Records Notice (SOR) on individuals to accomplish an agency function subject to the Privacy Act of 1974, (as amended), Public Law 93-579, December 31, 1974 (5 U.S.C. 552a) and applicable agency regulations. Violation of the Privacy Act may involve the imposition of criminal and civil penalties.

7. The Contractor/Subcontractor agrees to:

a. Comply with the Privacy Act of 1974 (the Act) and the agency rules and regulations issued under the Act in the design, development, or operation of any system of records on individuals to accomplish an agency function when the contract specifically identifies:

i. The Systems of Records (SOR); and

ii. The design, development, or operation work that the Contractor/Subcontractor is to perform;

b. Include the Privacy Act notification contained in this contract in every solicitation and resulting subcontract and in every subcontract awarded without a solicitation, when the work statement in the proposed subcontract requires the redesign, development, or operation of a SOR on individuals that is subject to the Privacy Act; and

c. Include this Privacy Act clause, including this subparagraph (3), in all subcontracts awarded under this contract which requires the design, development, or operation of such a SOR

8. In the event of violations of the Act, a civil action may be brought against the agency involved when the violation concerns the design, development, or operation of a SOR on individuals to accomplish an agency function, and criminal penalties may be imposed upon the officers or employees of the agency when the violation concerns the operation of a SOR on individuals to accomplish an agency function. For purposes of the Act, when the contract is for the operation of a SOR on individuals to accomplish an agency function, the Contractor/Subcontractor is considered to be an employee of the agency.

a. "Operation of a System of Records" means performance of any of the activities associated with maintaining the SOR, including the collection, use, maintenance, and dissemination of records.

b. "Record" means any item, collection, or grouping of information about an individual that is maintained by an agency, including, but not limited to, education, financial

transactions, medical history, and criminal or employment history and contains the person's name, or identifying number, symbol, or any other identifying particular assigned to the individual, such as a fingerprint or voiceprint, or a photograph.

c. "System of Records" means a group of any records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual.

9. The vendor shall ensure the security of all procured or developed systems and technologies, including their subcomponents (hereinafter referred to as "Systems"), throughout the life of this contract and any extension, warranty, or maintenance periods. This includes, but is not limited to workarounds, patches, hot fixes, upgrades, and any physical components (hereafter referred to as Security Fixes) which may be necessary to fix all security vulnerabilities published or known to the vendor anywhere in the Systems, including Operating Systems and firmware. The vendor shall ensure that Security Fixes shall not negatively impact the Systems.

10. The vendor shall notify VA within 24 hours of the discovery or disclosure of successful exploits of the vulnerability which can compromise the security of the Systems (including the confidentiality or integrity of its data and operations, or the availability of the system). Such issues shall be remediated as quickly as is practical based upon the severity of the incident.

11. When the Security Fixes involve installing third party patches (such as Microsoft OS patches or Adobe Acrobat), the vendor will provide written notice to VA that the patch has been validated as not affecting the Systems within 10 working days. When the vendor is responsible for operations or maintenance of the Systems, they shall apply the Security Fixes in a timely manner based upon the severity of the incident.

12. All other vulnerabilities shall be remediated as specified in this paragraph in a timely manner based on risk, but within 60 days of discovery or disclosure. Exceptions to this paragraph (e.g. for the convenience of VA) shall only be granted with approval of the contracting officer and the VA Assistant Secretary for Office of Information and Technology.

B5. INFORMATION SYSTEM HOSTING, OPERATION, MAINTENANCE, OR USE

a. For information systems that are hosted, operated, maintained, or used on behalf of VA at non-VA facilities, Contractors/Subcontractors are fully responsible and

accountable for ensuring compliance with all HIPAA, Privacy Act, FISMA, NIST, FIPS, and VA security and privacy directives and handbooks. This includes conducting compliant risk assessments, routine vulnerability scanning, system patching and change management procedures, and the completion of an acceptable contingency plan for each system. The Contractor's security control procedures must be equivalent, to those procedures used to secure VA systems. A Privacy Impact Assessment (PIA) must also be provided to the COR and approved by VA Privacy Service prior to operational approval. All external Internet connections to VA network involving VA information must be reviewed and approved by VA prior to implementation.

b. Adequate security controls for collecting, processing, transmitting, and storing of Personally Identifiable Information (PII), as determined by the VA Privacy Service, must be in place, tested, and approved by VA prior to hosting, operation, maintenance, or use of the information system, or systems by or on behalf of VA. These security controls are to be assessed and stated within the PIA and if these controls are determined not to be in place, or inadequate, a Plan of Action and Milestones (POA&M) must be submitted and approved prior to the collection of PII.

c. Outsourcing (Contractor facility, Contractor equipment or Contractor staff) of systems or network operations, telecommunications services, or other managed services requires certification and accreditation (authorization) (C&A) of the Contractor's systems in accordance with VA Handbook 6500.3, *Certification and Accreditation* and/or the VA OCS Certification Program Office. Government-owned (Government facility or Government equipment) Contractor-operated systems, third party or business partner networks require memorandums of understanding and interconnection agreements (MOU-ISA) which detail what data types are shared, who has access, and the appropriate level of security controls for all systems connected to VA networks.

d. The Contractor/Subcontractor's system must adhere to all FISMA, FIPS, and NIST standards related to the annual FISMA security controls assessment and review and update the PIA. Any deficiencies noted during this assessment must be provided to the VA contracting officer and the ISO for entry into the VA POA&M management process. The Contractor/Subcontractor must use the VA POA&M process to document planned remedial actions to address any deficiencies in information security policies, procedures, and practices, and the completion of those activities. Security deficiencies must be corrected within the timeframes approved by the Government. Contractor/Subcontractor procedures are subject to periodic, unannounced assessments by VA officials, including the VA Office of Inspector General. The physical security aspects associated with Contractor/Subcontractor activities must also be subject to such assessments. If major changes to the system occur that may affect the privacy or security of the data or the system, the C&A of the system may need to be reviewed, retested and re-authorized per VA Handbook 6500.3. This may require reviewing and updating all of the documentation (PIA, System Security Plan, and Contingency Plan). The Certification Program Office can provide guidance on whether a new C&A would be necessary.

e. The Contractor/Subcontractor must conduct an annual self assessment on all systems and outsourced services as required. Both hard copy and electronic copies of the assessment must be provided to the COR. The Government reserves the right to conduct such an assessment using Government personnel or another Contractor/Subcontractor. The Contractor/Subcontractor must take appropriate and timely action (this can be specified in the contract) to correct or mitigate any weaknesses discovered during such testing, generally at no additional cost.

f. VA prohibits the installation and use of personally-owned or Contractor/Subcontractor owned equipment or software on the VA network. If non-VA owned equipment must be used to fulfill the requirements of a contract, it must be stated in the service agreement, SOW or contract. All of the security controls required for Government furnished equipment (GFE) must be utilized in approved other equipment (OE) and must be funded by the owner of the equipment. All remote systems must be equipped with, and use, a VA-approved antivirus (AV) software and a personal (host-based or enclave based) firewall that is configured with a VA approved configuration. Software must be kept current, including all critical updates and patches. Owners of approved OE are responsible for providing and maintaining the anti-viral software and the firewall on the non-VA owned OE.

g. All electronic storage media used on non-VA leased or non-VA owned IT equipment that is used to store, process, or access VA information must be handled in adherence with VA Handbook 6500.1, *Electronic Media Sanitization* upon: (i) completion or termination of the contract or (ii) disposal or return of the IT equipment by the Contractor/Subcontractor or any person acting on behalf of the Contractor/Subcontractor, whichever is earlier. Media (hard drives, optical disks, CDs, back-up tapes, etc.) used by the Contractors/Subcontractors that contain VA information must be returned to VA for sanitization or destruction or the Contractor/Subcontractor must self-certify that the media has been disposed of per 6500.1 requirements. This must be completed within 30 days of termination of the contract.

h. Bio-Medical devices and other equipment or systems containing media (hard drives, optical disks, etc.) with VA sensitive information must not be returned to the vendor at the end of lease, for trade-in, or other purposes. The options are:

- 1) Vendor must accept the system without the drive;
- 2) VA's initial medical device purchase includes a spare drive which must be installed in place of the original drive at time of turn-in; or
- 3) VA must reimburse the company for media at a reasonable open market replacement cost at time of purchase.
- 4) Due to the highly specialized and sometimes proprietary hardware and software associated with medical equipment/systems, if it is not possible for VA to retain the hard drive, then;

- a) The equipment vendor must have an existing BAA if the device being traded in has sensitive information stored on it and hard drive(s) from the system are being returned physically intact; and
- b) Any fixed hard drive on the device must be non-destructively sanitized to the greatest extent possible without negatively impacting system operation. Selective clearing down to patient data folder level is recommended using VA approved and validated overwriting technologies/methods/tools. Applicable media sanitization specifications need to be preapproved and described in the purchase order or contract.
- c) A statement needs to be signed by the Director (System Owner) that states that the drive could not be removed and that (a) and (b) controls above are in place and completed. The ISO needs to maintain the documentation.

B6. SECURITY INCIDENT INVESTIGATION

- a. The term “security incident” means an event that has, or could have, resulted in unauthorized access to, loss or damage to VA assets, or sensitive information, or an action that breaches VA security procedures. The Contractor/Subcontractor shall immediately notify the COR and simultaneously, the designated ISO and Privacy Officer for the contract of any known or suspected security/privacy incidents, or any unauthorized disclosure of sensitive information, including that contained in system(s) to which the Contractor/Subcontractor has access.
- b. To the extent known by the Contractor/Subcontractor, the Contractor/Subcontractor’s notice to VA shall identify the information involved, the circumstances surrounding the incident (including to whom, how, when, and where the VA information or assets were placed at risk or compromised), and any other information that the Contractor/Subcontractor considers relevant.
- c. With respect to unsecured protected health information, the business associate is deemed to have discovered a data breach when the business associate knew or should have known of a breach of such information. Upon discovery, the business associate must notify the covered entity of the breach. Notifications need to be made in accordance with the executed business associate agreement.
- d. In instances of theft or break-in or other criminal activity, the Contractor/Subcontractor must concurrently report the incident to the appropriate law enforcement entity (or entities) of jurisdiction, including the VA OIG and Security and Law Enforcement. The Contractor, its employees, and its Subcontractors and their employees shall cooperate with VA and any law enforcement authority responsible for the investigation and prosecution of any possible criminal law violation(s) associated with any

incident. The Contractor/Subcontractor shall cooperate with VA in any civil litigation to recover VA information, obtain monetary or other compensation from a third party for damages arising from any incident, or obtain injunctive relief against any third party arising from, or related to, the incident.

B7. LIQUIDATED DAMAGES FOR DATA BREACH

a. Consistent with the requirements of 38 U.S.C. §5725, a contract may require access to sensitive personal information. If so, the Contractor is liable to VA for liquidated damages in the event of a data breach or privacy incident involving any SPI the Contractor/Subcontractor processes or maintains under this contract.

b. The Contractor/Subcontractor shall provide notice to VA of a "security incident" as set forth in the Security Incident Investigation section above. Upon such notification, VA must secure from a non-Department entity or the VA Office of Inspector General an independent risk analysis of the data breach to determine the level of risk associated with the data breach for the potential misuse of any sensitive personal information involved in the data breach. The term 'data breach' means the loss, theft, or other unauthorized access, or any access other than that incidental to the scope of employment, to data containing sensitive personal information, in electronic or printed form, that results in the potential compromise of the confidentiality or integrity of the data. Contractor shall fully cooperate with the entity performing the risk analysis. Failure to cooperate may be deemed a material breach and grounds for contract termination.

c. Each risk analysis shall address all relevant information concerning the data breach, including the following:

- 1) Nature of the event (loss, theft, unauthorized access);
- 2) Description of the event, including:
 - a) date of occurrence;
 - b) data elements involved, including any PII, such as full name, social security number, date of birth, home address, account number, disability code;
- 3) Number of individuals affected or potentially affected;
- 4) Names of individuals or groups affected or potentially affected;
- 5) Ease of logical data access to the lost, stolen or improperly accessed data in light of the degree of protection for the data, e.g., unencrypted, plain text;
- 6) Amount of time the data has been out of VA control;
- 7) The likelihood that the sensitive personal information will or has been compromised (made accessible to and usable by unauthorized persons);

- 8) Known misuses of data containing sensitive personal information, if any;
- 9) Assessment of the potential harm to the affected individuals;
- 10) Data breach analysis as outlined in 6500.2 Handbook, *Management of Security and Privacy Incidents*, as appropriate; and
- 11) Whether credit protection services may assist record subjects in avoiding or mitigating the results of identity theft based on the sensitive personal information that may have been compromised.

d. Based on the determinations of the independent risk analysis, the Contractor shall be responsible for paying to VA liquidated damages in the amount of \$37.50 per affected individual to cover the cost of providing credit protection services to affected individuals consisting of the following:

- 1) Notification;
- 2) One year of credit monitoring services consisting of automatic daily monitoring of at least 3 relevant credit bureau reports;
- 3) Data breach analysis;
- 4) Fraud resolution services, including writing dispute letters, initiating fraud alerts and credit freezes, to assist affected individuals to bring matters to resolution;
- 5) One year of identity theft insurance with \$20,000.00 coverage at \$0 deductible; and
- 6) Necessary legal expenses the subjects may incur to repair falsified or damaged credit records, histories, or financial affairs.

B8. SECURITY CONTROLS COMPLIANCE TESTING

On a periodic basis, VA, including the Office of Inspector General, reserves the right to evaluate any or all of the security controls and privacy practices implemented by the Contractor under the clauses contained within the contract. With 10 working-day's notice, at the request of the Government, the Contractor must fully cooperate and assist in a Government-sponsored security controls assessment at each location wherein VA information is processed or stored, or information systems are developed, operated, maintained, or used on behalf of VA, including those initiated by the Office of Inspector General. The Government may conduct a security control assessment on shorter notice (to include unannounced assessments) as determined by VA in the event of a security incident or at any other time.

B9. TRAINING

- a. All Contractor employees and Subcontractor employees requiring access to VA information and VA information systems shall complete the following before being granted access to VA information and its systems:
 - 1) Sign and acknowledge (either manually or electronically) understanding of and responsibilities for compliance with the *Contractor Rules of Behavior*, Appendix D relating to access to VA information and information systems;
 - 2) Successfully complete the *VA Privacy and Information Security Awareness and Rules of Behavior* training and annually complete required security training;
 - 3) Successfully complete *Privacy and HIPAA Training* if Contractor will have access to PHI;
 - 4) Successfully complete the appropriate VA privacy training and annually complete required privacy training; and
 - 5) Successfully complete any additional cyber security or privacy training, as required for VA personnel with equivalent information system access
- b. The Contractor shall provide to the contracting officer and/or the COR a copy of the training certificates and certification of signing the Contractor Rules of Behavior for each applicable employee within 1 week of the initiation of the contract and annually thereafter, as required.
- c. Failure to complete the mandatory annual training and sign the Rules of Behavior annually, within the timeframe required, is grounds for suspension or termination of all physical or electronic access privileges and removal from work on the contract until such time as the training and documents are complete.

ADDENDUM C – ETS and ETS2/TMC Guidance**PURPOSE**

This attachment includes the Government's view for basic roles, responsibilities and rules of operations which when addressed will result in establishing an optimal cooperative working relationship between the ETS and Accommodated Travel Management Centers (TMC).

The desired performance outcome is the delivery of seamless, comprehensive, streamlined, high quality, secure travel services to the government by ensuring all expectations are clearly understood.

This document is considered supplementary guidance in support of this outcome and looks to the Offeror's proposal on how it will achieve the stated performance outcome.

OBJECTIVES

- a) To delineate the roles and responsibilities;
- b) To establish clear expectations of each party's roles and responsibilities in providing the ETS solution to the Federal traveler;
- c) To establish uniform policy and procedures regarding the use of the ETS vendor's OTRS;
- d) To eliminate confusion associated with financial responsibilities;
- e) Conditions under which charges and fees can be made for the use of an ETS2 vendor's OTRS;
- f) To eliminate duplication of effort and redundant costs; and
- g) To establish an efficient, effective travel service that delivers high quality, secure service to VA travelers.

GENERAL GUIDANCE

The parties shall individually and collectively act to foster and support an effective working relationship as necessary to enable the mutual success of all parties in their delivery of services and contract deliverables. Consideration shall be given to addressing:

- a) Systems Actionable Messages and PNR Content: In order to maximize the effectiveness of such automated quality assurance, PNR finishing software, back office software, and travel management reporting the parties shall each deliver system-actionable PNR informational elements, including only consistently applied, standardized prefatory codes and, to the maximum extent possible by each party, only standardized text messages relating to

and/or contained within all PNRs. Additionally, the parties shall cooperatively ensure that all PNR Documentary Requirements and all applicable Explanatory Codes are included in all PNRs.

- b) Exchange of Data: Each party shall provide compatibly formatted data feeds, each to the other party and to such third party as may be required by the government, for exchange of PNR data and transactional information.
 - i) Each party shall support the timely, consistent, seamless and accurate passing of pertinent reservation and transaction related data as necessary to facilitate services and requirements including but not limited to travel authorizations, vouchers, reporting, CBA reconciliation, etc.
- c) Performance Measures: To the extent that the Government or customer agencies have specified performance measures, the parties shall advise such and jointly define such specified deliverables will be accomplished in all cases, including among others, the use of pre-negotiated Government rates for air, lodging, and rental car services.
- d) Customer Support:
 - i) Help Desk: Establish help desk procedures to ensure continuity of service for all type of help desk assistance. The procedures shall include, at minimum, definitions of which type of question are travel booking and fulfillment questions, versus the ETS technical questions;
 - ii) Customer Service Issues: Transaction research and Error handling: ETS2 Contractor shall provide user level OBE training to authorized TMC representatives and portal access for viewing PRF configuration settings applicable to the shared customer agencies for customer support and PNR trouble research as needed throughout the term.
- e) Technical Refresh: The parties shall exercise their best efforts to provide prior notice of all system upgrades, enhancements, or changes to configuration that are reasonably considered likely to impact all parties systems or operations. To the maximum extent practicable, such changes shall be reviewed and/or tested prior to introducing the change to live production PNRs.
- f) Allocation of Financial Responsibility:
 - i) Debit memo Charges: Each party shall be financially responsible for all valid carrier-imposed debit memos caused by their own actions or those of others to the extent that such party is or shall be able to control or prevent such causal actions by others. Roles and responsibilities shall be defined for notification of charges, determination of cause, identification of proper supporting documentation and timeline for payment. Debit memos shall be resolved in 30 days.
 - ii) Define conditions under which ETS2 vendor may charge fees for the use of its OTRS consistent with Section B of the Master contract.

g) Operational Efficiency and Effectiveness

- i) Establish a schedule of periodic meetings for operational coordination and account implementation as to facilitate continuous, high quality, integrated travel management services;
- ii) Agree upon GDS queues for processing information between the ETS online reservation service and the TMC;
- iii) Establish procedures for timely, seamless and accurate passing of pertinent reservation data relating to travel actions including but not limited notification of policy exceptions and special processing requirements, notification of authorization approval to facilitate ticket issuance, exchange ticket transactional detail, vouchers, reporting, etc.;
- iv) Establish procedures to timely notify the parties when:
 - (1) an on-line reservation is converted to agent-assisted;
 - (2) reservation records (including EC) have been modified; and
 - (3) when a ticket is issued for on-line reservations.
- v) Establish procedures to report on ticketed transaction numbers, to include all CLIN AF & AG transactions, and such other transaction files as necessary to enable ETS Contractor to deliver all requisite reporting under the Master Contract.

SUMMARY

There are significant benefits in realizing the operational efficiencies, cost-savings, and increased service to the Federal traveler by utilizing an ETS. These benefits can be best attained by defining, understanding, accepting, and efficiently fulfilling the roles and responsibilities of each individual party. Embracing the guidelines contained within this document will assist the efforts in pursuit of the goal to provide and E-Gov World-Class travel solution.

ADDENDUM D - Fulfillment Automation Basic Quality Control Checks

The Contractor shall provide automated and automation assisted quality control processes (its "Quality Control Program" or (QCP)) to ensure that all ETRS reservations are to the maximum extent possible, correctly booked and documented without the need for manual post-call (or post-booking) processing by Agents. Contractor provided QCP shall ensure that all ETS and ETS2 PNRs, regardless of booking source or type, will be evaluated for accuracy, completeness, continuity, validity, formatting, and policy compliance, among other criteria. In addition, automated file finishing shall be optimally employed to minimize or eliminate the need for manual intervention in reservations fulfillment.

Contractor shall develop and deploy consistent and compatible quality control and fulfillment processes across and among all OTRS and ATRS reservations. It is anticipated that, in addition to the capabilities of ETS's OBE, its Contractor's QCP shall include the use of GDS scripts at the ATRS POS and highly configurable Mid-Office automation to deliver post-booking quality control, fulfillment, and ongoing reservation management services.

All automation components of Contractor's QCP shall meet or exceed industry standards for completeness, configurability, and sufficiency, including its Mid-Office automation tool. The Mid-Office System shall be capable of providing comprehensive reservation quality control, editing, and finishing routines, as well as ongoing reservation support services enumerated below. The system must be capable of performing such services for all ETRS reservations and shall include capabilities to deliver messages to applicable parties (including but not limited to Traveler, Agent, OBE, and ETS2 Portal applications) via GDS messaging, email, SMS, and web services.

The list of automated functions beginning on the following page is illustrative of the scope of Mid-Office functionality expected to be employed by Contractor. To the extent that some routines cite GDS-specific terms and functionalities, they shall be interpreted to describe functionality to be addressed by means applicable to the GDS(s) employed by Contractor. Note that some routines may necessitate the introduction and use of arguments and informational data elements that are not explicitly cited or included in the ETS2 Required Data Elements. Further, some routines may not be applicable to all PNRs in all cases. The list is not intended to be all inclusive and does not include all routines needed to support the scope of Explanatory Code requirements cited in Attachment 10, Explanatory Codes and documentary requirements defined in Attachment 11, PNR Documentary Guidance. Additional, and/or alternative functions and processes will be necessary to satisfy the scope of quality control and automated fulfillment required.

Quality Checks	To ensure the reservation satisfies requirements for continuity of air/rail/car/hotel segments, is fully and properly documented, and complies with the customer agency's policy and reporting requirements.
AIR Related	
Air Contracts	Validates and/or completes applicable air contract information: tour code, ticket designator, endorsements etc.
Emergency Contact Missing	For travel internationally, verifies presence of emergency contact information in the PNR
DHS Requirements	Validates presence and formatting of required Automated Passenger Information System (APIS) and Secure Flight data
Unused Ticket Tracking	Schedules post-travel review for unused ticket tracking
Fare Savings Fields Missing	Validates presence and format of required fare savings fields (Low Fare (LLA)/Comparison Fare/Explanatory Fare Savings Codes)
Fare Savings Format Check	Validates fare savings remarks, ensuring that they are in the correct format for each GDS.
Frequent Flyer Support	Verifies that the PNR contains a frequent flyer number associated with each airline reserved
Frequent Flyer Name and Number Check	Verifies the traveler name matches the name registered with the Frequent Flyer program and that the number matches profile information
FFQ partner airline check	Links FQTV numbers that share alliance affiliations
Air/Rail Continuity	Verifies that each Air/Rail segment's departure city and date matches the previous Air/Rail segment's arrival city and date, unless they are separated by an ARNK segment
Origin VS Destination	Prepares advice via remarks if the origin city does not match the final return city
Passive Segments Misuse	Prepares advice via remarks if passive booking segment status indicates 'Held Confirmed' and it will not be an ARC/BSP ticket
Schedule Change Remark	Checks for schedule changes and verifies or adds remarks for each segment with a schedule change
Seat Not Confirmed	Prepares advice via remarks if the seats are still on request
Invalid Seat Preference Code	Validates seat preference codes present in the PNR
Verify Connection Times	Prepares advice via remarks if connection time is greater than two hours
Air Segment Status Code	Validates status codes for each air segment against a list provided
Carrier Acctg-Itinerary Comparison	Verifies that carriers in accounting lines of ticketed PNRs, actually exist in the PNR's booked air segments
Other Airline Record Locators	Will add Other Airline Record locator by segment associated remark
CAR Related	
BS On Car Segment	Checks to make sure all Car segments have a booking source entered.
Car CF Number	Checks to make sure all Car segments have a confirmation number.
Car Continuity	Checks to make sure that each Car segment is continuous with the previous and following Air/Rail segments, unless they are separated by either an ARNK segment or another Car segment.
Car Frequent Traveler Credit	Alerts agents to possible frequent flyer credits for car rentals from affiliated airline frequent flyer programs. The routine will check a list provided for appropriate car vendors honoring frequent flyer programs
Car Request- Car Segment	Checks all Car Request remarks for a corresponding car segment. It does this by pick up date, drop off date, and city code.
Car Request Remarks Format	Ensures that there is a matching Car Request remark for each Air/Rail segment that precedes a Car segment. If routine identifies a remark in the incorrect format, routine will document the

	PNR with the incorrect remark and queue place to the specified location.
Car Requests Are Booked	Ensures that there is a corresponding car booking for each Car Request remark, unless there is a "NO CAR" remark.
Car Segment Name	Ensures that, for every PNR containing a car reservation together with one or more airline or train bookings, the car renter's name matches at least one passenger name booked in the PNR
Confirmed Car Segment	Ensures that all Car segments on the PNR have a valid status code by looping through a provided list of all invalid status codes.
Correct Car CD Number	Ensures that Car rentals have the correct Corporate Discount (CD) number.
Correct Car ID Number	Verifies that Car segments have the correct customer ID number (if applicable), as specified in category remarks.
NO CAR Segment Validation	Checks for a "NO CAR" remark in PNR's with no Car segments.
HOTEL Related	
Auto Hotel Segment ID	Verifies that active Hotel segments have the correct customer ID number (if applicable), according to hotel category remarks.
Auto Hotel Segment CD	Verifies that active Hotel segments have the correct customer CD number, according to hotel category remarks.
Automated Hotel CF Number	Checks all active Hotel segments to see if they have a confirmation number.
Automated Hotel CF Status	Checks to make sure that all active Hotel segments have a valid status.
Automated Hotel Guarantee	Checks all Active hotel segments for missing rate guarantee and for missing credit card guarantee
Hotel Check-in Matches Previous Air/Rail Arrival	Ensures continuity between Air/Rail and Hotel segments, such that the Air/Rail segment arrival date must match the Hotel segment check-in date.
Hotel Checkout- Next Air/Rail Depart City	Checks Hotel segment continuity with the following Air/Rail segment, such that the Hotel segment city must match the next Air/Rail segment departure city.
Hotel City= Previous Air/Rail Segment Arrival City	Checks Hotel segment continuity with the previous Air/Rail segment, such that the Hotel segment city must match the previous Air/Rail segment arrival city
Hotel Date = Next Hotel Date	Checks for consecutive hotel segments that are not separated by an ARNK or Air/Rail segment. It will check to see if the previous hotel segment's checkout date is the same as the next hotel segment's check-in date.
Hotel Frequent Traveler Credit	Alerts agents to possible frequent flyer credits for hotel stays from affiliated airline frequent flyer programs.
Late Arrival Guaranteed Manual Hotel Segment	Ensure that Hotel bookings with late check-ins are guaranteed
Manual Hotel Confirmation	Finds all manual (passive) Hotel segments that are missing a confirmation number.
Manual Hotel Guarantee	Finds all manual (passive) Hotel segments that do not have a guarantee.
No Hotel With Overnight Stopover	Searches for either a Hotel segment or a "NO HOTEL" remark when there is an overnight stopover
Request Hotel Does Not Match Booking	Ensures that hotel requests have been booked correctly
General PNR Requirements	
Account Number Missing or Invalid	Verifies presence and format of account number
Delivery / Address Missing	Verifies presence of the deliver to and/or address line

Duplicate Accounting Fields	If a unique number for an accounting field is used more than once, an error is added
FOID SSR	Verifies presence of a FOID SSR or Form of ID field with the passengers passport information for bookings on carriers requiring same.
FOP Missing or Too Many	Checks to make sure that a single Form Of Payment exists for unticketed PNR with an Air or Rail Segment.
Phone Numbers Missing	Verifies presence of home and business phone numbers in the PNR
Queue Online Bookings	Forwards OTRS bookings to designated queue
OTRS record did not pass QC	This will send an email that the OTRS generated PNR did not pass quality control
ATRS record did not pass QC	This will send an email that the ATRS generated PNR did not pass quality control
Segment Status Code	If any air/car or hotel segment has a segment status other than confirmed - adds remark
Statement Information	Verifies presence and format of required statement information
Credit Card Approval Code	Ensures that Air/Rail segments with a credit card form of payment have an approval code.
Credit Card Expiration	Ensures that Ticket Requests with credit card form of payment have a request date before the credit card's expiration date.
Multi-pax Record Division Request	Checks for Air segments with multiple passengers. If any are found, it adds a remark to the PNR requesting a split and queues the PNR back to the agent.
Past Date Ticket Requests	Checks for requested ticketing dates that have past, and/or were not processed before the actual ticketing date.
Ticketing Date After Last Date to Purchase	Checks to make sure that all ticket requests have a request date that is on or before the earliest "last date to ticket" of the stored fare(s) on the PNR.
Weekend Delivery Date Check	Checks to make sure that the delivery date specified in a Delivery Date remark is not on a weekend.
Weekend Ticketing Date Check	Checks to make sure that ticket request dates are not on a weekend.
TAW validation	Verifies TAW is valid
SSR Supplier Response	Verify OSI/SSR info received for car/hotel/tour confirmations, airline acknowledgements
DOCS remarks	Verifies that DOCS information exists if needed
Fare validation check	Verifies the current fare
Missing UDID Check	Ensures that all required UDID's are present and correctly formatted
Missing Sort Check	Ensures that all required Sort remarks are entered
Reason Code Validation	Validates the reason code logic used for low fare and fare savings remarks
Department Code Missing	Verifies presence of required department code
Travel Authorization	Verifies presence of Travel Authorization, prior to ticketing
Advice / Notification Routine Topic	To ensure the traveler has complete and accurate information before departure. Standardized itinerary remarks for use in both OTRS and ATRS reservations, provides service continuity and compatibility with integrated services.
Note: Standardized and properly formatted Advice/Notification text may be placed in PNR itinerary remarks or UDIDS, delivered via GDS messaging/queue placement, email, SMS, and/or web services, as appropriate.	
Airline/Rail Record Locators	Adds itinerary remarks with suppliers' record locator for each airline and railway booked
Airline Phone Number	Adds itinerary remarks with the airline's North American toll free number

Check In	Creates itinerary remarks for check in Domestic, Trans-border and International
E Ticket	Adds itinerary remarks for E-Ticket check in procedures
Non ARC/BSP Carriers	Adds change, cancellation and baggage policy of airline NOT participating in ARC/BSP (i.e. JetBlue)
Non Refundable Fare	Adds itinerary remarks advising non-refundable and change fees
One Way for International	For International travel: adds itinerary remark that proper documentation required for entry or they may be refused
Propeller Plane	Adds itinerary remark to a flight segment operated by a propeller plane advising the traveler
Car Base Rate	Adds the itinerary remark - "CAR-BASE RATE DOES NOT INCLUDE TAXES AND SURCHARGES"
Car Credit Card Name	Adds itinerary remark to customer that CAR requires a credit card in the name of the driver
Car Driver Age Minimum	Adds itinerary remark - "CAR RENTER MUST BE 25 YEARS OLD TO RENT A CAR"
Car Hotel Price in Home Currency	For each car/hotel that is NOT in the travelers home country, it calculates the conversion and adds an itinerary under each segment with the conversion amount.
Car Mileage Charge	Adds itinerary remark reminding customer that mileage charges are applicable to their car rental
Baggage Allowance	Adds itinerary remark with applicable airline baggage weight and charges
Frequent Flyer Number Missing	If there is no frequent flyer number for a carrier on the itinerary - adds remark to agent AND itinerary remark for each missing airline
Health Advisory	Itinerary remark is added advising travelers to visit Canada's travel health website for vaccination info
Missing Contact Number	If there is no contact phone number adds itinerary remark for the customer to provide one.
Paper Ticket	Adds itinerary remarks that this ticket is a paper ticket. Just in case customer was assuming it was an e-ticket.
Privacy Statement	Adds agency's privacy statement to the itinerary
Rescue Line Phone Numbers	Adds Rescue line toll free numbers for each international city that passenger arrives in
Travel Advisory	If travelling internationally, adds itinerary remark advising customer to check specific website for any travel advisories.
Verify Documentation	Itinerary remarks are added to advise passengers to review documentation and report discrepancies immediately.
Hotel Credit Card Name	Adds itinerary remark to customer that HOTEL requires a credit card in the name of the guest
Hotel Cancellation Remarks	Adds itinerary remarks with the hotel cancellation policy
Airport Fees	Will determine if any of the departure cities have an airport fee that is NOT included on the ticket and then adds an itinerary remark with the amount
Amtrak Penalty	Adds remarks to PNR advising customer of the Amtrak penalty
Reservation Finishing Routine Topic	To optimize ETRS accuracy and efficiency by adding: required elements for back office accounting, pricing modifiers for ticketing, and service fees, etc.
Seat Fix Preference Remark	If customer eligible for "premium" seats based on his FQTV status or class booked, automation will update his seat request remarks to request these seats on the specific flights
Special Meal	Requests special meals
CAR - Add Frequent Flyer Number	Verifies which airline frequent traveler programs car rental participates in and adds a airline FQTV number to car segment or if they agency prefers, it will add a reminder to the agent
CAR - Currency Conversion	If the car is in a different currency - adds an accounting field that will show the car rate converted to the your local currency for management reports
Future Queue Follow Up	Adds a future queue placement field in the PNR for later follow-up i.e. unused ticket tracking

Passive Booking Create Accounting Line	Will create accounting lines for each carrier on the PNR so the file will be ready to invoice
Passport Field	Captures PPT remark and adds it as an SSR. Also checks the expiry date and emails the agency if it is expiring within 60 days
Retention Segment	Adds file retention segment for specified number of days to keep the PNR live
Service Fee Create	Builds service fee accounting line with the specific format required to transfer to BSP/ARC or back office accounting
Service Fee Missing	If account is charged a service fee and it's missing from the PNR - adds remark to agent
HOTEL - Add Frequent Flyer Number	Verifies which airline frequent traveler programs hotel rental participates in and adds a airline FQTV number to hotel segment or if they agency prefers, it will add a reminder to the agent
HOTEL - Currency Conversion	If the hotel is in a different currency - adds an accounting field that will show the hotel rate converted to the your local currency for management reports
Hotel OSI Add	Reads the hotel phone information and adds it as an OSI to the PNR
Pricing Fields Create and Adjust	This routine adjusts the pricing on the PNR if any information is incorrect
Comparison Fare and Code	Calculates required fare savings fields for Comparison Fare and associated Fare Savings Code
Add CAR SI-verification	Verifies hotel SI remark from C# is present and adds if not
Add Car CD verification	Verifies car segment corporate discount number is a match to the car segment rental company remark from related category remarks.
Add Car ID verification	Verifies car segment customer ID number (if applicable) is a match to the car segment rental company ID remark from related category remarks
Add Hotel SI-verification	Verifies hotel SI remark from hotel category remarks is present and adds if not
Add Hotel CD verification	Verifies hotel segment corporate discount number is a match to the hotel CD remark from H#.
Add Hotel ID verification	Verifies hotel segment customer ID number (if applicable) is a match to the hotel ID remark from H#.
Add Retention Segment	Add a retention segment to the PNR
Add missing Snap/PF codes	Add missing contract codes
Add high fare remark	Adding backoffice remark for high fare basic formats
Add low fare remark	Adding backoffice remark for low fare basic formats
Ticketing/Fulfillment	This routine tickets and/or invoices the PNR. Then send to the Communication module for emailing.
Routine Topic	Description
Ticketing	Checks to see if the PNR is ready for ticketing, if not will send advice appropriate parties letting them know why. When it's ready, it will run the ticket and/or invoice.
Credit Card Approval Code	Ensures that Air/Rail segments with a credit card form of payment have an approval code.
Ticket Date VS Last Date to Purchase	If ticketing date is set after the last date to purchase - adds remark to agent
Ticket Date is Past	If ticketing date is past - adds remark to agent
Ticket Date is on a Weekend	If agency does not allow ticketing on the weekend and the date is set for SAT/SUN - adds remark to agent
Ticket Delivery Date is on a Weekend	If agency does not allow ticketing on the weekend and the delivery field is set for SAT/SUN - adds remark to agent

Ticket printer management	Ticket printer stock check
Single E-Ticket	Issue Single e-ticket
Paper Ticket	Issue Paper ticket
Service Fee	Issue Service Fees
Ticketless	Issue Non-ARC / Non BSP tickets
WN ticketing	Southwest ticketing (For applicable GDS's)
Land Only Invoice	Land only Invoice
Split Ticket	Issue split tickets
Exchange Ticket	Issue Exchanges
Refunds	Issue Refunds
Amtrak Rail	Issue Rail tickets
Multi Pax	Issue Multi Passenger tickets
Continuous and Post-Ticketing Services	
Seat Management	Automated seat assignment and enhancement
Waitlist Clearance	Automated attempts to secure waitlisted segments and fares
Check-in Reminders	Option to send notification 24 hours prior to departures
Non Refundable Reminder	Option to send notification of non refundable ticket XX days prior to departure
Schedule Changes	Automated notification of schedule changes affecting traveler's itinerary

ADDENDUM E - Explanatory Codes

This attachment establishes the framework for standardized, text based Explanatory Codes (ECs) for inclusion in the travel booking record. The desired outcome is to ensure optimum availability of booking data for itinerary review and approval, comprehensive reporting purposes and analysis to support ETS 1 and ETS2 Travel Management objectives. The government is providing the framework described in this document however, looks to the Offeror's proposal to establish how it will best achieve the stated performance outcome.

All applicable Explanatory Codes shall be recorded in User Definable Interface Data Storage (UDIDS) remarks (or their equivalent) of each ETS 1 and ETS2 PNR, such that the Explanatory Response text can be readily incorporated into the body of the traveler's invoice/itinerary, and included in reports prepared by the fulfilling TMC, if requested by the customer agency. It is acknowledged that to meet all of the intended objectives, it may be necessary to duplicate (as remark items) some informational elements that are already present in the PNR in other forms.

Reporting elements mandated by the FTR, are summarized in Section I, Mandatory Explanatory Codes Stipulated by the FTR below, and are mandatory in all cases. The balance of the Explanatory Codes addressed in Section II, Notional Explanatory Codes are notional and represent additional transactional information and advice that may be required at the customer agency's option, as specified in the agency's Task Order. The ETS2 Provider shall implement automation and automation-assisted functionality in TAVS, POS, and MID as necessary to enable and ensure accurate capture and recording of all implemented EC information for all PNRs whether originated under OTRS or ATRS.

Some informational elements cannot be determined without assistance from the traveler or User. For such items, Traveler Selectable (TS) EC shall be required. Note that it may not be possible to compel Travelers/Users to comply with certain Traveler Selectable (TS) EC implemented on behalf of customer agencies. Therefore, all TS EC shall include a default value, indicating No Response by User.

Response Codes may be two or three digit, alphanumeric data elements that are associated with longer formed, standardized Explanatory Response text. For ease of interpretation by the reader, all EC elements presented to the User (whether in text [itineraries, reports], or in the ETS2 application user interface), shall be presented in their long form syntax shown in the following table.

The following list of mandatory and notional EC elements, together with any additional items cited in ADDENDUM F, comprises the reportable reason codes that the government believes it is most likely to request over the duration of the contract. The list is not however, intended to be all inclusive and may not include all EC needed to support the requirements of all Agency customers, and may be modified in the

respective Task Order. For any given agency customer, the EC requested, may be all or a subset of the items listed here or otherwise referred to in Section C, including the Attachments. EC elements not included in this list may also be requested. Further, mandatory EC requirements may change over the life of the contract term, as necessitated by updates or changes to the FTR or other applicable laws or regulation. In such cases, Contractor shall accommodate the associated changes to EC without additional charge to the Government.

I. Mandatory Explanatory Codes Stipulated by the FTR

The FTR stipulates certain reporting requirements, including conformation to the following Reason Codes justifying non-use of GSA Contract City Pair Airfares. Provision must be made to accommodate reporting of itineraries traveling CPP city pair markets but not utilizing CPP contract fares. More granular ECs, if implemented, shall be mapped to the following Reason Codes for this specific reporting requirement.

EC Item	Response Code	Explanatory Response	Probable Data Source ⁱ
Travel Purpose Codes			
Travel Purpose ID	P1	EMPLOYEE EMERGENCY	TAVS, POS, TS
	P2	MISSION (OPERATIONAL)	
	P3	SPECIAL MISSION	
Travel Purpose ID	P4	CONFERENCE	TAVS, POS, TS
	P5	TRAINING	
	P6	RELOCATION	
Reason for Non-use of Contract City Pair Fare			
CPP Non-Use Reason Code	C0	Contract fare used or No contract fare exists for city-pair market	POS, TS
CPP Non-Use Reason Code	C1	Space on a scheduled contract flight is not available in time to accomplish the purpose of travel.	POS, TS
CPP Non-Use Reason Code	C2	Use of contract service would require traveler to incur unnecessary overnight lodging costs which would increase the total cost of the trip.	POS, TS
CPP Non-Use Reason Code	C3	The contract carrier's flight schedule is inconsistent with explicit policies of individual federal departments and agencies where applicable to schedule travel during normal working hours	POS, TS
CPP Non-Use Reason Code	C4	A non-contract carrier offers a lower fare to the general public that, if used, will result in a lower total trip cost to the Government (the combined costs of transportation, lodging, meals, and related expenses considered) [Note: This exception does not apply if the contract carrier offers the same or lower fare and has seats available at	POS, TS

EC Item	Response Code	Explanatory Response	Probable Data Source ⁱ
		that fare, or if the fare offered by the non-contract carrier is restricted to Government and military travelers performing official business and may be purchased only with a contractor-issued charge card, centrally billed account (e.g., YDG, MDG, QDG, VDG, and similar fares) or GTR where the two previous options are not available.]	
CPP Non-Use Reason Code	C5	Cost effective rail service is available and is consistent with mission requirements	POS, TS
CPP Non-Use Reason Code	C6	Smoking is permitted on the contract air carrier and the nonsmoking section of the contract aircraft is not acceptable to traveler.	POS, TS
Reason for Using Non-US Carrier			
Non-US Carrier Reason Code	R1	Use of a foreign air carrier is determined to be a matter of necessity in accordance with FTR §301-10.138	POS, TS
	R2	The transportation is provided under a bilateral or multilateral air transportation agreement to which the United States Government and the government of a foreign country are parties, and which the Department of Transportation has determined meets the requirements of the Fly America Act.	POS, TS
	R3	Traveler is an officer or employee of the Department of State, United States Information Agency, United States International Development Cooperation Agency, or the Arms Control Disarmament Agency, and travel is paid with funds appropriated to one of these agencies, and travel is between two places outside the United States.	POS, TS
	R4	No U.S. flag air carrier provides service on a particular leg of the route, in which case foreign air carrier service may be used, but only to or from the nearest interchange point on a usually traveled route to connect with U.S. flag air carrier service.	POS, TS
	R5	A U.S. flag air carrier involuntarily reroutes travel on a foreign air carrier.	POS, TS
Non-US Carrier Reason Code	R6	Service on a foreign air carrier would be three hours or less, and use of the U.S. flag air carrier would at least double en route travel time.	POS, TS
	R7	Costs of transportation are reimbursed in full by a third party, such as a foreign government, international agency, or other organization.	POS, TS
	R8	International Travel - Use of U.S. flag air carrier (nonstop) service would extend travel time, including delay at origin, by 24 hours or more.	POS, TS
	R9	International Travel - No U.S. flag air carrier (nonstop) service available. U.S. flag air carrier service available on one or more portion of the route but use of such service (on one or more of these portions) when compared to using a foreign air carrier, would: (a) Increase the number of aircraft changes traveler	POS, TS

EC Item	Response Code	Explanatory Response	Probable Data Source ⁱ
		must make outside of the U.S. by 2 or more; or (b) Extend travel time by at least 6 hours or more; or (a) Require a connecting time of 4 hours or more at an overseas interchange point	
	R10	Travel is between two places outside the United States - U.S. flag air carrier provides service between my origin and my destination but when compared to using a foreign air carrier, such use would either: (a) Increase the number of aircraft changes traveler must make en route by 2 or more; or (b) Extend travel time by 6 hours or more; or (c) Require a connecting time of 4 hours or more at an overseas interchange point	POS, TS

EC Item	Response Code	Explanatory Response	Probable Data Source ⁱⁱ
For all Air itineraries...			
If the booking includes FIRST CLASS segments...			
	F1	NO COACH-CLASS ACCOMMODATIONS ARE REASONABLY AVAILABLE (WITHIN 24 HOURS OF MY PROPOSED DEPARTURE OR ARRIVAL TIME)	
	F2	I HAVE AN AGENCY-CERTIFIED MEDICAL DISABILITY OR OTHER SPECIAL NEED	
	F3	MY AGENCY HAS DETERMINED THAT EXCEPTIONAL SECURITY CIRCUMSTANCES EXIST	
	F4	THIS IS REQUIRED BECAUSE OF MY AGENCY MISSION, CONSISTENT WITH MY AGENCY'S INTERNAL PROCEDURES	
If the booking includes BUSINESS CLASS segments...			
	B1	I HAVE AN AGENCY-CERTIFIED MEDICAL DISABILITY OR OTHER SPECIAL NEED	POS, TS
	B2	MY AGENCY HAS DETERMINED THAT EXCEPTIONAL SECURITY CIRCUMSTANCES EXIST	POS, TS
	B3	COACH-CLASS ACCOMMODATIONS ON AN AUTHORIZED/APPROVED FOREIGN AIR CARRIER DO NOT PROVIDE ADEQUATE SANITATION OR HEALTH STANDARDS	POS, TS
	B4	NO COACH-CLASS ACCOMMODATIONS ARE PROVIDED FOR REGULARLY SCHEDULED FLIGHTS BETWEEN MY ORIGIN AND DESTINATION POINTS	POS, TS
	B5	MY TRANSPORTATION COSTS ARE PAID IN FULL	

UG Justification		THROUGH AGENCY ACCEPTANCE OF PAYMENT FROM A NON-FEDERAL SOURCE	POS, TS
	B6	MY ORIGIN AND/OR DESTINATION ARE/IS OCONUS AND THE SCHEDULED FLIGHT TIME (INCLUDING STOPOVERS AND CHANGE OF PLANES) EXCEEDS 14 HOURS	POS, TS
	B7	THIS WILL RESULT IN AN OVERALL COST SAVINGS TO THE GOVERNMENT BY AVOIDING ADDITIONAL SUBSISTENCE COSTS, OVERTIME, OR LOST PRODUCTIVE TIME	POS, TS
	B8	NO SPACE IS AVAILABLE IN COACH-CLASS ACCOMMODATIONS IN TIME TO ACCOMPLISH MY MISSION, WHICH IS URGENT AND CANNOT BE POSTPONED	POS, TS
	B9	REQUIRED BECAUSE OF AGENCY MISSION, CONSISTENT WITH AGENCY'S INTERNAL PROCEDURES	POS, TS
RAIL BOOKINGS RELATED If the Rail Fare selected is "Other than Coach"... Which Explanatory Code best describes the justification for "Other than Coach" upgraded train service?			
UG Justification	T1	NO COACH-CLASS ACCOMMODATIONS ARE REASONABLY AVAILABLE (WITHIN 24 HOURS OF MY PROPOSED DEPARTURE OR ARRIVAL TIME)	POS, TS
	T2	I HAVE AN AGENCY-CERTIFIED MEDICAL DISABILITY OR OTHER SPECIAL NEED	POS, TS
	T3	MY AGENCY HAS DETERMINED THAT EXCEPTIONAL SECURITY CIRCUMSTANCES EXIST	POS, TS
	T4	COACH-CLASS ACCOMMODATIONS ON AN AUTHORIZED/APPROVED FOREIGN RAIL CARRIER DO NOT PROVIDE ADEQUATE SANITATION OR HEALTH STANDARDS	POS, TS
	T5	THIS IS REQUIRED BECAUSE OF MY AGENCY MISSION, CONSISTENT WITH MY AGENCY'S INTERNAL PROCEDURES	POS, TS
If booking is for an "Extra Fare Train"... ¹ Which Explanatory Code best describes the justification for "Extra Fare" upgraded train service?			
UG Justification	T6	MY AGENCY HAS DETERMINED THAT THIS IS ADVANTAGEOUS TO THE GOVERNMENT	POS,TS
	T7	MY AGENCY HAS DETERMINED THAT EXCEPTIONAL SECURITY CIRCUMSTANCES EXIST	POS,TS
SHIP BOOKINGS RELATED			

¹ A train that operates at an increased fare due to the extra performance of the train (i.e., faster speed or fewer stops).

If the Booking Class is "Other than Lowest First Class"...			
Which Code best describes the justification for "Other than lowest First Class" upgraded ship service?			
UG Justification	S1	LOWEST FIRST-CLASS ACCOMMODATIONS ARE NOT AVAILABLE	POS,TS
	S2	I HAVE AN AGENCY-CERTIFIED MEDICAL DISABILITY OR OTHER SPECIAL NEED	POS,TS
	S3	MY AGENCY HAS DETERMINED THAT EXCEPTIONAL SECURITY CIRCUMSTANCES EXIST	POS,TS
	S4	THIS IS REQUIRED BECAUSE OF MY AGENCY MISSION, CONSISTENT WITH MY AGENCY'S INTERNAL PROCEDURES	POS,TS

II. Notional Explanatory Codes

The vision and desired performance outcome for ETS2 includes the propagation of best practices for federal travel management that improves the efficiency and effective use of government travel spend. A best practice is defined as a tactic implemented in more than one organization that yields operational effectiveness and superior performance. In order to enable each customer agency to more effectively control and manage its travel spend, and achieve their desired threshold of performance, the Offeror shall offer to its customer agencies, additional, optional Explanatory Codes to facilitate more informed travel authorization, transactional analysis, and improved travel program management.

This document does not provide a comprehensive list of notional EC that may be required to satisfy the requirements of all agency Task Orders. It is considered supplementary guidance in support of the above stated outcome and looks to the Offeror's proposal to establish how it will achieve the stated performance outcome.

EC Item	Response Code	Explanatory Response	Probable Data Source
Authorization	AUT	TRAVEL AUTHORIZATION NUMBER	TAVS, POS
PNR Type ⁺⁺	NAP	NON-AIR PNR	MID
	HOP	HOTEL ONLY BOOKING / INVOICE	MID
	COP	CAR ONLY BOOKING / INVOICE	MID
	MCO	MCO	MID, POS
	REF	PARTIAL REFUND	MID, POS
Booking Date	OBD	ORIGINAL BOOKING DATE = MM/DD/YY	MID, POS

⁺⁺ Responses to this item are Additive. Record all that apply.

Booking PCC	PCC	GDS / BOOKING PCC = SAB / ABC123	MID, POS
PNR Locator	LOC	PNR LOCATOR	MID, POS
Multi-Source	MSC	INCLUDES NON GDS SUPPLIER, FARE OR INVENTORY	MID, POS
Booking Mode	PSO	POS = ON LINE BOOKING	MID, POS
	PSA	POS = AGENT BOOKING	MID, POS
Fare Quote	FQT	FARE BOOKED = \$ NNNN.NN (Fare Quote)	MID, POS
Comparison Fare	CFC	COMPARISON FARE* = \$ NNNN.NN *(YCA or Y if non-CP market)	MID, POS
Low Fare	LLA	LLA OFFERED = \$ NNNN.NN	MID, POS
Penalties	NRF	TICKET IS NON-REFUNDABLE	MID, POS
	PEN	PENALTIES APPLY	MID, POS
	NOP	NO PENALTIES	MID, POS
Fare Type	FT1	GROUP/MEETING FARE	MID
Advice ⁺⁺	A01	CLASS BOOKED DOES NOT MATCH CLASS AUTHORIZED	TAVS, MID
	A02	TRVL ELIGIBLE FOR BUS/BOOKED COACH	TAVS, MID
	A03	ITIN CONTAINS MULTIPLE CABIN CLASSES	MID
	A04	ITIN CONTAINS FIRST OR BUSINESS CLASS SEGMENT	MID
	A05	ITIN CONTAINS NON-US CARRIER(S)	MID
	A06	ITIN CONTAINS NON-PREFERRED CARRIER(S)	MID
	A07	INTERNATIONAL COACH	MID
	A08	ITINERARY IS FOR ONE-WAY TRAVEL	MID
	A09	NO CONTRACT FARE EXISTS FOR CITY PAIR MKT	MID
	A10	NO CAR REQSTED OR HTL OPTIONS DECLINED	MID
	A11	NO HOTEL REQSTED OR HTL OPTIONS DECLINED	MID
	A12	HOTEL IS NOT FEDROOMS	MID
	A13	HOTEL EXCEEDS PER DIEM	MID
	A14	CHANGED RETURN - TIME LESS THAN 2 HRS	MID
	A15	TRAVEL AUTHORIZATION NOT RECEIVED B4 TKTG	MID
	A16	EXCHANGE W/FEE RESULTED IN LOST SAVINGS	MID
	A17	TICKET REISSUED FOR LOWER FARE	MID
	A18	EXCHANGE TICKET - USED NON-REF TICKET ON FILE	MID

EC Item	Response Code	Explanatory Response	Probable Data Source ⁱ
Changes			
Last Change	CHD	LAST CHANGE DATE = MM/DD/YY	MID, POS
Change Cost	CHC	COST OF LAST CHANGE = \$NNNN.NN	MID, POS
Change Type ¹²³	CH1	LAST CHANGE = DESTINATION	MID, POS
	CH2	LAST CHANGE = TRAVEL DATE	MID, POS
	CH3	LAST CHANGE = AIRPORT	MID, POS
	CH4	LAST CHANGE = TIME OF TRAVEL	MID, POS
Exchanges...			
Exchange Reason ¹²³	ER1	EXCHANGE/ CHANGED DESTINATION	MID, POS or Agent
	ER2	EXCHANGE/CHANGED TRAVEL DATE	MID, POS or Agent
	ER3	EXCHANGE/CHANGED AIRPORT	MID, POS or Agent
	ER4	EXCHANGE/ CHANGED TIME OF TRAVEL	MID, POS or Agent
Exchange Cost	EC1	EXCHANGE TICKET - EVEN EXCHANGE	MID, POS or Agent
	EC2	EXCHANGE WITH ADD/COLL ON FARE	MID, POS or Agent
	EC3	EXCHANGE WITH ADD/COLL PENALTY ONLY	MID, POS or Agent
For itineraries traveling markets covered by the GSA City Pair Program...			
If the Contract Carrier is Selected...			
Which Explanatory Code best describes the Contract Carrier Fare selected?			
Contract Savings	AS1	BKD CP FARE = LOWEST LOGICAL AIRFARE	MID
	AS2	BKD CP FARE - LOWER FARES CONSIDERED	MID
	AS3	BKD CP CARRIER - FARE LOWER THAN CP FARE	MID
	AS4	BKD CP CARRIER - USED CPP FARE ON PART OF TRIP	MID
If the Contract Carrier is not selected...			
Which Explanatory Code best describes why the Contract Carrier was not selected?			

¹²³ These codes are sequential. Select the first response that applies.

EC Item	Response Code	Explanatory Response	Probable Data Source ⁱ
CC Decline	AC0 ²	PLEASE SELECT (Default, recorded as No Response)	POS, TS
	AC1 ³	SPEC FLIGHT REQ-TRAVELING W/OTHERS	POS, TS
	AC2 ⁴	CONTRACT SCHEDULE CONFLICTS WITH MISSION SCHEDULE	POS, TS
	AC3 ⁵	CONTRACT CARRIER SOLD OUT	POS, TS
	AC4 ⁶	NO ASSIGNABLE SEATS ON THE CONTRACT CARRIER	POS, TS
	AC5 ⁷	CONTRACT SCHEDULE EXCESSIVELY PROLONGS TRAVEL	POS, TS
	AC6 ⁸	CONTRACT CARRIER DOES NOT OFFER FLIGHT DURING WORK HOURS	POS, TS
	AC7 ⁹	RAIL SERVICE AVAILABLE AND COST EFFECTIVE	POS, TS
If the Contract Carrier is not selected...			
Which Explanatory Code best describes the Non-Contract Fare selected?			
NC Fare Selection	AN0	PLEASE SELECT (Default, recorded as No Response)	POS, MID
	AN1 ¹⁰	LOWEST COST FARE SELECTED	POS, MID
	AN2 ¹¹	FARE LOWER THAN CP SELECTED	POS, MID
	AN3 ¹²	FARE SELECTED MATCHES CP FARE	POS, MID
	AN4 ¹³	FARE SELECTED HIGHER THAN CP FARE	POS, MID
If the Lowest Fare Travel Option (LLA) is not Selected...			
Which Explanatory Code best describes why the Lowest Fare Travel Option (LLA) was not selected?			
LF Decline	AF0	PLEASE SELECT (Default, recorded as No Response)	POS, TS
	AF1	CHANGE / CANCELLATION PENALTIES	POS, TS
	AF2	ADDITIONAL COSTS OFFSETS SAVINGS	POS, TS

² Maps to C0³ Maps to C0⁴ Maps to C0⁵ Maps to C0⁶ Maps to C0⁷ Maps to C1⁸ Maps to C1⁹ Maps to C3¹⁰ Maps to C2¹¹ Maps to C2¹² Maps to C2¹³ Maps to C2

EC Item	Response Code	Explanatory Response	Probable Data Source ⁱ
	AF3	LLA SCHEDULE CONFLICTS WITH MISSION SCHEDULE	POS, TS
	AF4	NO ASSIGNABLE SEATS ON THE LLA CARRIER	POS, TS
	AF5	LLA SCHEDULE EXCESSIVELY PROLONGS TRAVEL	POS, TS
	AF6	LLA CARRIER DOES NOT OFFER FLIGHT DURING WORK HOURS	POS, TS
CAR BOOKINGS RELATED			
If no Car booking is present upon record closing...			
No Car	CC0	PLEASE SELECT (Default, recorded as No Response)	POS,TS
	CC1	NO CAR BOOKING - CAR NOT REQUIRED	POS,TS
	CC2	NO CAR BOOKING - SOLD OUT	POS,TS
	CC3	CAR BOOKED DIRECTLY OR VIA OTHER MEANS	POS,TS
For all Car bookings...			
Car Vendor Selection			
Car VS	CV1	BOOKED PREF CAR VENDOR AND TYPE	MID
	CV2	ALT. CAR BOOKED, NON-PREF VENDOR OR TYPE	MID
Car Rate/Type Selection			
Car R/TS	CR0	PLEASE SELECT (Default, recorded as No Response)	POS, TS
	CR1	LOWEST RATE FOR AUTHORIZED CAR TYPE	POS, TS
	CR2	LOWER RATE BOOKED W NON-PREF VENDOR	POS, TS
	CR3	HIGHER RATE BOOKED - DECLINED PREF CAR TYPE	POS, TS
	CR4	HIGHER RATE BOOKED - LC CAR TYPE SOLD OUT	POS, TS
	CR5	HIGHER RATE BOOKED - PREF VENDOR SOLD OUT	POS, TS
	CR6	HIGHER RATE BOOKED - MULTI-TRAVELERS USING ONE CAR	POS, TS
	CR7	HIGHER RATE BOOKED - TRAVELING WITH EQUIPMENT	POS, TS

EC Item	Response Code	Explanatory Response	Probable Data Source ⁱ
	CR8	HIGHER RATE BOOKED - TRAVELING IN POOR WEATHER	POS, TS
	CR9	HIGHER RATE BOOKED - PREF VENDOR LOCATION INCONVENIENT	POS, TS
	CR0	NO PREFERRED VENDOR IN LOCATION	POS, TS
HOTEL BOOKINGS RELATED			
If no Hotel booking is present upon record closing...			
No Hotel	HC0	PLEASE SELECT (Default, recorded as No Response)	POS, TS
	HC1	NO HOTEL BOOKING - HOTEL NOT REQUIRED	POS, TS
	HC2	HOTEL BOOKED DIRECTLY OR VIA OTHER MEANS	POS, TS
For all Hotel bookings...			
Hotel Vendor Selection			
FedRooms Usage	HVF ¹⁴	BOOKED FEDROOMS PROPERTY / XVU RATE CODE	POS, MID
	HVN	BOOKED NON-FEDROOMS PROPERTY	POS, MID
If FedRooms is not utilized...			
Hotel VS ¹⁵	HV0	PLEASE SELECT (Default, recorded as No Response)	POS, TS
	HV1	NO FEDROOMS FACILITIES WITHIN A REASONABLE PROXIMITY OF TDY	POS, TS
	HV2	FEDROOMS PROPERTIES SOLD OUT	POS, TS
	HV3	BOOKED AGENCY NEGOTIATED CONTRACT	POS, TS
	HV4	BOOKED AGENCY AUTHORIZED ALTERNATIVE	POS, TS
	HV5	MEETING/CONFERENCE REQUIREMENT	POS, TS
	HV6	TRAVEL IS OCONUS	POS, TS
Rate / Room Type Selection			
Hotel R/TS	HR0	PLEASE SELECT (Default, recorded as No Response)	POS, TS
	HR1	LOWEST RATE FOR AUTHORIZED ROOM TYPE	POS, TS

¹⁴ Maps to NonFedRooms Reason Code "C0" Attachment 14

¹⁵ With the exception of HV0, these Codes map to NonFedRooms Reason Code C1 through C6

EC Item	Response Code	Explanatory Response	Probable Data Source ⁱ
	HR2	LOWER RATE BOOKED W NON-PREF VENDOR	POS, TS
	HR3	HIGHER RATE BOOKED - ROOM SHARING	POS, TS
	HR4	HIGHER RATE BOOKED - LC ROOM TYPE SOLD OUT	POS, TS
	HR5	HIGHER RATE BOOKED - NO PROPS AVAIL W/I PER DIEM	POS, TS
	HR6	HIGHER RATE BOOKED - DECLINED PREF ROOM TYPE	POS, MID
	HR7	HIGHER RATE BOOKED - DECLINED LOWER COST ALTERNATIVES	POS, MID

ⁱ Probable Sources of EC Data include:

TAVS = Travel Authorization and Vouchering System

POS = Point-Of-Sale (including, OTRS and booking scripts used by agents in ATRS)

MID = MidOffice Solution

TS = Selected by Traveler/User from list of available Explanatory Codes offered at the POS

Agent = travel agency staff person.

ADDENDUM F – PNR Documentary Guidance

The Contractor shall utilize the GDS hosted PNR as the principle repository of all trip-specific, booking details for active reservations in order that such information can be commonly accessible by both TMC and ETS for analysis and reporting as may be required of each party under the terms of their respective agreements.

This Addendum details certain PNR documentary requirements to: 1) improve the accuracy and efficiency of fulfillment services by maximizing the capacity for PNR fulfillment automation by mid-office systems and thereby minimizing the need for manual intervention; and 2) ensure each PNR contains sufficient detail to support effective Travel Management by and for the government. These PNR Documentary Requirements shall be applicable to all ETS and ETS2 PNRs, whether such PNRs were originated online or manually created.

For the purposes of this Attachment, any reference to 'proper' formatting and documentation shall be interpreted to mean, formatted in accordance with the recommended standards or requirements of each applicable implemented GDS, or in absence of such, as defined by the ETS Contractor and agreed to by each TMC, or, in the absence of such agreement, formatted in accordance with standards as defined by the GSA Program Management Office, as necessary to effectuate the reporting and analytical capabilities of Contractor, TMCs, and customer agencies needed to perform, or assist in the performance of government Travel Management.

The following list of required PNR elements is not exhaustive and presumes the incorporation of all requisite PNR content and formatting as prescribed by the applicable GDS for each booking, as well as the incorporation of any and all additional PNR content and formatting necessary to comply with all Mandatory Requirements defined in the PWS, and such additional requirements as may be mandated by the contracts to which the ETS Contractor or TMC is a party.

1. To the maximum extent possible, all remarks shall be standardized and consistently formatted to facilitate programmable automation via Point-of-Sale and Mid-Office automation tools. At a minimum, all remarks added to the PNR shall contain consistently formatted subject-specific prefatory code(s), preceding any remarks text.
2. All remarks, including UDID's (and their equivalents), shall be properly formatted and shall include but may not be limited to the following:
 - a. **PNR Locator**
 - b. **PNR Type**
 - c. **Booking Pseudo City Code**
 - d. **Booking source (OBE vs. Agent)**
 - e. **Travel Purpose Identifier**

f. Travel Authorization

**Number g. Document
number**

h. Organization Code, Facility identifier**i. Original booking date (PNR creation date)****j. Air**

- i. Comparison Fares (YCA/-CA when available)
- ii. Fare accepted/booked (Fare quote)
- iii. Fare type
- iv. Penalty (Y/N)
- v. Super PNR identifier and related codes
- vi. Other Explanatory codes
 - 1. Contract Fare usage codes
 - 2. First and business class justification codes (if applicable)
 - 3. Service codes (changes, exchange, re-issue, etc)

k. Car

- i. Rate booked
- ii. Comparison rate (Government ceiling rate when available)
- iii. Cost (or extended rate)
- booked iv. Rate type
- v. Other Explanatory codes
 - a. Character
 - b. Vendor selection codes
 - c. Rate / Car Type selection codes

l. Hotel

- i. Rate booked
- ii. Comparison rate (per diem)
- iii. Cost (or extended rate)
- booked iv. Rate type
- v. Other Explanatory codes
 - a. Character
 - b. Vendor selection codes

- 3. Upon the initial completion of each PNR containing an airline booking, the quoted fare shall be properly formatted and stored in the PNR.

4. In cases where the quoted fare cannot be properly stored in the PNR, then a properly formatted remark shall be added to the PNR containing the airfare displayed/offered and booked by the ETS user.
5. The applicable form of payment shall be properly formatted and added to the PNR at the time of booking.

6. Many airlines now require OSI messages for a variety of reasons. ETS shall update the PNR with the proper OSI messages for each airline contained in the PNR. To avoid possible cancellation by the airlines, OSI messages shall not be placed in the PNR prior to the actual booking of the related flight segments.
7. If seat assignment is not possible at the time of booking, then the PNR shall be properly documented for automation follow-up.
8. In cases where the traveler elects to use a previously unused non-refundable ticket, the PNR shall be properly documented to reflect such, along with sufficient details as necessary for fulfillment, unused document tracking, and reporting.

ADDENDUM G – Terms, Acronyms, and Definitions

Term	Acronym	Definition
_CA		Fare basis code that designates a limited capacity coach class Airline City Pair fare.
Agency		A federal government entity – Under the FTR, Agency means: (1) An executive agency as defined in Title 5 U.S.C. 105 (an executive department, an independent establishment, the General Accounting Office, or a wholly-owned Government corporation as defined in section 101 of the Government Corporation Control Act, as amended (31 U.S.C. 9101), but excluding a Government controlled corporation).
Alternate Travel Preparer		A person authorized to make Travel Authorizations using FedTraveler.com on behalf of another individual.
Approver		An official who reviews and approves travel documents (authorizations/Travel Authorizations, vouchers/Expense Reports, and local vouchers) submitted by Travelers and ensures that the arrangements and cost estimates are consistent with mission requirements.
Airline Reporting Corporation	ARC	An airline-owned company serving the travel industry with financial services, data products and services, ticket distribution, original travel solutions, and settlement in the United States, Puerto Rico, the U.S. Virgin Islands, and American Samoa. http://www.arccorp.com
Agent-assisted Travel Reservation Service	ATRS	Reservations placed with the TMC's agent. Normally referred to as non-self service or full service.
ARrival uKNOwn	ARNK	(Pronounced 'arunk') An itinerary segment inserted to provide PNR segment continuity in cases where the traveler arrives at destination A but next departs out of destination B. The ARNK segment indicates that it is not known how the passenger proceeds from the arrival city of the previous segment to the departure city of the next segment.
Automated Teller Machine	ATM	
Authorizing/Approving Official		Chapter 301-71.104 of the FTR defines the Approving Official as "Your agency head or an official to whom such authority has been delegated. This authority may be delegated to any person(s) who is aware of how the authorized Travel will support the agency's mission, who is knowledgeable of the employee's Travel Authorizations and/or responsible for the Travel funds paying for the Travel involved."
Billing and Settlement Plan	BSP	Applicable to either ARC's Area Settlement Plan, or the IATA (International Air Transport Association) administered BSP. Both ARC's ASP and IATA's ASP are industry-wide mechanisms to facilitate payments and receipts to/from participating [member] travel suppliers and travel agencies.
Blanket Travel		Travel authorization that covers an extended period of time. Blanket Travel may be limited to specified date ranges, selected geographical locations, maximum per trip costs, and/or number of days associated per trip.

Booking Source	BS	Booking Source
Business Class		Travel in premium-class accommodations on commercial transportation; a higher-level of service than Coach Class.
Business Day		Monday through Friday, except Federal holidays
Centrally Billed Account	CBA	A Government Travel Charge Card used for payment of travel expenses for which the Agency is responsible for payment of charges incurred.
Civilian Health and Medical Program of the Uniformed Services		
Coach Class		Travel in the basic class of accommodations provided by commercial transportation providers.
Computer Reservation System	CRS	A computerized system used to store and retrieve information and conduct transactions related to air travel. A Major CRS operation that books and sells tickets for multiple airlines is known as global distribution systems (GDS). Some examples of a GDS include Apollo, Sabre and Worldspan.
Conference Travel		Official travel to attend a conference – The FTR defines conference as a meeting, retreat, seminar, symposium, or event that involves attendee travel. The term “conference” also applies to training activities that are considered to be conferences under 5 CFR 410.404.
Confirmation Number	CF	
Constructive Travel		Method to compare different travel modes (e.g., POV vs. Contract Flight) to determine which travel mode would be most cost-effective/advantageous to the government.
Contract Carriers		U.S. certificated air carriers that are under Contract with the Government to furnish Federal employees and other persons authorized to travel at Government expense with passenger transportation service. This also includes GSA's scheduled airline passenger service between selected U.S. cities/airports and between selected U.S. and international cities/airports at reduced fares.
Contract City Pair Fare		Cost of airfare between two cities that have been negotiated and set by the airlines under the GSA City Pair Program.
Contract Flight		A commercial flight that offers a Contract City Pair Fare
CONUS		Continental United States, the 48 contiguous states and the District of Columbia
Contracting Officer		A person with authority to enter into, administer, and/or terminate Contracts, and make related determinations and findings on behalf of the government.
Contracting Officer's Representative or Technical	COR/ COR	An employee of the US Government appointed by the Contracting officer to administer the Contract. Such appointment must be made in writing and must state the scope of authority and limitations. This individual has

Travel Management
Services
Performance Work Statement

Representative		authority to provide technical direction to the Contractor as long as that direction is within scope of the Contract, does not constitute a change, and has no funding implications. This individual does not have authority to change the terms and conditions of the Contract.
Contractor		A supplier or vendor having a Contract to provide specific supplies or service to the government.
Core Services		Minimum Government-wide requirements specified in the Statement of Work. All Contractors must provide core services.
Cost Center		An alphanumeric value used to associate travel expenses to an Agency's accounting code. A Cost Center in FedTraveler.com is associated with Travel Authorizations and Expense Reports to indicate the funding code to which the travel expenses will be charged.
City Pair Program	CPP	Contract fare airfares awarded by the Federal Government to designated air carriers for specific city-pairs.
Change Request	CR	
Defective Performance		A service output, which does not meet the standard of performance, associated with the PWS
Deliverable		Anything that can be physically delivered but may include non-physical things such as meeting minutes.
Document Number		The identifier the system administrator creates to associate documents with trips.
DOCument requiremenS	DOCS	Passport and visa information needed for international travel.
Domestic Travel		The transportation of passengers by aircraft as a common carrier for compensation, between a place in - (1) a State, territory or possession of the United States and a place in the District of Columbia or another State, territory or possession of the United States; (2) Hawaii and another place in Hawaii through the airspace over a place outside Hawaii; (3) the District of Columbia and another place in the District of Columbia; or (4) a territory or possession of the United States and another place in the same territory or possession.
Electronic Funds Transfer	EFT	The transfer of funds between computer systems.
Emergency Travel		Reservation and ticketing support for travel needs meeting the following criteria: The call occurs before/after established business hours (Contract defined) and the travel will commence within the following 24 hours or the need to travel arises over the weekend or during a holiday for travel that will commence over the weekend or on the next business day, and the traveler cannot wait until the next business day to process reservations. This also includes mission-critical travel in response to a natural disaster, national defense, or the operation of public facilities; and illness or injury

		during TDY.
E-Gov Travel Service	ETS	A government-wide, Web-based travel management tool that streamlines and consolidates federal travel operations.
Expense Report		Synonymous with Travel Voucher, Travel Claim, or Voucher. A written request, supported by documentation and receipts where applicable, for reimbursement of expenses incurred in the performance of official travel.
Federal Information Security Management Act	FISMA	
Federal Travel Regulation		Travel regulations (41 CFR §§ 300-304) that govern official travel by federal civilian employees and others authorized to travel at government expense.
FedRooms		FEDROOMS®: GSA's procurement program for individual lodging facilities in specific geographical areas of the Continental United States to provide Federal travelers with guaranteed rooms at guaranteed rates that are at or below the per diem rate. See www.gsa.gov/fedrooms for more information
Federal Emergency Management Agency	FEMA	
Federal Information Processing Standards	FIPS	
First Class		Travel in premium-class accommodations on commercial transportation; a higher level of service than Business Class.
Fly America Act		49 USC 40118 requires Federal employees and their dependents, consultants, Contractors, grantees and others performing United States Government financed air travel to travel by U.S. flag carriers. Details contained in 41 CFR 301-3.10.
Foreign Flag Carrier		Commercial carrier that is owned by a non-U.S. company, e.g., Alitalia (Italian); All Nippon Airways (Japanese); Lufthansa (German).
Form of Identification	FOID	
Form of Payment	FOP	
Frequent Flyer Program	FFQ	Loyalty award program earned from commercial airline carriers.
Federal Travel Regulation	FTR	
Fiscal year	FY	The accounting cycle for VA starts October 1 and end on September 30.
Frequent Traveler [number]	FQTV	

General Services Administration	GSA	
Government Excess Baggage Authorization/Ticket	GEBAT	Issued by the carrier to the traveler when presented a GTR that authorizes the carriage of excess baggage. The GEBAT is used by the carrier(s) to support subsequent billing of charges.
Government Travel Charge Card		GSA Contractor-issued charge card to be used by travelers of a participating agency/organization 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/organization for all authorized and allowable travel and transportation expenses.
Group Travel		Two or more Travelers, originating from the same place, to the same destination, and for the same purpose.
Hotel and Motel Fire Safety Act of 1990		Public Law 101-391, September 25, 1990. An Act to amend the Federal Fire Prevention and Control Act of 1974 to allow for the development and issuance of guidelines concerning the use and installation of automatic sprinkler systems and smoke detectors in places of public accommodation affecting commerce, and for other purposes. A copy of the Act can be obtained by writing: Hotel/Motel Fire Safety, Office of Fire Prevention and Arson Control, Fire Administration, 16825 S. Seton Ave., Emmitsburg, MD 21727.
Individually Billed Account	IBA	A Government Travel Charge Card assigned to an individual Government employee, to be used for payment of travel expenses for official business, for which the cardholder is responsible for payment of charges incurred.
Invitational Travel		Individual traveling on behalf of the specified Agency, who is not an employee of the specified Agency.
Industrial Funding Fee		Fee, paid by the agency/organization to GSA, which reimburses the GSA, Federal Supply Service, for the costs of operating the Travel Management Center program. A \$2.25 fee per transaction must be included in the Contractor's transaction fee.
Local Presence		Provision of reservation and ticketing services within the geographic area.
Meals and Incidental Expenses	M&IE	Expenses for breakfast, lunch, dinner and related tips and taxes (specifically excluded are alcoholic beverage and entertainment expenses, and any expenses incurred for other persons).
Media		A broad spectrum of methods used to provide a permanent record of communications (e.g., 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).
Non-Emergency After Hours Travel Service		Calls requesting travel services not meeting the definition of Emergency Travel Services that occur before/after established business hours (Contract defined). Examples of non-emergency travel service requests include: Request for

Travel Management
Services
Performance Work Statement

		flight schedule information, transaction fee questions, technical assistance with Electronic Travel Service (ETS) booking engine, requests for a copy of invoice, requests to update traveler profiles, requests to add frequent flyer information to reservation, and requests to change seat assignments.
Non-Fed Sponsored Travel		Travel by a Government employee where the travel expenses are being funded by a non-Federal Agency/Organization.
Non-Self Service		Travel reservations, usually for foreign travel, group travel, or multi-city travel, made directly with the Travel Management Center (TMC), which may have originated in the Online Booking Engine (OBE) or ETS.
Not To Exceed	NTE	Limits or parameters defined for travel. Example: Daily travel expenses for training will not exceed \$500.00.
Obligation Number		A nine (9) character identifier used for payment. The first three characters are numeric and comprised the three-digit station number: (ex. 999). The next two characters are alpha numeric as in T9 or 9T. The number is the Government fiscal year, which will follow or precede an alphabetical character normally the letter "T". The last four characters are numeric and are specific to a travel event.
Online Booking Engine	OBE	A component used by FedTraveler.com to reserve and book transportation, hotel, and/or rental car request.
Outside the Continental United States	OCONUS	
Offline		Travel reservations made outside the ETS and normally directly with the TMC.
Online		Service in which the customers make travel arrangements through the ETS using the OBE.
Online Travel Reservation Service	OTRS	Reservations made through the ETS's booking engine. Normally referred to as OBE booked, or self-service.
Optional Services Instruction	OSI	PNR comments which are passed onto the passenger manifest, enabling ground-staff and flight crew to see special information about the traveler.
Other Expenses		Incidental travel costs that can be approved. Examples are bus and taxi fares in cities outside the Traveler's home base.
Paper Ticket		A paper ticket is the paper instrument identifying the transportation to which the traveler is entitled. For the purposes of this Contract, paper ticket refers to all physical documents (e.g., flight coupon, passenger receipt, detailed itinerary, etc.) related to a single travel itinerary.
Passport	PPT	
Permanent Change of Station	PCS	Federal civilian employees and others authorized to travel from one duty location to another duty location and at the Government's expense.
Passenger Name Record	PNR	The computerized travel record stored in the CRS.

Personal Identification Number	PIN	
Point Of Contact	POC	
Point of Sale	POS	
Private Fares	PF	Alternative to Sabre-specific SNAP!
Privately Owned Vehicle	POV	
Pseudo City Code	PCC	A GDS code used to identify a travel agency location.
Quality Assurance		The government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.
Quality Assurance Surveillance Plan	QASP	An organized written document specifying the surveillance methodology to be used for surveillance or Contract performance.
Quality Control		All necessary measures taken by the Contractor to assure that the quality of an end-product or service must meet Contract requirements.
Receipt		A document that serves as evidence of expenditure – The Federal Travel Regulations (Ch 301-11.25) requires that the Traveler retain all lodging receipts and receipts for authorized expenses over \$75.
Receipts Imaging		Method by which a Traveler can fax receipts to FedTraveler.com – The system will attach an electronic copy of the receipts to the Expense Report. The Traveler must print the fax cover sheet that is available during the creation of the Expense Report.
Redress Number		A control number issued by the Transportation Security Administration to travelers to prevent screening delays at security checkpoints
Refunds		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. A refund is not a separate transaction.
Reimbursable Expense		Travel/transportation-related expenses incurred while on approved official travel.
SABRE Network of Attached Processors	SNAP!	A Sabre-Origination method of auto-pricing customer-specific negotiated airfares within the GDS
Surface Deployment and Distribution Command	SDDC	A DOD entity that is responsible the for the negotiated rental car agreement program that is used by federal travelers. The SDDC negotiated car rates include automatic unlimited mileage, collision damage insurance, and fixed ceiling prices.
Self-Service		As used in this Contract, a self-service transaction is one in which travel reservations and fulfillment are initiated and completed online; i.e., without direct contact between the traveler or travel arranger with a customer support agent for the explicit purpose of making and/or fulfilling travel arrangements.

Service Information	SI	
Special Services Request	SSR	
Sponsored Travel		Travel by a Federal employee that is funded by another Federal Organization, within the employee's Agency or another Agency.
Social Security Number	SSN	
Temporary Duty Travel	TDY	Federal civilian employees and others authorized to travel from one duty location to another duty location and return to the original duty location at the Government's expense.
Tickets Awaiting Ticketing	TAW	Future ticketing date/time.
Ticket Delivery		Method by which the TMC gets the commercial airline ticket to the Traveler (e.g., electronic ticketing (primary method) or paper ticket (delivery via U.S. Mail, Express, or Courier)).
Transaction A		Air and/or Rail Ticket with or without Lodging and/or Car Rental Reservations. Transaction A fee applies for all arrangements and reservations related to one itinerary for which an air or rail ticket is issued. The fee includes making and changing arrangements (air/rail, lodging, and/or car rental) for one or multiple locations. The fee may only be charged at time of ticket issuance and is not required to be refunded if the travel is subsequently cancelled. The transaction fee covers the processing of refunds or credits for unused tickets. An additional transaction fee may be incurred if changes in the itinerary require the issuance of a new ticket. The Contractor shall not charge a fee for cancellations made prior to issuance of tickets. Activities that do not result in the issuance of a ticket (e.g., research of travel arrangements, changes to existing arrangements prior to ticket issuance, air and /or rail reservations for which tickets are not issued, etc.) shall not be considered Type A transactions.
Transaction B		Lodging and/or Car Rental Reservations. Transaction B fee applies for all arrangements and reservations related to one itinerary for which an air or rail ticket is not issued. The fee includes making and changing lodging and/or car rental arrangements for one or multiple locations when air or rail transportation is not included in the itinerary. Research of travel arrangements and activities that result in changes to or cancellation of lodging and/or car rental reservations prior to the check-in or pickup date shall not be considered Type B transactions.
Transportation Security Administration	TSA	The Federal Government agency responsible for the security of the nation's transportation systems while ensuring the freedom of movement for people and commerce.
Travel Authorization		Document authorizing travel.
Travel Management Center	TMC	A commercial travel firm under Contract to provide reservations, ticketing and related travel management services for Federal travelers.

Travel Authorization		Synonymous with Travel Authorization or Travel Order – This document identifies the key travel information for a specific trip to include relevant destinations, travel dates, transportation arrangements, and costs, lodging and per diem entitlements.
Travel Voucher		A (digitally) signed claim for reimbursement of expenses incurred in the performance of official travel. For the purposes of pricing, the travel voucher includes travel planning authorization, travel advance and travel voucher functionalities described in this Contract.
User Definable Interface Data Storage	UDID	A “user defined [data] field”
Value-Added Services		Services, other than core services, that are available to agencies/organizations at no cost or for a separately priced service fee.
YCA		Fare basis code that designates a guaranteed coach class Airline City Pair fare.