

UNITED STATES OF AMERICA  
GENERAL SERVICES ADMINISTRATION

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FY15 CITY PAIR PROGRAM  
PRE-SOLICITATION CONFERENCE

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WEDNESDAY  
FEBRUARY 19, 2014

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The pre-Solicitation Conference met in Rooms 1459 and 1460, General Services Administration, 1800 F Street NW, Washington, D.C., at 1:30 p.m., Iman Freeman, Program Analyst, presiding.

GSA:

IMAN FREEMAN, Program Analyst  
LEAH PRICE, Contract Specialist  
KWANITA BROWN, Contracting Officer  
JERRY W. ELLIS, Business Management Specialist  
KEITH SMILEY, Director, Travel Acquisition  
Support Division  
JEROME BRISTOW, Program Manager

PARTICIPANTS:

TOM BILLONE, United Airlines  
ANDREA CARLOCK, DTMO  
DENNY CLIFFORD, Delta Airlines  
MARK DELLINGER, Department of State  
TRICIA LEUPP, Department of State  
ROBERT MAITNER, Department of Justice  
BARRY TAYLOR, HHS/CDC

TELECONFERENCE PARTICIPANTS:

STAN BERRY, Delta Airlines  
TRINETTE BOYD, DOE

JOHN W. BROGLIE  
KAREN CANNON, Alaska Airlines  
JIMMY CHANG, Alaska Airlines  
GEORGE COYLE, American Airlines  
SAM DAVIS, Department of Labor  
NORMA DEAN, Delta Air Lines  
BRIAN FORMAN, JetBlue  
JEFF HAAG, Southwest Airlines  
SHIRLEY HALL, DTMO  
JAMES HERRINT, Department of the Interior  
HOWARD HICKS, DTMO  
ALEX RAYE KIETA, JetBlue  
SANDRA KNOTT, Sun Country Airlines  
ERIC LANE, JetBlue  
JIMMY ROMO, Delta Air Lines  
NORM ROSE, Travel Technology  
TOM RUESINK, Travel Technology  
MICHAEL SALTER, HHS  
BOB SHANNON, USTRANSCOM and Air Mobility  
Command  
TINA SMITH, DTMO  
DENISE STOKES, HUD  
UMEKI THORNE, DOE  
DEANNE WILSON, DOI  
RICHARD WOOTEN, Travel Technology

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P-R-O-C-E-E-D-I-N-G-S

(1:36 p.m.)

MS. FREEMAN: Good afternoon and welcome to the FY15 Pre-Solicitation Conference. We're going to begin with roll call. If you entered your name and your agency into the Meeting Space poll, I can get that to you afterwards, so you don't have to worry about saying your name. If you did not or if you're just joining us via audio conference, can you please let us know your name and agency?

MS. STOKES: Denise Stokes, Department of HUD.

MR. HAAG: Jeff Haag with Southwest Airlines is here.

MR. COYLE: George Coyle with American Airlines here.

MS. FREEMAN: Okay. Is that all we have on the phone?

MR. BERRY: Oh, sorry. This is Stan Berry, Delta Airlines, along with revenue

1 management.

2 MR. CHANG: This is Jimmy Chang of  
3 Alaska Airlines.

4 MR. HICKS: Howard Hicks, DTMO.

5 MS. HALL: This is Shirley Hall,  
6 DTMO.

7 MS. FREEMAN: And, again, if you  
8 entered your name in Meeting Space, you don't  
9 have to, unless you, you know, just want to,  
10 you don't have to state your name again.

11 MR. SHANNON: USTRANSCOM and Air  
12 Mobility Command.

13 MS. FREEMAN: Okay. So we're  
14 going to begin, start around the room. Again,  
15 my name is Iman Freeman. I work on the City  
16 Pairs team, program side.

17 MS. PRICE: Hi. My name is Leah  
18 Price. I work on the contracting side,  
19 Contract Specialist.

20 MS. BROWN: Hi. I'm Kwanita  
21 Brown. I'm the contracting officer for the  
22 program.

1                   MR. ELLIS: Jerry Ellis, Program  
2 Office.

3                   MR. BILLONE: Tom Billone, United  
4 Airlines. Can I make an announcement?  
5 Anybody who knows Gary Snyder, he is retired  
6 from United Airlines after 40 years of  
7 service. So those of you out there who know  
8 them, he's gone.

9                   MR. CLIFFORD: Denny Clifford,  
10 Delta Airlines.

11                  MR. TAYLOR: Barry Taylor,  
12 HHS/CDC.

13                  MR. DELLINGER: Mark Dellinger,  
14 Department of State.

15                  MS. LEUPP: Tricia Leupp,  
16 Department of State.

17                  MR. MAITNER: Robert Maitner,  
18 Department of Justice.

19                  MS. CARLOCK: Andrea Carlock,  
20 Defense Travel Management Office.

21                  MR. BRISTOW: And I'm Jerry  
22 Bristow. I'm the Program Manager for the City

1 Pair Program.

2 MS. FREEMAN: Well, thank you,  
3 everyone, for coming. So just a couple of  
4 technical concerns. Can everyone see my  
5 screen? You should see FY15 CPP, and this is  
6 for everyone who is joining via Meeting Space.

7 PHONE PARTICIPANT: No, I just  
8 have a black screen with a --

9 MS. FREEMAN: You just have a  
10 black screen?

11 PHONE PARTICIPANT: -- with, it  
12 looks like it's trying to open up something,  
13 but it's just circling.

14 MS. FREEMAN: Did it say that your  
15 meeting is ended?

16 PHONE PARTICIPANT: No. Right now  
17 it says nothing being shared.

18 MS. FREEMAN: Okay. That's always  
19 good.

20 MS. CANNON: And I have the same  
21 thing. This is Karen Cannon with Alaska  
22 Airlines.

1 MS. FREEMAN: Okay.

2 MR. SHANNON: This is Bob Shannon  
3 at USTRANSCOM. We weren't able to connect  
4 using Adobe Connect.

5 MS. FREEMAN: Okay. I'm back in.  
6 You should be able to. Can you try again? I  
7 still see that we still have 20 participants,  
8 so I'm going to attempt to share my screen  
9 again.

10 PHONE PARTICIPANT: Okay. Now  
11 something just opened for me.

12 MS. CANNON: Karen from Alaska. I  
13 can see it now. Thank you.

14 MS. FREEMAN: All right. We're  
15 working. Okay. Anybody else?

16 PHONE PARTICIPANT: I can see it,  
17 as well, from DOE.

18 MS. FREEMAN: Okay. Did anyone  
19 have any problems before? I know you said --  
20 with the AMC TRANSCOM, are you able to see the  
21 screen?

22 PHONE PARTICIPANT: No, ma'am.

1 MS. FREEMAN: No? What browser  
2 are you using?

3 PHONE PARTICIPANT: Internet  
4 Explorer.

5 MS. FREEMAN: Okay. Can you send  
6 him a copy?

7 MR. HAAG: Hey, Iman? This is  
8 Jeff at Southwest. I'm having the same issues  
9 as TRANSCOM it sounds like. Can I just get an  
10 email copy of this?

11 MS. FREEMAN: Yes, we're working  
12 on it. Jeff Haag and who's the -- Bob  
13 Shannon. Is he going to be able to bring it  
14 -- I'm sorry? We're going to send him a copy  
15 of the presentation.

16 MR. BRISTOW: Yes, Bob, are you  
17 going to be able to bring that up in the room?

18 MS. FREEMAN: No, say it again.

19 MR. BRISTOW: Bob, are you going  
20 to be able to bring up a presentation in that  
21 room if we send you an email, or who should we  
22 send an email to?

1                   MR. SHANNON: Yes, send it to  
2                   robert.shannon, S-H-A-N-N-O-N, at  
3                   ustranscom.mil.

4                   MR. BRISTOW: Okay, thanks.

5                   MR. SHANNON: Thank you.

6                   MS. FREEMAN: All right. So if no  
7                   one else has any other technical issues, I'm  
8                   going to turn this over to the contracting  
9                   team. They will begin, and then we will have  
10                  a moment for questions after they end. And  
11                  then we'll pick it up on the program side.  
12                  We'll have another moment for additional  
13                  questions, if you have any concerns with  
14                  program topics, and then we will end the  
15                  meeting.

16                  So I believe, Kwanita, you're  
17                  first.

18                  MS. PRICE: Hello, everyone.  
19                  Just, again, I'm Leah Price. I'm the Contract  
20                  Specialist for the City Pair Program, and  
21                  we're going to go over the agenda for today.

22                  To start off, we'll review general

1 requirements of the contract, move on to FY15  
2 market selection and market information, and  
3 then go on to FY15 contract updates, review  
4 City Pair points of contact for any questions  
5 that you may have, and then review any  
6 questions you have for the contracting team.  
7 And then we'll hand it over to the Program  
8 Office, and they'll review program topics.

9           So to start off, a review of  
10 general requirements. For those who have seen  
11 the RFP draft, it may look completely  
12 different in format from what you're used to.  
13 I don't know if you pulled it off FedBizOpps  
14 or not yet. But it currently follows a  
15 uniform contract format, which is, I think, an  
16 easier format to follow. And there's also a  
17 lot of hyperlinks within this section where  
18 you can just go directly to the section that  
19 you're needing to refer to, and it follows FAR  
20 Part 15, which is what our contract follows,  
21 as well.

22           So the proposal checklist will now

1 be located in Section J.1, which is where all  
2 the attachments will be. And in J.1, it will  
3 go over your Reps and Certs, so please ensure  
4 that all your Reps and Certifications --  
5 sorry. Please ensure that all your Reps and  
6 Certifications are current and up-to-date,  
7 meaning CCR, ORCA. I know we transitioned to  
8 the System for Award Management last year,  
9 also known as SAM, so that's the location  
10 where you can update and make sure all of your  
11 registrations are current. And the link is  
12 also within the RFP in the attachment.

13 Also, just like last year, another  
14 reminder, all offer submissions will be done  
15 electronically. And the first group, Group 1,  
16 will be due April 11th, 2014. I'll review the  
17 rest of the dates for the other groups on the  
18 next slide. And offer submission instructions  
19 are located in Section L.1, and that will list  
20 the email addresses that you can send your  
21 offers to, as well.

22 And then, as always, for those

1 that are large businesses, you have to submit  
2 an approved subcontracting plan. And just a  
3 reminder, if you currently have an approved  
4 plan, you know, some plans don't expire until  
5 December, you can submit that plan with your  
6 offer. You don't have to try to project your  
7 FY15 goals so far in advance.

8 And then, also, you can submit a  
9 commercial or an individual plan, but it is  
10 important to note that commercial plans are  
11 encouraged because we're procuring commercial  
12 services. And reporting requirements are also  
13 a little easier for commercial plans, as well.  
14 And those are just, basically, the general  
15 requirements of the contract.

16 So moving on to how you submit  
17 your offer, you'll submit your offer through  
18 the City Pair Offer Preparation System, which  
19 is also known as COPS. And everything is  
20 submitted electronically, as stated earlier.  
21 Both your submission of technical and price  
22 proposal will be submitted through COPS, and

1 I will be reaching out to everyone to assign,  
2 who needs access, their user ID and password  
3 shortly, probably in the next couple of weeks.

4 And just to review the time line,  
5 there's always going to be a test application  
6 so you can get into the system and get  
7 familiar with it before your offer is  
8 submitted. And the test application will  
9 begin Monday, March 3rd, and close on Friday,  
10 March 7th. And it's about one week, so then  
11 you can log in and see how you can use the  
12 system.

13 So then the next big dates coming  
14 up are the Group 1 offer upload, and that will  
15 begin Monday, March 17th, and close on Friday,  
16 April 11th, which gives you about three weeks.  
17 So then we'll close the system down for Group  
18 1, and then we'll re-open it back up solely  
19 for Group 2. And that offer upload will begin  
20 Monday, April 14th, and close on Friday, May  
21 2nd.

22 And in addition to reaching out to

1 anyone on the contracting team, you can always  
2 access the COPS User Handbook, which is  
3 located as an attachment in the RFP, as well.

4 So I --

5 PHONE PARTICIPANT: Would you mind  
6 speaking up just a little bit? It's kind of  
7 hard to hear.

8 MS. PRICE: Sure, no problem.  
9 Would you like me to review the dates again or  
10 --

11 PHONE PARTICIPANT: No, that's  
12 fine --

13 MS. PRICE: Okay. No problem.  
14 Well, our next speaker will be nice and loud.  
15 Our next speaker is Jerry Ellis, and he will  
16 be reviewing market requirements.

17 MR. ELLIS: Good afternoon, ladies  
18 and gentlemen. Before we get into the  
19 markets, I, again, would like to refer you to  
20 Section B.36, the City Pair Activity  
21 Reporting. If you offer dual fares in any  
22 market or all your markets, you are required

1 to submit a monthly report based on  
2 percentages of the YCA fare and the capacity  
3 control fare. There is a template in the  
4 solicitation. Please use that template.

5 And, also, may I remind you only  
6 show those markets in which you have a dual  
7 fare offered and were awarded. If you show  
8 all your markets and you only have a  
9 single-level YCA, obviously that's going to be  
10 100-percent YCAs, and it completely skews our  
11 data collection. So only include those  
12 markets in which you have a dual fare offered  
13 and awarded and percentages of passengers  
14 which use those fares on a monthly basis. If  
15 you have any questions, you can email or call  
16 me.

17 Okay. So here we are with the FY  
18 market information. As you see, based on  
19 customer requirements being asked for, we have  
20 included several more markets this year.  
21 We're soliciting 8,716 markets, which is an  
22 increase of over 1,700 markets year over year.

1 And this is by customer request.

2 The Group 1 Domestic markets are  
3 2,365; Group 1 International: 496; Group 1  
4 Extended Connection markets: 271; and Group 1  
5 Extended Connection International, this is one  
6 of our largest increases, is 1,055, and that's  
7 because of the rural dynamics and further  
8 reach that our customers require.

9 Group 2 markets. Group 2  
10 Domestic: 3,940; Group 2 International: 589;  
11 for a total of 8,716.

12 Okay. So here are the dynamics.  
13 Markets solicited, 8,716, which is versus  
14 7,012, which is an increase of 1,704. The  
15 Domestic Extended Connection markets, we have  
16 70 more markets in that level. The Extended  
17 Connection markets increased, almost doubled.  
18 It went from 543 to 1,055, an increase of 509.

19 Group 1 markets increased by 315.  
20 Group 2 markets increased by 1,389. So total  
21 domestic markets, we have 6,576.  
22 International markets, 2,140.

1                   Now, the passenger count, as you  
2                   can see, has decreased by about 1.5 million  
3                   passengers. And if you are questioning why so  
4                   many fewer passengers, two things: we are now  
5                   seeing the dynamics of the government's  
6                   cutting back on their travel expenditures and  
7                   also we are doing a much better job through  
8                   the MIS system of actually tracking the  
9                   government travel.

10                   Yes, Denny? Hold on. If you have  
11                   a question, you have to have a microphone.  
12                   Yes. And when you ask a question, please  
13                   identify yourself and your affiliation.

14                   MR. CLIFFORD: Denny Clifford,  
15                   Delta. Does this change incorporate the  
16                   methodology change? You know, like, you used  
17                   the example last year about Washington to  
18                   Minneapolis to LA counted as two passengers  
19                   before but now you count it as one? Is that  
20                   part of the 1.5 --

21                   MR. ELLIS: Yes, that's part of  
22                   the tracking that we're actually doing better

1 O&D rather than the connectivity over a hub  
2 and counting it twice. Tom?

3 MR. BILLONE: Tom Billone from  
4 United. I just want to make sure I understand  
5 this. There are going to be 1,704 additional  
6 markets?

7 MR. ELLIS: Yes.

8 MR. BILLONE: But 1.5 million less  
9 passengers?

10 MR. ELLIS: Yes. And, again,  
11 we've changed the threshold again based on  
12 customer requirements. Normally, we had a  
13 threshold of the number of passengers, you  
14 know, that we would solicit. We lowered that  
15 because, out of some of the smaller markets,  
16 there still is a need and our customers would  
17 like to have those markets under contract.  
18 And as an airline, I would assume that you  
19 would like to have it under contract,  
20 especially in those international markets  
21 where, if it's not an awarded market, Open  
22 Skies comes into play, so you're competing

1 with international carriers. So it is our  
2 attempt both to help industry, help the Fly  
3 America Act, and help our customers to get  
4 more city pairs under contract.

5 MS. CARLOCK: Andrea Carlock with  
6 the Defense Travel Management Office. I've  
7 noticed in each of these categories you've  
8 increased the number of markets, correct?

9 MR. ELLIS: Correct.

10 MS. CARLOCK: Okay. What type of  
11 analysis would be done by GSA after the award  
12 to determine whether you have met the increase  
13 of those, for example, in the markets  
14 solicited, 1,704? Are you going to do some  
15 analysis and then share that information with  
16 your customers as to, okay, we increased it by  
17 this amount and, of that increase, we were  
18 able to award X number of markets in addition  
19 to last year?

20 MR. ELLIS: Identify yourself,  
21 please, sir.

22 MR. BRISTOW: Sorry. I'm Jerry

1 Bristow. That answer is yes. We do do the  
2 analysis every year. We did it last year. We  
3 looked at over 7,012 world markets, and we  
4 awarded 5300-some markets. So that is one of  
5 the highest awards across the board that we  
6 did, so those markets are seriously relevant  
7 to this. We're expanding new markets this  
8 time, which will also pick up from the  
9 carriers when we take a look at this. And  
10 we'll be tracking which ones we get a bid on.

11 MR. ELLIS: Okay. Because of the  
12 increased number of markets, we have had to  
13 change the numbering system somewhat, so if  
14 you're used to what the item numbers were last  
15 year, please take note of the new numbering  
16 systems.

17 The Group 1 markets will be line  
18 items 1 through 2365. The Group 1  
19 Internationals will now start at line item  
20 2500 and go to 2996. The Group 1 Domestic  
21 Extended Connection markets will go from 3000  
22 to 3270. The Group 1 International Extended

1 Connection markets will start at 3500 and go  
2 to 4554.

3 The Group 2 Domestic markets will  
4 start at 5000 and go to 8939. And the Group  
5 2 International markets will start at 9000 and  
6 go to item number 9588.

7 Any questions? Okay. That is all  
8 I have. Is there any questions regarding the  
9 market selection process?

10 MR. HAAG: Jerry, this is Jeff at  
11 Southwest. I'm sorry, I may have missed this,  
12 but has the list of Group 1 and Group 2  
13 markets been released yet?

14 MR. ELLIS: No, we are in the  
15 final stages of doing the market validation.  
16 Hopefully, I will have it finished by close of  
17 business today and we'll release that  
18 tomorrow. That is our best-guess estimate.

19 MR. HAAG: Okay. But the dates  
20 communicated in this presentation as to when  
21 bids are due is firm; is that correct?

22 MR. ELLIS: It is our target dates

1 at this time. And if it presents any  
2 problems, we need to know that.

3 MR. HAAG: Okay, thank you.

4 MS. BROWN: Hi. This is Kwanita  
5 Brown, the Contracting Officer for the City  
6 Pair Program, and I'm going to go over the  
7 contract language updates for this fiscal  
8 year.

9 The first contract language update  
10 is for the confirmation of service at time of  
11 award and modification. It can now be found  
12 in Section F, F.2 to be specific. And what  
13 we're doing this year is trying to further  
14 clarify the time period in which the contract  
15 carriers are to confirm their service after  
16 contract award, so we've added some additional  
17 language that basically states that you're  
18 confirming your service for the period of  
19 performance beginning October 1st, 2014  
20 through September 30th, 2015. So, hopefully,  
21 this will help alleviate some of the questions  
22 that we did have in FY14 in regards to the

1 time period to use when you're confirming  
2 service.

3 MR. BILLONE: Tom Billone, United  
4 Airlines. On the reconfirming on connection  
5 markets, if the award is solicited as a  
6 connection and we have nonstop in there and we  
7 drop the nonstop, we have to advise you that  
8 we've dropped the nonstop. What effect does  
9 that have on the award?

10 MS. BROWN: We do state in the  
11 contract that if the basis of award in a  
12 connect market was nonstop, then the carrier  
13 is to notify us that the nonstop is no longer  
14 available. And then it will be up to the  
15 acquisition team to determine if we need to  
16 look at a possible re-award. Did that answer  
17 the question?

18 MR. BILLONE: Yes. I had a  
19 problem with the text, so that's why I'm just  
20 curious.

21 MS. BROWN: Okay. There's another  
22 question.

1 MR. CLIFFORD: Denny Clifford,  
2 Delta. Just a clarification on this. So are  
3 we avoiding the fiasco we had kind of in the  
4 fall where we had to let you know just prior  
5 to October 1 on schedule changes?

6 MS. BROWN: Correct. I think what  
7 we're trying to do is eliminate some of the  
8 confusion that did arise in FY14 by specifying  
9 that the time period, because I understand  
10 some of the confusion is that we awarded a  
11 different time from when the contract actually  
12 begins and we're also using a different  
13 schedule when you're submitting your offer.

14 So you're presenting a schedule in  
15 your offer that is in July, and the contract  
16 performance period is going to begin in  
17 October, so it does bring some confusion when  
18 it comes time to confirm your service after  
19 award. So we're hoping to clarify that by  
20 stating that the confirmation of service for  
21 those awarded markets should be the time  
22 period for when the contract begins.

1 MR. CLIFFORD: Let's say you  
2 awarded August 1. By August 10th or whatever,  
3 business days, we need to say that we either  
4 qualify or don't in those markets because of  
5 schedule --

6 MS. BROWN: Based on when the  
7 contract began, the contract period beginning  
8 October 1st.

9 MR. CLIFFORD: Right. But then  
10 after that, between August 10th and October  
11 1st, if we have schedule changes, we're not  
12 reporting those?

13 MS. BROWN: No. Based on the  
14 contract requirement, you do confirm the  
15 service after the ten days when it's awarded.  
16 But if you do find out at a later period  
17 outside of this that there are some schedule  
18 changes, you are still obligated to inform us  
19 that there has been a schedule change because  
20 maybe the schedule change came 15 days after  
21 you confirmed. You're still obligated to let  
22 us know that.

1                   MR. CLIFFORD: What's the  
2 difference between that approach and the one  
3 we used last year, where by October 1 there  
4 was kind of a mad dash to let you know, you  
5 know, just prior to October 1 that there was  
6 schedule changes since the original  
7 submission?

8                   MR. BILLONE: Can I answer that  
9 point?

10                  MS. BROWN: Sure.

11                  MR. BILLONE: Okay. This is Tom  
12 Billone. I'll try to answer that question and  
13 get you off the hook. Our confirmation of  
14 service and bid was actually, when we bid, was  
15 the July schedule. I don't think it was  
16 identified that when we did confirmation that  
17 it was October 1 that we were supposed to base  
18 that confirmation on.

19                  So now we're going to do the bid  
20 based on our October 1 schedule, which would  
21 eliminate all the seasonal services we had  
22 during the summer. Am I correct in that?

1 MS. BROWN: Unfortunately, no. We  
2 had discussions, I think all carriers can  
3 remember that we had discussions during our  
4 one-to-one meetings where we talked about the  
5 idea of using October 1st as the time period  
6 for submitting the offer. We got a lot of  
7 push-back from a lot of the carriers that that  
8 was not an ideal time frame to use, that they  
9 preferred using the third week in July to  
10 submit for their offers.

11 So based on that, we've kept the  
12 third week in July as the service time period  
13 for which you're basing your offer. But after  
14 awards have been made in, let's say, July or  
15 August, when awards are made, at that point,  
16 you're confirming your service based on your  
17 fall schedule, your October schedule. So at  
18 that point, you should be confirming that you  
19 still offer that same level of service when  
20 the contract period is going to begin.

21 MR. ELLIS: Jerry Ellis, GSA. It  
22 would behoove the carriers that if they know

1 in certain markets they only have summer  
2 seasonal service, and I'm referring mostly up  
3 to Alaska, it would behoove you and save you  
4 time if you know going forward that it's only  
5 seasonal service to show your October schedule  
6 rather than, you know, your -- to bid your  
7 winter schedule rather than your summer  
8 schedule. It saves us time from doing mods,  
9 and it saves you time from doing mods.

10 MR. BILLONE: I understand that  
11 but the automated process that some of the  
12 carriers use cannot be changed and, you know,  
13 so they look at the schedule as to what the  
14 parameters are at the time and then you get  
15 the seasonal. So, at the time, you're saying  
16 I'm meeting the requirements.

17 It would be nice if we'd do an  
18 October 1st. But, obviously, that's not going  
19 to happen.

20 MS. BROWN: Yes, the consensus was  
21 against doing an October schedule for the  
22 evaluation period. So it's something that we

1 can definitely revisit again for FY16. But  
2 based on what we received when we had our  
3 one-to-one meetings, it was not, it was not  
4 feasible.

5 MR. BRISTOW: Hi, this is Jerry  
6 Bristow, just to put some other information on  
7 there. When the carriers did come back and  
8 say the schedules may not be ready by the time  
9 they submit their bid for the October 1st, and  
10 that's why they want to stay on the July  
11 schedule time frame. So those are the types  
12 of responses we got back from the carriers.  
13 So we could have a fruitful bid and moving  
14 forward the way we did last year but  
15 strengthen up the language here so we better  
16 clarify for you what we expect now.

17 MS. BROWN: I'm going to move to  
18 the next slide. And this contract language  
19 update is in regards to questions regarding  
20 contractor performance. This can now be found  
21 in Section F.3 of the contract.

22 There really wasn't any major

1 change to this. The only reason why we're  
2 highlighting this is that it does differ from  
3 the original contract language for FY14. But  
4 as most carriers are aware, we did modify the  
5 contract midway through, and we are now using  
6 this current language here. So we basically  
7 just highlighted it because it does differ  
8 from the original language in FY14.

9 I'm going to go to the next slide.  
10 And this is a section where we talk about  
11 service below the minimum. It specifically  
12 can be found in Section F.4, Subparagraph C.  
13 And this talks about Temporary Reduction or  
14 Temporary Cessation of Service. So we added  
15 some additional language here to specify that  
16 the time period for which we would enact this  
17 particular clause would be after the period of  
18 performance has begun.

19 So prior to October 1st, we would  
20 not be using this clause. We would use that  
21 after the contract started. And if there's  
22 any temporary reductions that a carrier feels

1 that they may have that is not seasonal, we  
2 can look at doing a temporary re-award and  
3 then awarding that market back to the carrier  
4 once their service becomes available again.

5           And the final contract language  
6 update is in regards to the price evaluation  
7 for Group 2, which can be found in Section M.6  
8 of the contract. What we've decided to do  
9 this year is solicit a dual fare structure in  
10 domestic Group 2 markets. So, therefore,  
11 we've added some language on how we will be  
12 evaluating the price for domestic markets. It  
13 is the similar language that is currently in  
14 existence for the international Group 2  
15 markets. So that is basically the only change  
16 that we've made is that we're now opening up  
17 the YCA and the \_CA fares for domestic Group  
18 2 markets.

19           And that concludes the contracting  
20 portion of the Pre-Solicitation Conference.  
21 We can now open it up for any questions that  
22 anyone has.

1                   MR. LANE: Yes, this is Eric from  
2 JetBlue. Just a quick question two slides ago  
3 where you were talking about temporary  
4 cessation of flights. We had some issues when  
5 the awarding process was occurring where we  
6 were flying a nonstop route 12 months a year,  
7 but that pattern may drop from seven days a  
8 week to maybe three to four.

9                   Is it going to be, it's on that  
10 slide, in a period of 14 days, is that 14  
11 days, like, including the days missing, or is  
12 just a straight two-week period where if we're  
13 only serving it five of seven days, is that  
14 basically going to be a re-awarded market?

15                  MS. BROWN: Okay. So I'm trying  
16 to find the slide. Okay. So could you repeat  
17 the question just one more time?

18                  MR. LANE: Yes. So I guess the  
19 question is we're talking about a year-round  
20 market, but that might be daily service in the  
21 summer that goes to a day a week in the  
22 winter. How would that be measured? I'm

1       trying to see if this language update kind of  
2       covers that issue.

3                   MS. BROWN: Well, this particular  
4       clause, number one, it's going to apply after  
5       the contract has already started. And,  
6       basically, if there are any service lapse that  
7       are going to be greater than 14 days or less  
8       than 120, then we're expecting the contract  
9       carrier to notify us and we can evaluate  
10      whether or not we will do a temporary  
11      re-award, so we would award to another carrier  
12      and then re-award back to the original  
13      carrier. If it's less than 14 days, then it's  
14      a situation where we would basically do a  
15      straight re-award.

16                   MR. LANE: Okay.

17                   MS. BROWN: Did I answer the  
18      question for you?

19                   MR. LANE: Yes, that works.  
20      Thanks.

21                   MS. BROWN: Okay. There's a  
22      question in the room.

1                   MR. MAITNER: Yes, this is Bob,  
2                   Department of Justice again. Could you  
3                   explain the difference between the Group 1 and  
4                   Group 2 and how that process works?

5                   MS. BROWN: Sure. Group 1,  
6                   basically, are markets in which we evaluate  
7                   them based on technical merit and then we look  
8                   at price, whereas Group 2 is based on a lowest  
9                   price technically acceptable. So as long as  
10                  the offer is technically acceptable, basically  
11                  the award decision is made looking at price.  
12                  But when we look at Group 1, we are looking at  
13                  technical merit, and then price becomes a  
14                  factor once the technical merit becomes  
15                  closely between more than one offer. Does  
16                  that answer it, or do you need a little more  
17                  elaboration.

18                  And another question in the room.

19                  MR. BILLONE: This is Tom Billone,  
20                  United Airlines. One of the changes that I  
21                  read in blue is scope has changed. It didn't  
22                  say what had changed in scope.

1 MS. BROWN: Basically, there's  
2 just another sentence that was added to that  
3 section that specified that all -- if you'd  
4 hold up one minute, I'm going to actually just  
5 read it for you directly --

6 MR. BILLONE: There are a couple of  
7 bolded areas but I don't know if those are the  
8 changes. I think it is a pretty big section  
9 to try to ask someone pick out one sentence  
10 that changed.

11 MS. BROWN: Hold for a minute while  
12 we locate that. Okay. So, basically, with  
13 the scope, we just added an additional  
14 question that basically says, "To be  
15 considered for a contract award, carriers  
16 shall have received all necessary  
17 certifications prior to offer submission." So  
18 that's the only change that was made to scope.

19 MR. BILLONE: Thank you.

20 MS. BROWN: Any other questions  
21 that are on the phone? I see that there's no  
22 other questions in the room. I just want to

1 give the folks on the call an opportunity to  
2 ask any additional questions.

3 MR. COYLE: Kwanita, this is  
4 George with American. I hate to go back, but  
5 I was a little confused with the answer on the  
6 minimums. If we have a service adjustment in  
7 a market where we're only serving the market  
8 three, four, or five days a week for a period  
9 of time, and then we ramp it up for winter  
10 schedule, would we still qualify to bid on  
11 that market?

12 MS. BROWN: Oh, so you're saying  
13 if you have a seasonal service and you submit  
14 that, and you submit an offer with that  
15 seasonal service and you're awarded that  
16 market, but then, in October, your schedule no  
17 longer allows you to meet the minimum  
18 requirements, are you asking whether you  
19 should even submit an offer for that market?

20 MR. COYLE: Well, I'm actually  
21 concerned about day of week. It's the way the  
22 language reads, 14 calendar days but less than

1 120 calendar days. If we took a  
2 seven-day-a-week schedule and reduced it to  
3 three or four days a week, and then we went  
4 back to seven days within that framework, it  
5 sounds like it's okay for us to bid those  
6 markets, correct?

7 MS. BROWN: For domestic, it has  
8 to be daily flights. And I believe an  
9 international has to be a minimum of three  
10 flights. So for 13 days or less, I think you  
11 have to look at it from what the requirement  
12 asks. The requirement asks for daily flights,  
13 so if you don't provide the daily flights  
14 then, no, you wouldn't qualify.

15 MR. COYLE: Okay, thank you.

16 MS. BROWN: Are there any  
17 additional questions? Okay. Well, then I'm  
18 going to turn this over, I'm going to turn it  
19 back over to the Program Office to present  
20 their topics.

21 MS. FREEMAN: Again, good  
22 afternoon. This is Iman Freeman. So we're

1 going to go over a couple of changes and,  
2 basically, I think Kwanita probably went  
3 through the changes, but we're going to just  
4 talk about how it translates programmatically,  
5 discuss business class fares, the increased  
6 \_CA fares, the impact to the program for the  
7 American Airlines/U.S. Airways merger, ETS2  
8 implications. We have inventory question, and  
9 then we have time line, and then we're going  
10 to discuss our pilot that we are researching  
11 now.

12 So as Kwanita, Leah, and Jerry  
13 just spoke about, they just spoke about the  
14 increased number of markets that we're  
15 soliciting for FY15. We wanted to point out  
16 that most of the new markets will be in Group  
17 2. We feel that the additional market  
18 offerings will ensure more markets are  
19 captured that were not previously offered, and  
20 it maintains the strength of the program. So  
21 that just reiterates what the acquisition team  
22 said earlier.

1                   PHONE PARTICIPANT: I'm sorry. We  
2 have a lot of echo going on.

3                   MS. FREEMAN: Okay. All right.  
4 Test, one, two, three. Still echo?

5                   PHONE PARTICIPANT: Much better.  
6 Thank you.

7                   MS. FREEMAN: Okay. The next are  
8 changes to improve competition for -- oh, no,  
9 it's not. Business class fares. So we've  
10 seen a reduction of about 25 percent in  
11 business class from FY12 to FY13. Overall,  
12 we're seeing about \$92 million in FY13. The  
13 CPP business class represents about 12 percent  
14 of what we're seeing.

15                   So we want to, for FY15, we are  
16 going to have enhanced oversight of business  
17 class fares. We will not post fares that are  
18 not considered fair and reasonable, and this  
19 is something that's going to be new for FY15.  
20 So we just wanted to make everyone aware of  
21 that.

22                   Yes, Tom?

1                   MR. BILLONE: Tom Billone, United  
2 Airlines. So if the carrier wants to put a  
3 business class fare in an awarded city pair,  
4 so let's say we win San Francisco to Tokyo and  
5 we want to put a business class fare in there,  
6 we cannot use the CB designator? We have to  
7 use some other designator, like maybe a DG or  
8 something? I mean, I'm not -- because,  
9 apparently, you're not going to award that is  
10 what you're telling me.

11                   MS. FREEMAN: If it is not fair and  
12 reasonable we're not going to post it as a CB  
13 fare, and I'll defer to Kwanita on that.

14                   MR. BILLONE: It's a non-mandatory  
15 now, so even awarding them makes no sense  
16 whatsoever. But, you know --

17                   MS. FREEMAN: What we're saying is  
18 we're not going to put our stamp on it. It's  
19 not going to be considered a CPP business  
20 class fare. Does that answer --

21                   MR. BILLONE: We will figure out  
22 how to file it. I mean, it's still

1 non-mandatory. It's immaterial.

2 MR. CLIFFORD: This is Denny with  
3 Delta. I agree. I think we ought to just  
4 pull anything related to business class fares  
5 out of this book. Why even mix it up? All  
6 we're talking about is economy.

7 MS. FREEMAN: We discussed that.  
8 We feel, at this point, based on our  
9 discussions with our customer agencies, that  
10 it is best for the agency's value with the  
11 business class fares. But as the CPP, we want  
12 to ensure they're fair and reasonable.

13 MR. ELLIS: This is Jerry Ellis  
14 with GSA. Again, while you might see it as a  
15 negative, we at GSA are seeing it, you know,  
16 as a positive. I mean, granted that business  
17 class is not mandatory, but if, in Tom's case,  
18 you win San Francisco/Tokyo and you give us a  
19 fair and reasonable CB offer, it will show up  
20 as such. If it's not fair and reasonable or  
21 you choose not to give us a contract business  
22 class because it's not mandatory, that means

1 it opens it up to anybody, including the  
2 foreign flag carriers, to take that, you know,  
3 business class, which is your premium travel,  
4 that you would like to have the government  
5 travelers traveling in your business class  
6 section rather than --

7 MR. CLIFFORD: But they could do  
8 that anyways, right?

9 MR. BILLONE: Yes, because it's  
10 not mandatory.

11 MR. BERRY: This is Stan Berry.  
12 Once we have the definition of fair and  
13 reasonable as it relates to the contract  
14 that's been given by the airlines and what the  
15 published is out there in the published  
16 industry market.

17 MS. FREEMAN: So just for FY13  
18 alone, if the government took the CPP business  
19 class fare over a walk-up fare, we pay more  
20 than \$1.3 million. And so we are seeing fares  
21 that are even above the walk-up fares. So I  
22 guess it would depend on benchmarks, it would

1 depend on a lot of different things as far as  
2 what's fair and reasonable.

3 MR. BERRY: To what Denny had said  
4 before, should it even be a part of the  
5 bidding process if, indeed, there's a  
6 questionable, you know, ideal of how it's  
7 measured? Should we just basically take it  
8 out and that falls in line with your reduction  
9 in your rates that you're looking to offer?

10 MR. BRISTOW: Jerry Bristow from  
11 GSA. It's not part of the evaluation process.

12 It is a non-mandatory utilization, we talk  
13 about the optics.

14 So we're evaluating the YCA and  
15 the \_CA for award, that business class fare is  
16 an option. But at the same time, we have to  
17 look at that to make sure that those fares are  
18 also being fair and reasonable before we post  
19 them.

20 MR. BILLONE: This is Tom Billone  
21 again at United. Currently, there are some  
22 business class fares that you don't award,

1 correct? Not only are there business class  
2 fares that you don't award because you think  
3 they were too high or whatever, so I'm not  
4 quite sure if I win the award, okay, and I  
5 have filed a business class fare, okay, I've  
6 got that city pair, but you may not post on  
7 your website that business class fare that I  
8 have in that city pair that I've won; is that  
9 what I'm hearing from you?

10 MS. BROWN: Depending on the YCA  
11 or \_CA fares.

12 MR. BILLONE: And I also bid a  
13 business class fare, which is non-mandatory  
14 anyway. So the only difference you're doing  
15 now is you're not showing that business class  
16 fare on your website. That's the only  
17 difference that I see here. And, previously,  
18 if a business class fare was too high, you  
19 wouldn't give anybody a contract for that  
20 anyway because, I mean, it's not mandatory.

21 It doesn't make any sense. When  
22 you make something non-mandatory, okay, it

1       should be non-mandatory, period. It shouldn't  
2       have anything to do with the contract. So let  
3       the carriers do what they want and that means  
4       part of the whole program, which has been  
5       pulled from this because it makes no sense.  
6       It's non-mandatory.

7                   MS. FREEMAN: I think our issue  
8       was, you know, we were seeing fares for  
9       \$20,000, and you have agencies that require  
10      their employees to take the CPP business. I  
11      mean, there were some instances. So we have  
12      to decide whether or not we want to put our  
13      stamp on a \$20,000 trip.

14                   MR. CLIFFORD: Don't take it.  
15      Take whatever you want. That's why it's  
16      non-mandatory.

17                   MS. FREEMAN: We understand that,  
18      but not all agencies' policies accept it.

19                   MR. BILLONE: Well, we can't  
20      manage agency policy. We run into this all  
21      the time where --

22                   MS. FREEMAN: You are absolutely

1 right, but we can take it into consideration,  
2 and that's what we're doing.

3 MR. BILLONE: Okay.

4 MS. FREEMAN: Okay. Any other  
5 questions, business class fares?

6 So, again, this also reiterates  
7 what the team said earlier as far as the  
8 impact of increased \_CA fares. Now we have  
9 the group two markets. This, we feel,  
10 benefits all stakeholders. And, basically,  
11 everything we talked about: the advantage for  
12 agencies, the increased savings, and it, you  
13 know, the advantages for the airlines where  
14 you have more capacity-controlled fares. Any  
15 questions on this?

16 Impact of American Airlines/U.S.  
17 Airways merger. We sent out a bulletin on  
18 January 24th. There were 18 city pair markets  
19 that will be impacted, as far as we know.  
20 Currently, there are four LaGuardia markets  
21 that have been re-awarded, and those are the  
22 Atlanta, Cleveland, Charlotte and Minneapolis.

1 And new service will begin in those markets on  
2 April 1st, 2014. Out of the slots that I  
3 believe American had to give up, JetBlue was  
4 awarded 12 DCA markets, and Southwest was  
5 awarded 27 DCA markets.

6 Any questions regarding this? And  
7 so we do realize that, you know, as more  
8 information is available, we'll definitely  
9 disseminate it as soon as we get it. Jerry?

10 MR. BRISTOW: I should add to that  
11 we'll disseminate that information out. We'll  
12 give awards for those 18 city pair markets as  
13 we know of them.

14 (Telephonic interference)

15 As new service comes into DCA from  
16 these two carriers, we'll be expecting to look  
17 at those, as well.

18 MS. FREEMAN: Partnering with  
19 ETS2.

20 (Telephonic interference)

21 So as far as with the matrix and  
22 just the way that CPP feels are displayed.

1 That meeting actually, it showed us how  
2 important it is for us to remain, you know, in  
3 partnership with the ETS2's team to ensure  
4 that the display support only be mandates in  
5 the FTR. We will continue to work with ETS2  
6 and now its concurrent NCW to ensure that the  
7 fares are displayed properly and they support  
8 the policies.

9 PHONE PARTICIPANT: I hear the  
10 echo, and I don't want to miss anything, but  
11 we can't clarify what you're saying.

12 MS. FREEMAN: I'm sorry. I just  
13 basically said what was on the screen. I  
14 didn't really add anything else. Do you have  
15 any questions regarding what's on the screen?

16 PHONE PARTICIPANT: No, you can  
17 move forward.

18 MS. FREEMAN: Okay. So inventory  
19 discussion. And, Jerry, you probably could  
20 explain this a little better than I can. So  
21 the most appropriate class for \_CA, a lot of  
22 our customers have expressed a concern that

1 many of the \_CA fares, you don't have the  
2 ability to upgrade and you don't have advanced  
3 seat assignments. We do realize that the \_CA  
4 fare has to be above the bottom third, and we  
5 wanted to know is there a more appropriate  
6 fare class for \_CA fares where we can have  
7 advanced seat assignments and ability to  
8 upgrade? Jerry?

9 MR. ELLIS: Well, first of all,  
10 before we really get into this -- this is  
11 Jerry Ellis with GSA -- neither seat  
12 assignment, nor the ability to upgrade, is  
13 part of the City Pair Program.

14 MS. FREEMAN: We realize that.

15 MR. ELLIS: Okay. So we don't  
16 have a dog in that fight. Basically, you have  
17 last seat availability, which means, for  
18 reservations purposes, it is not required  
19 actual seat assignment. And the ability to  
20 upgrade either with frequent flyer miles or  
21 with money, again, is not part of the City  
22 Pair Program. It's not addressed in the

1 contract, so we --

2 MS. FREEMAN: This is a concern to  
3 our customers, and I think we're doing our due  
4 diligence by asking. Thank you again. Now,  
5 I pose the question to the airlines.

6 MR. BILLONE: This is Tom Billone,  
7 United Airlines. We do have seat assignments  
8 available on the \_CA. However, the ability to  
9 upgrade from that fare class is not there, and  
10 I know the YCA is always available and that's  
11 what we tell people, and you can upgrade from  
12 the YCA. Because your agency requires you to  
13 take the lowest fare possible, that's not an  
14 airline issue, it's not a GSA issue, it's your  
15 agency issue. And if your people are upset  
16 because they can't upgrade to first class from  
17 a \$200 fare, I'm sorry, you know. The YCA is  
18 available, which may only be a hundred dollars  
19 more. That's our take on it.

20 MR. CLIFFORD: The seat  
21 assignment, that's a matter of travel  
22 patterns. If they book early, they get a seat

1 assignment. How many times have we told  
2 people that? If they don't follow it, that's  
3 their problem. They're just like everybody  
4 else out there, right?

5 MR. DELLINGER: This is Mark from  
6 State. I just want to clarify one thing that  
7 Tom said, and that is that it's not an agency  
8 policy to give someone a \_CA versus a YCA when  
9 the \_CA is available.

10 That is statutorily the way it's  
11 supposed to be done, and the CDCA has ruled on  
12 this in several instances that, if the \_CA is  
13 available, you have to give that person the  
14 \_CA and not the YCA. You cannot give a  
15 higher fare solely for the purposes of  
16 upgrading, and that's what we're looking for  
17 is for our travelers who are going, in  
18 situations where it's 9, 10, 14, 17 hours, in  
19 some cases over 20 hours of travel, and we're  
20 putting them in a bucket that's a dash, that's  
21 an SCA fare in some cases, and they're not  
22 able to upgrade. These are your customers,

1 these are our customers.

2 MR. BILLONE: Well, our answer to  
3 that is if you want us to move it up a bucket,  
4 the fare is going to go up. And I know DoD  
5 has already pushed back on that when we've  
6 brought that up in another meeting.

7 You don't want your fares to go up  
8 just so you can get an upgrade. I understand  
9 the situation, but it's all of our customers  
10 who buy that bucket don't get to upgrade.  
11 It's not discriminatory against the  
12 government, it's a general policy.

13 This is the first time it came up.  
14 It wasn't S class last year, and nothing came  
15 up. But the ability to upgrade is not in the  
16 program, and neither is MileagePlus. We could  
17 say tomorrow, and we won't, but I'm just  
18 saying we could say tomorrow that we're not  
19 going to allow miles to be accrued on  
20 government fares, okay, because it's not part  
21 of the program.

22 So, you know, as the government

1 did in the past, they wouldn't allow your  
2 traveler to use the miles, you know, and they  
3 finally changed that. But, again, who knows?  
4 You know, if the government is saying we want  
5 to save money, then that's what they're going  
6 to do. So we're not changing, just to let you  
7 know.

8 MR. BRISTOW: What we're asking is  
9 our evaluations and requirements state it must  
10 be above the bottom third. Okay. What we're  
11 asking for or asking, and we have now had 60  
12 percent of our people take \_CA fares where  
13 they're offered, so we are booking early to  
14 get those fares, but what they're running into  
15 is not having the ability to get a seat  
16 assignment. And maybe it is in that bucket.  
17 Maybe it is just because it's above the bottom  
18 third. Maybe it's in the wrong bucket to be  
19 able to get an advanced seat assignment. This  
20 is what we're asking you to take a look at  
21 before you make that bid.

22 Also, as we expand out to

1 internationally, we're looking at the ability  
2 to have, for the upgrade. Take a look at that  
3 as you look at these things. We're not just  
4 blanket across the board going, okay, this is  
5 what we need to do.

6 MR. BILLONE: Here's Tom Billone  
7 again. On the seat assignments, some booking  
8 do not get a seat map, all right? That's not  
9 an airline, that's a systems issue, and that's  
10 being worked on, I think, by all the airlines.  
11 But depending on what you're using to book,  
12 you may not see a seat map and think you can't  
13 get a seat assignment. But there are some  
14 airlines that don't provide seat assignments,  
15 and I know one in particular.

16 MS. CARLOCK: This is just a  
17 suggestion, and DoD is not asking. But the  
18 suggestion is, from a policy perspective,  
19 would it not be in our best interest, rather  
20 than asking the airlines to allow upgrades on  
21 \_CAs, to look at the possibility of changing  
22 our policy. If you have travelers that are

1 flying overseas, nine or ten hours, that that  
2 might be one of the exceptions to utilization  
3 of a YCA versus a \_CA, which then would allow  
4 them to have that upgrade? Just a suggestion.

5 MR. BRISTOW: This is Jerry  
6 Bristow. That is an agency option.

7 MS. CARLOCK: Well, but from what  
8 I'm understanding from what he's saying that,  
9 because it's a policy to take the, he's saying  
10 from a general perspective, policy to take the  
11 lowest available fare, which is a \_CA, that he  
12 doesn't have the authority to go against what  
13 that policy is stating.

14 So what I'm saying is why don't we  
15 ask to have that policy changed as it relates  
16 to an exception to the use of the lowest  
17 available fare as it relates to a traveler  
18 who's going 9 hours, 14 hours, whatever it is  
19 that you're issue is, versus having the air  
20 carriers changing that as a policy? Because  
21 I will say that I believe that a traveler  
22 should take the \_CA and upgrade is not

1 something that travelers, we shouldn't pay  
2 more for someone to sit in a vacant seat. I  
3 mean, the less restraints that we have right  
4 now is very difficult to -- and some of the  
5 difference in fares are quite high.

6 MR. DELLINGER: Thanks, Andrea.  
7 This is Mark again from State. Just a couple  
8 of things. You're right. The difference  
9 between the fares is, on average, apparently  
10 about \$250, and we understand that.

11 But to clarify one of the things  
12 that you said, it's our understanding at State  
13 that it is not a policy, it's statutory law  
14 that you cannot authorize a higher fare for  
15 upgrading, period. It's not something that we  
16 can write, that we can codify into our foreign  
17 affairs manual.

18 So what we have done is written  
19 into our foreign affairs manual that, if you  
20 meet the test for business class, then you can  
21 be authorized a YCA fare because that fare is  
22 lower than the business class fare, so it's a

1 lower fare.

2 PHONE PARTICIPANT: We can't  
3 really hear any of the conversations that are  
4 going on.

5 MS. FREEMAN: Okay.

6 MR. DELLINGER: I'll speak louder.  
7 I just have one other question for Tom based  
8 on his previous statement about the bidding on  
9 fares that are \_CAs and that not being a  
10 soluble solution. I don't understand how, if  
11 you have, in some markets your dash is an S  
12 and in other markets you have H. So if you  
13 could explain that, please.

14 MR. ELLIS: This is Jerry Ellis  
15 from GSA. You have to remember, with the  
16 international carriers, sometimes their  
17 buckets have to match up with their code share  
18 partners.

19 MR. DELLINGER: The example is  
20 Washington to Dubai for the H.

21 MR. BILLONE: I'll have to look  
22 into that. I do know that our A&A partner,

1 the YCA is actually equal to a B, which is  
2 premium service, on their flights. So you  
3 will see that as a BCA rather than a Y because  
4 we don't have Y, so that's the highest bucket.  
5 But I will check on the Dubai stuff,  
6 Washington/Dubai, and see what the H fare is.

7 MR. DELLINGER: There's others,  
8 too. We'll talk later.

9 MR. BILLONE: Okay. They should  
10 all be S, unless, you know, for some reason we  
11 want to put in H. But the fare itself relates  
12 to the H bucket. It doesn't relate to the S  
13 bucket, so you're not going to get the same  
14 fare in H that you get in S.

15 MR. DELLINGER: But it's a  
16 different market, so that doesn't matter.  
17 Can't we just talk --

18 MR. BILLONE: Yes. I mean, this  
19 is an issue that State has, not general.

20 MR. DELLINGER: Well, anybody who  
21 uses that market has this issue.

22 MS. FREEMAN: Any questions from

1 the phone? So just to review the upcoming  
2 dates, the draft RFP was released on February  
3 14, 2014. Today, we're having the  
4 pre-solicitation conference. We are scheduled  
5 to release the final RFP on March 12th, 2014.  
6 Special Board would be in mid April, and we  
7 are hoping for an award of mid July. Mid May,  
8 I'm sorry. Mid May. Special Board is mid  
9 May. And we're hoping for a mid July award.

10 City Pair Pilot. So we are, in  
11 FY15, we are looking to implement a pilot.  
12 And the pilot will be a little different.  
13 We're going to look to see -- and these are  
14 markets that are not being solicited through  
15 the traditional model, so these are your very,  
16 very small markets. The threshold is about 25  
17 to 49 passengers a year.

18 Our thinking was the individual  
19 market alone would not be, it's not, it  
20 doesn't give carriers an incentive to bid on  
21 the market. So we're looking at if we can  
22 bundle low-value markets to receive discounts

1 on those markets.

2 Right now, we aren't sure of which  
3 markets we would bundle. We are going to  
4 reach out to some agencies, DTMO and other  
5 agencies, to see if they had any thinking as  
6 far as, once we look at the list of markets,  
7 any markets that they would like to see within  
8 the pilot.

9 The goal for this pilot is to  
10 track messaging, in addition to discounting,  
11 to see if it impacts the carriers' share and  
12 also to see if we can be flexible in our  
13 future procurement models. This will be the  
14 first time that GSA will open the program up  
15 to restricted fares because we're going to ask  
16 for discounts off of restricted fares, as well  
17 as Y class fares.

18 So we are, this is still something  
19 that we're working on. I know we'll probably  
20 get a lot of questions. My answer may be  
21 we're not sure or I don't know. And it's not  
22 because, you know, it's because we're still

1 working on it. So any questions?

2 MR. SHANNON: Hi. This is Bob  
3 Shannon from USTRANSCOM. A couple of  
4 questions about -- is the pilot intended to go  
5 after markets that were previously not awarded  
6 by GSA but solicited? That's the first  
7 question. And then the second question is  
8 when you talk about restricted fares, what are  
9 you talking about? Advanced purchase fares,  
10 a Saturday night stay, or all of the above,  
11 anything that's in the marketplace?

12 MS. FREEMAN: For your second  
13 question, yes, we're talking about commercial  
14 fares. Your first question is we're focusing,  
15 well, our primary focus is markets that were  
16 not solicited. So markets, the markets that  
17 are under our current threshold now, so we've  
18 never solicited these markets.

19 MR. SHANNON: All right. And this  
20 would be for FY15 eventually?

21 MS. FREEMAN: Right now, that's  
22 our hope and anticipation. We are definitely

1 in talks with our acquisition team to get a  
2 better understanding of the realities facing  
3 introducing a new procurement at the same time  
4 we do our traditional procurement. But that's  
5 our hope.

6 MR. SHANNON: And so then how  
7 would you bundle these? Would it be  
8 geographical or just bundle up based on the  
9 low volume?

10 MS. FREEMAN: That's something  
11 that we're working on. We're going to  
12 actually reach out to agencies. We have a  
13 meeting with DTMO next week to discuss, and so  
14 that's something that we're working on. And  
15 we welcome your comments or suggestions as far  
16 as how we can bundle them.

17 MR. SHANNON: All right, thank  
18 you.

19 MS. FREEMAN: No problem.

20 MR. COYLE: This is George with  
21 American.

22 MS. FREEMAN: Hi, George.

1                   MR. COYLE: How would you go about  
2                   awarding these markets?

3                   MS. FREEMAN: As far as -- well,  
4                   we're asking for discounts off of markets. So  
5                   it's not going to look like what you see now.  
6                   So you may have several carriers having  
7                   different discounts in a market or for that  
8                   bundle of markets.

9                   MR. COYLE: So as a follow up,  
10                  what would be the benefit to the carrier? Are  
11                  we able to attract additional business, or is  
12                  there a guarantee similar to the City Pair  
13                  awards?

14                  MS. FREEMAN: That's one of the  
15                  benefits that you can attract, you know,  
16                  additional business.

17                  MR. COYLE: Right. But we'd all  
18                  be potentially discounting the same market, so  
19                  I'm not tracking how we would win additional  
20                  business.

21                  MS. FREEMAN: That's something  
22                  that we're working through now.

1 MR. COYLE: Okay.

2 MR. CLIFFORD: This is Denny  
3 Clifford with Delta. George asked the exact  
4 same questions that I had, but I want to  
5 re-enforce, if there's no award component to  
6 this, there's no sense in us doing it. This  
7 is a third tier project, pilot for the third  
8 tier fare. The concept may work, but it will  
9 not work absent an award process. You can't  
10 just put us all in the pool together and we're  
11 all swimming at the same level.

12 MS. FREEMAN: Okay.

13 MR. HAAG: Iman, this is Jeff from  
14 Southwest. Just to kind of take you back on  
15 George and Denny's comments. I agree this  
16 appears to be an attempt at a third tier fare  
17 or discount and, again, unless there's some  
18 return on investment back to the carriers, I  
19 don't see any value in going down this road.

20 MR. CLIFFORD: With this concept,  
21 you're really, you're putting everybody that's  
22 in the pool, so to speak, at a fair market

1 share level. We don't want a fair market  
2 share. The reason we're in this program is we  
3 want a premium share, and that's what  
4 compliance does. And unless you re-enforce  
5 compliance in this pilot and anything that  
6 comes subsequent to that, it won't work and  
7 you won't get participants.

8 MR. BRISTOW: So what you're  
9 looking for in this is a single award to one  
10 carrier. There's some things we'd have to  
11 parse out.

12 MS. FREEMAN: So this is the  
13 current breakout of our spend. So the first  
14 row is if we would have stayed current, if we  
15 would have kept the same evaluation for FY13  
16 that we did for FY14, we would have solicited  
17 about 5700 markets. As you can see, we did  
18 way more. We did about 8700. So these are  
19 the markets that we pulled up into, so that's  
20 new in FY15.

21 This right here went ineligible  
22 because of the Fly America Act. So this

1 portion of the markets, that's what we're  
2 looking to focus on with the CPP pilot.

3 Okay. So benefits of the pilot,  
4 although it seems as if a lot of the airlines  
5 don't see the benefit: gain incremental  
6 revenue by offering an aggressive  
7 percentage-off a subset of markets. I think,  
8 to the CPP team, it allows us to analyze the  
9 effectiveness of this percentage discount  
10 model, and it adds flexibility, if it works,  
11 it will add flexibility to future procurement  
12 models. And to agencies, we incorporate more  
13 markets under program and potential discounts  
14 off of additional markets.

15 So questions? I think we have a  
16 question. Do we have a question on the phone?

17 MR. COYLE: Yes, this is George  
18 with American. I just wanted to mention, on  
19 the corporate side, typically you'll see  
20 metrics tied to performance. So if there is  
21 a discount in the marketplace for a corporate  
22 account, you know, it's not uncommon that

1 they're going to have to reach their certain  
2 threshold. So it's not always a fair  
3 comparison to say a corporate discount. They  
4 have to achieve goals in order to obtain a  
5 discount.

6 MR. ROMO: And this is Jimmy Romo,  
7 and I would say -- with Delta -- that that's  
8 where the award component comes in to play, so  
9 that, if you do, you know, take these  
10 discounts, that in exchange for whatever, you  
11 know, award will be given, that's what we look  
12 at in terms of a corporate success.

13 MS. FREEMAN: Anyone else on the  
14 phone? Tom?

15 MR. BILLONE: I have the same  
16 concerns as the other carriers. The only one  
17 additional concern I have has to do with  
18 audits, and if you have a discount of x  
19 percent and there's a connection, all right,  
20 audits sometimes does segment auditing. So  
21 if, like, say you're going Oklahoma  
22 City/Denver, Denver/Seattle, all right, say

1       there's no hypothetical, there's no contract  
2       here in that market and we give you a  
3       percentage off, but there is a YCA from Denver  
4       to Seattle or a blank seat from Denver to  
5       Seattle, which makes the whole trip less if  
6       you segment out and they do their costing,  
7       which we don't understand how they do, comes  
8       out less than the discounted fare, is there  
9       going to be a notice of overcharge issued on  
10      that? That's the concerns we have when we  
11      start getting into some of this stuff. The  
12      concern, you know, when you do off-contract  
13      stuff where you're using the government credit  
14      card to book this stuff, and audits gets into  
15      it and says you charged too much money.

16                   MR. BRISTOW: Right. And the  
17      other portion of that ought to be.

18                   MR. BILLONE: But they will look  
19      at segments, as they have in the past.

20                   MS. FREEMAN: So you're saying --

21                   MR. BILLONE: Right, yes.

22                   MR. BRISTOW: We'll do an

1 analysis.

2 MR. BILLONE: Okay.

3 MR. BRISTOW: Okay. Now the floor  
4 is open for questions on anything other than  
5 pilot.

6 MR. COYLE: Jerry, this is George  
7 with American. Actually, mine is more of a  
8 future concern as it relates to fiscal year  
9 '16, and I'm sure that you're probably  
10 communicating with the folks at USTRANSCOM  
11 regarding some significant program changes  
12 that will impact the future of the City Pair  
13 Program. So perhaps we schedule a sidebar or  
14 something to talk about that, as the time line  
15 for our comments on these program changes is  
16 coming up rapidly.

17 We've already been required to  
18 submit our comments last Friday, but, again,  
19 it's something that's going to impact City  
20 Pair. So I'd just like to go on record as  
21 having concerns and looking to schedule a  
22 meeting.

1                   MR. BRISTOW: Okay. Thanks,  
2                   George. And I know that's a concern of the  
3                   carriers. We have reached out to USTRANSCOM  
4                   and had some initial discussions with them.  
5                   We'll probably

6                                 (Telephonic interference.)

7                   MR. CLIFFORD: Denny Clifford with  
8                   Delta. Just for the record, that's the  
9                   so-called hook, the time between, you know,  
10                  participation as a pre-requisite to be in this  
11                  bid. We think that needs to be disconnected.  
12                  We've always felt that way. It doesn't serve  
13                  the purpose anymore, and we just think the GSA  
14                  City Pair, CPP, needs to be separate than  
15                  what's going on with AMC TRANSCOM, at least in  
16                  this respect, that there should not be some  
17                  kind of a pre-requisite requirement. There's  
18                  lots of changes going on, we know, at AMC and  
19                  CRAF the whole situation there. But, again,  
20                  we want no hook in the process anymore.  
21                  Thanks.

22                                 MS. FREEMAN: Could everyone mute

1 their phones? I think someone is getting a  
2 call or an alarm is going off or something.

3 MR. BRISTOW: Okay. We'll take  
4 those under consideration and we'll have those  
5 discussions.

6 (Telephonic interference.)

7 MS. FREEMAN: Okay. So if there  
8 aren't any further questions or comments --

9 PHONE PARTICIPANT: Good. Two  
10 questions. One, when will comments about the  
11 RFP be due back to GSA, comments or questions?

12 MS. FREEMAN: For the draft or the  
13 final?

14 PHONE PARTICIPANT: Draft. For  
15 the draft.

16 MS. FREEMAN: March 5th.

17 PHONE PARTICIPANT: March 5th?  
18 Okay. And, second, is there any thought to  
19 adding a definition of baggage fees to  
20 differentiate the different types, such as  
21 checked, carry-on, or multiple? That kind of  
22 goes to, I know GSA doesn't give a preference

1 to someone who includes the baggage fees, but,  
2 you know, with the ever-increasing number of  
3 fees, that certainly becomes a question as far  
4 as what is and what is not covered as far as  
5 --

6 MS. FREEMAN: I think there's a  
7 checked baggage fee now. So you're saying  
8 that you would like for us to distinguish  
9 between -- are you referring to the weighting,  
10 the evaluation?

11 PHONE PARTICIPANT: Yes --

12 MS. FREEMAN: Yes, I think it's a  
13 checked baggage fee, right?

14 PHONE PARTICIPANT: Okay. I'll  
15 send you the comment, and the question was, I  
16 know, right now it's a consideration that if  
17 someone does include the baggage fee. But, of  
18 course, with so many, the ever-changing number  
19 of baggage fees of various types and, of  
20 course, all the other ancillary fees, is there  
21 any thought to trying to get any of those  
22 included, as well?

1 I know right now our policy, we  
2 disallow, I would say, most ancillary fees as  
3 being reimbursable because they're considered  
4 a convenience item. We do allow baggage fees  
5 to an extent but just wanted to see what the  
6 thought was.

7 MS. FREEMAN: That was something  
8 that we did bring up in our one-on-ones, and  
9 I think the general consensus was we would see  
10 higher fares if we did do that. So we decided  
11 against it.

12 PHONE PARTICIPANT: Okay. I'll  
13 also include it in comments just so you --

14 MS. FREEMAN: Okay.

15 PHONE PARTICIPANT: -- but thank  
16 you.

17 MS. FREEMAN: Yes, we definitely  
18 welcome your comments.

19 PHONE PARTICIPANT: Okay, thank  
20 you.

21 MS. FREEMAN: Tom?

22 MR. BILLONE: Just to make

1 everybody aware -- this is Tom Billone from  
2 United Airlines. Starting next month, we'll  
3 be phasing in -- remember the old days where  
4 you used to have this little box at the gate  
5 where you would put your carry-on in there and  
6 see if it fit? It's coming back. So I just  
7 wanted to let you know, if you're bringing  
8 everything but the kitchen sink on carry-on,  
9 it's not going to happen anymore starting  
10 April 1st. So you've got to actually fit in  
11 the dimensions as stipulated on united.com.  
12 Just saying. Sometimes, you know, people come  
13 in, they know. They game the system. They  
14 know if they bring a bag that's not fit for  
15 carry-on that we're going to check it at the  
16 gate. So just to let you know.

17 MS. FREEMAN: I think we're either  
18 on hold, but we hear some music. Can you  
19 please put your phone on mute? I guess not.  
20 They probably have us on hold.

21 And this is our CPP points of  
22 contact. Again, I'm Iman Freeman. And I

1 think you've heard from everyone, except Keith  
2 Smiley, who's in the back. So feel free to  
3 reach out to any of us if you have any  
4 questions or concerns.

5 MS. CARLOCK: This is Andrea  
6 Carlock. I have a question. If you're  
7 talking about the pilot and you're talking  
8 about City Pairs, what is your opinion about  
9 a third tier fare we can do as it relates to  
10 \_CA, not to YCA. And, right now, the way the  
11 regulation states, travelers are to use a  
12 restricted fare, and there is a City Pair in  
13 that particular market, the first option must  
14 be that City Pair fare.

15 Would you be willing or are you  
16 interested in discussing the possibility of  
17 adding a third tier fare, which would be a  
18 restricted fare, in that particular market  
19 where you've been awarded that City Pair fare?

20 MR. BILLONE: Tom Billone from  
21 United Airlines. I love the music, by the  
22 way. I don't think that --

1                   PHONE PARTICIPANT: Could somebody  
2 repeat that question? We can't hear it at all  
3 on the phone.

4                   MR. BILLONE: Okay. Can you hear  
5 this?

6                   PHONE PARTICIPANT: Yes, I can  
7 hear you.

8                   MR. BILLONE: Okay, fine. The  
9 question was, if the third tier fare was  
10 included in the award, would we be open to  
11 including that?

12                   MS. CARLOCK: Third tier  
13 restricted fare.

14                   MR. BILLONE: Right. Third tier  
15 restricted fare with all the rules. And I  
16 think, as long as it's part of the award where  
17 you're contracted to use that, that might be  
18 something we would look at. I don't know what  
19 Denny would think, but I think that's  
20 something we'd be willing to entertain.

21                   The problem we have is when you  
22 remove it from the award. Then it's like the

1 Wild West, you know. Denny puts five percent  
2 in, I put six percent in, American puts eight  
3 percent in. And it's, like, you know, he's  
4 not going to get his fair share, I'm not going  
5 to get mine, and it just becomes a shootout.  
6 And there's no sense to do that, especially  
7 when there's no guarantee.

8 But we'll look at it. I mean, I'm  
9 saying it's something that we would probably  
10 look at. I'm just not saying yea or nay. I'm  
11 saying we'll look at it.

12 MR. CLIFFORD: Denny Clifford of  
13 Delta. We would entertain it, I guess. A  
14 question I would have, though, is what are you  
15 gaining by doing that?

16 MS. CARLOCK: This is Andrea  
17 Carlock, Defense Travel Management Office,  
18 again. I don't believe it's any secret that  
19 DoD is currently right now doing a pilot  
20 program for the use of restricted fares. Our  
21 pilot program has determined in some markets,  
22 and especially those markets where there are

1 City Pairs, that the restricted fares is  
2 something that is optimal for us to reduce  
3 costs.

4 And we believe that having a  
5 managed program works a lot better and we are  
6 able to put parameters around that program,  
7 we're able to capture data on that particular  
8 program, we're able to educate our travelers  
9 on that program if we have a managed program.  
10 And what I mean by managed program would be  
11 one that there would be awards in those  
12 particular markets as it relates to restricted  
13 fares that a managed program would look at  
14 that and be able to educate our travelers,  
15 capture the data, support compliance, all of  
16 those things that supports a better program.  
17 That's our opinion right now until we finish  
18 our pilot.

19 MR. BRISTOW: This is Jerry  
20 Bristow from GSA. We have done some analysis  
21 on that, especially where you have a firm base  
22 price or YCA and \_CA in that market. And our

1 analysis shows that probably what would happen  
2 is that the \_CA fare would go

3 (Telephonic interference.)

4 MR. CLIFFORD: Denny with Delta.

5 Yes, I think we just need to look at the data  
6 to see how that would fall out, something like  
7 that. For example, if we had a \_CA fare there  
8 at a certain level, what would the other  
9 optional discounted offer published fares  
10 relate to in terms of yield for the same  
11 compliance? If we've got the same market  
12 share, why would we want to delete our  
13 revenues? So we'd need to understand where  
14 those numbers would shake out before we could  
15 say anything about, you know, whether it's  
16 good or bad for us.

17 MR. BRISTOW: Are there any other  
18 questions? As always, Denny Clifford has to  
19 have the last word, so I'm going to pass the  
20 microphone off to Denny here one last time.

21 MR. CLIFFORD: You mean other than  
22 what I've already said?

1 MR. BRISTOW: Yes.

2 MR. CLIFFORD: Actually, it's kind  
3 of leaked out into the industry that this will  
4 be my last, happy for many in the room here,  
5 this will be my last venue for the CPP. I'm  
6 taking early retirement from Delta, and I'm  
7 not going too far. You'll see me popping up  
8 in the industry, not at any of the airlines in  
9 this room, but I have an opportunity  
10 elsewhere.

11 So I just want to say it's been a  
12 pleasure, seriously, coming to this. Even  
13 though we argue sometimes and we don't agree  
14 on everything, it's a professional group and  
15 we have a lot of bonds that go way back, many  
16 of us in this room, and it's been delightful.  
17 So thank you for everything and the memories.

18 MR. BRISTOW: We'd also like to  
19 thank Denny for his participation, not only as  
20 an advocate for the City Pair Program. He's  
21 also an advocate of a number of associations  
22 that are critical and bringing good business

1 sense to the NTA.

2 (Telephonic interference.)

3 (Applause.)

4 MS. FREEMAN: So if no one has  
5 questions on the phone, thank you for joining  
6 us and have a great day.

7 (Whereupon, the foregoing matter  
8 was concluded at 3:01 p.m.)

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<b>\$1.3</b> 43:20	<b>advance</b> 13:7	71:18	54:8,11,11,20	62:5 76:19
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Before: GSA

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