

UNITED STATES OF AMERICA
GENERAL SERVICES ADMINISTRATION

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FY19 CITY PAIR PROGRAM PRE-SOLICITATION
CONFERENCE

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THURSDAY,
JANUARY 25, 2018

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The Pre-Solicitation Conference met in
Room 1425, 1800 F Street, N.W., Washington, D.C.,
at 1:00 p.m., Lauren Concklin, Program Director,
presiding.

STAFF PRESENT:

LAUREN CONCKLIN, Program Director, CPP
ANDREA ANDERSON, Contract Specialist
JERRY BRISTOW
KWANITA BROWN, Branch Chief
MIKE CONNOR, Program Analyst, CPP
JERRY ELLIS, Business Management Specialist
DANIELLE GALLANT, CPP
COREY GERST, CPP, Contracting Officer
MARY MORRISON, Program Manager, CPP
TOM RUESINK, CPP

T-A-B-L-E O-F C-O-N-T-E-N-T-S

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

2 (1:06 p.m.)

3 MS. CONCKLIN: All right, we'll get
4 started. So, welcome, everyone, to the Pre-
5 Solicitation Conference for FY19. We're excited
6 to get this started. And thank you for coming,
7 for those in person and for everyone on the
8 phone, for taking your time out.

9 I wanted to just introduce myself:
10 Lauren Concklin, the director of the City Pair
11 program. I also just want to, for those in the
12 room, be able to make sure you guys have a full
13 understanding who the team is.

14 So we have Jerry Ellis here, right
15 here at the front. Raise your hand. Jerry
16 Bristow. Mary Morrison. Tom Ruesink. Dannielle
17 Gallant. And we also have Mike Connor. And then
18 we have our new contracting officer this year, so
19 I think you guys are very familiar with him,
20 Corey Gerst. So, thank you, guys.

21 We're going to just go through
22 traditionally as -- oh, sorry, and our contract

1 specialist, Andrea. Thank you.

2 So we're going to through this like we
3 traditionally always do, try to showcase and
4 highlight some of the big changes. I think this
5 year we put out some significant changes from
6 last year, all positive and looking at trying to
7 increase our reach, but just to give you an
8 overview quickly.

9 So, we'll go through the improvements
10 we made, we'll highlight the solicitation update,
11 significant changes. We'll also go through the
12 market selections so you can see in a numbering,
13 because there was some updates, and amendments
14 did go out on those numbering, just to be clear.

15 And we'll also follow up with any
16 questions and points of contact. This is the
17 place to get it all out, questions, concerns,
18 let's get it out, discuss it, hash it out here so
19 we all go into an RFP that we are fully
20 understanding what is being presented, what the
21 expectations are, for the following year.

22 We did this slide last year, next

1 slide, and we thought it was a good showing of
2 what the City Pair Program is all about. To
3 start off I would like to highlight the fact that
4 we are tracking at an almost 86 percent market
5 share.

6 I mean, in the private sector that is
7 phenomenal and in the government that is
8 phenomenal. So, out of all of the segments that
9 government travelers fly, almost 86 percent of
10 them are flying through City Pair, which is
11 phenomenal.

12 We use as a good showcase of how are
13 we doing, how do our fares, how do they represent
14 in the commercial market, and also the ease of
15 booking those fares inside of our system.

16 So we look at this heavily, we track
17 it on a monthly/quarterly basis to see. We also
18 break it down individually by airline. So, the
19 airlines, we're going to start reaching out with
20 you more this year. We are going to try to dive
21 into some of these markets as we're seeing as
22 maybe "troublesome" or highlight some of the

1 successes so you guys can see them, and one-on-
2 one interactions with the GSA team and always
3 striving to get better and better.

4 We've done a lot more meetings and
5 forums this year with our customers. We heavily
6 dove in on the international piece last year and
7 we made some changes for FY18 and an even bigger
8 change for FY19.

9 We saw a huge success from that and so
10 we think we are going to continue tracking that
11 direction and we'll get into more detail with
12 that when Mary speaks in a few minutes. We also
13 really take the voice of the customer.

14 So, when we visit customers one-on-
15 one, we work with them, we understand what are
16 their top markets, what are troublesome markets
17 for them, potentially what airports are causing
18 some heartburn. And this goes into a lot of our
19 dialogue with both the airlines as well as
20 strategic discussions internally to figure out
21 what are our next steps and how do we continue to
22 improve the program.

1 We really pride ourselves on
2 transparency. We believe, as you all know, we
3 had some discussions around the fee and different
4 things. The airlines, we went straight to you
5 and we got your feedback, understanding. And we
6 believe that really the success of City Pair is
7 the relationship with our suppliers and our
8 customers.

9 So, the more transparent we are we
10 think it only improves the program. And so
11 you'll continue to see us being more and more
12 transparent as we even continue dialogue further
13 and further, more than we have ever done before.

14 And that gets into the final
15 discussion. You will see some of our dialogue
16 have led to huge successes, like we think the
17 international business class.

18 You'll see, you know, some of these
19 discussions we have had about giving back the
20 seven days we didn't see as successful. And so
21 these are the types of dialogues we want to have
22 where both sides are being as clear and our

1 expectations are out there on the table, because
2 it only helps us drive stronger and better for
3 the future.

4 But, again, one thing we did see as a
5 huge success is last year's business class pilot
6 or test market. When we did put the evaluation
7 in there we saw immediate savings.

8 We also, this year, are already
9 tracking to see our increase in our City Pair
10 fares go way up. So it is showing a positive
11 result by including those fares into our
12 evaluation and you will see that expanding in
13 FY19.

14 So I'm going to have Mary Morrison
15 come up and she's going to dive into some of the
16 details on some of the changes in the
17 solicitation. And up next we'll then have Jerry
18 Bristow and Jerry Ellis and then Corey will come
19 in, too, from the contracting side and give
20 specific details.

21 MS. MORRISON: Thanks, Lauren. So
22 we're going to start talking about the program

1 improvements. Mostly these are in the
2 significant changes attachment that was part of
3 the RFP, which is going to go into a little bit
4 more detail.

5 So, as we pointed out, we are lowering
6 the minimum passenger count to 40. This is the
7 number that we all agree that was still of value
8 for the program. Previous minimums included 50
9 for domestic and 70 for international.

10 And as Lauren hit on, we are almost
11 above 85 percent for awarded carrier market share
12 so we really want to drive the business into
13 these new markets that were previously open to
14 commercial markets and put it into a managed
15 position for the awarded carrier.

16 As you can see, we are almost above,
17 you know, 95 percent for segments that are
18 traveled by the government. That doesn't include
19 international point-to-point. So that means we
20 are capturing all but about 4 percent of what we
21 are able to solicit. Yes?

22 MR. COYLE: Mary, will we able to see

1 which markets are coming in as a result of the
2 lowered minimum?

3 MS. MORRISON: We can provide that.
4 We don't have it as part of the presentation,
5 but, yeah.

6 MR. COYLE: Okay.

7 MS. MORRISON: So, I mean, we can
8 provide it, but also in the attachments if you
9 filter it to anything between 50 and 40 and --

10 MR. COYLE: So the past counts will be
11 in there and we can just --

12 MS. MORRISON: Yeah, they're in the
13 attachments for the markets.

14 MR. COYLE: Okay, that's great.
15 Excellent. How many markets did it go up to or
16 increase as a result?

17 MS. CONCKLIN: About 2,000.

18 MS. MORRISON: Yeah, I think it's
19 about -- yeah, we'll go into a little bit of it
20 in the market discussion, we'll have some numbers
21 in there for you.

22 MR. COYLE: All right.

1 MS. MORRISON: I don't want to take
2 away from Jerry Ellis.

3 MR. ELLIS: Also, ladies and
4 gentlemen, if you ask a question please identify
5 yourself with your name and your airline or your
6 government agency. This is being transcribed.
7 Thank you.

8 MS. MORRISON: So, next slide. The
9 other initiative we brought forward is a new what
10 we are calling Group 3. So if you look in the
11 RFP there is a Group 1, a Group 2, and now there
12 is this Group 3 that is different from Group 1
13 and Group 2 because we have lowered the minimum
14 service requirements in this group.

15 So, you know, still the minimum
16 passenger count, but there's no circuitry, there
17 is no connection time, you only need the service
18 once a day, Monday through Friday domestically --

19 MR. ELLIS: Once a week.

20 MS. MORRISON: Or, sorry, yeah, once
21 a week. And then any time in international, and
22 you can service it any time. So we saw that the

1 government travelers are still flying these
2 routes. It's in the GDS, people are booking it,
3 so we wanted to see how it would play out under
4 the program getting those benefits.

5 MS. CONCKLIN: Yeah, and the airlines,
6 when we have had discussions, all of our one-on-
7 ones as well as our partnership meetings, they
8 seem very excited about this.

9 I mean, in our mind, it's a win-win,
10 and from the customer side they have also said,
11 hey, if there is only a flight one day a week and
12 that's all that flight services, we're okay with
13 that, we'll potentially schedule our meetings
14 around those flights, so I think this will be a
15 huge -- this is bringing up, like Mary had said,
16 almost at 96 percent of our solicited markets --
17 or our markets we travel are now soliciting.

18 So there's only a little bit further
19 we can actually go legally, because there's a
20 chunk those we can never touch. And so this
21 Group 3 has us all really excited, and on there
22 is the new markets listing.

1 MS. MORRISON: Yeah, I mean, it's over
2 a thousand. The evaluation is still -- it's
3 lowest price technically acceptable, like Group
4 2.

5 Yes, Tom?

6 MR. BILLONE: This is Tom Billone,
7 United Airlines. Any Jerry may be answering this
8 with his, but is, again, YCA, last seat
9 availability?

10 MS. MORRISON: Yes. So it's still
11 just a YCA _CA. It has all the components of a
12 CPP fare, the only thing is there's just a lower
13 minimum service requirements, the only
14 difference.

15 MS. CONCKLIN: Yeah, think of it like
16 a Group 2 that's always been out there except it
17 has a little different minimum requirements.
18 There is none, really.

19 So, Group 3 is confusing probably to
20 our customers. You know, the layman's term is we
21 were calling it just never solicited markets
22 really before.

1 There are some markets that are
2 falling in this that we've moved around the space
3 on service levels, but it's really like a Group
4 2. Just for purposes of bids it's going in Group
5 3 so it can be evaluated a little bit
6 differently.

7 MS. MORRISON: Next slide. So the
8 next initiative is something we tested out last
9 year in FY18. We started an international
10 business class test line items, is what we called
11 it last year.

12 So we took 12 markets, we put them in
13 the evaluation at a 15 percent weighted evaluated
14 factor, had to be in the bid to accept that
15 market. We saw good results from those 12
16 markets. We saw fair and reasonable pricing come
17 in compared to, say, a foreign carrier price
18 paid, so that was a good win for us.

19 So now that we are actually even
20 looking at the usage, in FY18, of those 12
21 markets, we have seen increase exponentially in
22 the _CB usage.

1 So from FY17 to Q1, which is through
2 December of FY18, we saw a jump from 18 percent
3 to 41 percent. So we also just saw _CB usage in
4 these markets go up overall in business class 7
5 percent as well.

6 So, you know, we want the compliance
7 to go up, that was the whole point of this test
8 line item discovery pilot and the only way for
9 our compliance to go up usually is to have fair
10 and reasonable pricing.

11 So this is a case in point where that
12 actually worked, so we definitely decided to
13 expand that to some additional markets in FY19.

14 We still wanted to have some value in
15 these markets, not just throw every, you know,
16 international business class that people are
17 traveling on into this line item.

18 So it's still in those longer flights,
19 U.S. to Asia, Africa, Australia. The market had
20 to either have 100-plus business segments or, the
21 total segments in that market, 15 percent of it
22 represented the segment count.

1 So, the same rules as last year, 15
2 percent evaluation factor. You have to have that
3 _CB fare in there, it's required, and the 7-day
4 auto cancellation is still applied.

5 And now, if there is no more
6 questions, I'm going to have Jerry Bristow come
7 up and get into more of the improvements.

8 MS. CONCKLIN: And traditionally
9 there's a lot of questions around these
10 definitions, so if there is confusion or clarity,
11 you know, let's discuss that now.

12 MR. BRISTOW: We only have one
13 microphone here so we're going to have to run
14 this around here. A popular microphone here.

15 But I want to talk about the
16 definitions and some changes in the definitions.
17 These are going to be critical, not only for our
18 carriers but also for our TMCs to follow through
19 on these. So, pay close attention to some of
20 these definition changes.

21 The first one we have here is going to
22 be the debit memo. And the emphasis on that is

1 the ticketing agreement is between the TMC and
2 the airline.

3 However, that still holds true in here
4 that no debit memo will be issued for churning
5 out a City Pair, YCA, _CA, or _CB fare. That's
6 the critical thing, though, that it's still about
7 the TMC agreements between the carriers and how
8 they issue the tickets and whether or not debit
9 memos will be charged.

10 We think this is more clear for you,
11 clear for our TMCs, and so that you understand
12 what your relationship is with the carriers under
13 your agreement. We're not privy to those
14 agreements that you have between the TMC and the
15 carrier, so we want to make sure that our
16 contract is clear.

17 The second one here is extended
18 connection. And you will see in here that we are
19 changing this, it used to be known as the
20 specific destination, however, we have changed
21 the term to actually state what it is, and it's
22 extended connection.

1 We are also increasing our maximum
2 connecting time from 300 minutes to 420 minutes.
3 This does not mean that we are extending our
4 connecting times longer. These are for markets
5 that passengers already travel for international.
6 We wanted to make sure that we included those
7 markets where passengers were traveling and their
8 connecting times were larger than the 300 minutes
9 and actually were going out to 420.

10 So we're not extending the connection
11 time, we're just bringing in those markets to
12 allow them to part of the requirements, okay.
13 George Coyle?

14 MR. COYLE: George with Delta. You're
15 still waiving the overall elapsed travel time
16 even though you have the extended connection?
17 Part of the formula will still favor the shorter
18 flight, perhaps, the non-stop?

19 MR. BRISTOW: Correct.

20 MR. COYLE: Okay. Consistent with
21 what we have had in the waitings?

22 MS. CONCKLIN: Correct.

1 MR. COYLE: Okay.

2 MR. BRISTOW: Correct, it was an
3 attempt to bring that market into the
4 solicitation. Okay.

5 MS. GULICK: Hello, this is B.J. on
6 the phone from DOI, I have a quick question.

7 MR. BRISTOW: Yes, go ahead.

8 MS. GULICK: On the definition on the
9 last line it says "compare churning," and it is
10 there by itself, was that a typo or is there more
11 to that?

12 MR. BRISTOW: No, there is another
13 definition for churning that is allocated for
14 that with the TMCs as well.

15 MS. GULICK: Okay. That's wonderful
16 that you are not doing debit memos for churning
17 and for those _CA fares. Thank you.

18 MR. BRISTOW: You're welcome. Next
19 one, please. The next definition is for last
20 seat availability. This is last seat
21 availability means as long as there is a coach
22 class inventory available to sell on the plane

1 the government traveler could purchase it at that
2 cost. That's last seat availability for YCA
3 fares.

4 We've attached a footnote in here
5 because we are seeing changes in the airline
6 industry with regards to what is coach class
7 inventory.

8 So we want to make sure that we
9 maintain the strength of the federal travel
10 regulation as it's defined for coach class, so
11 that our carriers know that no matter what they
12 name their certain classes of service, that it
13 still falls within this classification of coach
14 class service.

15 We're seeing different allocations
16 from different carriers as to how they name parts
17 of their coach class. You are seeing basic
18 economy, you're seeing comfort class, you're
19 seeing some other things that are coming out in
20 nomenclatures for coach inventory, but we want to
21 make sure that it's clear to our carriers that,
22 number one, we get last seat availability for YCA

1 and that we are able to purchase that.

2 MR. ELLIS: We have a question. Tom?

3 MR. BILLONE: This is Tom Billone from
4 United Airlines. I just want to clarify heavily
5 that that is related to inventory not seat
6 assignment.

7 So, like, we have economy-plus and we
8 may have seats available in the inventory but
9 you're not going to get an economy-plus seat at
10 the YCA price unless you are at the airport and
11 those are the only seats available for seat
12 assignment. I just wanted to clarify.

13 MR. BRISTOW: That is clarified and it
14 states in the definition "no reference to
15 specific seat assignment or choice," okay? This
16 is for inventory only.

17 Was there a question on the phone?

18 (No audible response)

19 MR. BRISTOW: Okay.

20 MS. CONCKLIN: I just want to dive a
21 little deeper on this, because we are seeing the
22 aircrafts, the number of seats, number of seats

1 for what is coach is different as far as, from
2 our perspective, you know, you have the premium
3 class seating, those number of seats are being
4 calculated as far as total inventory on that
5 plane.

6 Now, again, as Jerry is clearly
7 stating, we understand we're not for the YCA
8 going to get a premium seat, or we might, again,
9 you can show up and that's what's available and
10 that's what is handed over, it's not guaranteed.
11 But that, if there is a seat left on the plane,
12 one seat left in your inventory, it's available
13 for that YCA to go in there and get a seat on
14 that plane.

15 MR. BRISTOW: At that price.

16 MS. CONCKLIN: Correct.

17 (Off-microphone comment)

18 MS. CONCKLIN: Correct, yes.

19 MR. ELLIS: Tim, hold on.

20 MR. SWITZER: Tim Switzer, CWTSato
21 Travel. So, just curious, for international
22 flights where the carriers are introducing an

1 economy class but it's a premium economy in a
2 separate cabin. It's physically separate from
3 the rest of coach but it's still economy, so is
4 that YCA or is that not YCA?

5 MS. CONCKLIN: It's considered coach?

6 MR. BRISTOW: Premium economy at a
7 separate class is not considered coach. Premium
8 economy in a coach class of service is still
9 considered inventory --

10 (Simultaneous speaking)

11 MR. BILLONE: Okay. This is Tom
12 Billone from United. We had this discussion last
13 year or the year before. There was a big thing
14 about, is it a separate part of the airplane, if
15 it's divided by a curtain or some kind of
16 barrier, then that is not considered coach.

17 MR. BRISTOW: Correct.

18 MR. BILLONE: So if it's split off
19 it's not considered coach so it wouldn't get the
20 YCA. Am I correct in that?

21 MR. BRISTOW: Correct. As it states
22 here where the seat is located on the aircraft,

1 if you have a separate area that is not
2 considered the coach.

3 MR. BILLONE: Okay.

4 MS. CONCKLIN: But those are types of
5 discussions I think collaboratively we need to be
6 having as more and more changes are potentially
7 going down the road, because that does make a
8 difference when you start talking about passenger
9 counts at 10,000, 15,000, 20,000 passengers a
10 year. And right now the ways things are set up
11 based on the size of the aircraft, and that
12 basically means the number of seats on the plane,
13 that things are going to change.

14 This is where the partnership is
15 really critical because we need to stay on top of
16 that to ensure that we're going about the
17 evaluation that's accurately depicting what's
18 actually occurring at the time of booking.

19 MR. BRISTOW: Is there enough
20 inventory to take care of our volume, right.

21 MS. CONCKLIN: Yes.

22 MR. BRISTOW: Next slide, please. And

1 now we are going to go into the seat assignment
2 choice. See, we segue right into the next one.

3 And the change in this is that we have
4 the same access process as commercial customers
5 have in the same fare class of service, that's
6 what the main change is.

7 We want to make sure that for our YCA,
8 _CA, _CBs, that we have the commercial aspect in
9 that fare basis the same access to seat
10 assignments. We don't want to be targeted not to
11 get seat assignments. We don't want a number of
12 our passengers from different markets standing at
13 the gate waiting for a seat. We want our
14 travelers to come to the airport, ticket ready
15 and seat assignment ready as much as possible.

16 MR. BILLONE: This is Tom from United
17 again. I swear I wasn't going to say anything
18 today, but I just -- and I think clarification is
19 needed because based on the emails I get and some
20 of the complaints I get, so, when a commercial
21 person goes in and buys a ticket, if there is a
22 seat available in that classification, other than

1 the economy-plus, they can get that seat
2 assignment.

3 MR. BRISTOW: Or basic economy.

4 MR. BILLONE: Or basic economy. And
5 we don't want to talk about basic economy because
6 we got people, I mean there was a guy wearing ten
7 shirts and five pairs of pants and tried to get
8 on because he didn't want to pay.

9 So if the government person is buying
10 a ticket, purchasing a ticket, and there is a
11 seat available that would be available to the
12 commercial traveler, they would get that seat
13 assignment but they will not get economy plus
14 seat assignments unless they pay for it or unless
15 it is at the gate.

16 I need to make that perfectly clear to
17 the people on the phone, and others, because you
18 wouldn't believe the emails I get about that.

19 MS. CONCKLIN: And I think the other
20 important thing is what we are trying to explain
21 to the government agencies, is that when you get
22 a City Pair fare you are never required to pay

1 for a seat.

2 You will always get a seat eventually
3 assigned to you and you'll never have to pay for
4 a seat. And so we're buying a commercial
5 product, so every airline is a little bit
6 different on how they go about seating
7 assignments, and so we require the airline gives
8 us, the government, the same that they give
9 commercially, so it varies a little bit.

10 But I think the key is that your City
11 Pair ticket never requires you to pay for a seat.
12 Sometimes you choose to, and that's different,
13 but it never requires you to.

14 MR. BRISTOW: Pay for a seat
15 assignment, correct.

16 MS. CONCKLIN: Right.

17 MR. BRISTOW: And we tried to make
18 sure that the definition -- oh, Tim?

19 MR. SWITZER: Tim Switzer, CWTSato.
20 You know, I said the same thing as Tom, I was
21 just going sit and listen. But I'm struggling
22 with the piece up there that says "access" on the

1 first one.

2 I just want to make sure I understand
3 it. So I know there are airlines today that,
4 when booking Y class, the Y fare, commercial Y
5 fare, gives a greater level of access to seats
6 than the YCA fare does.

7 (Off-microphone comment.)

8 MR. SWITZER: Than the YCA does; not
9 the _CA, the YCA. Since we're talking seat
10 assignment, the seat assignment map for a
11 commercial Y fare opens up a greater range of
12 seat availability than the YCA fare does, and
13 that seems to conflict with what's happening
14 today.

15 MS. CONCKLIN: Correct.

16 MR. BRISTOW: Thus the clarification
17 in the definition: if, in the same class service,
18 Y class is providing seat assignments
19 commercially, and we have a YCA fare in a Y class
20 of service, we should have the same standard
21 access to seat assignments. That's what we are
22 asking for.

1 MS. CONCKLIN: So it's supposed to
2 mimic whatever is happening commercially for the
3 government in the same class of service.

4 MR. COYLE: George Coyle, Delta
5 Airlines. So we'll probably cover auditing a
6 little bit later. Well, my concern is for those
7 individuals who are authorized to charge the
8 additional leg room, in our case the Delta
9 Comfort Plus, on the government credit card.

10 When that's audited is that going to
11 be viewed as an overcharge, in which case we'll
12 get an NOC?

13 MR. BRISTOW: No, that's not an
14 auditable charge. That's a relationship between
15 the traveler and what they're trying to do and
16 whether or not they can get reimbursed or not.

17 MR. COYLE: Okay. Thank you.

18 MR. BRISTOW: They may use their
19 travel charge card, and if they are authorized
20 for additional room based on whatever kind of
21 exception that they have, that's fine. If they
22 are not then they have to pay their own.

1 Next slide, please. The definition
2 for domestic composite fare price evaluation this
3 year, we are matching, it actually turns out this
4 way, our weighted value for YCA/_CA is actually
5 matched as we do internationally.

6 So we are looking at a composite fare
7 for a weighted value of 40 percent for YCA and 60
8 percent for _CA this year. That's a flexible
9 change we've done every year.

10 As we see our government travelers
11 utilizing _CA more we'll place more emphasis on
12 that, or if they are using more YCA we place more
13 emphasis back. So that's a floating thing and
14 we're at 40 weighted value for YCA and 60 for
15 _CA. Any questions on that?

16 (No response)

17 MR. BRISTOW: Next slide, please.
18 Again, here we have an evaluation factor for
19 award in Group 1, Subfactor 2, average elapsed
20 time.

21 We've changed the additional point
22 values. Last year point values were equated to

1 50 percent additional points. Those are being
2 changed to 40 additional points based on what we
3 see in the nonstop service versus price. Okay,
4 any questions on that?

5 (No response)

6 MR. BRISTOW: And that's nonstop
7 service when compared to a carrier with
8 connecting or direct service. Nonstop will
9 receive 40 additional points instead of 50 like
10 we had last year.

11 Is there a question on the phone?

12 (No response)

13 MS. CONCKLIN: If you're on the phone
14 listening in I suggest muting your phone until
15 you are ready to have a question so there's no
16 background. Thank you.

17 MR. BRISTOW: Next slide, please. The
18 next slide is going to get into the audits
19 language. And we'll flipflop back and forth
20 here. Danielle, can you show me the next slide
21 here?

22 Here is all the changes in the audits

1 language, okay. Now, I'm going to break that
2 down for you as we have four different changes in
3 the audits language here.

4 So as we break it down, number one is
5 the audits authority to audit and to operate. So
6 that's what number one area states, and we'll
7 flipflop back. The government shall conduct
8 audits, that's what that one is about, okay, and
9 it is their authority to audit.

10 Number two here, the government
11 reserves the right to issue overcharges whenever
12 the lowest fully refundable coach fare or
13 business class fare is greater than the
14 applicable awarded contract fare.

15 That advises when a notice of
16 overcharge will be issued: for airfares higher
17 than the YCA contact fare for the same class of
18 service when booked through the proper booking
19 channels and proper payments are used.

20 MS. CONCKLIN: So the clarity I think
21 we need to get into is when you go outside the
22 booking channels to book a fare, the agency goes

1 out, let's say it goes to an airline direct
2 website and books, that's not an approved booking
3 channel, meaning that that fare is not to be
4 audited. That's an approved booking channel that
5 traveler has taken, their approving official that
6 approved it, that's not the airline's fault for
7 that happening.

8 MR. BRISTOW: And a proper form of
9 payment, I guess.

10 MS. CONCKLIN: Correct.

11 MR. BRISTOW: For mandatory use.

12 MR. COYLE: George with Delta. The
13 other question I have to that is, when that's
14 being audited, it's an apples to apples. So you
15 are looking at a fare that may have a service or
16 fees attached to any changes or refunds, so that
17 wouldn't be a like fare base in terms of
18 auditing.

19 MS. CONCKLIN: So you are saying
20 potentially the SmartPay card w coming through is
21 showing a fare of, let's just say, \$100 and in
22 that \$100 has fees wrapped into it?

1 MR. COYLE: Yes.

2 MS. CONCKLIN: So it looks like it's
3 potentially --

4 MR. BRISTOW: It's the base fares,
5 it's based on the base fares.

6 MS. CONCKLIN: Yeah, based on the base
7 fares.

8 MR. BRISTOW: But it's not on the
9 change fees, cancellation penalties, or any
10 associated fees.

11 MR. COYLE: Okay.

12 MR. BRISTOW: It's based on the base
13 fare.

14 MR. COYLE: Base fare only?

15 MS. CONCKLIN: Yes, because we know,
16 we understand fees can change, airport fees,
17 everybody's fees can change.

18 MR. COYLE: Okay. Thank you.

19 MR. BILLONE: This is Tom again from
20 United. This may sound like a stupid question,
21 and it probably is, but say we have a fare sale
22 where somebody decides, for whatever reason, to

1 buy that fare that's higher than the YCA. Now,
2 basically that's a restricted fare because it's
3 only being able to be purchased during a certain
4 period of time, okay? How is that going to be
5 handled, because it's going to be higher than the
6 YCA --

7 MR. BRISTOW: Why?

8 MR. BILLONE: Well --

9 MR. BRISTOW: Why would he buy it?

10 MR. BILLONE: Hey, I've been doing
11 this 14 years, the stuff that happens I don't
12 understand either, you know.

13 MR. BRISTOW: Where did he buy it?

14 MR. BILLONE: Right.

15 MR. BRISTOW: Where did he buy it?

16 MR. BILLONE: Okay, say he bought off
17 of the -- on his online booking tool.

18 MR. BRISTOW: On a government-
19 authorized online booking tool?

20 MR. BILLONE: Yes.

21 MR. BRISTOW: He shouldn't get that
22 fare.

1 MR. BILLONE: Well, obviously.

2 MR. BRISTOW: Yes.

3 MR. BILLONE: I'm just saying.

4 MR. BRISTOW: That is auditable, you
5 know it, we know that.

6 MR. BILLONE: Right. But if it comes
7 back to us as auditable then it's not our fault
8 that this person -- first of all, it's a
9 restricted kind of fare because it's restricted
10 based on the length of time it's being sold.

11 Okay, now this is getting into a
12 hypothetical, but I can see this happening. I
13 mean, I've seen all sorts of things go on and,
14 you know, you're scratching your head and going
15 why did they do this.

16 MR. BRISTOW: The government is still
17 due its money back. It can't be higher than the
18 YCA fare.

19 MR. BILLONE: Even if it's a fare that
20 is only being sold for an hour?

21 MR. BRISTOW: Yes, right.

22 MR. BILLONE: Okay.

1 MR. BRISTOW: Okay, number three. Oh,
2 are we done with two?

3 (No response)

4 MR. BRISTOW: Okay, number three,
5 please. The government reserves the right to
6 issue overcharges whenever the fare charged is
7 greater than any unrestricted lower fully
8 refundable fare offered by the contract carrier
9 to the general public, okay?

10 And I think that answers that last
11 question here for Tom. So if the awarded carrier
12 has a lower unrestricted commercial fare, the
13 carrier will adjust their fares down to that YCA.
14 Or, if you had an unrestricted fare for a certain
15 period of time that was lower than the YCA fare,
16 you should reduce that YCA fare down to that
17 point. And we've done that before.

18 MR. BILLONE: And I understand what
19 you're saying, but basically you are saying if
20 the fare drops for an hour we've got to drop our
21 YCA for an hour. This doesn't make sense.

22 MR. BRISTOW: You have your dates.

1 You come out and you say, here's the dates that
2 fare was existence, it was shut off the next day,
3 day three we can't come back and audit you for
4 that.

5 We'll only audit you within those date
6 frames that you offered that lower fare for the
7 unrestricted fare. We can continue to have
8 conversations on this.

9 I'm trying to clarify where we are
10 trying to clarify the language here for you.

11 (Simultaneous speaking)

12 MR. BILLONE: I'm thinking we have
13 some issues here.

14 MR. BRISTOW: Well, there's going to
15 be hypotheticals. I would rather deal with
16 specifics and not think about --

17 MR. BILLONE: When you get to
18 specifics I'll let you know.

19 MR. BRISTOW: Well, we do, and I think
20 we're moving along this way here that is going to
21 be compatible to your fare structure, to when you
22 offer fares, and when we get our refunds back,

1 okay.

2 MR. BILLONE: Okay. And I'm trying to
3 get, I guess, a definition. I guess I'm trying
4 to get a definition of unrestricted, because to
5 me that fare is restricted if it's only being
6 able to be purchased under certain hours.

7 To me, that is a restriction. Now,
8 you may not look at that as a restriction, but I
9 do.

10 MR. BRISTOW: I would say, based on
11 hours of when they could purchase it, that would
12 -- we are looking at the price, whether or not
13 it's higher than the YCA or not at that time.

14 MR. BILLONE: Okay.

15 MR. BRISTOW: If it's lower we have no
16 issue.

17 MR. BILLONE: Oh, I understand.

18 MR. COYLE: George with Delta. I
19 think we also need to look at the terms, because
20 it would be a restricted ticket if there was a
21 fee associated with refunding it, whereas the
22 government fares have full flexibility of a

1 complete refund, no change fees, et cetera.

2 But if there is a commercial fare out
3 there that is somehow lower that has a fee
4 associated with a refund or a change then that's
5 not a comparison here, correct?

6 MR. BRISTOW: Correct. But we are
7 also working with our TMCs, our online booking
8 engine providers, that we are looking at changing
9 configuration so that we can see those fares when
10 they come up, and we have the opportunity to
11 purchase those as well.

12 It's a combination of us working
13 together in all of these so that we don't run
14 into some of these extended situations that we
15 have had before.

16 MS. CONCKLIN: And working with our
17 booking engines to ensure the display is easy to
18 understand for the traveler. I mean you've got
19 potentially 70 percent of travelers traveling
20 once maybe twice a year so it is important that
21 they are able to go into the system, easily
22 understand what they are booking, what fare they

1 are booking, as well as the approving officials
2 going in to approve.

3 So it's kind of a very big effort
4 across the board to ensure that there is a clear
5 understanding of what they are booking and also
6 the rules when it comes to, after they book what
7 is auditable and what is not, but we are working
8 closely with the booking engines.

9 MR. BRISTOW: Any other questions on
10 number three?

11 (No audible response)

12 MR. BRISTOW: Going to go to four.
13 Number four provides an option for the carriers
14 to work with audits, our audits department, to
15 offer an automated refund process for expired
16 tickets, for unused tickets.

17 So when that ticket becomes expired
18 that they can look at that and say, okay, here is
19 an unused ticket that was never utilized,
20 residual value was never taken throughout the
21 course that that ticket was valid, and that this
22 is an option for the carriers to work with our

1 audits department and set up an automated process
2 to issue unused ticket refunds when the ticket
3 expires.

4 Government agencies still have the
5 ability to submit for refunds for a valid ticket,
6 obtain that money back into their government
7 coffers, into the organization's financial areas,
8 but once they expire it falls into a different
9 category.

10 MS. CONCKLIN: To clarify, all City
11 Pair fares are fully refundable.

12 MR. BRISTOW: All City Pair fares are
13 fully refundable.

14 MS. CONCKLIN: Correct. And as far as
15 when they go outside City Pair the commercial
16 agreements apply as far as responsibility,
17 different things --

18 MR. BRISTOW: Right.

19 MS. CONCKLIN: -- between the airlines
20 and those TMCs.

21 MR. BRISTOW: We are also working for
22 the past year a travel handbook with our audits

1 department to get that updated according to these
2 changes in the language.

3 This is also for our TMCs as well as
4 government agencies on what they should be doing
5 to process through unused tickets. We have an
6 used ticket working group with our carriers, our
7 TMCs, and government agencies, and as we work
8 through those issues on unused tickets and
9 refunds, we'll be able to update that handbook as
10 well.

11 So that's a living document but we
12 want to get this updated as soon as possible with
13 this new language under the City Pair Program so
14 that come October 1st, or come time for the final
15 solicitation to come out, that passenger travel
16 handbook is updated to the proper language, okay.

17 MS. CONCKLIN: But just to clarify,
18 City Pair is not responsible for unused tickets.
19 That is the --

20 MR. COYLE: That's the traveler's --

21 MS. CONCKLIN: -- traveler working,
22 either the TMC is acting on behalf of the

1 traveler or the traveler itself working with the
2 airline.

3 MR. COYLE: Thank you.

4 MR. BRISTOW: Yes.

5 MS. CONCKLIN: Just to clarify.

6 MR. BRISTOW: Any other questions?

7 (No audible response)

8 MR. BRISTOW: Who is next up?

9 MS. CONCKLIN: I believe it is --

10 MR. GERST: Me.

11 MR. BRISTOW: Corey Gerst. Thank you
12 all very much.

13 MR. GERST: Thank you. Good
14 afternoon. So I want to start off by
15 apologizing, I am recovering from what I think is
16 the Plague, so if I cough or whatever you'll know
17 why.

18 I also want to introduce myself. That
19 will be I guess on our first update. I was not
20 here last year but I was brought on up last
21 October, actually the October before, in 2016, to
22 serve as the team lead and contract specialist,

1 contracting officer I should say, for the City
2 Pair Program and just last October, I finally
3 received my warrant and have kind of taken the
4 helm as a CO.

5 I am very pleased to introduce my
6 specialist, Andrea. Andrea started in October
7 and is just phenomenal. Hopefully you have each
8 gotten an opportunity to work with her or
9 correspond with her.

10 But I want to start off by just
11 mentioning that Andrea and I will be the main
12 points of contact for any contractual or
13 solicitation-related questions, please make sure
14 you funnel them through Andrea and myself.

15 Another update I wanted to mention is
16 any type of amendments or updates that we make to
17 the RFP will be disseminated through the Federal
18 Business Opportunities, or FedBizOpps website.

19 About two hours ago I would say, I
20 posted Amendment 1 to the draft RFP. Mr. Ellis
21 will get into that a little bit more in a later
22 slide to kind of give you a crux of what it was,

1 so I won't steal his thunder on that one.

2 But, yes, so I am here and hopefully
3 my name sounds familiar to most of you. Next
4 slide, please. So I want to go over the key
5 solicitation requirements.

6 The first one I wanted to discuss was
7 the significant changes. The significant changes
8 portion was something that was sort of introduced
9 I believe two years ago by Kwanita.

10 We provided sort of a crosswalk year-
11 on-year to highlight some of the changes. I felt
12 that as this evolved it became more granular and
13 went from sort of being a highlight reel to
14 Cliffs Notes, or at least it was perceived as
15 Cliffs Notes, which was of great concern to me
16 because when we reach September on this contract,
17 we are not extending the contract via option
18 year.

19 We are actually implementing an
20 entirely new contract and I want everyone to be
21 of the mind to view it as such. These are
22 different requirements each year. They are not

1 extensions of the previous year.

2 So I want everyone to know that we
3 need to really look at the entire RFP, it's 123
4 pages, and the attachments. That is our
5 requirement.

6 For us to kind of give you a crosswalk
7 identifying year-on-year changes it's just, it
8 would be insane so I really would advise everyone
9 to certainly look at the attachment that we
10 provided, which was Attachment 8, that was,
11 again, identifying I believe, ten significant
12 changes, but also review the document in its
13 entirety because that is the 2019 requirement.

14 We have a question, so give me one
15 second.

16 MR. COYLE: George with Delta
17 Airlines. Corey, I appreciate where you are
18 coming from. It is incredibly helpful to have
19 the outline that shows the changes and draws
20 attention to the specific areas.

21 We can easily go in and look at those.
22 Absent that, it forces us to send the entire

1 agreement through our legal department and
2 reviewing it sentence by sentence to make sure
3 there is clarity and questions answered, and that
4 would require an extension in the timeline to
5 complete the RFP for all of us, I think.

6 MR. BILLONE: This is Tom from United.
7 Given what happened to our CEO a few years ago,
8 our legal department looks over the solicitation
9 with a fine-toothed comb.

10 However, it is most helpful that you
11 have highlighted in the solicitation or in a
12 document such as we got later on what those
13 changes are and my legal people are going to go
14 look through, and they go through the FARs, they
15 go through everything that's in there, but again,
16 highlighting some things, because one word may
17 change the whole structure of a definition.

18 Just to put in definitions have
19 changed, which ones, you know. How hard is that
20 to just lay that out, that's our contention I
21 offer. That's the way we feel.

22 MR. GERST: That's fine. I certainly

1 appreciate and welcome the feedback and as you
2 can see, based on the feedback we received, a
3 concession was made and we did provide you a
4 crosswalk.

5 What I am trying to I guess express
6 here is it will not be an all-inclusive list, so
7 it is incumbent upon each carrier. We certainly
8 will give you the highlight reel, which is what
9 this is, but notice it says significant changes;
10 it doesn't say all changes.

11 So it really behooves everybody that
12 is an interested party in this contract to read
13 through it, and we collectively, the procurement
14 team, the PMO, and our lawyers vetted the
15 document and came up with the significant changes
16 list.

17 We will continue to provide the
18 crosswalk. However, again, it is incumbent upon
19 each interested party that wants to participate
20 in the City Pair Program to review the document
21 in its entirety and respond.

22 MS. CONCKLIN: And just to clarify, I

1 think what we are trying to say is there could be
2 a chance something small or minor was not put in
3 the significant change section.

4 We're trying to just go on the record
5 and state you are still responsible for reading
6 the entire RFP in case something is missed, but,
7 again, that significant change section we do, we
8 will continue to provide it because we use it
9 internally, too, to showcase to our team and
10 management what has changed, but there could be
11 some little one-offs, so just on the record
12 stating don't take that as the end all be all
13 going forward, but to read it.

14 MR. GERST: Thank you. Any other
15 questions on that?

16 (No audible response)

17 MR. GERST: Again, we are trying our
18 best to work with you guys. So for Section C,
19 again, this is just going through the key
20 solicitation requirements.

21 Section C is our technical portion.
22 You get the scope of the City Pair Program here,

1 the mandatory and non-mandatory users, the
2 exemptions, or exceptions to the mandatory user
3 requirements, and a host of other technical
4 portions for this requirement.

5 This is also where you are going to
6 find a lot of information on the new Group 3 so
7 please take your time to look through that
8 document again.

9 The crosswalk we provided is going to
10 give you some of the information on the Group 3
11 but there is just so many different -- because
12 it's an entirely new group there is a lot of
13 different sections where Group 3 has been added
14 so we just ask that you look through it. Any
15 questions on that?

16 (No audible response)

17 MR. GERST: Awesome. Section H is
18 Special Contract Requirements. Here, for
19 example, we will kind of go over DoD's special
20 requirements, like the air quality and safety
21 requirements or the Civil Reserve Air Fleet, CRAF
22 Program.

1 Section J.1 is where we provide a
2 proposal checklist. It itemizes all the
3 documentation that everyone needs to compete.
4 First and foremost would be SAM, or the System
5 for Award Management.

6 We ask you to just be mindful of your
7 SAM registrations and make sure that they are
8 current and up-to-date. We can't issue you an
9 award or even a modification if your SAM has
10 expired, so please keep an eye on that.

11 I try to give carriers a heads-up if
12 I catch that it is coming due. Andrea and I will
13 certainly do our best to give you a heads-up if
14 you need to renew it. Looks like we got a
15 question.

16 MR. BILLONE: You don't need to bring
17 that back. On SAM, okay, I keep being hit by my
18 attorney that SAM no longer requires a DUNS
19 number, and you guys still do, is that true?

20 MR. GERST: I believe you need a DUNS
21 number to participate in SAM.

22 MS. CONCKLIN: Yes.

1 MR. BILLONE: That's what I thought,
2 but my lawyer keeps saying they are doing away
3 with it.

4 MR. GERST: I can look into that, yes.

5 MR. BILLONE: Could you, please, so I
6 can get back to her and say she's wrong. I
7 didn't say that.

8 (Laughter)

9 MS. CONCKLIN: From what I know that
10 is required. That's the only tracking that they
11 are certified.

12 MR. BILLONE: You absolutely --

13 MS. CONCKLIN: Yes.

14 MR. BILLONE: -- but I read in other
15 places, too, that the DUNS numbers are not going
16 to be required to allow the contracts anymore, so
17 --

18 MR. GERST: It seems unlikely but we
19 will look into it and see what we can see on
20 that.

21 MR. BILLONE: Thank you. So I have
22 something to come back with.

1 MR. GERST: Absolutely. So please
2 make sure when you are submitting your proposals
3 to us that all the required documentation that we
4 have identified in Section J is completed.

5 We also provide email addresses for
6 the individuals that you need to send your
7 electronic submissions to in that section, which
8 is going to be me, Andrea, and On the Go!.

9 And then an example of what I mean by
10 the electronic submissions would be the SF-1449,
11 which is your signed contract and the submission
12 of the other documentations that are identified
13 in Section J.

14 Section L is another area of the RFP
15 I wanted to call your attention to. It is where
16 you will find your instructions on what you are
17 submitting and how to submit it.

18 It is also where we have our
19 submission dates. The dates are identified there
20 now as estimates and, again, like everything it's
21 subject to change, and the final dates will be
22 provided with the final release of the RFP.

1 And the final bullet on here is the
2 subcontract plans. A lot of you have already
3 done them. Just please make sure that you submit
4 a clean copy of the plan with your proposal and
5 if there is a new offer looking to compete this
6 year, please complete the package, if it is
7 applicable. If you are a small business, you
8 don't need to complete one, and submit that with
9 your proposal.

10 Next slide, please. All right, so we
11 afforded everyone an opportunity to submit draft
12 RFP questions. The deadline is tomorrow at 4:30
13 p.m.

14 Please submit them to myself, Andrea,
15 and On the Go! and I am hoping to have the
16 responses posted to FedBizOpps on Friday,
17 February 2nd. Depending on the number of
18 questions we get, obviously, that date is subject
19 to change.

20 But just keep in mind that in addition
21 to today we are also going to be affording
22 everyone an opportunity to ask questions once the

1 final RFP is released as well.

2 So we are giving as many opportunities
3 as we can to get feedback and questions from our
4 industry partners.

5 The other thing I want to mention is
6 to please make sure you are continually
7 monitoring the FedBizOpps website for any
8 updates, amendments, et cetera, because that is
9 where the information will be disseminated so
10 everyone sees it at the same time.

11 Next slide. All right, so let's talk
12 about COPS. In the draft solicitation we
13 provided the Fiscal Year '19 user manual for
14 COPS. We recommend that you go in it and
15 familiarize yourself with the system and
16 especially if you have new users.

17 Andrea has reached out to all of the
18 carriers to ask for who their FY19 users will be
19 and as of today provided usernames and passwords
20 to everyone.

21 The test environment, as you can see,
22 will be opening this coming Monday, the 29th, and

1 will close on February 2nd. Again, it's a test
2 environment. What we'd recommend you do is take
3 your FY18 offers and try uploading them in the
4 test environment just so you can --

5 MR. ELLIS: They won't match up with
6 item numbers.

7 MR. GERST: I'm sorry?

8 MR. ELLIS: They won't match up with
9 item numbers.

10 MR. GERST: Okay. For those of you
11 that didn't hear, they will not match up with the
12 item numbers. But please play around with the
13 system and just become more comfortable.

14 It also helps us identify any
15 vulnerabilities or errors or issues that we may
16 have with the system. Jerry Ellis is going to be
17 the point of contact, Andrea is going to be
18 working in conjunction with Jerry as well, so you
19 can reach out to either/or if you have any
20 questions or concerns.

21 And if there is any new offers that
22 may be dialed in or here today that are looking

1 to participate in the Fiscal Year 19 requirement
2 please get in touch with Andrea so she can
3 provide you with a username and password for
4 COPS.

5 So for Group 1, COPS, we anticipate,
6 again these are all anticipated dates, we
7 anticipate it will open on Monday, February 12th
8 and close on Friday, March 16th.

9 For Group 2 it will open on March 19th
10 and close on April 6th. Group 3 open on Monday,
11 April 9th and close on Friday, April 13th. Any
12 questions here?

13 MS. CONCKLIN: Just to reiterate, we
14 highly recommend in the test environment, even if
15 you are not a newbie and you have done this a
16 million times, to go in there and just test and
17 upload something and ensure it sticks.

18 MR. BRISTOW: We do have these close
19 dates; that doesn't mean wait till the close
20 date. We are giving you that opportunity to
21 present your bids through that time period so
22 please use that time to get it in in case there

1 is any issues or whatever we might run into, we
2 can correct those before that close date comes
3 up, okay. Thank you.

4 MR. GERST: Next slide, please. Okay,
5 so here is our tentative milestone schedule. The
6 final release of the RFP is anticipated to be
7 disseminated on February 16th, so mid-February.

8 Again, we went through when the Groups
9 1 to 3 would close. The special board initial
10 review we are anticipating will be mid-April, the
11 special board final review we anticipate will be
12 late May, and the award will be mid-July.

13 I am looking at Lauren as I am saying
14 this, so I will make that happen. Questions on
15 that?

16 (No audible response)

17 MR. GERST: All right.

18 MS. CONCKLIN: And just why we are
19 laughing is for me that mid-July really does help
20 the federal travelers get the fares in, get
21 loaded and be able to get them booked and take
22 advantage of potential _CAs and other fares, and

1 so we have shown that timeline, this year we are
2 not changing it, moving it up, we're keeping
3 consistent pretty much with last year pretty
4 well.

5 So it worked, we saw success, so we
6 would like to continue that. So we very much
7 track and I am kind of, I am like white on rice
8 with Corey on that.

9 MR. GERST: Yes. So that's our target
10 and I am committed to hitting it so we should be
11 good to go with that.

12 Next slide. Okay, next slide. We're
13 going to start discussing the significant
14 changes.

15 So in an effort to avoid redundancy,
16 Jerry was kind enough to go through a lot of
17 this, the definitions, the market requirements.
18 All of that was, everything you see here was
19 provided and identified in Attachment 8 that was
20 uploaded to FBO, so hopefully all of what we have
21 shared this afternoon should seem familiar to you
22 guys.

1 So let's move down to H.2. We updated
2 the RFP this year to include -- yes? There is a
3 question.

4 MR. VAN PELT: Yes. This is Manny Van
5 Pelt from Health and Human Services and I am
6 sorry for throwing this question on the table, I
7 just didn't know what was the correct insertion
8 point for this.

9 But what we are talking about, before
10 we go over the requirements and everything that
11 Jerry has laid out, I just want to ask this in
12 general, and forgive me if I am talking out of
13 school on this, would GSA be amenable to the
14 vendors proposing model features or offerings to
15 the City Pair Program that the vendors might feel
16 would benefit the government, such as like making
17 CPP fares available in a way that like frequent
18 flyers, points to be used for seating upgrades
19 through the ETS or through the vendors' airline
20 applications?

21 MS. CONCKLIN: I'm not sure I
22 completely understand the question. Is it that

1 as benefits like --

2 (Simultaneous speaking)

3 MR. BRISTOW: From what I am
4 understanding some of their added benefits, like
5 a frequent traveler type upgrade-ability and
6 things like that, that's already allowed from the
7 carriers and that is allowed under the Federal
8 Travel Regulations, but that is on the individual
9 basis.

10 It depends on their level of stature
11 in their frequent flyer program. So, yes, that
12 is available as an amenity but it's not something
13 that we put under the City Pair contract.

14 MR. VAN PELT: Okay. So I just wanted
15 to kind of throw that out there, is if the
16 airlines, they have to great ideas and such, if
17 they throw something out there in their
18 proposals, you know, that would be an add-value
19 type thing that wouldn't necessarily be rejected
20 when the proposals came in.

21 MR. BRISTOW: Yes, because not all
22 carriers supply the same added benefits, we want

1 to make sure that contractually they are in
2 compliance with our requirements and anything
3 else that they provide on an individual basis
4 travelers are able to take that into
5 consideration.

6 MS. CONCKLIN: And it's an equal
7 playing field from an evaluation standpoint so
8 that is why it is very clearly outlined, and
9 Corey is the expert with the contract, but as far
10 as what goes in there contractually from
11 evaluation, it is a fair playing field for all
12 carriers.

13 MR. GERST: Yes, I'm not sure if
14 everybody --

15 (Off microphone comment)

16 MR. GERST: Okay, I guess you can hear
17 Lauren.

18 MS. CONCKLIN: Okay.

19 MR. GERST: Moving on is we updated
20 the Section H.2 of the RFP. The Transportation
21 Security Administration no longer falls under the
22 Department of Transportation.

1 However, the applicable rules,
2 regulations and provisions that come out through
3 the Transportation Security Administration are
4 applicable to CPP.

5 So we sort of corrected that this year
6 and included again the applicable rules,
7 regulations and provisions of TSA. Any
8 questions?

9 (No audible response)

10 MR. GERST: Next slide. We also this
11 year, and this actually came up throughout the,
12 just a couple months ago as far as what the
13 ordering period was for the FY18 contract and I
14 noticed, short of the period of performance, we
15 really did not address that.

16 So this FAR clause you see here,
17 52.216-19 is actually a required clause for
18 requirement contracts, which is what the City
19 Pair Program is.

20 It establishes what the ordering
21 period shall be for this FY19, which, again, is
22 just the period of performance. We have it

1 ending on September 30, 2019 because, short of
2 some kind of a delay on our end, we are not going
3 to probably exercise an option period to extend
4 by a month or two.

5 We are ideally going to be putting in
6 the new contracts so we envision everyone
7 ordering off the, I can't believe I am saying
8 this, but the FY20 contract at that point.

9 Questions?

10 MR. BILLONE: Tom from United. A
11 point of clarification on this, so the new fares
12 go in place October 1st, right, so say a traveler
13 is leaving on September 25th and coming back on
14 October 10th, so they are buying it under the old
15 contract, are they eligible, and this is a
16 question that comes up quite a bit, are they
17 eligible to use the old City Pair, I didn't think
18 so, but, again, you might need to just say that
19 it is for travel --

20 MS. CONCKLIN: It's not when you book,
21 it's for travel.

22 MR. BILLONE: Right.

1 MS. CONCKLIN: So it's based off of --
2 (Simultaneous speaking)

3 MR. BILLONE: So if they are coming
4 back after October 1 they'll have the two
5 different fares?

6 MS. CONCKLIN: They're getting two
7 different fares. Yes, potentially two different
8 carriers, potentially two different fares, so
9 that is more of an issue with the traveler and
10 the agency from a financial standpoint, make sure
11 they are using whatever funding code, but
12 whenever they go in there and book they are
13 booking one off of the one fare for the FY, let's
14 say '18, and then the following one for the next
15 year, for FY19 but the FY19, they have to be
16 careful what they are booking because if you, if
17 the fares, A, aren't loaded yet, that City Pair
18 fare is not in there for FY19 and can be
19 confusing.

20 So that's one of the things we do work
21 a lot with the agencies and our TMCs to make them
22 understand that the traveler needs to know what

1 they are going in to book, because, yes, there is
2 two fares, two different contracts that are
3 signed.

4 Again, it goes back to the -- yes,
5 when it gets awarded, when it is loaded, but, you
6 know, you do have a lot of travelers who know
7 that they are going somewhere once a month at the
8 same time and they go in at the end of the year
9 and go in and book it, so that last flight they
10 really have to wait, or at least they can book
11 the one way and get that done and then wait for
12 the return flight.

13 MR. BILLONE: The only reason I bring
14 that up is some of the state contracts, say
15 travel through a month after the expiration,
16 whatever, they provide a 30-day window for
17 travel. So being purchased by September 30th and
18 travel by October 30th, it's not --

19 (Simultaneous speaking)

20 MS. CONCKLIN: Yes, federal doesn't do
21 that, and there is also different reasons for
22 funding purposes and such and approval process,

1 so, yes, it -- Yes.

2 MR. BILLONE: Right.

3 MR. GERST: Next slide, please. Okay,
4 so now I want to talk about some updates we made
5 to the evaluation criteria in Section M.5
6 regarding tradeoffs.

7 I wanted to call everyone's attention
8 to FAR 15.101-1(a) which basically stipulates a
9 tradeoff process is appropriate when it may be in
10 best interest of the government to consider
11 awards to other than the lowest price offer or
12 other than the highest technically rated offer.

13 So with that in mind in FY19 we sort
14 of revised the tradeoff language for the E&F
15 markets where we had a lower passenger counts and
16 we did that because in those markets we felt that
17 price is going to be given more consideration.

18 There are small passenger volumes in
19 some markets. It may be in the government's best
20 interest to consider a connection flight when
21 there is a non-stop flight available as well, so
22 we will be paying mind to price in those E&F

1 markets.

2 Again, it is going to be a business
3 decision that the government makes and we do,
4 again, per the FAR, reserve the right to do so if
5 it makes business sense for the government to
6 proceed accordingly.

7 We also revised the descending order
8 and relative importance of the tradeoff factors.
9 Not really too much of a change. The first and
10 the most significant one was the non-stop service
11 for both last year and this year.

12 Both last year and this year
13 additional flights was number two. Average
14 elapsed time remains number three. It's with
15 number four that we sort of move things around.

16 So in FY18 number four was full jet
17 versus propeller, turbo prop, regional jet. For
18 FY19 we have changed that to capacity volume in
19 Group 1.

20 And the fifth, in descending order of
21 importance from last year, was the capacity
22 volume in Group 1, which, again, has moved to

1 four in FY19 and the full jet versus propeller,
2 turbo prop, regional jet, was moved to five.
3 Baggage fee consideration remains number six.

4 So hopefully I confused everybody in
5 the room, but if not let me know.

6 (No audible response)

7 MR. GERST: Cool. Next slide, please.

8 I just want to finish by saying that the Group 2
9 and 3 will be evaluated based on lowest price
10 technically acceptable and Group 1, again, will
11 be using best value tradeoff.

12 All three groups, one, two, and three,
13 the pricing must be determined fair and
14 reasonable before being selected for award. And
15 with that said I am going to hand it off to
16 Lauren to discuss market selection and market
17 information. Thank you very much.

18 MS. CONCKLIN: So before Jerry Ellis
19 comes up I just wanted to highlight this to me is
20 just a very exciting slide and I think it really
21 shows the progress that City Pair has been making
22 over the last few years.

1 So we are up to over 12,000 markets,
2 almost, for solicitation. The government we know
3 flies in about roughly 65,000 markets, but that
4 from 12,000 to 65,000 is a very small
5 representation of actual segments, the more
6 onesies and twosies.

7 Like we mentioned we are at about
8 \$2.58 billion of spend and we're at 85 percent,
9 almost 86, between 85 and 86 percent of total
10 spend.

11 Lowering our passenger count this year
12 to 40 that is an estimated another \$59 million
13 we're going to bring into our managed spend,
14 which is phenomenal, and for the business class
15 adding that and then going out to about 57
16 different additional markets that we are looking
17 at around \$64 million of additional spending
18 brought in, and then Group 3 is looking at about
19 \$83 million in spend.

20 So for the airlines these are dollars
21 that you can take back and actually use and show
22 what we are looking at managing now. It's also

1 from a market-share perspective we can go in and
2 actually look at, too, and you can use that to
3 your advantage with your companies and such as
4 far as when looking at bid prices and what you
5 present.

6 Again, while the government, and we
7 understand we are a large chunk of business for
8 the airlines, but we also, we need you just as
9 much you need us, and so we really appreciate the
10 partnership we have had over these years.

11 And I am just very proud of what our
12 partnership has brought us to today and where we
13 have gone and hopefully only continue to go. So
14 thank you all the way around.

15 But the next slide I think we're going
16 to get into actual markets.

17 MR. ELLIS: Yes.

18 MS. CONCKLIN: Yes. And so I am going
19 to have Jerry Ellis our market guru come up and
20 kind of break it down for you guys in hopefully
21 layman's terms. Thank you.

22 MR. ELLIS: Thank you, Lauren, and

1 good afternoon, ladies and gentlemen. Before I
2 get into the markets I just want to reiterate,
3 since I have been designated this year's top cop
4 about the COPS system, please, please, please,
5 read the handbook, or have whoever your point of
6 contact, who is going to be doing -- read the
7 handbook over the weekend.

8 If you have insomnia it will cure that
9 for you, but try to get through it and know what
10 you are doing with the handbook because most of
11 the questions I get asked and the errors that are
12 made when you are trying to upload into COPS have
13 been covered in the handbook and, you know, you
14 are trying to change a static line or you're not
15 including zeros or you have a decimal point. No
16 decimal points, no dollar signs, just numbers.

17 Second of all I will be opening COPS
18 on Monday for testing, all three groups, one,
19 two, and three, so you can test them, and we do
20 ask that you do test.

21 It's not only a test for you, maybe a
22 new person that is doing COPS, but it is also a

1 test of the system. Two years ago, we found out
2 there was an incredible failure on our side but
3 we did not notice it because nobody tested COPS
4 and so it wasn't found out until the actual
5 offers were coming in, and so we actually had
6 almost a week delay to where we could accept your
7 offers, so please.

8 Okay, here is the --

9 MS. CONCKLIN: Oh, and on that,
10 actually, point, Jerry, I think it is important
11 that this year is just as critical, it is a test
12 because of this new Group 3.

13 MR. ELLIS: Exactly, yes, good point.

14 MS. CONCKLIN: So, again, even it's
15 only a few markets, you go in there and test it
16 out. Just if every airline could go in and just
17 run the test and provide back that it is working
18 it would be helpful since it is a brand new group
19 that we have never released before.

20 MR. ELLIS: Absolutely. And it has a
21 different criteria because you don't have the
22 minimum number of flights, the connectivity and

1 stuff like that, it's kind of a free-for-all, and
2 those are the markets we'll talk about here in a
3 little bit.

4 As Lauren indicated we are going to
5 solicit 12,359 markets this year. You can see
6 the numbers via the groups. One thing I want to
7 talk about a little bit later is about the Group
8 1 extended connection markets international.

9 But do we have any questions or
10 concerns about the number of markets and where
11 they fall this year?

12 (No audible response)

13 MR. ELLIS: Okay, moving on. Next
14 slide. Here are the dynamics, and you can see
15 all the markets have been increased except the
16 Group 1 and that is because a lot of those Group
17 1 markets which we have solicited in the past and
18 got no offers they fell to the Group 3.

19 So this is the enhancement of the
20 Group 3 that in a lot of these markets maybe it
21 was not served three days a week internationally
22 or five days a week domestically, so those fell

1 to Group 3 because we didn't get offers, so
2 that's the reason.

3 But as you can see by the dynamics the
4 market solicited is up almost 25 percent, a 24.5
5 percent increase. Group 2, a lot of the markets
6 fell to the Group 2, so it's a technical
7 available and lowest price offered is going to
8 win that one.

9 Domestic markets are up 28 percent,
10 internationals are up 12.8 percent, and the
11 passenger count is up to eight million passengers
12 this year, which is about a 4 percent increase
13 year-over-year.

14 Next slide. Okay, here is a breakdown
15 of the item numbers, and here is where Corey was
16 explaining that a modification came out because
17 we made an error.

18 We had the Group 1 international
19 connection markets, they were duplicated with the
20 business class line items, the 4500 to 4556, so
21 we deleted those markets out of the Group 1s
22 because they were a duplicate and so they will

1 only show up as the extended connection with
2 business class.

3 So that is the change. So you will be
4 deleting some items that were numbered 4500 to
5 4556 out of the Group 1 international normal
6 extended connection without business class.

7 Okay, any questions on that?

8 MR. BILLONE: We're going to be
9 responsible for taking those off the spreadsheets
10 that you sent us?

11 MR. ELLIS: I'm sorry?

12 MR. BILLONE: We are going to be
13 responsible for taking those off the spreadsheets
14 --

15 MR. ELLIS: No. No, I -- there is a
16 new spreadsheet that is going to come out and
17 that is going to be Attachment 4. Hold on.

18 MR. GERST: So the document I uploaded
19 with the amendment that went out, like I said,
20 like three hours is a PDF file and when the final
21 RFP comes out the attachment will be corrected
22 with the numbers on the Excel spreadsheet.

1 MR. BILLONE: So we'll get new
2 spreadsheets?

3 MR. GERST: Correct. So it will
4 reflect that, but what was posted today is a PDF
5 file. It has the sheets on there, the
6 spreadsheets on there, it's just it's not in
7 Excel, it's a PDF, but you will have them today.

8 MR. BILLONE: Okay.

9 MR. ELLIS: Okay. Are there any
10 questions on the markets, the market
11 distributions, selection process?

12 (No audible response)

13 MR. ELLIS: Okay. Thank you very
14 much.

15 MS. CONCKLIN: Is there any other
16 last-minute questions or additional questions we
17 didn't -- Yes, George?

18 MR. COYLE: Just, as always, will we
19 be able to have a soft copy after the meeting of
20 the presentation today?

21 MS. CONCKLIN: Yes. Yes, we can send
22 that out, no problem.

1 MR. COYLE: And then, also, we opened
2 with compliance and we would like to stay
3 connected on that. Domestically compliance is
4 improving, international point of sales, so a lot
5 of concerns.

6 MS. CONCKLIN: Yes, yes.

7 MR. COYLE: We would love more
8 discussion --

9 (Simultaneous speaking)

10 MS. CONCKLIN: Yes, and I know we have
11 had some dialogue before about the international
12 tiger team that we have started and it has been
13 running every quarter with a bunch of our
14 agencies and our big spenders in the
15 international markets and I think some of the
16 next steps are potentially bringing some of the
17 airlines who are interested in having some deeper
18 dives with those agencies and our goal is to
19 continue to put an emphasis on the international
20 spend and look for additional potential ways to
21 go about it may be different than domestic.

22 I mean as you noticed we are making

1 changes in the RFP to say, hey, domestics one,
2 international separate, they potentially need
3 different ways of evaluation and going about it.

4 So we'll keep you apprised and if that
5 is what you are interested in, we'll definitely
6 continue down that path. Any other questions?

7 (No audible response)

8 MS. CONCKLIN: All right, great.

9 Thank you for coming and for everyone on the
10 phone thank you for taking your time. This is
11 just, the last slide has our contact information.

12 Again, feel free to reach out, but all
13 contract questions should be going towards Corey
14 and Andrea or On the Go!. Thank you.

15 (Whereupon, the above-entitled matter
16 went off the record at 2:21 a.m.)

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C E R T I F I C A T E

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Before: US GSA

Date: 01-25-18

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