

GENERAL SERVICES ADMINISTRATION

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CITY PAIR PROGRAM FISCAL YEAR 2022
PRE-SOLICITATION CONFERENCE

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THURSDAY
JANUARY 21, 2021

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The Pre-Solicitation Conference met
via Video Teleconference, at 1:30 p.m. EST, Mary
Gartland, Director, presiding.

GENERAL SERVICES ADMINISTRATION

MARY GARTLAND, Director, City Pair Program

ANDREA ANDERSON

JEWELL ANDERSON

JEROME BRISTOW

JENNIFER BURDETTE

EBONY WHITE

CARRIERS PRESENT:**AMERICAN AIRLINES:**

MARK DANIS
LEANNE DAVIDSON
MEGHAN LUDTKE
PATRICK SANDERS
KEITH VOGELGESANG

ALASKA AIRLINES:

ALICE TAM
AGNES ZAJAC

BRITISH AIRWAYS:

DERRICK SURRATT

DELTA AIR LINES:

NORMA DEAN
JIE DONG
JOSHUA JENNINGS
DEVIN KANAI
JOHN LOTT
BENJAMIN VANDERHORST
BARBARA WOBROCK

EASTERN AIRLINES:

MORGAN KELLERMEYER

EMBARK AVIATION:

CLINT OSTLER

HAWAIIAN AIRLINES:

AARON GOTTLIEB
STEVE HARGIN
MICHAEL KEDZIE
JERMAINE LEE
AARON SACHARSKI
BENJAMIN WILLIAMS

JETBLUE AIRWAYS:

MICHELLE DE VERA
EVAN JARASHOW
RYAN METZGER
KIMBERLY PARKER

SILVER AIRWAYS:

ALBERTO BURGOS
MARILYN MANRIQUE

SOUTHWEST AIRLINES:

RADHIKA CHINOY
JUSTIN SCHIFFNER

UNITED AIRLINES:

AARON ADAMS
MIKE BEAUCHAMP
PETE LUCS
MARK REYNA

AGENCIES PRESENT:**DEPARTMENT OF AGRICULTURE:**

JEFFERY BOUDREAUX
ELVIS TULL

DEPARTMENT OF COMMERCE:

CECELIA KIZER

DEPARTMENT OF DEFENSE:

STEVE COMEAUX (TRANSCOM)
STEVEN GRAY (AMC)
KEVIN SASIELA (AMC)

DEPARTMENT OF ENERGY:

SEAN MITCHELL
TERRY WILLIS (SWPA)

DEPARTMENT OF HOMELAND SECURITY:

DARRYELL FORTIER
RINDA SMITH (FEMA)

DEPARTMENT OF INTERIOR:

VIJAYA RAMPHAL LANE

DEPARTMENT OF JUSTICE:

RACHEL WHITEHURST (DEA)

DEPARTMENT OF STATE:
MARK DELLINGER
ERIC MILLER

GENERAL SERVICES ADMINISTRATION:
DALLAS BREWER
VICKY NIBLETT
EMIL NIEVES

INTERNAL REVENUE SERVICE:
CHUAN-CHI BRENDA YANG

MILLENNIUM CHALLENGE CORPORATION:
JEANETTE POWERS

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION:
SANDRA DUNCAN

NATIONAL SCIENCE FOUNDATION:
SHENITA BOYD

SOCIAL SECURITY ADMINISTRATION:
MICHAEL BOYLE

ALSO PRESENT:

TECHFLOW, INC:
STEPHEN BIVONA

GOLDSRING CONSULTING, LLC:
NEIL HAMMOND
JULIE SIMPSON

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

2 1:36 p.m.

3 MS. GARTLAND: I'm Mary Gartland. I'm
4 the Director of the City Pair Program. The CPP
5 wants to thank you for being here today even
6 virtually.

7 I have a lot of my team on the call.
8 We have Ebony White, our Program Manager;
9 Jennifer Burdette, our Program Analyst; Jewell
10 Anderson, our Data Analyst; now we have Andrea
11 Anderson, she is our Contract Specialist; and our
12 Contracting Officer Corey Gerst is out sick
13 today, so I know he will be missed dearly, but
14 Andrea will take the reins on his slides and any
15 due-outs there.

16 I just want to get started with
17 talking about this past year basically has been
18 full of surprises and challenges as we all know
19 that I don't think any of us were prepared for,
20 both professionally and personally. In regards
21 to our industry, because of a big hit in the
22 travel industry, and there was a big decline in

1 demand, but the airline industry has taken many
2 steps to overcome this crisis with many short-
3 term and long-term solutions.

4 So as we look to the path forward,
5 with the availability of the vaccine and
6 successful testing, we look to it with hope and
7 recovery and a smooth journey for those who get
8 to fly.

9 So just opening up, you can see our
10 agenda here. It's pretty straight forward.

11 Next slide.

12 At CPP, we really value the
13 partnerships and relationships we've built with
14 our suppliers and customers over the years and we
15 hope to continue to build that on the foundation
16 we have built moving forward, especially the new
17 folks that have come on board this year and the
18 past year.

19 Our partnership values embodies the
20 supplier and customer relationship methods and
21 model. In our partnership values we really look
22 to our award resilience. Each year we work with

1 everyone to refine the solicitation to meet the
2 requirements of our agencies and then we stay
3 flexible with our industry behaviors. I think
4 COVID might be a great example. We truly try to
5 have compliance to award carrier during COVID
6 even with the schedule changes and keeping those
7 awards in place at the same time.

8 We also really value our data strategy
9 and take that very seriously. We are very rich
10 in data and we source that to make sure that
11 those data sources are being used to make the
12 best decisions for our contracts and programs and
13 agencies and suppliers as well.

14 Transparency. We continue to try to
15 streamline the bidding process and make it easier
16 on our suppliers to bid or even do administrative
17 items, so we're always looking to make that
18 easier, more efficient. We continue to try to
19 share information and data with all those rich
20 data sources I was talking about, especially in
21 our partnership meetings throughout the year. We
22 have gov travels coming up, so we're always

1 looking for those opportunities to share the data
2 with our suppliers and our customers.

3 We've kind of hit a good spot in our
4 time line with the early access to fares to
5 encourage increased usage and compliance. So I
6 think maybe the past two to three years we've
7 really hit that mid-July award point that we try
8 to stick to and is our goal every year.

9 Collaboration. We continue to look to
10 our customers and our suppliers to expand our
11 market options and our service options. Over the
12 past two to three years we added Group 3 that
13 expanded some markets, added all non-stop service
14 where available, and where our customers travel.

15 We continue to have spring, summer,
16 and fall meetings with our suppliers to try to
17 exchange ideas to make sure we're in tune to the
18 industry. And we also have partnership meetings
19 with our customers to stay in tune with our
20 agency customers and make sure that our
21 procurement strategy is including ideas and
22 information that is needed to make the best

1 strategy moving forward for the fiscal year.

2 We collaborate with several working
3 groups with our customers and suppliers. We're
4 looking forward to maybe having one this year
5 that would include another class of service
6 working group. We'll see how that goes.

7 And then obviously, I think incumbent
8 to everything that I just discussed, we really,
9 truly want to incorporate the voice of our
10 customers and our industry and the decisions that
11 we're making each fiscal year.

12 Our annual contract is one of the
13 prized possessions of it. We can cut something
14 out or include something new and make sure that
15 we're staying in tune with the industry and our
16 customers.

17 So I will let my Program Manager,
18 Ebony, take over the reins on this presentation
19 and I just truly want to thank you guys for being
20 here today.

21 MS. WHITE: Thank you, Mary. I would
22 like to just double check and make sure everyone

1 can hear me.

2 MR. SURRATT: Yes, we can hear you.

3 MS. WHITE: All right. So moving on
4 to program management improvements. So this year
5 in FY 22, going into the next fiscal year, the
6 program office is really looking at where we can
7 subscribe and streamline and provide program
8 improvement that will not be offset by the impact
9 from COVID, obviously. We're still going through
10 the data and seeing how it's impacting folks'
11 travel globally and the actions that we can take
12 within the program.

13 So this year we are looking at minimum
14 passenger count reduction, international non-
15 extended connections with business class
16 expansion, increased number of markets solicited,
17 reducing administrative burden, and we have a new
18 MFA requirement, accessing GSA systems. So there
19 is a small impact.

20 So looking at minimum passenger count
21 reduction, so our data analysis allows us to look
22 at where we're traveling government-wide and

1 passenger counts throughout the year. And so
2 what we see is that there are opportunities for
3 the program to incorporate markets that have a
4 smaller level of passengers traveling every year,
5 but they are needed destinations. The Program
6 Office decided incorporate some of those markets
7 into the program by reducing our minimum
8 passenger count. So year over year, our minimum
9 passenger counts for connect markets was a
10 minimum of 40, but of course, we still solicit
11 any market that has a minimum non-stop
12 requirement for our travelers. But for the
13 connect markets, we reduced that down to 30 from
14 40. So not a big change as far from a traveler's
15 perspective, but it does incorporate new markets
16 that you may not have seen previously in the
17 program.

18 For international non-extended
19 connections with business class -- so you may
20 recall that our program had already incorporated
21 approximately 80 or so markets that were a part
22 of the evaluation and our evaluation criteria in

1 order for the markets to be evaluated with both
2 the YCA and _CA and business class fares to be
3 considered. And so this year, we wanted to
4 incorporate some new markets that may have
5 already been solicited, but did not incorporate
6 the international business class fare. And so in
7 order to this because they weren't considered
8 extended connect, we created a separate class or
9 section within the evaluation that would
10 incorporate these markets. There are
11 approximately 20 or so additional markets and
12 what they will be considered is international,
13 non-extended connection with business class. So
14 these will have a different evaluation weight
15 separate from the ones that were previously
16 solicited under the extended connect. So you'll
17 see that when you look through the solicitation
18 and they are clearly defined separate. They will
19 have a separate class because they will be
20 evaluated differently based on actual travel.

21 Next, we're going to look at increased
22 number of markets solicited. So year over year

1 we do keep track of the markets that we are both
2 including or may pull out of the solicitation due
3 to various reasons, non-travel or unavailability,
4 routing changes, things like that.

5 And in FY22, we will see an increase
6 in markets solicited, approximately 639 markets
7 are being looked at that were not incorporated
8 into the FY21 solicitation. When we do our
9 analysis on our markets, again, we're looking at
10 where our travelers have a need to travel. We
11 are looking at the types of services that are
12 available in those markets, and then frequency so
13 that we can select the best requirements for that
14 particular market selection.

15 We do consider COVID's impact in FY22.
16 We wanted to look at how service changes in
17 response to COVID impacted how our travelers
18 would previously travel and how they may be
19 moving projected impact by '22. So all of that
20 was incorporated in the selection of these
21 particular markets and we anticipate meeting the
22 needs of our travelers both pre- and post-COVID.

1 Reducing administrative burden. Mary
2 brought this up earlier. We want to consistently
3 look at ways to improve not only how we solicit,
4 but off of the actions that our carrier or
5 industry partners have to go through in order to
6 participate in the program. So we have made
7 steps this year to reduce some of the reporting
8 requirements. Last year, we deleted the usage
9 report. This year, we looked at the auto-
10 cancellation report and determined that it's not
11 something that we require on a quarterly basis,
12 so we are changing the language to read as
13 needed. So again, this report is still required
14 as a part of the contract, but it does not have
15 to be readily available and submitted to the
16 contracting officer every quarter. It will be
17 done on an as-needed basis. So this again,
18 reduces some of the documentation and paperwork
19 that's required in order to participate in
20 getting the contract.

21 And then the last improvement for this
22 year, GSA has implemented a lot of security

1 requirements over the past year. And so one of
2 the improvements that will assist us in our
3 program is the multi-factor authentication. And
4 so this improves the security, obviously in two
5 ways. It reduces the usage of a user name and
6 password, but it also allows our partners to
7 access the system from multiple systems without
8 having to download any particular software and
9 the MFA requirement is something that's becoming
10 our standard, so we're going to streamline our
11 process and access less systems to do the same,
12 so this is an improvement from a security
13 perspective.

14 All right, moving on to our general
15 solicitation updates.

16 Andrea, are you on? All right, she is
17 on, but she cannot hear us.

18 MS. ANDERSON: Ebony, can you hear me?

19 MS. WHITE: Yes.

20 MS. ANDERSON: Good afternoon,
21 everyone. I just want to start by thanking all
22 of you for your involvement and participation in

1 the program. For those of you who don't know who
2 I am, my name is Andrea Anderson. I am the
3 Contract Specialist for the City Pair Program.

4 So here we have some important
5 reminders. As you know, if you want to conduct
6 business with the Government, you have to have an
7 active SAM.gov account. And every year you have
8 to re-certify.

9 This year, Section 889 will be added
10 to your re-certification. So basically it will
11 just require the carriers to represent if it does
12 or does not provide banned telecommunications
13 equipment or services in their offering.

14 Another reminder is that before we
15 award, we always run your SAM account report just
16 to make sure that everything is current, so
17 please make sure that your SAM account is current
18 and active.

19 Another reminder I have was to please
20 review your COPS submissions and address any
21 errors you may have. I will go into the COPS
22 information in the later slides.

1 Can you hear me?

2 MS. WHITE: Yes.

3 MS. ANDERSON: Okay. All right. If
4 you can go to the next slide. Just let me know
5 if you can still hear me. We're good? Okay.

6 Here are some important dates. We
7 have the -- I'm sorry. So the draft solicitation
8 was posted last week by Corey. He posted the
9 draft RFP with eight attachments. If you have
10 any questions regarding the draft solicitation,
11 you have until tomorrow at 3:00 p.m., Eastern
12 Standard Time, to submit your questions. Please
13 make sure that you submit the questions to Corey,
14 cc me, and cc onthego@gsa.gov. Please make sure
15 that you're using the attachment 7 which is the
16 template that we're going to be using for the
17 Q&As.

18 We plan on having the responses back
19 to you by next Friday, January 29th, but that
20 depends on how many questions we get. So if we
21 get anything less than what we're expecting, we
22 can post those Q&As sooner than later.

1 Everything will be posted on
2 beta.SAM.gov. So if we have an amendment to the
3 draft RFP or final RFP or Q&As, everything will
4 go through this website. Please make sure that
5 you keep an eye out on beta.SAM.gov.

6 I should also mention that you will
7 have another opportunity to submit your questions
8 to us when the final RFP goes out and that should
9 be in mid-February.

10 All right, does anybody have any
11 questions? All right, if you could go to the
12 next slide, please.

13 All right, so we have a lot of new
14 faces this year. And for those that are new to
15 COPS, COPS is a web-based application. It
16 provides the carriers a secure website where they
17 can prepare and submit their offers
18 electronically. The COPS manual was posted last
19 week with the draft RFP and in the manual it
20 states that you -- they ask you to use Internet
21 Explorer Version 11.0 or higher. If you use
22 anything less than that, you might lose some of

1 the -- some features might be disabled.

2 So last week, I sent out an email to
3 the carriers asking them to submit the COPS user
4 names for their companies. Essentially, it will
5 be the person who will be uploading your offer.
6 If you haven't submitted that information to me
7 yet, please do so by tomorrow, by 3 p.m., if
8 possible. If you haven't received the email or
9 if you just haven't had a chance to send me that
10 information, please do. I also wanted to --
11 right here on this slide, we have the COPS
12 schedule.

13 The COPS testing period will -- we
14 will open COPS testing on February 1st through
15 February 12th. This is a time where all users,
16 especially the new COPS users, you guys can go
17 into the system, learn it, test it out, let us
18 know if you guys have any feedback. If you see
19 something that we could do better, please let us
20 know.

21 I should mention something about the
22 name. So in the past, I've been the one that

1 sent out the COPS user IDs and I've been the one
2 that sent out the passwords, but this year, that
3 part will be handled by COPS. So once I get the
4 user name from the carrier, I will create an
5 account and the COPS user will receive an email
6 and in the email, the COPS user will be prompted
7 to activate their account and they will also be
8 prompted to create their passwords.

9 Your COPS user ID will be your email
10 address. So please make sure you take note of
11 that.

12 As Ebony mentioned, this year we have
13 a new process to log into COPS. We are using a
14 multi-factor authentication process to validate
15 each user.

16 All right, so here we have the COPS
17 target dates. As I mentioned earlier, COPS
18 testing is for two weeks, February 1st through
19 February 12th. For your Group 1 offers, we will
20 open COPS on February 19th through March 19th.
21 For your Group 2 offers, we will open COPS on
22 March 24th through April 14th. For your Group 3

1 offers, we will open April 19th through April
2 23rd.

3 I would recommend that you don't wait
4 until the last minute to upload. You want to
5 make sure you give your folks enough time to
6 upload and if you get an error message, you have
7 enough time to fix it and if you need to reach
8 out to us, we have enough time to help you.

9 In the past, there have been instances
10 where we get emails from the carriers on the day
11 of and it can be very stressful for the carrier.
12 It can be very stressful for us because we might
13 not be available right away or if you need to get
14 a hold of COPS -- somebody in COPS, they might
15 not be available right away, so it can be very
16 stressful for everybody. So again, I recommend
17 that you please upload your offers before the
18 deadline.

19 This year, Ebony and I will be the
20 points of contact for COPS, so if you have any
21 issues or if you need to be added to COPS, let us
22 know.

1 Also, this year, we will be having two
2 training sessions and I'll go over that in the
3 next slide. Does anybody have any questions?

4 All right, if we could go to the next
5 slide, please.

6 All right, so for COPS training, we
7 will have two training sessions. The two
8 training sessions will take place during that
9 testing period. So the first training will be on
10 February 4th. The COPS team will be going over
11 the manual. They will also do a live demo.

12 For February 10th, the COPS team will
13 conduct a Q&A session. So if you can, please
14 attend. This is when you can ask your questions.
15 You will have the COPS experts on the call. You
16 can ask anything you want to ask. They will be
17 there to help you.

18 I will be sending out the invitations
19 to these training sessions next week to all of
20 the COPS users. All interested parties can
21 attend, so even if you're not a COPS user, you
22 can send us an email. Just send an email to me

1 or Ebony and we can add you to these training
2 sessions.

3 We just want to make sure that you
4 have all the tools necessary to properly submit
5 your offer. So again, please take advantage of
6 all these opportunities. Any questions?

7 All right, if we could go to the next
8 slide, please.

9 All right, so here we have the
10 upcoming request for proposal dates. We are
11 hoping to release the final RFP in mid-February.
12 Again, Group 1 will close on March 19th. Group 2
13 will close on April 14th. And for Group 3, COPS
14 will close on April 23rd.

15 The special board is tentatively
16 scheduled to convene in early to mid-April. We
17 will conduct the final proposal revisions in mid-
18 May and the special board final review will be
19 done in early June. We're hoping to award the
20 FY22, City Pair contract in mid-July. So this is
21 the timeline and we're doing our best to stay
22 within this timeline.

1 Does anybody have any questions? All
2 right, I'll hand it over to Ebony.

3 MS. WHITE: Thanks, Andrea. So moving
4 on, we're going to look at some significant
5 changes by section. So we're going to break down
6 where the changes for the FY22 solicitation
7 occur.

8 So the first one is going to be in our
9 definitions. Now if you've already reviewed the
10 draft RFP, this information is included in the
11 RFP, but we did not add it to the year-over-year
12 changes. We will make sure that is updated for
13 the final, the changes. We weren't sure if we
14 wanted to include it at the time, but we're going
15 to do so now.

16 So the definition change, so earlier,
17 I mentioned one of the improvements that we
18 incorporated was an international non-extended
19 connection with business class line items that
20 we're going to solicit. So what we decided to do
21 is incorporate definitions for both extended and
22 non-extended, so that we're clear on definitions

1 identified forms.

2 So for the international extended
3 connection with business class line items, these
4 are the 80 or so line items that we previously
5 solicited that incorporated the business class
6 fare in the evaluation. So this breaks down what
7 the definition is. I'm not going to read it
8 verbatim because obviously it's on the screen. I
9 don't want to be redundant. But the biggest
10 takeaway here this definition consolidates the
11 international business class and the extended
12 connect definition. So we did not add any new
13 language to those two. We just consolidated so
14 that we had a definition for both the
15 international extended connect and the non-
16 extended connect.

17 Here's the definition for the non-
18 extended connection with business class line
19 items. This one again is an addition. We did
20 not previously solicit, so now that we are, we
21 want to make sure we clearly define. The
22 difference with the non-extended connection --

1 these are non-extended connection markets, but
2 they do incorporate the business class fare in
3 the composite fare calculation.

4 Both extended and non-extended connect
5 international business class are solicited and
6 they are included in Attachment 4 which includes
7 all Group 1 markets, line items, excuse me.

8 Next we have B.3 which is our line
9 item requirement. Again, previously it's
10 discussed that we were incorporating a lower
11 passenger count so that we can include some of
12 the smaller passenger count markets in slide 22.
13 So in order to do this, we adjusted our passenger
14 levels for F and G. So for G, last year it was 1
15 through 39. And then F was 40 and up. And this
16 year F is now 30 and then G will be 1 through 29.
17 So again, that was the difference of about ten
18 passenger counts.

19 Next is C.3, technical requirements.
20 So this area we're looking at a language change
21 to the requirements for submission in both our
22 domestic and our international line items. So the

1 latest change for the domestic and international
2 applies to Group 2 and 3 only. So currently the
3 information that we require for Group 1 was
4 always separated from Group 2 and Group 3.

5 This year, we want to simplify the
6 number of fields that are being required in the
7 Excel attachment when you upload your bid. So we
8 have incorporated offerors shall list all
9 required information including the number of
10 total nonstop flights, direct, and connect
11 flights available in each direction. So this
12 information is already submitted for Group 1. It
13 is being added for consistency for Groups 2 and
14 3.

15 F.6 is auto cancellation, again to
16 improve the redundancy in some of our
17 administrative requirements. We looked at our
18 reports and decided that the auto cancellation
19 report is necessary, however, it is not required
20 on a quarterly basis. So this report will change
21 to upon request by the CO or the PMO.

22 The next one is going to be in J.4

1 Attachment 4 which is our Group 1 line items.
2 Again, adding the international, non-extended
3 connect market for business class. We needed to
4 add a separate tab so that way you are clearly
5 aware of which line items will incorporate the
6 business class fare into the composite fare
7 calculation. So now we have a Group 1,
8 international non-extended connection with
9 business class line items. These are separate
10 from the previous international extended connect
11 with business class line items. They will have
12 their own evaluation scoring. We will cover that
13 in a later slide.

14 M.5, our price evaluation for Group 1
15 lists the technical and price tradeoff factors.
16 So previously the extended connect with business
17 class was the only area in which we incorporated
18 the business class fare into our composite fare.
19 And so we are again going to incorporate the
20 international non-extended connection with
21 business class as a part of our evaluation. And
22 so this is giving you the definition of the

1 percentage and how the composite fare will be
2 made up of YCA, _CA where solicited and the
3 business class fare on the difference between the
4 non-extended connect and the extended connect.
5 This is the percentage in which that fare, that
6 composite fare is incorporated. So 5 percent is
7 going to be used for non-extended connect and 15
8 percent will remain for the extended connect
9 market. There is a fare applied. That will roll
10 -- I'm sorry, it's at the bottom of the slide in
11 B. So you'll see where the composite fare
12 incorporated when there is a YCA and you'll see
13 the calculation when there is not a YCA made
14 available.

15 Also in M.5, the price evaluation for
16 Group 1, for Group 1 price/technical tradeoff,
17 the criteria has been adjusted slightly. We
18 incorporated a new item, our new factor, and we
19 also reordered them. So you can see on the
20 screen, FY21 is on the left. FY22 is on the
21 right. So I'm just going to do a side-by-side
22 comparison.

1 So the nonstop service is still Factor
2 No. 1. However, Factor No. 2, last year it was
3 additional flights. This year it's going to be
4 average elapsed time. We felt that in the
5 evaluation criteria, especially with these
6 changing between nonstop services to connect
7 services, there are differences in how that
8 service is being viewed by travelers, and so we
9 wanted to incorporate that. It was always a
10 factor. We just changed the level of importance
11 in our factor ordering.

12 Factor No. 3 last year was the average
13 elapsed flight time. This year, it is timeband
14 and service distribution. Timeband and service
15 distribution allows us to see how long the
16 flights are. And we wanted to make sure that we
17 are looking at all important factors when we
18 consider our technical tradeoffs.

19 For Factor 4 was a capacity volume in
20 Group 1 and high volume line items. And that is
21 now the additional flights.

22 [Factor] 5 is the baggage fees. Last

1 year, we did not have a Factor 6. This year we
2 have our capacity volume in Group 1 and the high
3 volume items and then [Factor] 6 becomes our
4 [baggage] fee. So again, we incorporated one new
5 item which is our timeband distribution and then
6 we reordered our average flight time, the
7 timeband distribution, and the additional
8 flights.

9 Moving on to our market selection and
10 market information. For this year, you will see
11 again we had an increase in the total number of
12 markets that we were soliciting. This gives you
13 the breakdown of where those changes are. So
14 Group 1 has over 2,100 markets and the breakdown
15 was in domestic, international, fifth freedom
16 air, our non-extended connects business class,
17 our extended connects, and then our international
18 and extended connects business class.

19 For Group 2, there was an increase.
20 You'll see it's 10,300. The majority of those
21 are in the domestic area which reduced the
22 extended connect for domestic and international.

1 For Group 3, we're at about 1600
2 markets. Those are just domestic and
3 international. And they would be what's between
4 the domestic and international. Domestic has
5 maybe increased and the international has
6 increased overall.

7 Last year, we solicited 13,423, so
8 each group had a slight increase in the number of
9 markets.

10 Looking at the market dynamics for
11 FY22, oh, I misspoke. I'm sorry. Okay, so our
12 markets solicited for this at the end was about
13 639 markets compared to last year. So a 4.7
14 percent increase.

15 Our Group 1, we had a lot of movement,
16 but there is a slight decrease from last year.
17 It's 2129 compared to 2199. For our Group 2,
18 that's where our increase from last year,
19 [roughly] 8,600. This year, 10,300. A lot of
20 those changes again, are due to some of the
21 changes in passenger counts, actual passenger
22 travel from FY20 and service changes.

1 Group 3, we had a decrease from
2 [roughly] 2500 down to [roughly] 1600 and same
3 changes again. Service was a big area. Group 3,
4 no non-stop or service connecting changes.

5 Domestic was our increased area,
6 10,752 and international was an increase to
7 3,310.

8 Our numbering for this year, so if you
9 needed to do a quick reference, are attached here
10 for our Groups 1, 2, and 3, again, if you look
11 the attachment 4, 5, 6, you will see the breakout
12 of each of the separate market types that we're
13 soliciting and they will have their own tab and
14 numbering sequence.

15 All right, moving on, we're going to
16 give you some information. If you can capture,
17 I'll leave this up on the screen for a moment.
18 Here's our contact information for any contract-
19 related issues or questions. We want to make
20 sure that you reach out to onthego@gsa.gov. This
21 email is also attached whenever you send an email
22 to Corey or Andrea. You can speak to them

1 specifically to COPS or submission issues.

2 The program-related issues, if you
3 have a question about a market, if you have a
4 question about service, you can reach out to
5 travel.programs@gsa.gov. I'll leave those up for
6 a moment if you need to jot those down.

7 All right, moving on to our points of
8 contact within the Program Office and the
9 Contracting Office. Corey Gerst is our
10 Contracting Officer. He is not here today, but
11 you can send him an email or give him a call if
12 you have any follow-up questions. If it's
13 specific to the FY22 procurement, you want to
14 make sure you use Attachment 7 to state questions
15 and also any questions that you may have of the
16 final RFP. Outside of our FY22 procurement, you
17 can reach out to Corey via email or phone or
18 Andrea, who is the Contract Specialist.

19 If you need to reach the Program
20 Office, Mary Gartland, our Director; myself,
21 Jerry Bristow, Jennifer Burdette, and Jewell
22 Anderson, we can all be reached and here are our

1 contact information and we can be reached by
2 email or phone. Again, I'll leave that up for a
3 moment if you need to jot down anything.

4 All right, I'm going to leave now the
5 floor open for questions. I do ask when you
6 unmute yourself if you will provide your name and
7 your agency before you ask your question.

8 MR. SCHIFFNER: Good afternoon, Ebony.
9 This is Justin Schiffner, Southwest Airlines. A
10 specific question for you regarding a slide a
11 little bit earlier that you referenced regarding
12 the changes to the information you want in C.3
13 for Group 2 and Group 3 markets. Will any of that
14 information be used for consideration and award
15 or will the consideration still be based on
16 price?

17 MS. WHITE: The consideration is still
18 based on price. There's no language change to
19 the subsection. However, as you know, for some
20 markets the requirement may be more than say one
21 flight and so in order to validate that, we need
22 to have a flight count. So the information yes,

1 is used for evaluation, but the valuation
2 criteria here have not.

3 MR. SCHIFFNER: Thank you. That's
4 very helpful. If I could ask just a quick
5 follow-up question, with respect to the passenger
6 counts for FY22, would you mind sharing how those
7 numbers were ascertained or what took place to
8 kind of come up with those?

9 MS. WHITE: You mean our data source?

10 MR. SCHIFFNER: Yes.

11 MS. WHITE: So we used a series of data
12 sources. Of course, we do use our OAG data. We
13 did our TMC data and also the SmartPay data.
14 Those are all our consolidation points. SmartPay
15 data is our primary, as you know. Historically,
16 that goes with a vast passenger count, travels in
17 markets. And then we look at any outliers that we
18 get from our CPP data to match that up. So we
19 used FY20 for that.

20 MR. SCHIFFNER: Thank you very much.

21 MS. WHITE: Any other questions?

22 MS. WOBROCK: Hi, Ebony. This is

1 Barbara with Delta.

2 MS. WHITE: Hi, Barbara.

3 MS. WOBROCK: You had mentioned earlier
4 that the Q&A answers would be on beta.SAM.gov.
5 Is that what I heard you say? Is that correct or
6 would it be on gsa.gov?

7 MS. WHITE: The questions to -- the
8 Q&A for the draft RFP and the final, they are on
9 beta.SAM.gov. So the same way you fill out the
10 solicitation that Corey posted, there will be an
11 amendment to that and you'll see the questions
12 and answers that came in.

13 MS. WOBROCK: Okay. Thank you.

14 MS. ANDERSON: Hey, Barbara, this is
15 Andrea. We will also be sending out courtesy
16 emails to let you know when something has posted.

17 MS. WOBROCK: Okay. Perfect. Thank you.

18 MS. WHITE: Any other questions? All
19 right, if there are no further questions, I want
20 to turn it back over to Mary if you want to have
21 any closing comments. Otherwise, we want to
22 thank you for your time and your participation

1 today in the Pre-Solicitation Conference. We'll
2 make sure that the Q&As are posted in a timely
3 fashion and get the final RFP out as soon as we
4 are able to consolidate any possible changes that
5 we need to submit to the document.

6 We thank you for your partnership and
7 your time today and I'm sure we will engage here
8 shortly following this session and any other
9 additional comments that Mary will provide at
10 this time.

11 MS. GARTLAND: I am good. But yes,
12 thank you again, everyone, for attending. And
13 we'll hear from you soon. Hopefully, see you
14 soon as well.

15 MS. LANE: Ebony, this is Vijaya. I
16 actually have a quick question. Can you hear me?

17 MS. WHITE: Yes.

18 MS. LANE: My question was when my TMC
19 asked today if they're having trouble determining
20 if the territories that we have fall into
21 international for the COVID testing and I didn't
22 know if there was a flat across the board answer

1 or if every airline was different.

2 MS. GARTLAND: This is Mary. I don't
3 think that's actually a question for our team
4 right now.

5 MS. LANE: No, I know. That's why I'm
6 just like bringing it up at the very end because
7 I know this looks (audio interference) but I
8 figured since everybody else is here. And if you
9 could find and get to me, I'd really appreciate
10 it.

11 MS. GARTLAND: Sure, we'll consolidate
12 that information and get it to you and anyone
13 else, agency, that might be looking for. We'll
14 work with ETS as well.

15 MS. LANE: Thank you.

16 MS. WHITE: All right. Well, thank
17 you again, everyone and we hope you have a good
18 day and a good afternoon.

19 (Whereupon, the above-entitled matter
20 went off the record at 2:23 p.m.)
21
22

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