UNITED STATES OF AMERICA
GENERAL SERVICES ADMINISTRATION

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FY17 CITY PAIR PROGRAM
PRE-SOLICITATION CONFERENCE

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WEDNESDAY
FEBRUARY 3, 2016

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The Pre-Solicitation Conference met in Room 1459, General Services Administration, 1800 F Street, N.W., Washington, D.C., at 1:00 p.m., Lauren Concklin, Director, presiding.

PRESENT

LAUREN CONCKLIN, Director
RONDA BOATRIGHT, Management and Program Analyst
JEROME BRISTOW, Program Analyst
KWANITA BROWN, Contracting Officer
JERRY ELLIS, Program Analyst
CINDY GUO, Contract Specialist
COURTNEY LOY, Program Management Analyst
MARY MORRISON, Program Analyst
PARTICIPANTS

BARBARA ABOID, Concur*
BRIAN ASSIA, GSA
MATTHEW BARICH, American*
TOM BILLONE, United*
ANDREW BONNEY, Cape Air*
KATHLEEN BREWSTER, Smithsonian*
DOUGLAS BRITTON-DAVIS, Department of Veterans Affairs*
NIA BUCKNER, U.S. Patent and Trademark Office*
ANGELA BURRILL, Department of State
PATTI CABALLERO, NASA*
AMY CAMPBELL, Southwest Airlines*
ANDREA CARLOCK, DTMO
SCOTT COOPER, JetBlue
GEORGE COYLE, Delta
MARK DELLINGER, Department of State*
SANDRO DICASTRO, CWTSatoTravel*
JEFF ETHERINGTON, Alaska*
SHAYAN FARAZMAND, ETS*
LARRY FATTORUSSO, Delta
RAPHAEL GIRARDONI, American*
DAVID GOBER, Delta
ALEX GRAFF, Delta
BARBARA GULICK, FAA*
HOWARD HICKS, DTMO
THERESA HOLLOWAY*
JESSICA HUFF, GSA*
DONNA JACK, GSA*
ROBIN JOHNSON, DTMO
JEROME JOHNSON, USTC
TOM JOKINEN, Hawaiian*
BETH JOZWIAK, Concur*
CAROLEIGH KARLSSON, Concur
MORGAN KELLERMeyer, Silver
JAMIE KISER, Concur
EMILY KNELL, Silver
MARIETTA LANDON, Alaska*
ERIC LANE, JetBlue
KEVIN MERRY, Hawaiian*
ANGIE MILLER, Fiscal Service*
PARTICIPANTS

ERIC MILLER, Department of State
TOM MUELLER, GSA Travel Policy*
BRITTON PEDERSON, JetBlue*
VIJAYA RAMPAL-LANE, Department of Interior*
JON ROSENMEIER, Department of Veterans Affairs*
TOM RUESINK, Travel Tech
KEVIN SASIELA, AMC
MATT SCHLESSMAN, American
JANELLE SCRIBNER, GSA*
JENNIFER SHELDEN, Concur*
TONIA SMITH, Department of Justice
HAL SNYDER, American
CARYL SPODEN, JetBlue*

DERRICK SURRETT, British Airways

DEMTRUS SUTTON*

RICHARD SWEET, Southwest*

BARRY TAYLOR, HHS/CDC

KEVIN TAYLOR, Concur*

NADINE VALENTINE, DTMO

TERRY WILLIS, Southwestern Power Administration*

*Participating by telephone
MS. CONCKLIN: Welcome, everyone. I think we want to get started since it's about 5 minutes after 1:00. So thank you for braving the weather and coming in.

For you guys not from the area, I promise we did have snow last week. I know most of it's gone now.

I want to start off and introduce myself. I think most of you, I've been introduced to since we last met. But just in case, I'm the new Director of the City Pair Program, Lauren Concklin. And we are excited for the procurement season, and excited to showcase some of the changes that we have already implemented, and also talk about some of the things we're going to be doing going forward.

This is just our first round of changes. And over the next five years you're going to see some changes starting to take place within our solicitation.
Just to give you a general overview.

So first, you know, I've introduced myself. But I would like the rest of the City Pair team to stand up so you can put a face to who is on the team. So if anyone who's on our team, please stand up as well, as we have our contracting officer and contracting specialist.

MR. BRISTOW: But introduce yourselves first and then please sit down.

MS. MORRISON: Hi. I'm Mary Morrison. I'm a Program Analyst.

MR. ELLIS: I'm Jerry Ellis, Business Management Specialist for the City Pair team.

MR. BRISTOW: And I'm Jerry Bristow, Program Analyst for the City Pair team.

MS. BROWN: Hi. I'm Kwanita Brown. I'm the Branch Chief for the Travel Acquisition Support Division, and also the Contracting Officer for the City Pair Program.

MS. GUO: Hi. I'm Cindy Guo. I'm the Contract Specialist for the City Pair Program.

MS. LOY: Hi. I'm Courtney Loy,
Program Analyst, City Pair.

MS. BOATRIGHT: Hi, Ronda Boatright,
Management and Program Analyst, City Pair
Program.

MS. CONCKLIN: Thank you, guys. This
is our team.

MR. BRISTOW: Thank you all for
coming.

MS. CONCKLIN: Yes. Thank you, guys.

So on the board we have our agenda.

And I hope everyone on the phone you can hear me.
And if not, just send a --

MS. GUO: I think there's some that
are having hearing.

MS. CONCKLIN: They're having trouble
hearing.

MS. GUO: Yes. They can't hear
anything on the phone. Everything should be --

MS. CONCKLIN: We are connected.

Let's see.

MS. GUO: And also, has everyone
signed in? We have a sign-in sheet going around.
So if you haven't, please make sure that you've signed in.

MS. CONCKLIN: Those who are on the phone, can you hear me now?

MS. GUO: Okay.

MS. CONCKLIN: Okay, they can hear.

Great.

MS. GUO: My apologies.

MS. CONCKLIN: So this is just a general overview of our agenda today. We're going to go through our solicitation requirements. We're going to highlight the significant changes as we saw it. We will not highlight every change, but if there is a -- if there is a change that you all wanted addressed, please feel free to interrupt and interject, and we will get into those details.

We tried to pick the high level changes to keep, to try to stay on time. But with that being said, we will discuss any items that maybe aren't mentioned and you guys want to bring to our attention.
We'll also talk about the FY '17 market selection and market information. The PMO side of the house, we're going to go into some additional topics. And again, we'll close with questions, point of contact and general inquiries.

Our team wanted to start with just a overview as we see it as far as where the City Pair Program is going. Like I'd mentioned in the beginning, we did make some significant changes, unlike previous years. Our team dived in line by line this year and really thought about every item that was in the solicitation and if it's relevant or what we thought we could make change-wise in order to make the program better.

So over the next couple years our goal for the PMO is really to concentrate on the integrity of the award, the transparency, and also the exchange of dialogue. So integrity is really important to us. We are committed to that. We've heard your feedback, from the suppliers especially, to really focus on that.
We know we now drive 80 percent to the City Pair market, which is good, but that doesn't mean we can't do better. Our goals are to focus on not only the solicitation but also to the configuration side of the house as well. So we're working with those booking engines to say whether -- do we hide the YCA when _CA is available. These are the things we're doing. We're making changes on the configuration to make it easier for our travelers to make the right choices, so it will help the City Pair Program in general.

We're also trying to be more transparent. We heard from the suppliers that it's very difficult because it's a lot of self-reporting. So this year we are going behind the scene and running our own, if we were just to automate the process, how would that pan out, versus it's going -- done from the supplier side. So we'll be doing that behind the scenes and playing to see how that plays out.

Our goal is to make the schedule
information, what's happening from your actual flights an automated process in the future, but we need to make sure we run it behind the scenes first to see if it plays out the same way. So that's something our team is doing.

And then, finally, I want to get to the point where we're having a more open dialogue. I know we meet a couple times a year, but I would like to get to the point we're meeting monthly, maybe quarterly, and hitting it on issues in real time and addressing problems and concerns from both sides of the house in real time and not waiting for an entire year to get back together.

So our team is going to commit to setting up some more regularly scheduled meetings, both with our customers and our suppliers.

We also had addressed at our one-on-ones and we heard about potentially doing a data summit from the supplier side of the house. So we are getting really rich with data on our side.
And so we're working with our lawyers and contracting officer to see what we potentially can do going forward to share data that we have to show you where we are seeing things and how we're reviewing our program.

Any questions?

(No audible response.)

MS. CONCKLIN: We also wanted to showcase the spend from SmartPay. So we went to SmartPay, and we got the total spend by airline, both on the transaction side as well as total dollars spent. And we broke it out so you guys can see how much business the Federal Government is giving each airline in general. And I think that while -- I think that we're one of the largest customers from an airline perspective as one customer. And we want to showcase the amount of money that is coming through the individual airlines.

With that said, I'm going to switch it over briefly for Kwanita to take over, the Contracting Officer. And she's going to go
through the solicitation requirements.

MS. BROWN: Hi, everyone. Again, my
name is Kwanita Brown, and I will be the
Contracting Officer for this procurement. So I'm
going to first highlight some general
solicitation requirements.

So first and foremost, this year what
we did differently from previous years is that we
tried to detail out what the significant changes
were in an additional attachment in section J.

I do want to note that we were made
aware that there were some inconsistencies
between the RFP and the attachment that was
initially posted. There were some changes that
were listed in the attachment 6 that were not
actually included in the RFP. So we have since
revised that -- that attachment 6 so that it more
aligns to meet any inconsistencies.

So that has been posted to FedBizOpps
if you would like to go and visit there and pull
down our revised copy of the attachment 6.

Another section that's critical is
section C, which is our technical requirements. This is going to let you know what we are soliciting, what the requirements are for what we're soliciting.

Section H is where we're going to contain special contract requirements. So you do want to make sure that you review that carefully.

Section J.1 is a proposal checklist which will give you an idea on what you need to include in your offer submission.

Things to note in regards to this is the System for Award Management. This is the new combined tool that combines things like CCR, EPLS, different software in which you're going there and registering to say that you're eligible and want to do business with the Government. So please make sure that as you're submitting your offer that you're going in and looking for the industry, that you're going in, and you're looking to make sure that your registration in the SAM system is active and that there are no issues with that registration. That will be very
important from an award standpoint.

Another thing that you want to be made aware of is in section L, and that's regarding the offer submission instructions. This will give you the instructions in regards to the due dates that we established as well as where you're going to submit your information.

For the offer submission there are two groups that are established. For group 1, there is some additional paperwork that is also due at the same time as your group 1 submission is due. So you want to be mindful of that and making sure that you're submitting that to the appropriate email address that is established in section L.

Another thing is subcontracting plans. For all large businesses, subcontracting plans are required. So be mindful of that. If you have not -- if you don't have an existing subcontracting plan, that is included with your offer or that you supply us with an approved copy of the subcontracting plan when you submit your offer.
All right. And then here, as we always do, we provide some anticipated dates for the procurement. So one of the first dates is the COPS System. COPS is the system that we use for the submission of all technical and price offers. And so we routinely allow our industry partners to go into the system prior to the final solicitation date to familiarize themselves with the COPS System.

We are anticipating opening up COPS for a test application on Wednesday, February 10th and closing it down on Tuesday, February 16th. Cindy and myself will be sending our emails to all interested parties to find out who will be assigned individuals that will have access to the COPS System so that we can develop a user I.D. and password for you.

You will be able to go into the system after the initial log in to change your password, should you choose to do that.

For the COPS group 1 offer upload, we are anticipating at this time opening up the
system on February 26th, once we issue the final solicitation, and closing it down on March 25th. That will give industry about a four week time frame in order to submit those group 1 offers.

And for group 2 offer upload, right now, we're anticipating March 28th as the open date, and then April 18th as the close date.

All of these dates are anticipated dates. They are subject to change. But right now these are what we are shooting for in terms of our estimates.

Okay. So now I'm going to get into the significant changes. And so as Lauren alluded to, this is basically a listing of all of the significant changes that are included in the RFP. However, we are not going to go over every single one of these. What we did is highlighted in blue sections of the solicitation in which the Program Office will cover in later slides. The sections which I will cover are those that are highlighted in red.

So right here you can see I will go
over the scope, the technical requirements, and
then the period of performance here, and a
continuation of the significant changes here.

I will go over the section that
relates to CRAF, some of our clauses that have
been updated, attachment 6, as well as some of
our certification sections in section K. And
then, lastly, getting into section M, which is
our evaluation criteria.

So as it relates to section C, just
highlighting the changes that we made here. We
added an additional sentence into section C.2
under the scope here.

Also, in section C.3, one of the
changes that was made to the international route
was to include a "shall not exceed" time frame
for international flights to and from Canada and
Mexico. So now those shall not exceed 150
minutes.

Also, in terms of section F, which is
our period of performance, I want to make sure
that I highlight that. We do continue to have
two option periods established in the contract. However, the -- how they are allocated are different.

So basically, this year we're going to have a option period 1, which will cover a 2-month span of time that will go from October 1st to November 30th. And then the second option period will go from October 2nd -- I'm sorry, will go from December 1st, until December 31st.

So if you'll take note, for the FY '16 contract period, we actually had three option periods, but they were three 1-month options. So just bringing to your attention here that we've made this adjustment here.

As it relates to section H.5 which covers the Civilian Reserve Air Fleet program, also known as CRAF, we have provided some adjustments here to the language, one of them being that in the past, submission of this information was to AMC, Air Mobility Command. This year, that is being revised so that anything that is being submitted will go to USTRANSCOM.
What we also did is provide some further clarification language as to the steps for actively undergoing the approval process. And we have one question, but if you could just wait we'll bring a microphone over to you.

MS. GUO: Also, before you speak could you please state your name?

MR. COYLE: Hi everybody. This is George with Delta Air Lines. And actually if I can, if I could back up --

MS. BROWN: Oh sure.

MR. COYLE: -- to Section B. I've printed out the pages that outline the changes.

MS. BROWN: Okay. I don't have that up here, but go ahead.

MR. COYLE: Right. But one of the questions I had had to do with the business class air filing.

MS. BROWN: Okay.

MR. COYLE: And my question is, has GSA implemented travel regulations to provide the
carriers with the business?

    MS. BROWN: I believe that Lauren's
going to address that. I'll direct it up here so
that if she wants to address anything now.

    MS. CONCKLIN: Yes, we'll get into
that in a little more detail.

    MR. COYLE: Okay, fine.

    MS. CONCKLIN: The FTR has not changed
for FY '17 contracts, but we are working with
getting that change in the FTR for the future.
So it's currently not changed.

    MR. COYLE: Okay. Well, just to
complete that thought, my concern is directing
the carriers on the FTR process and getting that
across for business deliveries and beyond that.
So thank you for that.

    MS. CONCKLIN: And we will get into
some more detail regarding business class about
some of the changes, that we are going to give
the airlines a little more information as far as
passenger count and then changing the buckets of
where that business class will fall. But we'll
get into that in a little bit more detail. But understand, we are planning changes now.

MR. COYLE: Okay. And then also, I hope I'm not jumping ahead, I'd like to speak to Civil Reserve Air Fleet.

MS. BROWN: Well, that's a section we're on so you can go ahead.

MR. COYLE: Okay. As I've indicated many times before, that program is managed by separate departments within our airline. A decision to participate in one program versus another, we are not limited. So if -- and there has been times in the past where significant changes had existed for Civil Reserve Air Fleet where we gave the indication that we wouldn't be able to continue in it.

By linking these two programs together, this is in fact the biggest risk to the future of the City Pair Program. And I'm certainly not asking that you weigh in in favor of the carriers, but at least establish a review process so that you can make an informed decision.
As opposed to picking a carrier without that program.

As you know, the current language is very cut and dry. If a carrier is not in CRAF, they cannot be in City Pairs. So I really hope you'll consider putting that sort of review process in. That review panel can consist of DoD, GSA, whomever you deem appropriate, and just at least be able to make an informed decision as opposed to weighing it in the circumstance.

MS. CONCKLIN: Yes, the City Pair team for the first time ever has been working weekly with the CRAF team at TRANSCOM. So this is not going unnoticed; we are just developing a stronger working relationship. So with modeling data, we work back and forth.

As of right now, the language is stated the way it is. But our relationship with CRAF is constantly working on ways to add and change values to that language. And we'll keep you guys updated as anything formal does change. But it is actively -- our relationship is active.
And we are establishing weekly, bi-weekly meetings with them, as well as bringing in the DTMO team as well. So we are all staying connected when it comes to the CRAFT language if there needs to be changes to that.

MS. BROWN: Okay. So just really quickly on this section. You can clearly see the sections that are changed. A lot of the processes have not changed -- I'm sorry, a lot of the processes have not changed; it's just further clarification has been provided in regard to this section here.

Any additional questions before I move on to the next slide? We have one other question in the room.

MR. SCHLESSEMAN: Hi there. Matt Schlessman from American Airlines. We appreciate that you're continuing to evaluate CRAFT being linked to the GSA, and we understand working with TRANSCOM and very much appreciate that.

One thing we'd really like to see the GSA go forward with is linking the participation
stages of Craf to certain line items. If we are
taking the extra risk with participating in a
long haul capacity with Craf, we don't have any
extra benefit or incentive to continue that
greater risk of participation as the program
continues to change and be less commercially
viable, standalone, referring to Craf. It's
really important to us that you continue to
provide an incentive to participate in long haul
time with Craf.

MS. BROWN: Thank you. That's also
been a part of the conversation.

Okay, so this is just a continuation
here of some minor language adjustment that was
made to the section as well. So I'm going to
move on to the next part of the significant
changes, which is changes to section I, as well
as section J.

So with section I, there are --
there's more than just this one section that was
updated. But those were not included because
they were basically just inclusion of updates to
the FAR clauses as they get updated in the
system. So we just have to update them and
refresh then into our solicitation.

This one that we’re highlighting here
is just in relation to the option to extend the
term of the contract. What we have done is just
shorten the period of time to process that
because more so an impact on the acquisition
team, not necessarily on the industry side.

The next change, as I mentioned
before, highlights the addition of a new
attachment to the RFP, which is significant
changes. And as I mentioned before, this has
been revised to delete out any inconsistencies
between the draft solicitation and the
attachment. So please, if you would like to do
that, go into Federal Business Opportunities,
also known as FedBizOpps, and download that
updated and revised copy of the attachment.

The next section, we’re moving into
section K, which is where we do allow our
offerors to do their certifications. So as it
relates to section K.8, and this is regarding air
carrier quality and safety, we revised the
beginning part of the subpart B to align with
section H.3 which is the requirement itself in
the RFP.

So this is simply just revising
language so that it's more consistent with
section H, as well as with the Code of Federal
Regulations.

And I'm going to move on to K.9. K.9
is where we have our offerors do their
certification as it relates to their status in
the CRAF program. There were some modifications
that were made to this section just to clarify
what it means to be actively undergoing the
approval process. So some additional language
was put in here from a certification standpoint.

On section K.10, planned service
certification, this is a new section that is
being added this year. We reference in the RFP
in section L.3, I believe, where we say that we
will allow planned service that would be
implemented in place prior to September 30th.

And what we're doing this year is allowing
offerors to actually highlight those line items
that they're submitting an offer for and which
they're doing it based on planned service.

So this is just a new addition that is
being put in here.

And then the next section we're going
to begin to get into -- I'm sorry. There's a
question. And please make sure you announce your
name before.

MR. SCHLESSMAN: Matt Schlessman,
American Airlines.

We appreciate you adding the
transparency to this item. That seems to me to
be hard for us to bid against. Will these line
items that are the scheduled service that's being
included, if it's in a public schedule, will that
be released to other airlines?

How will we be able to bid accurately
if someone is submitting service points that are
not in the public schedule? And how are you then
verifying that those points are actually
materialized in the schedule once you make the
award?

MS. BROWN: So what typically happens
after the awards have been made is that we do
that verification of service where the carriers
have to go back in. And they have a list of
awards, and they have to verify, do we still meet
the minimum requirements? That is where they'll
be able to go back and validate from a service
standpoint that all of these markets, including
the ones that are being submitted and may have
been awarded based on planned service are in fact
ones in which the carrier meets the minimum
requirements.

If a carrier notifies us that they
don't actually in fact -- that they won't meet
the minimum requirements for those markets to
which they were awarded, and particularly those
that were based on planned service, then those
markets will be deleted from the contract award
and possibly be awarded to another carrier.
So I hope that answers the question that you had.

And I'm sorry, there's another question.

MS. CONCKLIN: Just before that question. We will -- Lauren Concklin -- we will be -- I think it will help you a little bit more, the next slide, as some of the things we're moving towards. So it's less self-reporting and more automated to take out that concern from the carriers' aspect. I think we'll be getting in a little more detail that might help some more of you on this issue. If not, please, you know, ask us.

MR. KELLERMEYER: This is Morgan from Silver Airways. And I just want to verify that our planned service is going to be proprietary, and other carriers won't know our planned service that we submit, right?

MS. BROWN: All information that is put in here is procurement sensitive, so it is not shared outside of the acquisition team. So
all offer information is not shared. So this would only get shared from an award standpoint. And at the time of award, you would have to go back and certify that you still have -- that you still meet the minimum requirements and that needs at that time to be operational by October 1st.

So I'm going to begin in section M, highlighting first this change here. And then I'm going to turn over the next slide to Lauren before it gets turned back over to me.

So this one changed here in section M, which is providing, it's more so a rephrasing of the language in here. We talk about consultation with a special board during the evaluation stage. And the special board is comprised of personnel that we work with in Travel, from our customer agencies. So not a lot that's changed necessarily, just sort of a rephrasing of the sentence.

The only thing is at the bottom is here just to make known that although we seek the
guidance of a special board, final award
decisions rest with the contracting officer.

   So again as I said, we're going to
move over. We're going to get into the
subfactors under section M.3. But I'm going to
turn this over briefly to Lauren to go over this
slide here.

   MS. CONCKLIN: Lauren Concklin.

   So I think you'll notice that section
M.3, there are some significant changes from
previous years. Our team thought a lot about it.
And one of the things that we heard was, one,
transparency, and also our team believes that we
wanted to give service where service is owed to
the carrier.

   Currently -- there was a ceiling, and
so if you had more service and it was above that
ceiling, you weren't getting credit for it. Our
team wanted to find a way to truly give a value
to what's happening in that market for a
comparison perspective.

   We heard the question a lot last year,
the price versus technical trade-off, and what
does that mean? So one of the ways we're trying
to combat that for FY '17 is to come up with a
higher ceiling, therefore giving more credit
where credit is due to the carriers in that
market.

So, for example, if a carrier is
offering more service, they now -- the disparity
potentially between two carriers would be more,
would be greater. Therefore, it starts that --
the cost for technical is easier to explain.

So this is our first go at it. We're
trying to take the idea of being more transparent
as well as giving the service credit for service,
you know, for providing the service, and trying
to find a way to calculate that to make it fair.
This is really our first go, go about it.

I do want to also hit on the fact
that, as I mentioned, we're trying to find a way
to -- I know service is on a weekly basis; you
file on a daily basis. So our team is also
trying to find ways to purchase data to be done
automated versus the carriers actually having to
go in and provide their service.

So these are things we are thinking
about. And our goal is to get that ready for FY
'18. It will not be ready for FY '17. But it's
something we are highly looking at and working at
it. So it takes the burden off the carriers to
have to go in there and physically put their
schedule in.

Does that help answer some questions?

MR. BRISTOW: We're going to run that
parallel --

MS. CONCKLIN: Yes.

MR. BRISTOW: Jerry Bristow here.

We're going to run that parallel in the FY '17
solicitation to see how it plays out.

MS. CONCKLIN: Yes.

MR. BRISTOW: So although we've made
some changes here, you're still going to provide
us with the schedule information that you have
and then in the background, and we'll run this
third party data parallel to that to see if we
can't make this change to the report.

MS. CONCKLIN: The goal is -- and we're hopeful that the goal will be that we can just do this automated and that the carriers in the long run don't have to actually go in there and physically do it themselves. Again, it takes off the burden of worrying about your schedules, validating it, re-validating it. So that is our plan.

And Kwanita is going to get into the actual structure of the changes within the contract. But if you all want to go into more detail, we can do that as well. We tried to highlight to make it as easy to understand as possible. But we did some playing out of modeling. If you need to go into detail, just let us know.

MS. BROWN: Okay. So as we mentioned, subfactor 1, which is where we evaluate time band of service distribution, this has been significantly altered from the FY '16 version.

So basically in the FY '16 version,
points were allocated based on the minimum requirement that was being solicited for a market. So your threshold was whether it was a 4 flight requirement, 6 flight requirement, 1 or 2 flight requirement, or a 3 flight requirement. And then points were allocated on a -- on a spreadsheet that was provided in the RFP that basically allocated points based on certain time bands.

We have not gotten rid of the time bands. But what we have done is now we are basically counting all flights and all time bands towards the -- towards this particular subfactor. And for non-stop service, the maximum point threshold that you can reach for both inbound and outbound flights is now 200. Previously in the FY '16 version, the maximum number of flights that you could receive -- I'm sorry, the maximum number of points that you could receive was 192. So you will receive slightly more points under this new point system.

And as you can see, under the non-stop
point distribution, we have two charts in which we allocate points based on time bands. And one chart, the first one, non-stop number 1, is based on east to west and west to east flights that exclude crossing three time zones.

Non-stop on chart number 2 is all west to east flights that do cross three time zones.

We have allocated points based on whether you receive 10 points or 4 points on flights that are within a particular time band. Here.

And as I mentioned before, the maximum points that you can get for this subfactor for non-stop service is 200. This is based on where we are soliciting non-stop service; that's the minimum requirement. And that would be based on 100 points outbound and 100 points inbound.

If the market that is being solicited is being solicited as a connection, we count both non-stops and connections. That doesn't change from how it was prior.

But again, we would count all non-stop
and connection service until we reach the maximum point threshold. That maximum point threshold would be 200 points for non-stop and 100 points for connection. And that would be 100 points inbound, 100 points outbound for non-stop service, and 50 points outbound and 50 points inbound for connection or direct service.

So in a market where the minimum requirement that's being solicited is connect, a carrier could ultimately receive up to 300 points.

The breakdown for this chart here is if this was a direct or connect. And the number 1 chart, this is based on east to west flights that exclude crossing three time zones.

And then in the second chart, this is going to be for those west to east flights that do cross three time zones. Point allocations are based on the time band. And you can receive either 5 to 2, or 2 points, based on where the flight is placed.

We also, knowing that this is some new
information and new evaluation criteria, we put in a sample distribution so you could kind of get a sense of how this is calculated.

So this basically here is a chart that's showing a non-stop distribution profile. So in a market where the minimum service that's being required is non-stop service where it does not cross three time zones, what we did is we put the time bands there, and we basically ran a scenario in which we said, okay, this carrier is offering us this number of flights outbound and non-stop and this number of flights inbound and non-stop. And then we calculate based on the point allocation that we give for each time band.

Based on this calculation and this scenario, the carrier would receive a total of 102 points outbound and a total of 106 points inbound, which will bring it to a grand total of 208. And because we have a maximum threshold of 200, the carrier in this scenario would receive 200 points. That will go towards their technical score for subfactor 1.
And just to sort of highlight the difference between the point allocation in this new time -- in this new subfactor versus how it would have been calculated in the old subfactor that we were using for FY '16, in FY '16 using a scenario such as this in a 4 flight requirement market, a carrier would have received a total of 136 points versus now they're receiving 200 points.

So it basically is applying more credit where credit is due from a technical standpoint.

And I'm going to run through the same scenario here. In a market where it is not crossing three time zones, minimum service that is being required is connection or direct -- it's always connection, I apologize for that. And so in this -- in this scenario, what we're doing is we're showing you both outbound and inbound, non-stop and connection direct service.

And we put our -- we're applying the point allocation. So again, points are going to
be distributed based on time bands. If you recall, in non-stop markets the point allocation is either a 10 or a 4. In direct or connect markets the allocation is either a 5 or a 2.

So we’ve gone through this, and we provided, hey, these are the number of non-stop outbound flights, inbound non-stop flights, outbound direct or connect flights, inbound direct or connect flights, and we have calculated the -- we calculated the point allocations based on that.

So based on this scenario here, again being mindful that in direct or connect you have a point threshold of 50, the number of points that would be allocated for non-stop service would be 80 because you're going to add up the 58 points outbound for non-stop plus the 22 points inbound. But for the direct or connect points, it's going to be 87 because you're only going to calculate up to the maximum, so they would only get 50 points outbound, and then you would get the full 37 points inbound, which would bring
your total allocated points there to 167.

Looking at this versus how this would be calculated in a 4 flight requirement using the FY'16 evaluation criteria, the point allocation would be a difference of 116 points versus 167.

So I know that I went over a lot of information. I see one hand in the back. So we do have some questions related to this.

And let me know if you need me to go back a slide or two.

MR. GRAFF: Hi. This is Delta Airlines. I just have a question about what you consider as a desirable time band? For us at least it seems that going from east to west and west to east is actually very different in that red-eye flights are far more desirable for a lot of passengers, and yet you would not allocate points for flights after 11:00 p.m. Could you put more color into that as to why you allocate it that way?

MS. BROWN: The allocation is very similar to how it was allocated in previous
years. But a lot of it is based on what is
desirable to the government. And so from the
standpoint of looking at the 7:00 to 10:59
quadrant, we place more of the maximum points
versus the 11:00 to 5:59.

And a lot of it is based on can a --
can a traveler conduct their business in one day?
Can they come in between 6:00 and 9:30 and then
theoretically leave that same day, not incurring
any hotel costs, things of that nature.

So that is where the value in time
band four, from 7:01 to 10:59, why it was placed
there versus in 11:00 to 5:59.

Any additional questions before I move
on to the next slide? And I guess I don't want
to be -- I want to be mindful of people on the
phone as well, if there's any questions.

(No audible response.)

MS. BROWN: Okay. Well, then I'll
move on because we have a lot more material to go
over.

So for international routes, this also
was adjusted. So basically in this -- in this scenario for international routes, there are a maximum points of 300 that can be allocated. And so this is basically you get a maximum of 200 points for nonstop and then a maximum of 100 points for direct or connection.

And so basically as we have always done for line items where we are soliciting non-stop service, then direct or connect flights will not be counted towards the subfactor.

And the way that we allocate this out is for non-stop, you'll get 20 points per flight until you reach the maximum. And then for the direct/connect is 5 points per flight.

We now have the addition of fifth freedom of the air routes that we are soliciting, to be discussed a little bit later in more depth by the Program Office. But for purposes of how we will be evaluating it, we will be evaluating it based off of non-stop service. That is a change that will be made. It's not listed currently in the draft solicitation that was
issued out. But we are looking at soliciting this now as just a straight non-stop market.

So based on that, the number of points that will be allocated would be 20 points for the non-stop service in this particular evaluation criteria.

So let me -- let me skip forward for a minute? Okay.

So before I move on to the next section, I'm going to close out what we're talking about from subfactor 1. Is there any related questions before I move over into the next slide?

MS. GUO: I think there's a question on the phone.

MS. CONCKLIN: Okay, it appears that we have some questions from callers on the phone.

MS. BROWN: Is that unmuted?

OPERATOR: All guests have been unmuted. You will now rejoin your meeting.

MR. BILLONE: Hey, this is Tom Billone from United Airlines.
MS. BROWN: Yes, we hear you.

MR. BILLONE: Okay. I have a question. If you could expand upon what you mean, if you'd give an example, of not crossing three time zones.

MS. BROWN: So basically if you're going from west -- if you're going from west to east, you're talking about West, you go to Central, Mountain and then East, and then East.

MR. BILLONE: Okay, then it's going out from the Pacific Time Zone?

MS. BROWN: Yes.

MR. BILLONE: And that doesn't count four points. So it's actually crossing three times zones. So you're crossing, I mean -- well, let's say the origin and destination don't count as a time zone; is that what you're saying?

MS. BROWN: Yes, I think it is.

MR. BILLONE: You're going from Los Angeles to Washington, how many time zones would that be?

MS. BROWN: I'm sorry, Jerry Ellis is
going to expound on that for you.

    MR. ELLIS: Yes. Tom, Jerry Ellis here. We're talking from West Coast to East Coast, in other words originating say in San Diego or Los Angeles and coming to Philadelphia or Washington, D.C., you're going from Pacific to Eastern, that's three time zones. However, Denver to Washington, D.C. is only two time zones.

    MR. BILLONE: Well, I understand that. I understand that. A lot of these points don't count if you're starting out in the Pacific and ending up in the East Coast because that is not crossing three time zones.

    MR. ELLIS: But that's only for time band 5, Tom. The West Coast to East Coast allowance from east -- from west to east only -- the flights only count in time band 5 crossing three time zones.

    MR. BILLONE: I'll have to look at it again. But it was a little confusing to me.

    MR. ELLIS: Okay.
MS. BROWN: I think to the point about crossing three time zones, the major difference that you'll see between the two charts is where the points are allocated and where we're placing the value in terms of how we're going to evaluate where the flights are -- where the flights are distributed. And I think that's the major difference.

Because if you can look at this slide right here, no points are actually allocated for time band 5, but you can see that in time band 4, the point allocation is different for whether or not a flight does cross or does not cross the three time zones.

MR. BILLONE: Okay. I appreciate it. I just need to explain this to my pricing and revenue management people.

MS. BROWN: Okay. And then were there any other questions related to the material we've covered in section 3? I think there's one in the room, and then we can take any on the call if there are any.
MR. SCHLESSMAN: Will Arizona continue to remain in the West Time Zone? There's an exemption today; is that going to remain?

MS. BROWN: I'm sorry, could you repeat the question?

MR. SCHLESSMAN: Arizona as a departure state, will that remain in the West Coast Time Zone? There's an exemption today.

MR. ELLIS: They normally go to the Pacific. So they need to be on a time zone, they're always, Arizona is always in the West Coast.

MS. BROWN: Okay. All right, so the answer to that question is that it is considered crossing three time zones.

And before I move on to the next section, was there any other questions on the call from anyone?

(No audible response.)

MS. BROWN: All right, time's up. All right.

I'm going to move on to the next
question, I mean to the next section here. So let me move forward.

So the next significant change to evaluation criteria was under subfactor 3. This is related to number and type of flights. Not a huge adjustment here. We didn't change the maximum number of flights that we count. What we did change was the point allocation.

So for non-stop, now the point allocation is 3. And that's an increase. And whereas for direct, we've decreased that. So direct went down from 1.5 to 1.25, whereas non-stop increased from 2 to 3. So that is the only change that was made to this section here.

All right. And then moving into sections M.5 and M.6, which deal with the price evaluation and what percentages of the YCA and the _CA are being calculated to come up with that composite there, which is our evaluated fare. And this year for both groups 1 and group 2, the percentages have changed to where we're now calculating it by .35 percent for YCA and .65
percent for the _CA for domestic. International remains the same for both categories.

Now what I'm going to do is I'm going to turn this back over to -- I'm going to actually turn it over to Jerry Ellis. He is going to get into more depth about our markets this year.

MR. ELLIS: Good afternoon, ladies and gentlemen. You too, Eric Miller.

The market selection again this year was based on historical data and customer request. I have up right now the basic information, the number of markets that we have solicited. As you can see, the number of markets again increased this year to 9,856. And actually this is a changing dynamic because actually we added three more markets this morning based on customer requests.

So the markets that you saw that came out in the draft solicitation, there are three more extended connection markets at the bottom. They are Boston, Chicago and Dallas/Fort Worth to
Nairobi at customer request. So that they're at the bottom of the extended connection markets.

We did a slight decrease overall in the Group 2. And many of those decreased markets can be attributable either to them moving to extended connection markets. Because one of the things that we do when we see markets that we solicit in a year that we have no offers, we look at those and say, what can we do to make those markets have at least one offer? And many times in the Group 2 markets we see that because of carrier dynamics and consolidation that we need to move those to the extended connection markets.

So you can see as we move on here, we -- the Group 1 -- the Group 2 markets decreased by 9 percent but the Group 1 markets and, more especially the international domestic extended connection markets increased.

We have, as you see which is very encouraging, our passenger count estimated is -- has increased 20 percent year over year. How this has occurred is, of course, obviously we are
soliciting more markets, but also the cutback in travel for Government has subsided a little bit and agencies are doing more and more travel, which is encouraging both to the City Pair Team and, of course, adds more value to our contract program.

So as you can see from the dynamics here, if you have any questions about how this happened, obviously I can address those questions.

Okay. As Kwanita indicated earlier, we have a new section that is now Tab Number 3 on your Attachment Number 4. We have five markets that occur because of the Fifth Freedom Carriage Rights. And they are all out of Tokyo as you can see, to Bangkok, Seoul, Korea, Shanghai, Singapore and Taipei.

Originally we had ten of them but because we were talking to the Department of Transportation and our Legal Department, there was some concern about the agreement between the two foreign countries. And so we decided to err
on the side of caution and kind of crawl before
we walked and walk before we ran with these new
fifth freedom flight markets. So we'll see how
these play out. And possibly they will be
extended in the future. We certainly hope so.

These types of markets, international
to international, we think are going to benefit
mostly the Department of State and DoD.

So here's a breakdown on the numbering
system. As you can see there is one slight
change from the draft solicitation. You notice
that the Group 1 international extended
connection markets are line items 4500 to 5819.

Are there any questions about the
market selections or either within the office
here or do we have any from the people on the
telephone? Any questions?

Okay. That's how the market --

MR. BARICH: Jerry, this is Matt --

Jerry?

MR. ELLIS: Go ahead.

MR. BARICH: This is Matt from
American Airlines. I'm the site right now, is there a way to follow along on the telephone presentation? I can't keep up with when you guys are speaking.

MS. CONCKLIN: You can't see the PowerPoint presentation?

MR. BARICH: I'm sure it's on there. I see a bunch of Excel and Word documents from the last couple days that have the RFP and the market. But in terms of following along on your guys' presentation, I didn't see a link for that.

MS. CONCKLIN: It's on the invite in the email that was sent out. If you don't have it, then we can send it to you afterwards, but.

MR. BARICH: Okay, thank you.

MS. CONCKLIN: Oh, they're not seeing it all. Oh, maybe you need to refresh your computer, like just refresh the connectivity.

MR. BARICH: Okay, I'll try that.

Thank you.

MS. CONCKLIN: So next up is business class fare. I kind of reached -- I kind of went
over it already. But this year one of the
changes, we are submitting passenger counts in
each of those markets for the business class.

We have also -- I do want to make a
note that what went out in the draft, RFP is
going to be changed to be -- to state in any
bucket in that inventory in business class it
currently rates in the -- above the top third.

But we are changing it to be any bucket in
business class. So that will be a change that we
put in when the final solicitation goes out.

We're doing our best to work also with
the Office of OGP, which is Government-wide
Policy, to try to change language when it comes
to business class fares. We understand -- we're
hearing from suppliers saying if that did happen
it's easier to -- we'd see better rates. So we
are working on that just so you know it. We
can't physically go in there and change it, so we
have to use data to show them why this needs to
happen. And that's where we are in the process
today.
Overall, our business class spend in FY15, was $118 million roughly, almost $119 million. So there is a fair sizeable amount of money that is being spent there.

And as you are all well aware of, the FTR does state any flight over 14 hours does allow the traveler to take business class. As well as there's also, I think we discussed at our meeting that we had back in December, some agencies do allow an upgrade over six hours or eight hours, I forget. It's eight hours, I think. So we also want to make sure you're aware that when it comes to coach and where your -- if they're falling within the buckets to potentially allow for an upgrade for the traveler. So keep that in mind as well.

Is there a question?

MR. KELLERMEYER: This is Morgan from Silver Airways.

MS. CONCKLIN: Yes.

MR. KELLERMEYER: I'm curious about do you have criteria around the definition of
business class or do you leave that up to the
carrier -- on international travel?

    MS. CONCKLIN: Yes. For international
travel.

    MR. ELLIS: It's for international
traveler. And some carriers have three classes
in service: first, business and coach. Some
carriers have business and coach.

    One thing we are seeing right now is
the coach economy or the coach elite, as some
carriers are calling them. But true business
class, rather than the upgraded coach class, is
what we are looking at.

    MR. KELLERMeyer: Okay, thank you.

    MS. CONCKLIN: I'm going to let Jerry
Bristow talk about audit of the contract fares
and get into some details regarding that.

    MR. BRISTOW: Thank you. Good
afternoon.

    As Lauren was stating, we went through
the City Pair contract and when we got to the
audit section we felt that there was a number of
changes that needed to be made to the audit's part. But taking a look at that we wanted to make sure that we streamlined this so everybody had a specific idea of what was going to be audited. There wouldn't be any doubt as to how we're going to audit and what we're going to audit.

So although there is a need to audit, we adjusted that so that it's only audited off of the YCA fare. Any fare issued above the YCA fare on the contract carrier is subject to be audited so that we don't pay any more than what we should out of the contract. Simple as that. You audit fares, you audit carriers, on the contract carrier, any fare above the YCA fare.

Has to also be purchased on the mandatory SmartPay card. That's the second part of it. So anything purchased on the mandatory SmartPay card is going to be audited. Anything purchased not on SmartPay, not within the designated numbering system of SmartPay will not be audited.
Questions?

MR. COYLE: And GTRs as well?

MR. BRISTOW: GTRs as well. Sorry.

Because there were some there for international travel only on the GTRs.

MR. COYLE: George with Delta Airlines.

MR. BRISTOW: Hold on, George.

MS. CONCKLIN: We can hear you but I'm all the way down here.

MR. COYLE: George Coyle with Delta Airlines. And I'm sorry to make you repeat yourself. I hear you loud and clear. This is such an important topic because of what we've experienced through the audits this past year.

Is it -- we can now inform our auditing division that receives these notice of collections that this is in fact the only thing we'll see that can be audited. So any other form of memo, collection memo that we receive we deserve that.

MR. BRISTOW: But right now this is for
the FY '17. We've not revised it back to '16 yet. That's still under consideration as we go through some other carriers here, if we have to modify that contract. Okay?

MR. COYLE: Okay, so FY '17 forward this will be the only area --

MR. BRISTOW: That's correct.

MR. COYLE: -- that will be audited?

You there? Thank you.

MR. BRISTOW: And you'll see that definition, and I'll state it in there, in fact, I'll read this here just to make sure it gets recorded here.

"The government reserves the right to issue overcharges whenever the coach fare charged and used on the contract carrier is greater than the awarded YCA contract fare, provided payment was made using an individually or centrally billed government travel account issued under a GSA contract or a GTR."

That's the specific definition for being audited. And that's really practical as
well for our travel agencies, our TMCs, and how
they issue those tickets. They need to know that
when they do cost adjustments on their tickets
and how they issue leisure in conjunction with
official, that this is how this is going to
audited when you do that.

So you issue the City Pair fare at the
YCA fare, and then you issue your leisure in
conjunction with official travel with a different
form of payment that does not enter into this
auditing capability.

MR. COYLE: Okay.

MR. BRISTOW: Any other questions?

MR. BILLONE: Jerry, this is Tom.

MR. BRISTOW: Hey, Tom.

MR. BILLONE: Yes. Question on that.

So the credit card used has to be a mandatory use
card?

MR. BRISTOW: That's correct. It has
to have the designated SmartPay mandatory use
card, right.

MR. BILLONE: Alright, so that'd be the
government agency is using a mandatory use card for non-official travel. So you'll get audited for that, right?

MR. BRISTOW: That's correct.

MR. BILLONE: And then we can fight that audit with the TMC or whatever and say it was a non-official travel?

MR. BRISTOW: They would have to have a notification in there as justification. Yes.

MR. BILLONE: Okay, thank you.

MR. BRISTOW: Okay.

MS. CARLOCK: Jerry, this is Andrea from the Defense Travel Management Office.

I just want to make sure that I'm clear on leave in conjunction with official travel, because I see this as being an issue for us.

MR. BRISTOW: All right.

MS. CARLOCK: We don't have a standard policy that dictates how the services handle leave in conjunction with official travel. So in some instances our services allow the traveler to
use their government travel charge card for leave in conjunction with official travel, which in that instance there could be a cost of an airline ticket that would be higher than the YCA.

If I'm understanding you correct, a de -- I'm sorry -- an overcharge would then be issued to the air carrier based on this audit rule?

MR. BRISTOW: In that market, on that route, yes. They would have to break the fare to show the proper fare on that market.

MS. CARLOCK: Okay. Is GSA looking at working with OGP to put policy in place then that would correspond with the use of the travel card then for leave in conjunction with official travel?

MR. BRISTOW: When you say that you allow them to use their individual travel card for leave in conjunction with official are you -- you may have to be more specific on that. That's somewhat of a general statement.

If you're saying that they're
authorized to travel from Washington National to Atlanta and the fare is $200 but they're going to have leave in conjunction with official travel and they're going to Jacksonville, you must issue that ticket for the $200 first. Then issue that ticket for the additional collection above that YCA fare.

MS. CARLOCK: And from a DTMO perspective we're not disagreeing with what you're saying. And we've had this discussion with the services. But what's occurring is the services are allowing the military member or civilian member to charge that leave piece onto their official card. They're only reimbursing them up to that YCA fare. And then when they get their bill, the traveler, they pay whatever that difference is on their bill.

So they may charge $500. $320 may have been the City Pair, they're only going to reimburse them up to the $320 but then the traveler is responsible for paying that bill for that additional amount of money.
MR. BRISTOW: You have to understand that the fare on that market needs to be no higher than the YCA fare.

MS. CARLOCK: Okay. But I'm going back to the standardized requirement because and that needs to be in conjunction with what you're doing here. So you go by that policy and you talk about use of the official card then for leave in conjunction with official travel.

MR. BRISTOW: That's a, that's a separate issue that we'll take offline with the Office of Government-wide Policy as well as with the SmartPay people.

MR. ELLIS: This is a very slippery -- this is Jerry Ellis, GSA. This is a very slippery slope we're going down. Because if you're using the government's official credit card and allowing that customer to use it for personal travel, that is going to generate an overcharge if they use a commercial fare and there is a contract fare between Jacksonville and Washington, D.C. Or at least we're going down a
very slippery slope here.

MS. CONCKLIN: Yes. We can talk about it offline. But I guess my, my instinct, quick instinct's about maybe the reason why it's being allowed is because who knows how long they're on official travel. And they don't get, they don't get reimbursed before they come back and voucher their trip. And so I'm trying to -- we need to figure this out because I, I --

MR. BRISTOW: Have to walk through the scenario.

MS. CONCKLIN: We have to walk through it to make sure that we fully understand. And we can meet with OGP and start working that. But I hear what you're saying.

MS. CARLOCK: Yes. And I know, Lauren, let me just say the DTMO agrees with you wholeheartedly. So each of the services are choosing to do their own thing. We're not advocating that at all.

MR. BRISTOW: Yes, let's make sure that when we have these types of areas that we're
all connected together, yes, let's just make sure that we're all connected together so we have these discussions before we end up getting to a situation we may not want to get in.

MS. CARLOCK: Okay.

MR. BRISTOW: Eric Miller, microphone is coming.

MR. MILLER: This is Eric Miller from Department of State.

I totally agree with the two ticket process when it happens in the United States. Overseas that's not what we see. We see it's a one ticketing process because BSP can take two forms of payment for one ticket. So that's also another slippery slope. And we would need a judgment for official travel overseas, what is the audit team going to see? And are they going to see what the two points of payment are?

So I don't want to -- as the vast majority of the Federal Government spend is in this beautiful country here, I don't to take the team's time. But I think that we need to look at
the overseas audits for tickets issued overseas
when it's a different process.

MR. BRISTOW: If the ticket is issued overseas the cost constructing spread; is that what you're talking about?

Mr. Miller: Yes.

MR. BRISTOW: Okay, it's the cost constructing spread.

Two forms of payment, the government charge card will be issued for the YCA portion, and any additional portion above that where it's a personal charge card, that would be charged the difference between that and the final fare. But you will show that the ticket has been issued, not to exceed the YCA fare using the government charge card.

Those are the two factors that is going to trigger audits to look at this. They receive the SmartPay data or the GTR data. It comes back in there to them. There's the YCA fare. The fare that's shown on the SmartPay card is above that, that's what's going to get
If it's YCA and below, if it's a fare below the YCA fare, not auditable. Won't be audited. If the fare is above the YCA, you're dealing with two forms of payment, it will be audited.

Any other questions? Thank you.

MS. CONCKLIN: Jerry, you have a question.

MR. SCHLESSMAN: First of all, how is audits team overseeing the O&D if it's a cost concern, because they're going to have an O&D from whatever the FTR or ordered travel is?

And then my second question is, you've added the language to allow carriers to refund proactively before the audit process. And we really appreciate that. But I just want to verify that something we're allowed to do but not required to do?

MR. BRISTOW: Yes, with regards to that, we're getting actually better data from our SmartPay and it's in a more timely fashion. And
so when those refunds are pre-refunded prior to
the audit, we may be able to see that now.

So as this data gets better, we'll be
better prepared to see the refunds that come in.
And that's we're going to be checking for also.
We're going to check and see. If it's been
refunded already, we're okay. And part of that's
because they see it's an overcharge but someone
else saw it was an overcharge and the ticket's
been refunded. Then I would come back after you
on that.

MS. CONCKLIN: Right. But his
question was making sure that it's not required.

MR. BRISTOW: Right.

MS. CONCKLIN: It's not, it's not,

Jerry.

MR. BRISTOW: What you're doing right
now is optional.

MS. CONCKLIN: Yes.

MR. BRISTOW: Correct.

MR. SCHLESSMAN: And it will remain
optional?
MR. BRISTOW: That's correct.

MR. SCHLESSMAN: Okay, thanks.

MS. CONCKLIN: So moving on. We finalized FY '15. We are at 58 percent _CA in the revision.

We wanted to go over, because we are changing the weighting average. One of the reasons why we're trying to get it close to realistic is what is actually happening with the YCA and _CA.

Our team has been working -- we'll get into a little more detail -- but our team is working very closely, like I said, with the booking engine as well as we started the new auditing process this year. And I think those two things combined are really helping see our _CA usage go up. And we're monitoring each quarter this year and we're doing extremely well.

So we are seeing utilization. That's, one, because the airlines are doing what they said they promised they would do.

And, two, we're, travelers are
choosing those when they are available.

So all of this combined, we did end up
FY '15 with a 58 percent. And we are moving to
the new percentage of 65/35.

Any questions around that?

(No audible response.)

MS. CONCKLIN: As I mentioned earlier,
gold standards are something that's becoming
important when it comes to configuration. For
the first time our team, CPP, has actually sat
down and walked through both of the engines, both
sides, seen what their off-the-shelf looks like
and put together a gold standard configuration
for both booking engines.

We also, in line, in line with this,
have started to work with our actual individual
customers where we are showing them what their
individual usage is, what their buying behaviors
are, and working with them to increase the way --
change the way that they book as well.

So our partnership is both with ETS
and DTMO. And we have established new working
relationships, new processes in trying to change
the way travelers are traveling in federal space
to capitalize on these great _CA prices that we
do get, and also trying to get them to book in or
out.

Any questions?

(No audible response.)

MS. CONCKLIN: As we're coming to a
close we would like to put this up on the screen
again. These are only tentative. But this is
the upcoming dates that we have on the schedule.

As Kwanita has mentioned about the
COPS system and testing, we highly recommend
going in there and using it prior to the actual
launch, especially for new criteria, for the new
points and such, to go in there, play with it and
make sure there's no questions.

We are trying to award this year by
late July, which gives us almost, hopefully, at
least three weeks, almost three weeks earlier
than we've done in the past. It's really
important from our perspective that the earlier
we can award, the earlier the fares are loaded, therefore, the earlier travelers can take advantage of those fares. And that is our main goal.

And you'll also notice that one big change from the customer side of the house is we're going to be doing two levels of special board review. So the special board does get together, they go through some or our big markets and make decisions and discuss and, you know, report back to the evaluation team. And then the evaluation team will come back to meet again and say here is what's happened. Do you still agree? So we're adding another line from the customers' perspective, since they are the ones actually purchasing these fares. So we get their input not once, but not twice. That's a new add for us this year.

Any questions regarding the schedule?

MS. BROWN: And one thing to note for the comments, if you can make sure that you email those to myself. My contact information is
listed in the RFP as well as also to onthego@gsa.gov. That way we can have a cumulative repository for any comments or questions that come in.

MR. BRISTOW: Identify yourself for people on the phone.

MS. BROWN: And this is Kwanita Brown.

MS. CONCKLIN: Yes, George?

MR. COYLE: George Coyle, Delta Airlines.

The document that we received a few days ago there was roughly 30 pages of proposed changes. One of those addressed, at Section F.7, the City Pairs activity reporting. And it's, it's looking for an additional column called "Total Number of Flights."

And this is, this is a little bit confusing. I'm not sure what you're asking for. You know, today we give you a usage report, a breakdown between YCA and _CA trips and percentages. If this is connected to that report and it follows an entirely different database,
it's a tall order. And I'm not sure what value
the total number of flights used is to the
Government.

Can you help elaborate? It's page 11.

MS. CONCKLIN: I think that, if I --
and I'll ask my team to correct me if I'm wrong --
- but for the reasons why, are you saying that's
a difficult ask?

MR. COYLE: It is. It requires
significant workload on our part. It requires
tapping into a completely separate database. And
I'm not really certain what's being asked for
when you say adding a column of total number of
flights. What are you asking for? Total number
of passengers? Or physical usage?

MS. CONCKLIN: No. Actual physical
flight itself.

I think that the reason why we're
asking for this is because of how behind the
scenes we're doing this data that we are
purchasing. So we can see how it runs as far as
what's actually happening. And so we want to do
all this to make the report of our flights so we can analyze that against the data that we're getting to make sure we can go to this automated program.

If this is a huge -- is it just for your airline or is it across the board is this an issue as providing the total number of flights? So we can -- we would like to go to an automated process so you guys don't have to put this in every year. And we want to validate on the side this year to see if it's a realistic measure that we can use in that.

MR. BILLONE: This is Tom from United.

I'm going to have to check with my reporting people.

MS. CONCKLIN: Okay. This is going into the draft and this is what we need. So we want the report once you guys compile it. And we'll take that feedback.

So if you really wouldn't mind, if you could get back to us on an individual basis and let us know and we can go from there. But the
reason why we ask for it is so we can validate the data that we have.

              MR. COYLE: Okay. Lauren, I'm still unclear because it did involve total number of segments. Could you go a little bit further? And also understand why this is requested?

              MS. CONCKLIN: Yes, we do -- it's a total number of segments, correct? Because we -- yes, it's a total number of segments in that month. Isn't it a month by month.

              MS. BROWN: So, yes, I think it's probably number of segments.

              MR. COYLE: Segments, not flights.

              MS. CONCKLIN: Yes, total number of segments, not flights.

              Yes, we'll clarify. We can send a more-clarifying email to everyone and you guys can let us know about the feedback.

              MR. SCHLESSMAN: Our problem with this is passengers, where we're getting that information on passengers on our Segments are quite different. We'll verify that for you.
MS. CONCKLIN: Okay.

MR. SCHLESSMAN: We'll check it.

MS. CONCKLIN: Okay.

MR. MILLER: Lauren, hi.

MS. CONCKLIN: Hi.

MR. MILLER: Eric from the Department of State. Clarify that the business class fares will remain non-mandatory?

MS. CONCKLIN: Correct.

MR. MILLER: So it's still non-

mandatory?

MS. CONCKLIN: It's not in the FTR.

Yes.

MR. MILLER: Okay. At some point we would like to see the concept of premium economy brought into the City Pair Program. As the products keep evolving there will be a lower cost alternative for Department of State if we were hit with a set level.

MS. CONCKLIN: Yes. We know you guys have so unique differences with regard to other customers. And that's something we did voice to
some of the suppliers as far as the way you guys
set up your -- the policies that you have in
house. So that's something we can maybe do for
this.

MR. MILLER: Okay, thank you.

MR. SCHLESSMAN: We wanted to clarify
point five with minimum service, basically
changing the language from two calendar days to
two working days. I'm not entirely sure we agree
with that. We frequently get notifications that
minimum service isn't met on Friday afternoon.
I'm usually not filing fares on Saturday and
Sunday.

It is really hard for us to make those
changes. We'll always try to make the mod as
soon as we can, but two calendar days is going to
be very difficult for us to meet.

MS. BROWN: Okay. We'll, we'll
definitely go back -- I'm sorry. This is
Kwanita. We'll definitely go back and revisit
that and determine if it's more appropriate to
meet a calendar versus working.
MR. SCHLESSMAN: Thanks. And I have one more question about CA, if I can go ahead with one more where you're mentioning distribution changes. If a carrier changes distribution during the contract period that you're not allowed to charge a service fee?

MS. BROWN: That, oh, that was actually one that we revisited. So if you download the revised copy you will that it's been eliminated.

MR. SCHLESSMAN: Okay.

MR. COYLE: Actually you just answered one of my questions. This is George with Delta. I also want to ask a question about the IATA Bilateral Interline E-ticketing Agreement inclusion. That's Section K.7, as you know, in the documents we received. To the best of my knowledge everybody has electronic ticketing with their code share partners.

Can you elaborate as to why that inclusion is necessary or if there are some that do not provide e-ticketing?
MR. RUESINK: This is Tom Ruesink.

What we are -- one of the reasons there is we're looking at the code sharing, and we're looking at third party data and getting towards more transparency so that we just take schedule data, one of the things we found is that the schedule data from like a third party like an OAG, that's one of the criteria that they pull from. So it's just being consistent with that.

So that's what they use as their criteria in order to show code shares. So if it's not, it's not in that Bilateral Agreement then it doesn't sort of get pulled from the OAG files. So that's why: so just trying to be consistent.

MR. JOHNSON: Hello. This is Jay Johnson from the U.S. Transportation Command.

Actually I have two quick questions. One is on the CRAF Program, George had mentioned that I guess in your airline the CRAF Program is a separate and distinct business process that's not linked with the City Pair Program. And so my
question is -- and I don't know if an answer's available -- but in general is this a practice with all airlines or?

So I see it's not. So, okay,

appreciate that information.

Second question is --

MS. CONCKLIN: You got your also.

Thank you.

MR. JOHNSON: Okay. Also on the data that you had put on slide five, the SmartPay screen data. Is that data the completed ticketed price, and saying it includes taxes, baggage fees, etc., or is it just the City Pair fare?

MR. ELLIS: Yes, I was just going to pull -- this is Jerry Ellis, GSA. From my airline background I can say almost every airline separates the CRAF from the City Pair because City Pair comes under use and sales and your management, whereas the CRAF Program comes under operations. So they're usually generated and administered by two separate departments within the airline.
MS. CONCKLIN: And to -- Lauren Concklin -- and to elaborate on your second question, this is the total of the fees and passage, but baggage we, we are working with the suppliers because currently it's hard to understand what baggage fees are and the way that they get broken out as far as the way they're included in SmartPay. It could be once we gather those other things.

So that is a definite thing that we're trying to figure out how to get a handle on because it definitely goes back to the true cost of the ticket. And that's why we're hoping to work with our suppliers more to figure out what a true cost of the ticket is.

MR. Surratt: Hello. This is Derrick with British Airways.

And I was just wanting to ask you for clarification. Will Washington Dulles and Baltimore/Washington still be considered or rated as one market Washington, the way it is currently?
MR. SURRATT: And as a follow-up. You show in the GDS and the online booking tool as one market as opposed to kind of separated out?

MS. CONCKLIN: They're separated out.

MR. SURRATT: Okay.

MS. CONCKLIN: Yes. Yes. That's how it's treated.

MR. SURRATT: Okay.

MS. CONCKLIN: Yes, they're separated out.

MR. COYLE: Lauren, this is George again with Delta.

Just going to request the online -- well, currently there's a printed copy of the Transportation Handbook that's maybe 10, 12 years old. It's outdated. It would be a great template to work from if we could move to an online handbook that basically helps --

MS. CONCKLIN: Provide the information.

MR. COYLE: Yes. So help us around
the globe because we're getting requests from all over, internationally and they can be ticketing related. Perhaps a new purpose data, might be an embassy location or something. And they're not exactly familiar with what is a government fare, how they go about ticketing, what these events are. So if there was a reference material online that we could direct people to -- and I'd actually, we have it in part of the task force development, that would be extremely helpful.

MS. CONCKLIN: That's my target number three, of more open data. Thank you for that. I think working together on stuff like that will definitely be beneficial to our travelers.

MR. MILLER: Yes, we're seeing the question -- this is Eric with Department of State -- that one of the big things that should come up more is what is Fly America Act?

And our interpretation is it's the flight number. It doesn't matter if it's validated on KLM, Air France, anybody, the validation no longer matters. And we were
reaching out to try to get an answer on this to have it in writing to forward people to the GSA website. But as George mentioned this morning, your document is about 12 years old.

MS. CONCKLIN: Yes.

MR. MILLER: So that's something that keeps bubbling up. And we understand it. And it is the flight number will satisfy the Fly America Act, not the document that it's issued under.

MS. CONCKLIN: We get -- Go ahead.

MR. BRISTOW: To clarify that, it's also the airline designator and the flight number that designates the Fly America Act, not just the flight number.

MR. MILLER: What is the designator?

DL?

MR. BRISTOW: It would have to be Delta, American, United designator carrier code.

MR. MILLER: The U.S. carrier code.

MR. BRISTOW: The U.S. carrier code.

Now, how that ticket is issued and who the plating carrier is can be the one that has
the BSP in that area. But that ticket, the Fly America Act pertains to the designated carrier and their flight number, which is the U.S. carrier and their flight number.

MS. CONCKLIN: Any other questions?

MR. SCHLESSMAN: We have lots of issues.

One quick question. I know you have a continuous practice that we are concerned with regarding negotiations. I know that practice will always continue because it obviously provides value for the government travelers. We certainly appreciate that.

One thing that we disagree with is that the GSA is continuously picking winners and losers. You are asking specific carriers to change or modify their bid. And you don't know what markets are important to me. I could be trying to increase my traffic in a certain market. But and you're now asking one carrier to go re-bid on that market.

I'd like to see the negotiation
markets made open to all carriers to allow us to
know there's another carrier being given a market
to re-bid on, that we have that same opportunity
if that's a market that's important to us.

MS. CONCKLIN: Moving, so moving
forward for this year, if -- Kwanita kind of has
an option of going back to an airline in that
market, all airlines will be asked to also submit
a rebid if they choose. So moving forward that
is a change, we are making sure if one airline is
being asked, they all will be.

MR. SCHLESSMAN: Every airline.

MS. CONCKLIN: Yes.

MR. SCHLESSMAN: We appreciate that.

MS. CONCKLIN: Yes. Does that help?

MR. BARICH: This is Matt from
American.

MS. CONCKLIN: Yes.

MR. BARICH: I was very frustrated on.

Our take on that is you're asking us to evaluate
ourselves based on the peak in July. So I don't
think we have an issue if that service isn't
But we think that's unfair that one carrier may have an advantage versus the rest of the carriers when Group 1 is due in early March and there is no actual file for that specific market. And it's being put in, because they know internally that that may change and we'd open that to the rest of the carriers.

MS. CONCKLIN: First, I hear what you're saying. The first thing we did this year as far as the number we want individually by supplier. And suppliers asked for a time line, a time gate to go off of. And the majority of respondents did agree with the time that we use currently.

As far as, as far as the planned service, we will take that into consideration. And we will think about it and we will get back to you all as far as your thoughts on that.

MR. BARICH: Okay, thank you.

MR. COYLE: George Coyle, Delta
Airlines.

In Section B.4 there is an update that reads, "The intent is that the Government shall receive the _CA terms 65 percent of the time domestically, and 60 percent of the time internationally."

We touched on this a little bit earlier. That's all well and good, it doesn't appear that that's something that you're planning to audit according to what Jerry, as Jerry puts that number.

MS. CONCKLIN: No.

MR. COYLE: However, I'm wondering why that language is even in the agreement?

MS. CONCKLIN: I'm -- make sure I understand. The _CA, the _CA used, the _CA offered and YCA? Is that?

MR. COYLE: It's actually Section 3 of -- I'm sorry, page 3 of the document that you sent out. And it says, "The intent is that the Government shall receive the _CA fare at least 65 percent of the time domestically, and 60 percent
of the time internationally."

Why are you guys inserting this --

MS. CONCKLIN: Yes.

MR. COYLE: -- this load package? I mean depending on when that government traveler goes about making the reservations they may or may not --

MS. CONCKLIN: We, we are auditing on the availability. So we have our team auditing on it, making sure it's available. We cannot hold the suppliers to what the government traveler chooses, but we are auditing to make sure it is there and available.

We're doing random audits to validate that we're seeing the fares, actual fares offered.

MR. COYLE: So in terms of clarity, when you say "available" you're talking about is that, is that fare in the hierarchy, is that fare available, not whether or not there are seats still open at that particular point, --

MS. CONCKLIN: Yes.
MR. COYLE: -- but rather that there
is that fare in the market?

MS. CONCKLIN: Correct. One point
that that fare was available.

MR. COYLE: So it could be sold out
however?

MS. CONCKLIN: Correct. Correct.

MR. COYLE: Okay. All right. Well,
it's just a guess my understanding of the way
it's currently worded.

MS. CONCKLIN: I think the wording's
exactly the same as last year. It's just the
percentage change from 70 to 65.

MR. COYLE: It's actually more of an
initiative, I would think, for the Government.

MS. CONCKLIN: Well, it's also going
to be evaluated.

MR. COYLE: It's part of the
evaluation?

MS. CONCKLIN: Yes, it's part of the
evaluation.

MR. COYLE: Okay. Well, the primary
concern is that it's not something you audit based on your true availability. That's why I brought it up.

MR. BRISTOW: Just that the inventory is there.

MS. CONCKLIN: Yes.

MR. COYLE: Okay. Fair enough.

MS. CONCKLIN: Any other questions on the phone or around the room?

MR. BILLONE: Tom Billone, United.

MS. CONCKLIN: Yes?

MR. BILLONE: Okay. To follow-up with what George was asking, so we have it clear in our heads.

So you're not saying that the dash CA be available a percent of the time in a specific fare, but should be available in 60 percent of the market that we bid?

MS. CONCKLIN: No. No.

I want to make sure to make it clear. You are evaluated on a market by market basis.

Each market is its own separate contract with
that carrier. So you have to offer that _CA 65 percent of the time in that market it's being offered, every flight.

MR. BILLONE: All right. So there's often a certain price that we offer may be sold out. So we get a zero percent on that; is that correct?

MS. CONCKLIN: Correct. Yes, it's sold out. If it sells out, that bucket sold out, you know, we understand low capacity.

I, we want, I want to make sure it's clear is, for example, you can't, you cannot if you take a market, if you take a week Monday through Friday, and let's say Monday, Tuesday and Wednesday you're offering it 100 percent of the time or -- you know, I'm just throwing out a number -- but Thursday and Friday you're not offering it at all. It has to by flight. Each flight has had to be offered at least 65 percent of the time on _CA.

Now, when it sells out and that bucket gets filled, that, we understand that happens, we
understand how low capacity works.

MR. BILLONE: Okay, thank you.

MR. RUESINK: And maybe to help clarify this. So this is Tom Ruesink.

Maybe to clarify, the 65 percent is an overall threshold that we can look at to say, you know, for example let's say is there markets that we're not getting actual, you know, the actual usage. Then from there it goes to availability; we're actually doing availability audits of those problem markets.

So 65 percent is a threshold. So if we're leaving it at 65 percent, we want to start there. So we're actually lowering the threshold that we're looking at because we're only trying to get 65 percent from an overall usage standpoint.

Where at the same time, you know, from an availability standpoint I think it's the spirit of the contract. If you look and see it's provided a third, the spirit of the contract is that it's, you know, available on every flight.
And we understand it's sold out but then it's 
not, you know, that there's not certain days of 
the weeks or flights that's never offered. 
That's kind of the spirit of the contract. 

So that's just from a technical 
standpoint. We certainly understand that 
inventories close out. I think the overall 
contract tries to not get too prescriptive and 
onerous. We'd say above your bottom third you 
can manage that with the spirit that some point 
that traveler had a chance to book a fare on that 
flight. 

MS. CONCKLIN: I think George -- 

MR. BILLONE: But, you know, sometimes 
you read this saying we have to offer a fare 65 
percent of the time. Depending on when you're 
booking it, you know, it could not be available. 

MS. CONCKLIN: Correct. Correct. 

MR. BILLONE: So realizing that you're 
taking into account the likelihood of being sold 
out. So I've got five flights a day and five 
flights a week at a specific City Pair, I should
have that space or whatever available, so we had
the inventory on those flights 65 percent of the
time.

MS. CONCKLIN: Yes. We completely
understand load factors. We understand where
load factors are at right now with the airlines.

To make it the easiest to understand
is if it's the flight's open today at this very
second you wouldn't be able to see those seats
available. We understand that at times when
people go to book they could be closed out
because that bucket fills up. That we
understand. And when our travelers book does
make a difference on whether or not they get that
_CA fare.

And we make that very clear to the
customer that it's all about when they book. And
the closer, the longer they wait, the higher
likelihood that that _CA will not be available,
especially in our top markets.

MR. BILLONE: Okay, thank you.

MS. CONCKLIN: Yep.
MR. SCHLESSMAN: Sorry. Today the GSA gives a 2 percent price consideration for first bag waivers. Has the GSA ever done any analysis to determine --

MS. CONCKLIN: Yes.

MR. SCHLESSMAN: -- the correct price levels on that for free bags? Did you study that?

MS. CONCKLIN: Yes. So we did a -- our team is really very vigorous. Everything, when we make decisions there's a lot of modeling and a lot of analysis done.

Now, with that said, I did say to my team this month that I think we need to go back and revisit that. It didn't get done. And I think we need to go back and revisit that, that value. I think that will be a goal that we'll do this year.

But, yes, it wasn't just pulled out of thin air, and it was evaluated from data and numbers that we had.

MR. SCHLESSMAN: The large portion of
our travelers we're giving free flight bags to aid our travelers. What I was wondering is whether they're also getting free bag waivers to use going forward? If that's the right number. And counting on your data sharing work, we would really like the majority sharing data. I know you guys use benchmarks for your data. We have much better benchmark data internally. We can tell you exactly what our brokers are paying, what my customers are paying. Do we want to share that?

MS. CONCKLIN: That is music to my ear. So, yes, I think I met with all the suppliers prior. I went on maternity this summer. And so I think I was able to work for that happening this time. It was a mixed bag though.

But I would love to get to the point where we can share the data that you have and we have so we can get more informed both all the way around and we're all on the same sheet of music. So I think we'll pick that back up. And that's
actually a goal from our side of the house as well.

MR. MILLER: Hey, Lauren, it's Eric Miller again, Department of State.

I understand of course is this _CA available, is it sold out. You do a slice in time and it's there or not. But I hope the GSA is also aware it depends on where you're buying this. Because many U.S. carriers close inventory based on point of sale.

So if you try to buy a QCA in Germany, it's closed. But you can buy a QCA in the United States of America. So I think there needs to be a deeper dive into carrier practice of closing point of sale inventory based on location.

So you think that, great, we just awarded this wonderful fare to Nairobi but then our embassy can't buy it because the carrier turns off point of sale Nairobi inventory.

MS. CONCKLIN: Okay.

MR. MILLER: So if you kept a YCA you would have been better off.
MS. CONCKLIN: Okay.

MR. MILLER: So that's something for the GSA to consider.

MS. CONCKLIN: Yes. That would be quite useful.

Any other questions? On the phone, are we good?

I do want to close with just some point of contact information so you all have it. You have the contracting side of the house and their information as well as the main points of contact on the PMO side of the house with our phone numbers.

So, again, feel free to reach out with questions. And we do have some follow-up items, these items get provided for the team to consider. And we will definitely take those back and reconvene the team and get back to you guys.

MS. BROWN: They got two weeks for questions?

MS. CONCKLIN: Two weeks for questions.
MR. BILLONE: Tom Billone. This presentation will be put online?

MS. CONCKLIN: Yes. We can send it out. Yes.

MR. BILLONE: All right, thank you.

MS. CONCKLIN: And then I also want to -- we did create an inbox for the City Pairs team, and it's up there under Program Related Issues. So, for example, you could reach, you could email that out and it will pretty much hit all of us on the team in case it's a question you probably need answered right away. So feel free to use that email under the Program Related Issues. And then Contracting has their own as well.

Oh, yes, the date for comment, you have until 2/15.

MR. BRISTOW: Not 2:15. The date.

MS. CONCKLIN: 2/15.

MR. BRISTOW: February 15th.

(Laughter.)

MS. CONCKLIN: You've already done
your comments. No more comments. Closed shop.

No, February 15th is the last day for comments. So again, this is why we do a draft. Comments are open and we'd like to understand your thoughts and feelings before we go into the live solicitation, so.

With that said, thank you everyone, and have a great week.

(Whereupon, the above-entitled matter went off the record at 2:44 p.m.)
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CERTIFICATE

This is to certify that the foregoing transcript

In the matter of: FY17 CITY PAIR PROGRAM
PRE-SOLICITATION CONFERENCE

Before: US GSA

Date: 02-03-16

Place: Washington, DC

was duly recorded and accurately transcribed under my direction; further, that said transcript is a true and accurate record of the proceedings.

[Signature]
Court Reporter

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