**General Services Administration, Travel and Transportation**

**Blanket Purchase Agreement**

**Emergency Lodging Services**

**BPA Number** GS-33F-CA018

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**Clarification Page**

<table>
<thead>
<tr>
<th>Actual and anticipated periods of performance:</th>
<th>From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base</td>
<td>9/15/2015</td>
<td>9/14/2016</td>
</tr>
<tr>
<td>Option I 2nd Year</td>
<td>9/15/2016</td>
<td>9/14/2017</td>
</tr>
<tr>
<td>Option II 3rd Year</td>
<td>9/15/2017</td>
<td>9/14/2018</td>
</tr>
<tr>
<td>Option III 4th Year</td>
<td>9/15/2018</td>
<td>9/14/2019</td>
</tr>
<tr>
<td>Option IV 5th Year</td>
<td>9/15/2019</td>
<td>9/14/2020</td>
</tr>
</tbody>
</table>

The prices are set out in the BPA attached.

Option II – 3rd Year, 9/15/2017 to 9/14/2018, was exercised. There have been no changes – all terms remain the same.

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Clarification Page Date: 03/01/2018
The Contractor provides lodging/housing and ancillary support services for any disaster and/or emergency needs as defined by the Ordering Agency. The most urgent needs result from weather-related events (e.g. hurricanes, floods, earthquakes, wildfires, snow, ice and storms) and/or declared state and national/international disasters. Pursuant to GSA Federal Supply Schedule Contract Number(s) GS-33F-0009P (Contract) and Federal Acquisition Regulation (FAR) 8.405-3, Blanket Purchase Agreements (BPA), the Contractor agrees to the following terms of this BPA exclusively with the General Services Administration, Travel and Transportation Acquisition Support Division.

1. **Services.** The Emergency Lodging Services Program (ELS) is the largest managed emergency lodging program in the Federal Government providing managed and negotiated lodging rates and ancillary support services with benefits for government agencies to centrally source, manage, pay, audit and report out on their emergency lodging response purchases.

The following Contract services/products can be ordered under this Blanket Purchase Agreement (BPA). All orders are placed against the BPA are subject to the terms and conditions of the Contract, except as noted below.

<table>
<thead>
<tr>
<th>Item (Model/Part Number of Type of Service)</th>
<th>BPA DISCOUNT/PRICE (ANNUAL ROOM NIGHTS)</th>
<th>Per Room Night</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIN 599-3 Lodging Negotiations and Management Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EMERGENCY LODGING SERVICES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1-300,000</td>
<td>CONUS</td>
<td>$ 2.88</td>
</tr>
<tr>
<td>300,001-1,000,000</td>
<td>CONUS</td>
<td>$ 2.65</td>
</tr>
<tr>
<td>1,000,001-2,000,000</td>
<td>CONUS</td>
<td>$ 2.13</td>
</tr>
<tr>
<td>over 2,000,000</td>
<td>CONUS</td>
<td>$ 1.92</td>
</tr>
<tr>
<td>1-300,000</td>
<td>OCONUS</td>
<td>$ 2.88</td>
</tr>
<tr>
<td>300,001-1,000,000</td>
<td>OCONUS</td>
<td>$ 2.65</td>
</tr>
<tr>
<td>0-300,000</td>
<td>CANADA</td>
<td>$ 2.88</td>
</tr>
</tbody>
</table>

Lodging charges are priced separately at cost. Cancellation fees apply.
CLINs 0001 through 0007 provide prices for lodging with volume discounting. CLIN 0008 is offered as an option for those customers who order a custom build out communications portal (CP) and the services to maintain it. Information for CLIN 0008 and its subCLINs are as follows:

<table>
<thead>
<tr>
<th>CLIN 0008 Descriptions</th>
<th>0008A</th>
<th>0008A01</th>
<th>0008A02</th>
<th>0008A03</th>
<th>0008A04</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications Portal Maintenance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A room or lodging area for single or double occupancy</td>
<td>$5,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>$10,000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communications Portal Construction Product Costs</td>
<td></td>
<td>$10,000</td>
<td>$175,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Materials needing purchased or built according to customer specifications</td>
<td></td>
<td></td>
<td></td>
<td>$175,000</td>
<td></td>
</tr>
<tr>
<td>Communications Portal Construction Product Software Costs</td>
<td></td>
<td>$10,000</td>
<td>$175,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Materials needing purchased or built according to customer specifications</td>
<td></td>
<td></td>
<td></td>
<td>$175,000</td>
<td></td>
</tr>
<tr>
<td>Communications Portal Construction Product Development, Security, and Testing Costs</td>
<td></td>
<td>$10,000</td>
<td>$75,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Materials needing purchased or built according to customer specifications</td>
<td></td>
<td></td>
<td></td>
<td>$75,000</td>
<td></td>
</tr>
<tr>
<td>Communications Portal Construction Product Licensing &amp; Subscriptions</td>
<td></td>
<td>$10,000</td>
<td>$50,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Materials needing purchased or built according to customer specifications</td>
<td></td>
<td></td>
<td></td>
<td>$50,000</td>
<td></td>
</tr>
</tbody>
</table>
The following is the geographic scope for the BPA and Services.

CONUS, domestic or continental US
OCONUS, which are defined as Alaska, Hawaii, US territories (US Virgin Islands, Puerto Rico, Guam American Samoa, Northern Mariana Islands)
INTERNATIONAL, Canada, only.

2. **Delivery**

<table>
<thead>
<tr>
<th>DESTINATION</th>
<th>DELIVERY</th>
</tr>
</thead>
<tbody>
<tr>
<td>As specified by the ordering agency activity</td>
<td>As specified by the ordering agency activity</td>
</tr>
</tbody>
</table>

3. **Volume of Usage.** The Government estimates, but does not guarantee that the volume of usages/purchases through this agreement will be approximately three (3) million room nights per year. The actual number is dependent upon various factors including the number, magnitude, frequency, and duration of emergency and disaster events. The statement of Work (SOW) at Section C.3.5 provides more data.

4. **Funds.** The BPA does not obligate funds.

5. **Period of Performance.** The BPA performance period is effective upon acceptance by the Contractor and the Contracting Officer. The period of performance will be from September 10, 2015 to September 9, 2016. Four (4) one-year option periods may be exercised unilaterally at the Government’s discretion.

6. **Authorized Agencies.** The Agencies hereby authorized to place orders under this BPA for Services are those specified in GSA Order AMD 4800.2H. See the scope of work at Attachment B, “Eligibility to Use GSA Schedule”. Also, the list of Authorized Users is set out at http://www.gsa.gov/portal/content/105021
7. **Orders.** Orders will be placed against this PBA via Electronic Data Interchange (EDI), FAX paper or oral communications. Ordering Instructions for Emergency Lodging Services (ELS) are set out at [http://www.gsa.gov/portal/content/105021](http://www.gsa.gov/portal/content/105021).

**Payment.** Payment of all housing and services under this task order is the sole responsibility of the specified Ordering Agency. GSA will not be liable for any amount that may be due to the contractor, its subcontractors, or any other entity providing services under this effort for services that may be ordered by authorized users other than GSA. The Contractor is required to acknowledge this in its proposal to GSA. In the event of an inconsistency between the provisions of this BPA and the Ordering Agency task order/contractor's invoice, the provisions of this BPA will take precedence. Additionally, invoicing and payment terms, conditions and any electronic systems used to facilitate this process must be addressed and agreed upon in the task order between the Ordering Agency and the Contractor. Any changes to this process must be done bilaterally.

8. **All Deliveries.** Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:
   (a) Name of Contractor;
   (b) Contract Number;
   (c) BPA Number;
   (d) Service Rendered and Special Item Number;
   (e) Task/Delivery Order Number;
   (f) Date of Purchase;
   (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
   (h) Date of Shipment.

9. **Proper Invoice Address.** The requirements of a proper invoice are as specified in the Contract (the Federal Supply Schedule contract). Invoices will be submitted to the address specified within the task/delivery order transmission issued against this BPA.

10. **Order of Precedence.** The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

11. **Agreement.** The following documents are hereby incorporated into this BPA:

   a. Request for Quote QMAC-LT-150001-A (RFQ), issued April 14, 2015 from which the *Statement of Work (SOW) is attached*;
   b. CLC Technical and Price Quotes response to the RFQ are incorporated by reference, and all clarifications/modifications thereto;
   c. CLC’s Oral Presentation documentation, presented June 2, 2015
   d. CLC’s underlying schedule contract, GS-33F-0009P, inclusive of modifications.

- END -

Attachment 1 - Statement of Work (See Pages 5-13)
ATTACHMENT 1

Statement of Work (SOW),
BPA GS-33F-CA018

Emergency Lodging Services
Background:

The Emergency Lodging Services Program (ELS) is the largest managed emergency lodging program in the Federal Government providing managed and negotiated lodging rates and ancillary support services with benefits for government agencies to centrally source, manage, pay, audit and report out on their emergency lodging response purchases. The Federal Government, through a Blanket Purchase Agreement (BPA) managed by GSA via a competitively selected outsourced contractor from GSA Schedule 599 Special Item Number (SIN) 599-3, is able to negotiate greater discounts on lodging rates and service fees by leveraging the Government’s market share.

The use of the ELS Program supports the President’s initiatives to promote efficient spending and effective acquisition results. To that end, this procurement embraces the President’s M-12-12 Memorandum, “Promoting Efficient Spending to Support Agency Operations”, which outlined a series of policies and practices designed to increase efficiency, improve operations and cut unnecessary spending. The ELS Program also supports GSA’s role in its Emergency Support Function (ESF). See Attachment A, ESF Introduction.

Agency use of the ELS program is not a mandatory requirement. However, the Department of Homeland Security, FEMA, is the largest buyer of this service in the Government and the largest user of the ELS program to date. This type of purchase is highly unpredictable and, when utilized, is highly visible and scrutinized by politicians and the American taxpayer. Prudent and centralized program management is required.

The ELS Program ensures that the lodging industry offers fair and reasonable lodging rates to the Government during and after an emergency when rates are increasing and inventory is decreasing. The ELS program brings proven volume to the marketplace; stability to the Government in a time of chaos and due to the nature of the purchase, the ELS program provides continuity and centralized management.

C.1 Purpose

The purpose of the services provided under this BPA and resultant task orders is to identify and secure accommodations, housing and ancillary support services for Federal Agency, State and Local Government first responders, federal employees, support personnel, disaster survivors, their pets, service animals, and any other authorized user or recipients of the services.
C.2 Scope of Work/Support

Emergency Lodging and related support services will be authorized through a task order from any authorized Ordering Agency. These agencies are specified in GSA Order ADM 4800.2H. See Attachment B, “Eligibility to Use GSA Schedule”.

GSA requires the Contractor to secure lodging/housing accommodations quickly and, if necessary and if approved by the ordering agency, ancillary support services. These services, which shall be provided to the Government at pass through costs subject to audit, shall include, but not be limited to, general meeting rooms and services, food services, supplies related to emergency lodging, standard property shuttle service (which may be provided by the lodging provider at no additional cost), and planning support services in response to an emergency, disaster, or preparedness operations for the following:

- **Ordering Agency**: Federal Agency, State and Local Government responders, employees, support personnel and authorized users in support of disasters and/or emergencies
- **Approved Recipients**: Disaster survivors, pets, and any other approved persons in the event of disasters and/or emergencies

Emergency accommodations will encompass the full range of safe, clean, secure lodging/housing domestically (CONUS). Safe is defined as having a structurally sound edifice, potable water, heat and electricity appropriate to the climate zone, free of hazardous materials and debris. The outcome of this support will also provide safe, affordable lodging/housing in a cost-effective manner. Accommodations may be, but are not limited to:

- Hotels/motels
- Dormitories/group quarters/institutional facilities
- Cruise ships/recreational vessels
- Seasonal commercial recreational camps
- Corporate lodging facilities
- Residential care facilities
- Community facilities

Ordering Agencies must determine which types of accommodations are required and acceptable in their agency task order with the Contractor. Any alternate facilities used under the GSA ELS program must be properly vetted and ordered by the Contractor so that liability, safety, payment processes and other safeguards can be met.

The terms and conditions included in this BPA apply to all purchases made pursuant to it.

If offered and if accepted by the Government, the scope of work will also include safe emergency/disaster accommodations and ancillary support services OCONUS, which are defined as Alaska, Hawaii, US territories (US Virgin Islands, Puerto Rico, Guam American Samoa, Northern Mariana Islands) and International/Foreign Areas (Canada).
C.3  Mandatory Requirements

C.3.1  The Contractor must provide lodging/housing and ancillary support services for any disaster and/or emergency needs as defined by the Ordering Agency. The most urgent needs result from weather-related events (e.g. hurricanes, floods, earthquakes, wildfires, snow, ice and storms) and/or declared state and national/international disasters.

C.3.2  The Contractor must provide lodging/housing support for National Special Security Events (NSSE) as defined at http://www.secretservice.gov/nsse.shtml. When an event is designated by the Secretary of Homeland Security as a NSSE, the Secret Service assumes its mandated role as the lead agency for the design and implementation of the operational security plan. The Secret Service has developed a core strategy to carry out its security operations, which relies heavily on its established partnerships with law enforcement and public safety officials at the local, state and federal levels.

C.3.3  The Contractor shall provide lodging/housing accommodations and ancillary support services in the Continental United States during small to catastrophic disasters which may require a large-scale housing delivery (e.g. during a catastrophic event there may be as many as 100,000 disaster victims in need of housing in a single night). While CONUS per diem rates are set by the General Services Administration (GSA), it is expected that the Contractor may be able to, and shall make best efforts, to provide housing which contain industry standard accommodations at below per diem rates to the greatest extent possible. For example it should be noted that in some rare instances, while it is not anticipated, stays could last longer than 29 calendar days. In this event, the Contractor should attempt to secure additional discounts with facilities that provide discounts for extended periods of stay.

C.3.4  The Contractor shall provide lodging/housing accommodations and ancillary support services outside the Continental United States (OCONUS) during small to catastrophic disasters which may require a large-scale housing delivery. (For example, during a catastrophic event there may be as many as 100,000 disaster victims in need of housing in a single night). OCONUS areas are defined as Alaska, Hawaii, US territories (US Virgin Islands, Puerto Rico, Guam, American Samoa and Northern Mariana Islands). While OCONUS per diem rates are set by the Defense Travel Management Office, the Contractor will make best efforts to provide housing which contains industry standard accommodations, at below per diem rates.

C.3.5  The Contractor shall provide lodging/housing accommodations and ancillary support services in International/Foreign areas during small to catastrophic disasters which may require a large-scale housing delivery (e.g. during a catastrophic event there may be as many as 100,000 disaster victims in need of housing in a single night). International/Foreign areas are defined as Canada. While foreign per diem rates are set by the Department of State, the Contractor will make best efforts to provide housing which contains industry standard accommodation, at below per diem rates.

The Government estimates the volume of usage/purchases through this agreement to be approximately 3 million room nights per year. These are estimates only and are not guaranteed and are for informational purposes only and are not to be relied upon with respect to pricing. Historical data reported over the past 9 years was over 30 million room nights over the course of the BPA. The actual number is dependent upon various factors including the number, magnitude, frequency, and duration of these emergency and disaster events.
C.4 Mandatory Requirements (Continued)

C.4.1 Mandatory Specific Program Tasks

The Contractor shall perform the following tasks:

a. Identify and quantify, by size and number of persons per unit (e.g., hotel room, one-bedroom, two bedroom, three bedroom, etc.), available inventory and their location for the Ordering Agency and Approved Recipients.

b. Research, segregate, and identify locations suitable for BPA users as a result of an emergency and/or disaster.

c. Update and report available inventory at intervals sufficient to meet demand. Inventory is not limited to traditional hotel/motel/long-term housing/apartments. Accommodations (defined above) deemed safe and comfortable will be acceptable.

d. Identify and secure lodging/housing and manage all lodging and services contracts. Endeavor to secure rates at or below the Federal Government’s maximum allowable lodging per diem to the extent practicable.

e. The Contractor shall ensure families remain together to the fullest extent practicable.

f. The plan for Emergency Lodging shall be designed to provide maximum flexibility to accommodate the Ordering Agency and Approved Recipients needs and minimize Government liability. This includes, for instance, flexible lengths of stay with no-penalty early exit provisions to the extent practicable, the use of facilities that assess one charge for rooms used by relief staff on rotational two 12-hour or three 8-hour shifts, or facilities providing full, daily room-cleaning maintenance services and all other normally provided services, for the room rate applied.

g. The Contractor shall guard against excessive prices and unfair advantage caused by the emergency situation.

h. The Contractor shall accommodate different administrative terms for payment and liability terms and conditions depending on Ordering Agency needs. For example, housing for relief workers may specify that the Government will centrally pay for housing needs, while housing for displaced recipients may require payment from the recipient or a different responsible source. Another example to accommodate varying needs is the need to include provisions for pets.

i. The Contractor must develop a standardized ordering template so Ordering Agencies can more efficiently place orders. The Contractor shall provide the template to the GSA Contracting Officer Representative (COR) for distribution and posting on the GSA ELS program website (gsa.gov/els) for all Ordering Agencies. The Contractor shall provide competent and robust processes and procedures so that Ordering Agencies are able to place modifications and/or additional orders against fully executed task orders between the Ordering Agency and the Contractor. The Contractor shall acknowledge, or discuss, the terms and conditions of any modifications/additional orders within 4 hours of being notified of the need for additional accommodations/services against the initiating task order.
j. The Contractor shall work with each Ordering Agency to define all the pertinent requirements in the task order to include, but not limited to the roles and responsibilities for Agency staff members, type of accommodations desired, location of services, ordering details, appropriate payment details, reporting requirements, auditing procedures, etc. for lodging and ancillary support services required.

k. Support for direct lodging reimbursement for Approved Recipients shall be provided. The service must provide fair and equitable treatment of recipients. The Contractor shall ensure that the same levels of financial and security controls are incorporated in the service by ensuring that only authorized recipients are reimbursed.

l. Assure, to the maximum extent possible, that all recipients stay in a “fire safe” facility. This is a facility that meets the fire safety requirements of the Hotel and Motel Fire Safety Act of 1990, as amended (see 5 U.S.C. 5707a). This requirement only applies to lodging accommodations in the United States (CONUS/OCONUS).

m. Provide and Maintain a Communications Portal. Provide and maintain an on-line/toll-free service on a 24x7x365 basis for Lodging Providers, Ordering Agencies and eligible recipients. Defined requirements and service levels would be addressed in the Ordering Agency’s task order with the Contractor. The development of the communications portal is considered a core program requirement and should be included in the standard service fee proposed in Section B.2.1. However, portal monthly maintenance may be assessed as specified in CLINs 0008A to 4008E (CLINs 0008A, 1008B, 2008C, 3008D, 4008E).

1) **Lodging Providers** would use this Communications Portal to update their available inventory as frequently as possible (e.g. every 15 minutes to an hour during a disaster/emergency). Lodging providers would also ensure through this portal that their facility amenities were accurate and up-to-date (e.g., Americans with Disabilities Act (ADA) accessible rooms, pet policy, on-site food services, and fitness center, etc.).

2) **Ordering Agencies** would use this service to identify potential accommodations and group room blocks per their task orders with the Contractor.

3) **Eligible recipients** - Within 3 hours of a declared emergency, individual eligible recipients must be able to access the Communications Portal to search for appropriate lodging accommodations and amenities, such as ADA accommodations, pet friendly properties, and other amenities. Ordering Agencies will provide their specific requirements regarding individual recipient access requirements within their task order with the Contractor.

n. Provide a competent “end to end” quality control function which shall ensure all accommodation and service providers honor all the negotiated rates and all terms and conditions as established for the particular emergency/disaster. The Contractor shall provide processes and procedures for auditing negotiated rates and put into place a corrective action plan if overpayments are discovered. The results of these periodic audits shall be provided to the Ordering Agency (See Section c.5 Reports). The Contractor must endeavor to ensure contract rates are within allowable reimbursement limits set by the Ordering Agency. The Contractor must provide reconciliation support of charges as required by the Ordering Agency as a part of its core requirements services.
o. Provide educational materials and training to lodging/housing owners, operators and managers so that the appropriate staff members are aware of the Government’s ELS program and understand the protocol when customers call and check-in to the lodging/housing facility.

p. Provide a documented and consistent payment process. At a minimum, the Contractor must accept (and ensure properties accept) Government forms of payment, including charge cards, cash, purchase orders and other purchase instruments. Each Ordering Agency using this BPA will be responsible for all payments associated with their use or their Approved Recipient’s use of the BPA. Invoicing and payment terms and conditions must be clearly identified in each task order between the Ordering Agency and the Contractor. Ordering Agencies must comply with the Prompt Payment Act referenced in the TSS master contract (52.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (DEC 2014) (DEVIATION FEB 2007).

q. The Contractor may be required per Agency task order to comply with the Invoice Processing Platform (IPP). IPP is a secure, Web-based service that more efficiently manages Government invoicing from purchase order (PO) through payment notification, at no charge to federal agencies and their contractors, see https://www.ipp.gov/.

r. The Contractor must comply with Attachment C ELS 3.0 Security.

s. The Contractor must assist the Government if called upon to testify at Congressional hearings regarding disaster relief efforts.

C.4.2 Ancillary Support Services

The Contractor may provide a list of ancillary support services and additional/optional services that directly relate to the emergency lodging program and their associated estimated costs/fees that the Contractor typically provides like customers in the wake of an emergency and/or disaster. Examples of ancillary support services that are within scope, when commercially available and are as follows:

- General meeting rooms and related services
- Food services
- Supplies
- Standard property shuttle service
- Planning support services

C.5 Reporting

C.5.1 Mandatory Requirements

1. GSA Reports and Reporting
   a. The Contractor shall deliver to the GSA COR (See Section F) one copy of all Ordering Agency task orders and task order modification within 30 days of execution.

1 Estimated costs for these items should be included in the Price quote. NOTE: these costs are estimates only and will not be evaluated for award. Ancillary services will be pass through costs, and should not be included in the standard service fee price. Note: to date they are rarely used.
b. The Contractor shall deliver to the GSA COR an Industrial Funding Fee (IFF) report which shall report the IFF transmitted to GSA for the given report period. Reports are due to GSA within 15 calendar days of the end of each quarter on a fiscal year basis. For example, for the period October through December, delivery of the report must be not later than January 15, or the next business day if the due date is on a weekend or Federal holiday.

c. The Contractor shall monitor, track and report on lodging/housing usage, services purchased and service fees assessed, both to GSA and the Ordering Agency. For reports to GSA, the Contractor shall aggregate the data, by agency. The report format will be mutually agreeable to all parties. Report intervals will be more frequent in the early stages of each disaster/emergency event and shall diminish as demand decreases to a standard quarterly report.

d. The Contractor shall provide GSA with Fiscal year based reports detailing the information noted below. The information must be provided in an electronic format readable by, and compatible to, the Government’s Microsoft Excel 2000 (most recent version) and emailed to onthego@gsa.gov and to the designated GSA COR, Subject: ELS Program BPA (Reporting Period).

The Contractor shall ensure that all Personal Identifiable Information is deleted from all GSA reports. (NIST Special Publication 800-122 defines PII as “any information about an individual maintained by an agency, including (1) any information that can be used to distinguish or trace an individual’s identity that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context is considered PII. Such information can include:

- Name, such as full name, maiden name, mother’s maiden name, or alias;
- Personal identification number, such as social security number (SSN), passport number, driver’s license number, taxpayer identification number, or financial account or credit card number;
- Address information, such as street address or email address;
- Personal characteristics, including photographic image, especially a face image or other identifying characteristic; fingerprints; handwriting; or other biometric data, such as retina scan, voice signature, and facial geometry; and
- Information about an individual that is linked or linkable to one of the above categories, such as date of birth, place of birth, race, religion, weight, activities, geographical indicators, employment information, medical information, education information, and financial information.

e. All GSA reporting is at no additional cost to the Government.

2. Ordering Agency Standard Reports are provided as a part of core services:
   The Contractor shall provide the Ordering Agency quarterly reports that:
   a. Display monthly program usage in detail for each Ordering Agency’s lodging expenditures and service fees charged. CONUS, OCONUS and International/Foreign lodging must be reported separately. For all lodging, reported data elements must include, but not be limited to Ordering Agency name, point of contact and contact information (name, address, phone and email) total number of transactions, room
nights, room revenue, average room rate, length of stay, room tax, contractor service fees charged (service fees are inclusive of IFF) and IFF on room revenue.

b. An Ordering Agency may request in their individual task order that the Contractor identify quarterly and annual fiscal year end reports socio-economic (small, disadvantaged, service disabled veteran-owned, Hub-Zone, and woman-owned) business status of each hotel/facility utilized during the fiscal year rolled up by each authorized Ordering Agency. The report must tally the number of transactions per hotel/facility and display total revenue amounts and corresponding percentages applicable to each socio-economic factor.

3. Standard GSA Government wide reports: The Contractor shall provide the GSA Contracting Officer and COR quarterly reports that consolidate and aggregate monthly program usage for all Federal Government lodging expenditures, service fees charged, and the IFF collected and transmitted to GSA for the given report period. Reports are due to GSA within 15 calendar days of the end of each quarter on a fiscal year basis (e.g., for October through December, delivery of the data and report must be not later than January 15, or the next business day if the due date is on a weekend or Federal holiday). CONUS, OCONUS and International/Foreign Area lodging (if a part of the contract) must be reported separately. For all lodging, reported data elements must include, but not be limited to -- Ordering Agency name, total number of transactions, room nights, room revenue, average room rate, length of stay, room tax, contractor service fees charged (service fees are inclusive of IFF) and IFF on room revenue.

C.6 Contract Deliverables
See Section F.

End of Section C