

UNITED STATES OF AMERICA
GENERAL SERVICES ADMINISTRATION

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FY20 CITY PAIR PROGRAM PRE-SOLICITATION
CONFERENCE

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WEDNESDAY,
JANUARY 23, 2019

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The Pre-Solicitation Conference was held in GSA's Central Office, Room 1151, 1800 F Street, N.W., Washington, D.C., at 1:30 p.m.

STAFF PRESENT:

ANDREA ANDERSON, Contract Specialist
JERRY BRISTOW, Senior Program Analyst, CPP
MIKE CONNOR, Program Analyst, CPP
DANIELLE GALLANT, CPP
COREY GERST, Contracting Officer
GREG KIMBERLING, Intern, CPP
MARY MORRISON, Program Manager, CPP

C-O-N-T-E-N-T-S

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

2 (1:38 p.m.)

3 MS. MORRISON: Good afternoon,
4 everybody. We're going to get started because, I
5 think, the room has settled down. I believe
6 everyone on the phone has what they need. Thanks
7 for coming out this afternoon. I know it's cold.
8 I understand there is also a partial government
9 shutdown, but we are just pushing through
10 forward.

11 I am Mary Morrison. I'm the City Pair
12 Program manager. Our director, Lauren Concklin,
13 was unable to make it today because her family
14 has been infected with the norovirus. We said,
15 please stay at home. She might pop in on the
16 line if she's feeling okay. You might hear her
17 pop in every so often as well.

18 Yeah, today is really to talk about
19 the FY20 draft solicitation that was released
20 last Thursday. For the most part, you guys, it
21 shouldn't be anything new. We've talked about it
22 in our one-on-ones, we've talked about it in our

1 partnership meetings. Hopefully, nothing comes
2 to surprise. And we'll kind of go over it a
3 little bit more in depth and why we made these
4 changes for the FY20.

5 This is just our general agenda, kind
6 of consistent from last year. We can get started.

7 Each year, we kind of try to basically
8 say a mission statement of the City Pair program.
9 And we have these three pillars of partnerships
10 with our suppliers, and our government agencies.
11 But focusing on our suppliers, we're really
12 trying to keep the integrity of the award that we
13 do award to contract carriers.

14 Currently in FY19, we are tracking at
15 86.3 percent compliance to the award carriers in
16 all awarded markets. That's October-November
17 data. We do not have December in yet.

18 This is a half percent higher than our
19 actual record year in FY18. We are seeing a
20 little bit of jump in that, and it's being
21 consistent, and our travelers are taking the
22 awarded carriers.

1 We're just continuing to work with our
2 stakeholders on our optimal data strategy,
3 sharing data with them, with our agencies, with
4 our suppliers. And we always are working to get
5 an optimal fair display, so, prioritizing our
6 contract fairs in our government book systems.
7 And we are also educating our customers on
8 contract-awarded fares through our meetings,
9 forums, and collateral.

10 Secondly, there is a transparency in
11 the process. We're trying to be transparent in
12 our RFP bidding process. We're continuing to try
13 to streamline it and make it easy on our
14 suppliers. We started the initiative with
15 providing the OAG data, to make sure that you are
16 bidding on all the markets that you are
17 qualifying for. Although that is not a perfect
18 science, you know, we're continually trying to
19 improve upon that.

20 We also are working on an IT
21 modernization with our IT system. That would be
22 like COPS, which the suppliers use. And then

1 AirFare and CP Award, which we use to evaluate
2 and award. And CP Search, which you can use on
3 the public website. We're kind of venturing to
4 see how we can improve upon that, those types of
5 tools that will make them more user-friendly and
6 easier on our users.

7 Obviously, that won't be in the FY20
8 cycle because we're already in it, but we're
9 hoping in FY20 and years moving forward, you
10 might see a little changes, and hopefully for the
11 better in our IT tools.

12 We continue to try to award our fares
13 earlier. I think over the past three years we've
14 awarded them mid-July. That gives us earlier
15 access for increased usage and compliance
16 numbers, by getting those fares up. And our
17 agencies are able to book those fares for the
18 future FY cycles.

19 And as always -- we're big on working
20 groups, and tiger teams, and always getting
21 everyone's input. We're going to continue to try
22 to do that. I think last year was a good example

1 for audits. We had really good results with
2 that, but you can see that in FY19, RFP.

3 And lastly, exchange of dialogue. You
4 know, we're going to take the _CB business class
5 fare items. We saw the Government had low usage
6 in those business class line items. We talked to
7 the suppliers, how do we possible, you know, get
8 better usage out of it, better pricing. And so,
9 we created these test line items, where we
10 actually evaluate high-usage business-class
11 markets.

12 In FY18 we used 12 markets. We saw a
13 huge jump in _CB fare usage, from 12 percent to
14 41 percent. In FY19, we increased that to 57
15 markets, and we are seeing similar results in the
16 first two months for those markets. And then
17 FY20, we are doing it as 71 markets. We actually
18 haven't changed any criteria, it's just that in
19 14 markets this year, the suppliers have code-
20 shares with qualifying carriers, so we can now
21 bid those out because they are actually
22 solicitable.

1 Ee hope to continue to see this kind
2 of success in the improvements we make to our
3 program through this exchange of ideas and data
4 sharing, one-on-ones, partnership meetings, and
5 obviously we welcome a meeting at any point in
6 time with our suppliers and agencies as well. We
7 really want to listen to the voice of them, of
8 our stakeholders. That will just really optimize
9 our program and bring it into a position that is
10 up to date for agency missions and the modern
11 landscape of the airline industry.

12 Next slide. Let's just get into some
13 of the changes that happened in the solicitation
14 that we think are improving the program.

15 The time bands, why did we make this
16 change? We wanted to expand the time bands
17 included in the scoring to align with commercial
18 airline schedule trends. In the past year or so,
19 we were really seeing that 5 a.m. time band, and
20 maybe a later 11:00 time band more scheduled
21 service. We also know that our travelers are
22 using them to really make one-day trips. We saw

1 that as being valuable to our travelers, and we
2 really thought that if our travelers are seeing
3 it valuable, why aren't we scoring it
4 accordingly. That's one improvement that we did
5 make.

6 The next is minimum passenger count in
7 nonstop markets. The goal was to solicit more
8 nonstop markets where the Federal Government
9 travels. It's always a customer asks, you know,
10 we love the nonstops, can we get them under the
11 program to get those benefits? We did lower the
12 minimum passenger count in markets where nonstop
13 service was offered by our domestic carriers.

14 If our travelers were going from A to
15 B in a nonstop market, and our supplier offered
16 it from A to B, then we solicited it. Most of
17 these are in Group 2, so they're going to be
18 lowest price technically acceptable. We're going
19 to evaluate on price versus best value. That's
20 probably one of the first times you'll see a
21 nonstop being in Group 2, which is going to be
22 kind of a trend for this year. Just look for

1 that. We'll get more into the markets later, so
2 we can do a deep dive into it about numbers and
3 whatnot.

4 The next one is E and F market scoring
5 scale. We continually talked about changing the
6 scoring for these smaller-volume markets of 4,999
7 passengers or less. We didn't change the scoring.
8 Scoring is the same schematic. You won't see
9 anything different in the RFP. The big thing is
10 just we capped it.

11 For example, in A through D markets,
12 nonstop service, Group 1, the maximum was 200
13 points. For E and F, the maximum is going to be
14 20 points. Once again, there's no real two plus
15 two equals four change. It's more of like, two
16 plus two plus two, you know, equals 25. But
17 we're going to cap it at 20 for these E through F
18 nonstops. There's also a cap for connection, but
19 we'll get into that later, where you'll actually
20 see the numbering changes. Once again, smaller-
21 volume markets only. A through D staying the
22 same.

1 Okay. Seasonal service. If you guys
2 look through the RFP, there's no changes
3 incorporated for seasonal service. We couldn't
4 really agree on anything supplier-wide,
5 government-wide. Nothing seemed to work. We're
6 just letting you know because we always talk
7 about it every, just unable to make a change.
8 You know, you won't see anything in there. Just
9 to ease the administrative burden, if you are
10 soliciting markets, and there's no service on
11 October 1, 2019, it's going to result in a re-
12 award. Just keep that in mind.

13 Okay, and that's it for the program
14 improvement updates. I'm going to hand it over to
15 Corey, our contracting officer, just for some
16 general updates.

17 MR. GERST: Thank you. Good
18 afternoon. Last time we were together, I tried
19 making a joke and it bombed. So, as the saying
20 goes, once bitten, twice shy. I'm not going to
21 try to be humorous at all today. We're just
22 going to focus on the material here.

1 MR. BRISTOW: Corey, can you tell
2 everybody who you are?

3 MR. GERST: Thank you. For those of
4 you who don't know me or are coming in on the
5 phone, my name is Corey Gerst. I am the
6 contracting officer for the City Pair program. I
7 have some representatives from my team here with
8 me, Andrea Anderson, who is my wonderful,
9 rockstar contract specialist, and Greg
10 Kimberling, who is joining us as an intern.

11 I sent an email out to the carriers
12 letting you guys know that they're on board. But
13 if you don't mind, Andrea, do you want to stand
14 up to say hello? And Greg is over here. The
15 three of us sort of represent to procurement arm
16 of the City Pair program. Before we get into my
17 slides here, there was one thing I just thought
18 of, per Mary's mentioning of the government
19 shutdown, since I've gotten some inquiries on it.
20 The federal employees you see in the room are
21 considered exempt, meaning that we have funding
22 in place that allows us to be here. As far as

1 GSA is concerned, as far as we're concerned, it's
2 business as usual until we're told otherwise. If
3 the pool of money that they're dipping in to pay
4 our salaries with runs out, I will notify all
5 interested parties and let them know that we
6 essentially have been furloughed, and will
7 provide instructions at that point.

8 But again, since I know this has come
9 up on several correspondences I received, I
10 figured this would be a good opportunity to
11 address it. We're business as usual. Again, I
12 think we'd be doing the public a major disservice
13 if we don't continue and just keep moving forward
14 with this requirement, and that is completely our
15 intention.

16 There's a very fluid situation, so I
17 don't know if and when we could be furloughed. I
18 don't know. Again, that's above my paygrade, but
19 I assure you that we will be transparent with the
20 process, and just let all parties know -- you
21 know, God willing, this will end soon, but if it
22 doesn't, we'll keep you posted on that.

1 That being said, next slide, please.
2 The key solicitation requirements. This has been
3 the same every year that I've been here, but I'll
4 still bring it to everyone's attention.

5 The significant changes -- I believe
6 it's found on page 2 of the RFP. We included the
7 attachment as Attachment 8. It is not a catch-
8 all. I have said this last year, I'm going to
9 say it again. It behooves any interested party
10 that wants to apply and compete on this contract
11 for everyone to look through the contract and the
12 -- I'm sorry, the RFP and its attachments in
13 their entirety and familiarize yourself with it.
14 We try to give you sort of the highlight reel,
15 but when it comes to significant changes, again
16 that's sort of a subjective thing. We're just
17 doing our best, as a courtesy, to let you guys
18 know what we viewed as the more significant
19 things, but that doesn't that there are other
20 changes in the RFP that you guys should -- again,
21 you guys being interested parties, need to
22 familiarize yourself with.

1 Section C, as always, is a technical
2 requirement of the RFP. That's, again, where our
3 bona fide need is. And you can sort of see the
4 ins and outs of what we're looking for in order
5 for your offers to be considered technically
6 acceptable.

7 Section H is special contract
8 requirement. That's where we have the CRAF
9 language and sort of special need, since this is
10 a government-wide vehicle. We have all of our
11 special needs and special contract requirements
12 identified there.

13 Section J-1 is our checklist. It's
14 our cheat sheet for any offerors to look at and
15 make sure that you've got everything in your
16 package prior to submission. Please keep an eye
17 on SAM. Make sure that your SAM is active.
18 Andrea and I will try to give you a heads-up when
19 we see it, if it expires or it's due to expire.
20 It needs to be active at time of award, otherwise
21 we can't award to you.

22 Section L is our instruction to

1 offerors. That hasn't changed really on here
2 either, but it's definitely good for you guys to
3 familiarize yourself with these components so you
4 understand all the instructions and nuances that
5 we have incorporated for your proposal
6 submission.

7 And the other thing in there that is
8 a key requirement is just to familiarize yourself
9 with Section M, which is our evaluation criteria.
10 When we come into evaluation time, that's our
11 Bible. It's kind of what we go by. And my job,
12 as the source selection authority and the
13 contracting officer, is to make sure the team
14 adheres to it and that we do what we say we're
15 going to do, so that we're fair to any parties
16 that submit an offer.

17 Any questions? Okay, excellent.

18 The draft solicitation, as Mary
19 mentioned, was disseminated last Thursday. We
20 sent an email out, as a courtesy, to all the
21 current carriers and any interested parties, to
22 let you know that the RFP was posted to FBO.

1 FBO, FedBizOpps, is the government point of
2 entry. Any type of communication, whether it's
3 an amendment to the RFP, whether it's the final
4 RFP, whether it's questions and answers, it's all
5 funneled through that site. The reason we do it
6 that way is so we give fair opportunity for
7 everybody to see it at the same time. Obviously
8 information is important, and we don't want to
9 give one carrier or offeror an advantage over
10 another by giving you information prior to giving
11 someone else. We choose -- we're required to use
12 FBO as the government point of entry.

13 Questions are due Friday. If you guys
14 leave here today and think of anything, you have
15 until Friday to submit it, using the template
16 that I believe is Attachment 7. We have a
17 question and answer template that I'd like
18 everyone to use. You have until Friday to get it
19 to us.

20 And we have a question from Tom?

21 MR. BILLONE: Yeah. This is Tom
22 Billone, United Airlines. On that question

1 template, okay, we had the discussion earlier
2 about incentives. Should we put it in there so
3 it's your answer as came to me would be
4 disseminated to other carriers who may have a
5 question about that?

6 MR. GERST: That's a good question.
7 The question was there was a inquiry made about
8 the third-party influencers. I sent an email in
9 response to that inquiry to all the carriers that
10 have current contracts with us in response to
11 that. That response is currently GSA's position.
12 Any follow-up questions are going to be handled
13 individually. If we have information that my
14 lawyers think should be disseminated to everyone,
15 I'm going to handle it accordingly. Otherwise,
16 if I get him the emails, or if the program office
17 gets emails, they're going to come to me, and
18 we'll either handle it on a case-by-case basis,
19 or if we feel that it would benefit the whole,
20 we'll send out an email to everyone like we did
21 with my previous correspondence.

22 MR. BILLONE: And so, it wouldn't be

1 -- that would not be a vehicle to do that?

2 MR. GERST: No. I recommend again --
3 we're definitely one to work with you and resolve
4 it, but I would recommend handling it separately,
5 and we'll just focus RFP-related question in
6 this, because that's really the proper venue.
7 But thank you for the question.

8 Is there any other questions on this?

9 Okay. Yeah. The RFP -- draft RFP question are
10 due this Friday, January 25th by 4:30p.m. And
11 that should be Eastern Time, just so we're clear
12 on that. Please send it to me,
13 corey.gerst@gsa.gov, Andrea, which is
14 andrea.anderson@gsa.gov, and the onthego@gsa.gov
15 website.

16 We're looking to respond to all the
17 questions and post them FedBizOpps by Friday,
18 February 1st. That date could be sooner,
19 depending on how many questions we get. We'll
20 try to send out a courtesy email to everybody
21 once it's posted. But figure Friday would
22 hopefully be the latest, depending on how many

1 questions we get in response to the RFP.

2 And then also, there will be an
3 opportunity to ask questions once the final RFP
4 is submitted in February. You'll have a couple
5 of shots at asking us some questions.

6 Next slide, please. We're going to
7 get to COPS now. Again, these are all targets
8 and ballpark figures. We're looking to open to
9 COPS test application on Monday, February 4th,
10 and close it that Friday. Group 1 offer upload
11 is tentatively scheduled to February 15th, which
12 is a Friday, and close February -- I'm sorry,
13 March 15th, which is a Friday.

14 COPS Group 2 is Wednesday, March 20th,
15 and closes April 10th, 2019. And Group 3 is
16 April 15th and will close April 19th. Jerry is
17 going to be your main point of contact. Andrea
18 is going to be partnering with Jerry, as she did
19 last year, to hand COPS administration.

20 The only other caveat that I would
21 throw in here is, like everything, if there's a
22 shutdown and somehow we're impacted by it, these

1 dates are all subject to change. But fingers
2 crossed, we'll move beyond that by that point.

3 Questions on that? Cool. Alright,
4 next slide.

5 Upcoming RFP dates. Final release of
6 the RFP is scheduled for mid-February, as it
7 always has been. As I said in the previous
8 slide, Group 1 will close in COPS in mid-March,
9 Group 2 will close in COPS in early-to-mid-April,
10 Group 3 mid-April. Our special board is
11 tentatively scheduled to convene in the beginning
12 of April. FPRs will be submitted in late May,
13 early June. Special board and final review will
14 be late May, early June. And like always, we are
15 trying and targeting a mid-July award.

16 None of this really changes, year-on-
17 year, but those are certainly our targets, and I
18 guess it's my job to make sure we hit those
19 targets.

20 Any questions? Nice. Next slide,
21 please.

22 Alright, so, no we're going to go

1 through the significant changes by section. Some
2 of this, you'll see is redundant. If you have
3 particular questions, please ask. Otherwise, you
4 know, we'll just keep moving.

5 For the next slide, we are going to go
6 through the definitions because we did add and
7 change some definitions around, the technical
8 requirements, method of payment. There was a
9 minor contract clause change that I'll get into.
10 We changed up the evaluation criteria for some of
11 our lower-volume markets, as well as the method
12 of evaluation, and we sort of revised our price-
13 evaluation language for Group 1.

14 For the definitions, time band, as
15 Mary alluded to, to sort of accommodate some of
16 those earlier travelers and give more points to
17 these 5 a.m. flights, we've expanded Time Band 1
18 to include 5a.m. And Mary covered that, so I'm
19 not going to dive too much into that.

20 We also changed the definition of what
21 code-share was. The old definition was that it
22 was the practice of two or more airlines, each

1 placing its two-character designation code on the
2 flight when listing the flight for booking
3 purpose. This year's definition, we're going
4 with a marketing arrangement in which an airline
5 places its designator code on a flight operated
6 by another airline and sells tickets for that
7 flight.

8 We paired up with our lawyers, and
9 that was the definition that we collectively
10 wanted to go with for code-share.

11 MS. MORRISON: It's the same
12 definition as DOT's, and they're the ones who
13 make a code-share arrangement, so --

14 MR. BILLONE: You're just getting in
15 line with --

16 MR. GERST: Correct.

17 MS. MORRISON: Yeah, it's like, why
18 are we having a different definition when they're
19 the ones who are making the code-share
20 arrangement?

21 MR. GERST: The question was just kind
22 of why we changed it. And the response that Mary

1 gave was, just so that it aligned with DOT's
2 practices. And DOT is the one that sort of set
3 the definition for code-share and establishes
4 what they are. We're just aligned with them, and
5 we're making sure that we're on the same page and
6 our definition mirrors what they have.

7 Next slide. Method of Payments. The
8 only change you're going to see in this
9 definition is that we incorporated electronic to
10 the paper form.

11 MR. BRISTOW: For the GTRs.

12 MR. GERST: For the GTRs. Sorry,
13 thank you. Anyone on the phone have any
14 questions also? Yeah, Justin?

15 MR. SCHIEFFER: I'm sorry, can you go
16 back a slide? I just want to make sure that
17 there's no other definition for centrally billed.
18 And that's written in reference to the -- the
19 SmartPay card are considered centrally billed
20 cards, is that correct?

21 MR. GERST: Yes.

22 MR. SCHIEFFER: And there's no other

1 type of centrally billed accounts that the
2 Government uses?

3 MR. GERST: Are you aware of any?

4 MR. BRISTOW: Not centrally billed
5 accounts per se on the SmartPay, but within the
6 GTRs, there's a -- you can set up what they call
7 a local bill, which is a local purchase of
8 authority. And that could be assigned to the
9 electronic form of the GTR. That's few and far
10 between today. They don't use GTRs domestically.
11 It's only for international travel and other
12 significant types of emergencies.

13 MR. BILLONE: It's Tom Billone, United
14 Airlines. That does not necessarily apply to
15 Congress, correct?

16 MR. BRISTOW: Correct.

17 MR. BILLONE: I think what the carrier
18 wants to do for, you know, as the Congress --

19 MR. BRISTOW: That's outlined -- for
20 Congress, that's outlined in the contract
21 specifically --

22 MR. BILLONE: Well, I saw the other

1 day, it was kind of a little bit different,
2 because it used to say, maybe since they're non-
3 mandatory users, that Congress was allowed to use
4 checks, their own personal credit cards --

5 MR. BRISTOW: Or whatever you set up
6 with them.

7 MR. BILLONE: Yeah, and it'll be set
8 up. But it looked a little different when we
9 were looking at it yesterday, so I'll need to go
10 back and review that. It seems like the language
11 was a little different.

12 MR. GERST: Yeah, if there's a
13 question on it, please send it to me and I will
14 look at it, and we'll disseminate it everybody,
15 and we'll certainly do a deeper dive on that if
16 we need to. Any other questions on that?
17 Alright, so now we're going to move into the
18 evaluation methodology and some of the changes
19 that we made. To me, or in my opinion, these are
20 sort of the major shifts and changes we made for
21 FY20.

22 We were taking a deeper look at how we

1 were evaluating the line items in Group 1, and it
2 kind of occurred to all of us that we were
3 evaluating our larger-passenger markets in the
4 same way that we were evaluating our lower-
5 passenger markets. And by lower, I mean the E
6 and F, and we're kind of pondering whether that
7 was a prudent decision and whether that made good
8 business sense for the Government to do that.

9 What we're doing this year for, again,
10 the lower-passenger market, which we would define
11 as an E and F market, we're not revamping any of
12 the scoring that we're doing. We're simply
13 capping the point allocation allotted in those
14 markets. The intent of that is to look at,
15 really sort of pragmatically, the offers that we
16 receive and determine is that added service that
17 we're getting, in either additional nonstop
18 flights, additional connect flights, additional
19 overall flights, is the juice worth the squeeze
20 for the Government? Does it make financial, and
21 prudent, and business sense to us to award on
22 that. Or if we cap it, do we see value there,

1 where the technical offers are a little bit more
2 aligned and better aligned, and we can make true
3 trade off decisions?

4 That's kind of where the logic is here
5 with that. Again, you won't see any difference
6 or changes in the scoring allocation, but you
7 will see that your score will be capped once you
8 reach the thresholds that we established. Again,
9 this is for Subfactor 1 that we're dealing with
10 on this slide. And it's only going to be for E
11 and F markets. It has no impact on the larger A
12 through D markets.

13 MS. MORRISON: Yeah, so, earlier I was
14 saying 20 nonstop. And, you know, it is 40.

15 MR. GERST: For the next slide, we're
16 going into subfactor 2. And it's the same thing
17 here. A through D is going to remain unchanged,
18 like it was last year. E and F, we're not
19 changing the scoring, we're capping it so that
20 there's a maximum point that a carrier can get
21 within those subfactors.

22 And to be honest, because we're

1 recycling and sort of this is a perpetual
2 contract renewal every year, if it works,
3 awesome. If it doesn't, we'll adjust our sales.
4 But I think this, as taxpayers, is the most
5 prudent and logical thing for us to do until we
6 can determine whether we do truly value these
7 lower-passenger markets where we have maybe 200
8 people flying per year, as much as the D.C. to
9 Atlanta, which like almost 70,000 passengers.
10 That's the logic behind that.

11 Questions? Cool. Alright, so next
12 slide now. There's twofold that we did with the
13 contract clauses. One was last year we had FAR
14 Clause 52.216-19, I believe, which is ordering.
15 I added that last year. It wasn't in there, I
16 don't think, prior. And it was because it was
17 sort of like a compliance, FAR compliance, thing,
18 where requirements, contracts, or IDIQ-type
19 contracts, all are supposed to have like an
20 ordering period, so that people know when
21 ordering starts and when ordering ends.

22 We really didn't have that. We had a

1 period of performance, and because this thing is
2 perpetually renewed, everybody knew that, you
3 know, in mid-July we're going to have a new
4 contract out, and then October 1, the new
5 contract kicks in. But we didn't really didn't
6 have anything sort of definitive in there. We
7 tried to 52.216-19 ordering clause, and upon sort
8 of further inspection, we didn't feel like it was
9 a good fit. We removed it this year, and we're
10 adding the requirements clause.

11 CPP is a requirements contract. This
12 obviously makes some sense here, that they would
13 revise it and put a requirements clause in there.
14 We have an approved deviation in here and are
15 removing just sections of the clause that are not
16 fit for this requirement. That's the only reason
17 you're going to see strikethroughs in there.

18 If you see we have, like for FAR
19 Clause 52.212-4, which is for commercial line
20 items, you'll see that every year we have some
21 deviations into that as well, for certain things
22 like invoicing that may not be applicable to City

1 Pair. This is the same thing. It's just we've
2 crossed out and struck through certain things
3 that just are not applicable because of the type
4 of contracts we're using for this.

5 Questions? Nice. Our next -- I think
6 I'm done. Right? Thank you guys so much. I'm
7 saying when I meet you guys how much we
8 appreciate the partnership that we have with all
9 parties. I can't thank you enough for how
10 responsive everyone's been to all of our emails,
11 and it's awesome and a pleasure to work with
12 everybody here in the room.

13 Please feel free to reach out to
14 Andrea or myself if you guys have any questions
15 on the RFP. I do ask though that you use the
16 template we've provided. Again, all questions
17 need to be submitted to me in writing. I'm not
18 being rude if I say, you know, if you call me or
19 ask questions over the phone, I can't answer
20 that. And it's just trying to be fair to
21 everybody. We want an equal footing, an equal
22 playing field for everybody. Information's

1 received when it's received, but it'll be
2 disseminated so that everyone gets it the same
3 time. That's the method to my madness. Thank
4 you.

5 MR. BRISTOW: Thank you, Corey.
6 Appreciate that. My name is Jerry Bristow. I'm
7 the senior program analyst for the City Pair
8 program. The probably emphasis on that is
9 senior, for those of you who know me. Long time
10 City Pair participant.

11 Let's get into the meat of what's
12 happening this year and where we're moving
13 towards here. The new market requirements and
14 the information. We're soliciting 13,040 markets
15 this year, 681 more markets than we did last
16 year. This was because of the changes in some of
17 the requirements, changes in what we're looking
18 for with regards to movement of the Group 1s, or
19 2s, or 3s.

20 We'll go through that in a little bit,
21 but it really does bring us full circle here to
22 2.73 billion dollars in spend, which cover 87

1 percent of the total Government air spend.
2 That's pretty significant in the amount of
3 markets that we have. As you said, 681 more
4 markets than in FY19. International business
5 class, we're soliciting 71 of those markets with
6 an estimated spend of 73.8 million. FY18 total
7 business class spend was 135 million, so we're
8 getting closer and closer to that number being
9 solicited under the City Pair program for
10 business class service.

11 New nonstop market, 222 of the markets
12 was an estimated spend of 1.3 million. Those are
13 the markets that we looked at with the lower
14 passenger volumes that we're including in this
15 year's bids for any nonstop service that we can
16 possibly obtain here in the solicitation process.

17 We're moving some Group 1 markets to
18 Group 2 as a test, 12 A to D markets. These are
19 carriers that have similar service with nonstop
20 minimum service. We're looking to move that into
21 the Group 2, lowest price technically acceptable
22 is going to be the bid. That will come in with

1 those similar services with lowest price
2 technically acceptable.

3 Four-hundred ninety-eight of the e-
4 markets we're moving into that as well, into the
5 lowest price technically acceptable area under
6 Group 2. Any questions on that?

7 MR. HICKS: Jerry, just one question.
8 The 13 percent that's not on the Government air
9 spend, is it mostly overseas, or --

10 MS. MORRISON: Yeah.

11 MR. HICKS: Yeah, mostly overseas,
12 right?

13 MS. MORRISON: International. We
14 capture all the nonstop markets that were a
15 passenger count of 40 and under, so there are,
16 you know, connect markets that we're not
17 capturing as well that are the smaller markets.

18 MR. BRISTOW: But some of those
19 connected markets can have two City Pair fares in
20 the connections. We're approaching some of that
21 as well, what works to our benefit. But mostly
22 it's the international, or the international,

1 inner-Europe, inner-Asia, inner-Africa that we're
2 unable to get to in those connected points
3 because there's no US carrier that qualifies for
4 that market.

5 MR. BILLONE: Question on that.
6 Occasionally -- this is Tom Billone again from
7 United. Occasionally you come out with a credit
8 card spend, which is different than the contract
9 spend. That credit card spend is that -- well,
10 no. I take it back now that I'm think of it
11 because you showed United Airlines and you showed
12 Lufthansa. Lufthansa would be just within --

13 MR. BRISTOW: Within Europe, right.

14 MR. BILLONE: Okay. Never mind.

15 Backtrack.

16 MR. BRISTOW: If it has a United code-
17 share designator on it, it comes to United,
18 right?

19 MR. BILLONE: Okay.

20 MR. BRISTOW: Okay. You talked
21 yourself into it, right? Next slide please.

22 The FY20 market information here, and

1 this the Group 1 markets, 4,256. They're broken
2 down as domestic, 2,937, international, 1,319,
3 Group 1 extended connecting markets domestic, 494
4 markets, and Group 1 extended connected markets
5 internationally, 705, business class, 71. And we
6 do have two fifth freedom markets assigned this
7 year in the contract.

8 Total Group 2 markets, 7,875. That
9 breaks down to domestic at 6,582, and
10 international at 1,293.

11 Our Group 3 markets that we had from
12 last year continues to -- we believe a success in
13 reducing some of those minimum requirements that
14 brings those in. Domestically, we have 595
15 markets, and 314 international markets.

16 Total domestic markets, 10,114. Total
17 international markets, 2,926. Thirteen thousand,
18 forty markets. Of course, understand, these may
19 change some as any updated information is
20 received or we get information that something
21 else has happened before the final solicitation
22 comes out with the number of markets. Okay?

1 Next slide, please. The dynamics of
2 our FY20 markets this year. Again, markets
3 solicited in FY19, 12,359. This year, 13,000.
4 That's up 5.51 percent, or 681 additional markets
5 this year. Broken down, you'll see the change in
6 Group 1. Some of those Group 1 markets slid down
7 to Group 2, based on the requirements. Some are
8 into Group 3.

9 In Group 2, you see an increase of
10 12.21 percent. Some of the market variances
11 shuffle each year back and forth, so these are
12 the new dynamics that we have in these areas.
13 Domestically, we're up 3.81 percent.
14 Internationally, we're up 11.85 percent. And our
15 estimated passenger volume is 8 million this
16 year.

17 MR. BILLONE: You don't expect any
18 increase in passenger volume? Because you show
19 19 has 8 million also.

20 MR. BRISTOW: Yeah, as we look at the
21 number that come in, we're sort of flat right
22 now. Of course, we have some discussion points

1 with regards to the government closure. We're
2 tracking that. October, November, numbers were
3 flat. December, numbers come in next week.
4 We're going to look to share that information
5 with you to see what the impact of the shutdown
6 is, and we'll work through that with you.

7 December normally is our slowest month
8 in our business. Therefore, the impact might be
9 less. A number of our larger government agencies
10 are funded and still traveling. DoD, one of our
11 main components here, totally funded and totally
12 traveling.

13 Some of our shutdown personnel are not
14 necessarily our travelers. We don't know what
15 that impact is going to be. You may want to take
16 a look at advance reservations. Normally, when
17 people come back from the holiday leaves and
18 things like that and finish up their use or lose,
19 they come in this time of the year and start
20 booking.

21 You may see a little bit of
22 degradation in the advance bookings. They

1 normally book out from January to May, hit the
2 summertime, and then go from there. But we'll be
3 sharing any of that data that we can possible get
4 with you, or back to you, to show you what that
5 impact might be over all.

6 I don't know if we can do specifically
7 per carrier, but we can look at our top markets,
8 see what that impact is, and share that with you.
9 We'll look at the carrier summary overall, we'll
10 look at our City Pair summary overall, and share
11 that with you as well.

12 Next slide, please. Our numbering
13 system this year, for the FY20 item numbering
14 system, pretty self-explanatory. I don't know
15 that I have to read this. You'll this on your
16 page, so please look at these and apply those
17 accordingly.

18 A couple of things here that I wanted
19 to just touch on before we get into questions. I
20 think I talked a little bit about the shutdown --
21 the partial shutdown. You're looking at about
22 25, 30 percent, with 15 percent furloughed, 15

1 percent working without pay, who are still able
2 to travel, as we stated before. We're monitoring
3 this. It may affect that travel volume, but, you
4 know, some of this is beyond our control. It may
5 pick up when they come back, and they come back
6 with a vengeance. We have to be ready for that
7 too.

8 And that's really the basics of the
9 City Pair program, to be ready to go when we need
10 to go. I will continue to work and move that
11 contract forward on time. We think it's
12 practical on our part, and practical on our
13 partners' part, as well.

14 We've also checked -- we sent out new
15 information on the SmartPay 3 cards. Those are
16 all in effect. If you have any questions on
17 that, please let me know. I think we got that
18 out early. Sorry you saw some changes in there.
19 Those were necessitated by new contractors coming
20 on board. We actually ran out of some numbers as
21 to how many cards had been issued.

22 We had to make some adjustments as we

1 went along. We are trying to keep you advised as
2 quickly as possible. They extended some cards.
3 You got a changeover in Congress. They didn't
4 want to interrupt the ones that were still here,
5 but they also wanted to be able to take care of
6 the ones that were coming in. There was a lot of
7 aspects to that.

8 Cards are still active, VIN numbers
9 are still active. Those are still available,
10 whether or not you have the shutdown or not.
11 People who need to travel are going to travel.
12 They're going to have access to the cards to be
13 able to travel. And that will continue to
14 function during that shutdown, so your IVAs and
15 CVAs will continue to function.

16 We can't do this without our
17 participation of our suppliers, and we appreciate
18 your being here, not only today, but all the way
19 in the past. The past got us to here, but your
20 active participation today really shows the value
21 of the program. And thank you for being here
22 today as well, so --

1 Any other questions?

2 MR. SCHIEFFER: Justin, Southwest.
3 Just a quick question, more a hypothetical. But
4 if you do encounter -- or the City Pair team
5 encounters a delay from the shutdown, do you
6 anticipate that you'll still be able to get the
7 RFP, or get the awards out in time? Or would
8 that encompass a delay of the start of Fiscal
9 Year 20?

10 MR. GERST: Great question. The
11 question, if anyone didn't hear on the phone,
12 was, in the hypothetical where GSA and the City
13 Pair program is impacted by the shutdown, will
14 there be any delay in either the issuance of the
15 final RFP, or the issuance of award?

16 It's a tough question to answer
17 because it's very hypothetical, and it's just
18 very unknown. When we create our timeline, we
19 add sort of what I like to call padding in there,
20 some slippage, because life happens, and
21 certainly things get delayed. We do have some
22 wiggle room in our timeline, where we could

1 potentially adjust, if we were furloughed. But
2 that would really depend on, A, when were
3 furloughed, and, B, how long we were furloughed
4 for.

5 We do have some options in place. We
6 do have the option in there where we can exercise
7 the option and just prolong the FY19 contract for
8 up to three months if we need to. It's really
9 just going to be a sort of wait and see type
10 thing, which is why it's tremendously important
11 for us to carry and do business as usual, so that
12 we can get normal business operations going, and
13 get us in a good position, so that if we were to
14 shut down, it would have as minimal of an impact
15 as it can.

16 The fact that we got our draft RFP out
17 on time, in my mind, is a huge win, so that our
18 industry partners can see what our requirements
19 are and can start preparing accordingly. The
20 timeline is going to remain unchanged for the
21 final RFP. Again, the only thing that could
22 change that would be the shutdown, in which case,

1 I would be able to disseminate that and post
2 that. But we'll just play jazz, and, you know,
3 if we need to expedite things and scramble and do
4 what we've got to do, again, our intent is a mid-
5 July award.

6 That's our collective goal between
7 Mary's team, my team, everybody, and we are going
8 to do our best to take care of it. But it's --
9 I'm sorry for the vague answer. It's just a very
10 -- it's a tough question to answer because it's
11 just so beyond our control.

12 MS. MORRISON: Yeah, we wouldn't even
13 know if we would be furloughed or exempt, if our
14 agency was shut down. But you don't know that
15 until like the day before it happens.

16 MR. GERST: Yeah, we don't know until
17 we get the wonderful phone call or email saying,
18 please don't show up tomorrow.

19 MR. BRISTOW: But in previous years,
20 we've encountered some delays on our release of
21 the awards. We're shooting for mid-July.
22 There's been times that we've awarded mid-August.

1 We like to get it out early so that people are
2 able to book, especially the _CA fares, as soon
3 as possible. But, you know, that could give us
4 the extra month to get this out on time, to see
5 what happens, if something unforeseeable occurs.

6 Yeah, we say it's padded. It's not
7 really padded, but it will compress us to really
8 get this done. And then we'll come out with the
9 designated dates and like that. If we're
10 impacted. It's usually day-for-day shift. If it
11 comes day-to-day, you'll probably see a day-for-
12 day shift, just as a thought process.

13 Bur Corey will be coordinating that,
14 and internally we're setting up our what-ifs, and
15 our risk analysis, and whatnot, it will impact us
16 to get that information out, start booking them
17 and things like that, but the award could happen
18 a little bit later. I hope that helps.

19 MR. SCHIEFFER: It does. Thank you.
20 And then just, if I can ask one more question, as
21 suppliers, is there anything that we can do to
22 help?

1 MR. GERST: As far as the shutdown
2 goes, or --

3 (Laughter.)

4 MR. GERST: You guys, as Jerry said,
5 and as I have said, it's been a phenomenal
6 partnership that we have with the airlines and
7 everybody. Our focus is business as usual, and,
8 you know, we ask that you guys continue with
9 business as usual. There might be a dip in
10 travel. Unfortunately, that's not really
11 anything that we can control.

12 I'd just ask for your continued
13 patience with things. I think that would be the
14 most helpful thing across the board, is you guys
15 continue to be patient with us, and just know
16 that we are moving methodically and pragmatically
17 with everything we're doing here, in the hope
18 that, A, the shutdown will end, B, if it doesn't
19 that we will be impacted -- the impact will be
20 negligible. But no, you guys have been awesome,
21 and we do appreciate everything that you guys
22 have done to help this program be successful.

1 MR. BRISTOW: We're going to place the
2 presentation documents -- they'll be posted on
3 our site, so those of you who didn't have a copy
4 of this or need additional copies, it'll be
5 posted on the site.

6 MS. MORRISON: Yeah, the transcript
7 will be.

8 MR. BRISTOW: And the transcript will
9 be as well. Once we get that back and confirmed,
10 which is usually pretty quick --

11 Any other questions from anybody on
12 anything else?

13 MR. GERST: I had one last comment
14 that I wanted to make. It was just that going
15 forward, just as sort of a reminder, if you have
16 any sort of contract or solicitation
17 requirements, please make sure that you direct
18 them to Andrea or myself. If there is anything
19 that has to do with the program office, please
20 direct that to Mary and her team.

21 We work very closely together, so I
22 try to stay in my lane, and I know Mary tries to

1 stay in her lane. If she gets a contracting-
2 related question, she'll forward it to me, and
3 vice versa. I just wanted to have you guys sort
4 of put faces and names to sort of roles and
5 responsibilities so we can get you as quick an
6 answer as we can.

7 MS. MORRISON: Yeah, and we did send
8 that survey out to all the airline suppliers, so
9 if you wanted to just send it to the -- for PMO
10 purposes, the CPP team, that disseminates to our
11 whole team. You know it's going to us. If
12 someone's out, someone's going to take it and
13 disseminate appropriately.

14 But I mean, I still understand if you
15 guys just send it to Danielle or I to something.
16 I'm not going to be like, hey, send it to the CPP
17 team, but there is a CPP team email, just so, you
18 know, to make it easier on you guys, so you're
19 not like, which one do I send it to?

20 MR. BRISTOW: Are there any questions
21 on the phone? I know we've asked the questions
22 here, and hopefully we answered those on your

1 behalf as well, but any questions on the phone?

2 Are there any other discussion points
3 you wanted to pursue before we leave, that
4 pertains to the contract?

5 MR. KIMBERLING: I think we may have
6 a question from online.

7 MS. MORRISON: They're not typing
8 anymore. Okay.

9 MR. GERST: You do have -- if there
10 are follow-up questions, if you think of
11 something when you leave, whether on the phone or
12 in person, you have until Friday to submit draft
13 solicitation questions to us. If you forget and
14 don't meet the deadline by Friday, you'll have
15 another opportunity, once the final RFP is
16 issued, to add to our questions. We want to be
17 as transparent as we can be and make sure we're
18 all on the same page, and that there's no
19 confusion, or we address the confusion as best we
20 can. Thank you, guys.

21 (Whereupon, the above-entitled matter
22 went off the record at 2:31 p.m.)

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Pre-Solicitation Conference

Before: US GSA

Date: 01-23-19

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