UNITED STATES OF AMERICA
GENERAL SERVICES ADMINISTRATION

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FY21 CITY PAIR PROGRAM PRE-SOLICITATION
CONFERENCE

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THURSDAY,
JANUARY 23, 2020

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The Pre-Solicitation Conference was held in GSA's Central Office, Room 1461, 1800 F Street, N.W., Washington, D.C., at 1:30 p.m.

STAFF PRESENT:

ANDREA ANDERSON, CPP Contract Specialist
JERRY BRISTOW, Senior Program Analyst, CPP
MARY GARTLAND, CPP Director
COREY GERST, Contracting Officer
EBONY WHITE, CPP Program Manager
## C-O-N-T-E-N-T-S

| Welcome Remarks | By Mary Gartland | 3 |
| City Pair Program Overview | By Mary Gartland | 3 |
| Program Management Improvements | By Corey Gerst | 10 |
| General Solicitation Updates | By Andrea Anderson | 27 |
| Significant Changes by Section | By Ebony White | 33 |
| Market Selection & Market Information | By Jerry Bristow | 50 |
| CPP General Inquiries | By Jerry Bristow | 56 |
| CPP Points of Contact | By Jerry Bristow | 59 |
| Questions | 59 |
| Adjourn | 63 |
MS. GARTLAND: Well, good afternoon.

Thanks to everyone for attending the City Pair Programs FY21 Pre-solicitation Conference. I am Mary Morrison, the director of the City Pair Program.

But we do have our full team here today who will also be chiming in and presenting. We have Ebony White, the project manager. We have Corey Gerst, our contracting officer. We have Andrea Anderson, our contracting specialist. We have Jerry Bristow in the back, our senior program analyst. We also have two of our Emerging Leader Program employees here, Greg Kimberling and Rabia Muhammad, who will be helping out. And you might have seen emails from them every once in a while.

So, yes, thanks again for joining. We have a full agenda, and we'll just get started with our City Pair Program overview.

So we really have three pillars of
partnership in the City Pair Program throughout this process. We have the integrity of the award, transparency of the process, and the exchange of dialogue. We value these items and, with our stakeholders, to make this successful.

So integrity of the award, so for our suppliers, we really envision that as compliance to awarded carriers. In FY19, the City Pair was stable at about 85 percent, year-over-year.

So that's for all the award carriers in an awarded market, and that is up until they are the lowest fare available -- not necessarily on that contract fare with that carrier.

We continue to work with stakeholders on optimal data strategy and sourcing. There's a lot of data sharing and information sharing going on in all of our meetings, in sessions that maybe back in the day wasn't happening.

And we continue to refine our solicitation, I think, as you'll see today, that we want to meet the government agency mission requirements as well.
Transparency of the process. I think, as you saw with the draft RFP, we really worked to simplify scoring and streamline the bidding process. That was one of our big things this year to make it easier for our suppliers to understand our RFP and just kind of work into the future of modern industry landscape.

You know, the old saying, you know, don't change things if it's not broken. We don't see it that way.

We definitely want to keep continually improving the process and, obviously, getting your input with those changes that we're going to make.

We also continue to award fares earlier and earlier.

I think we kind of hit the sweet spot, though, that mid-July timeframe, just with our year-over-year bid process. It's kind of hard to move that up any further, but, you never know. We might do it this year.
But that's great for also the agencies.

You can start booking those fares for that October 1st-and-forward trips.

So that really increases the usage on that award carrier and increases the compliance numbers as well to the suppliers.

And kind of what I've already been saying, we continually talk to our suppliers and our agencies and other stakeholders in collaboration on working groups and other meetings that we do have.

Next is the exchange of dialogue. So we continue to expand our market options, and just our markets in general. Two or three years ago, we were at 9,000, this year we're at over 13,000. We've started the _CB, the value-weighted business class items.

I mean, that started at 12, now we're at 80 in FY21, so in FY18 we had 12 market. In FY21 we have 80 markets. That's over four years.

We started the Group 3, reducing service requirements in markets so we could start
including those under the program.

And, last year we started to include all nonstop markets where the government travels, to include that in our program and get the benefit.

And this is really all done through our continuous discussions throughout the year with the suppliers and our one-on-ones in the spring and the fall and any ad hoc meetings that are requested. We are open to meeting with the in-season suppliers.

We also have those fall partnership meetings where we kind of solicit and socialize that, what we're thinking about putting in the draft RFP and get final input before actually putting it into the stage that we see today.

Again, we always want to listen to the voice of the customer and agency partners to make sure that things that we're doing is on par with your agency's mission or with the industry in general.

Just moving on to program management
improvements, so these are some things the
program office this year was really thinking
about to try to improve that, streamlining the
process, simplifying the scoring and making it
easier on the suppliers, but also easier on our
evaluators as well.

You know, we started with a couple
markets, and now we're up to over 13,000 so that
expansion has really made a complex project to
take on for, I know, the suppliers and others.

So if we could just to the next slide?
Okay, so via 1 of Group 1 and Group 2 markets,
that might sound foreign to some people. But
Group 1 is our high volume markets that we do a
best value tradeoff on. And then Group 2 is
lowest price technically acceptable evaluation.
Most of the time those are our smaller volume
markets, but this year, you know, changing it
around just a little bit, I would say, for the
most part still, smaller volume. But, really,
this was to minimize the workloads for carriers
to submit bids.
We did a little bit of diagnostic on what markets really needed to be best value or what could be lowest price. And this is -- so we kind of moved a few categories. So domestic non-stop minimum markets, under 5K passengers, we moved from Group 1 to Group 2. So that means non-stop versus non-stop.

There's connect versus connect, 1,000 to 5,000 passengers, and then those extended connect, 100 to 1,000 passengers. So it's -- I would say in FY20 we had a little over 3,600 markets in Group 1 and then this year, we're having a little over 2,000 in Group 1. So that's really going to make it easier on you guys to put some of that quality time into your best value bids for the evaluation.

Next is the passenger count Level G market. So we really wanted to do this last year because we created that non-stop minimum at any passenger level, so you could have one passenger, and we include it.

So we wanted to create a G Level
passenger count. We got it in this year. So really, that's just to help you categorize our A through G passenger count levels, so G is 1 through 39.

   Really, you're only going to see this in Group 3. But, you know, just another thing to help you streamline that bid process when you're putting together your submittals.

   And so that's really all I have to say about the program, in general. And now we'll move into general solicitation information, which Corey Gerst, our contracting officer, will present. Thank you.

   MR. GERST: Thanks. Good afternoon.

   Welcome, my friends, to the show that never ends.

   For those of you who don't know who I am, my name's Corey Gerst. I'm the contracting officer for the City Pair Program.

   I am delighted to share that -- I only have two slides this year. So before I get started, I do want to thank -- I see a lot of familiar faces here both in industry and our
government partners. And I do want to start off
by just thanking all of your for your involvement
and participation.

I've been at this for a while, and I've
never seen a program that really engages
everyone, all the stakeholders, the way that City
Pair does.

I think that's a testament to the
program office and a testament to just our desire
to do better and to make sure that we make
pragmatic and intelligent decisions that best
support our travelers' missions and the taxpayer
dollars.

So with that being said, because, you
know, I've been at this a few years now and I've
picked on some things, some sort of trends, and I
notice that, while we have some changes
internally, there is also some new people in the
industry as well that are coming onboard that may
be unaware of certain things.

So what I decided to do today was just
go over some of the key solicitation requirements
as well as highlight some observations that I've made, in my tenure here, that I wanted to just bring to everyone's attention.

I'm hoping it'll be fruitful for everyone. Again, this is Slide 2 of 2, so there won't be much as far as the optics go.

But, to start off, has everyone been able to access the solicitation? We did transition this year, as the government as a whole, from FedBizOpps to SAM beta. It was posted last Friday. Pretty robust.

We have a 114-page RFP with nine attachments, so there's a lot in there. Again, this is just the draft, but I'm hoping everyone had a chance to possibly to thumb through it by now.

So what I wanted to start off with was just a general observation that this year, under our mandatory users in Section C, we added the Holocaust Museum and the U.S. Virgin Islands as mandatory users.

For all existing contract holders, I'm
sure you saw the modification that we put forth already. So these will be permanent ads that are going to be continuing into FY21.

The next thing I wanted to discuss when it comes to Section C, which is our requirement package, is when all of your offers, you submit your proposals to us, if, any market, say hypothetically, you propose three non-stops, four connect flights, at any point, of that line item's awarded to you, you need to understand that you're contractually obligated if we award that line item to your company, that you will be contractually obligated to meet that service level for the entire period of performance.

I mention it because I've gotten some correspondences where a carrier will, maybe one or two of the non-stop flights will fall off, but they'll say that they still meet the minimum requirements. That's not exactly how it works.

Again, if you submit an offer to me with four non-stop flights and three connects, that's what we evaluate you on.
If I award it to your company, it becomes contractually binding, meaning that the expectation is going to be that we get four non-stop flights and three connect flights.

So my ask here is if there are any service changes, whether you think it's benign or not, needs to be brought to my attention and Andrea's attention.

There is some language in the RFP that I will get to that kind of covers this very sort of thing, but I just wanted to make sure that everyone's cool and understanding of that.

And again, that was just a small observation that I made for the last couple of years.

The other thing I wanted to speak to was the dissemination of contract fares, which is Section C8 of the RFP.

Under no circumstances shall the contractor carrier use YCA, _CA, _CB designation codes for any line item in which the carrier is not the government contract carrier.
The reason I wanted to spell that out for everybody is, A, you've got to publish your fares once they're awarded. Everyone knows that, but if we delete the fare from you, you need to remove it and allow the new carrier, if we re-award, to be able to upload those fares.

Because we have federal travelers that reach out to us, wondering what's going on or they'll see the old carrier in the system and ask what gives here. Well, or I'll get contacted by the new carrier saying the old carrier still has their fares uploaded.

So just please be cognizant of the dissemination of contract fares and that it's contingent upon you to make sure that you upload everything and that it's available in the reservation systems for our travelers rocking and rolling here. The other thing I wanted to talk about was code-shares, which is Section C.16 of this beautiful document here. Every carrier, if you choose to enlist, the code-share partner needs to identify the code-share
arrangements in Section K.7.

What I found was that we have carriers that either do it by line item, where they're saying, hey, we're in this code-share arrangement with X-Y-Z carrier for Line Items 6, 8 and 9 -- which is fine. You're completely entitled to do that.

However, if you do not add, by Line Item number, then it's sort of across the board where we're assuming you're going to be partnering and code-sharing with that line item -- with that carrier for every service offering that code-share partner might have.

So I just want to make sure everyone is aware of the differences and make sure that you identify them as such.

This hasn't been a major thing, but it has come up and it's been brought to my attention at time of award, which is too late. I mean, we make adjustments, but it needs to be thought about ahead of time and rectified prior to issuance of award.
Everyone -- any questions on that?

 Anything for -- so for Section K.7, which is the reporting, the other thing is, obviously, the carriers need the DoD safety approval as well as the Department of Transportation for international carriers.

 We've had an issue where people left that blank in their proposal submission. Please put Not Applicable for foreign carriers, for -- foreign carriers for DoD safety approval. We are aware that DoD doesn't approve all the international stuff and that the DOT's sort of approval, but please don't leave that blank.

 Questions there? God, this is dry.

 All right, let's try to jazz this up a little bit for everybody. All right, I'm going to skip ahead to Section F. Hard to make this stuff fun.

 Confirmation of service at time of award, so within ten days of award, everybody is supposed to notify me about whether they meet the minimum requirement or not.

 I think I've addressed this enough
times where I'm hoping a lot of people know where I'm going with this.

    I ask -- no, I beg, when you guys are
    working with your pricing teams, I understand
    that it's a challenge to forecast when, you know,
    in February, March for flights in October.
    However, this contract's been around for a while.
    So I'd like everyone to do their --
give their best effort. That's all I'm asking,
is best effort, to only submit offers for line
items you know you can service and meet the
minimum requirements on when we go live on
October 1st.

    The reason I make this request is
because the numbers on the re-awards that Andrea
and I are doing have spiked. I mean, it surged.
We've been trying to appease the carriers and our
industry partners and figure out a way for this
to work for everybody.

    And just get -- you know, we're being
respectful to the carriers and to industry
partners in allowing you guys to have the
flexibility of, in keeping that week in July,
that we're using.

However, again, this is just an ask,
not a demand, that you be cognizant of that in
your submissions, that, while you may service
that market in July, just use some forethought
and historic data to think about whether it's
going to be available in October to reduce the
administrative burden on the government.

One of the hats I wear is steward of
the taxpayer dollar. And you will be doing your
taxpayer dollar a major service by helping us
reduce that burden.

The other part I wanted to discuss in
Section F was F.5, which is the discontinuance of
service within a line item.

To my earlier point, and I'll make this
quick, if you have three non-stop flights and you
find out, a month in, that you can only service
two of them and you drop off one of those non-
stop flights, I need to know about it.

I would point you guys to Section F.5,
which is discontinuance of service within a line item. Synopsis of that is we awarded. I made a best value determination on that line item based on four non-stop flights.

If, now, all of a sudden, you're offering three, that skewed our best value determination. And I reserve the right to reassess and determine if we still want to go with you with that lessened service.

Aside from that, there are some contractual corrective actions I could take against the carriers if I wanted to because you'd be in breach of contract. But obviously I'm hoping you guys know me well enough that that -- I don't go nuclear, but I did want to bring that to your attention.

All right, rock n' roll here. Section 8 is just special contract requirements. Talks about the CRAF certification and how to kind of go through all of that good stuff.

And then Section J is our checklist. Please make sure you look at that. It's our
cheat sheet for everyone to go through and make sure that you're providing everything that we need.

The System for Award Management is SAM, needs to be updated every year. If you want to participate, you need to have an active SAM contract and it needs to be active throughout the period of performance of the contract.

One thing I did want to point out to everybody is with this Section 889 stuff, the FAR clause 52.212-3 has now incorporate that language in there about -- wait a second. It's covered telecommunications.

So it basically requires the offer to represent if it does or does not provide covered telecommunications, equipment or services as part of its offering.

So in addition to that GSAR submission that everyone just went through with me, now it's part of SAM. And I'm sure I'll get to ask -- I'll ask the question, if we have to do it in the GSAR and in SAM. Unfortunately, it's redundant
and, yes, you do have to do both.

That's just kind of what we've been told, so it's --

MS. GARTLAND: It would require it to be in SAM?

MR. GERST: Correct. Correct. Do you have a question, George?

MR. COYLE: So, Corey, we've noticed on trade progress assignments, are we seeing close to 89 in terms of its future needs?

MR. GERST: Good question, and that's way above my pay grade. Sorry.

MS. GARTLAND: I mean, we haven't heard anything, of any changes that would occur based on that. But we'll definitely keep you guys in tune as we hear stuff.

But for now, you know, just assume that whatever you submitted to us recently or going to submit, put it in SAM.

MR. GERST: Yeah, I mean, that's also assuming that the motive was the trade disagreement we were having with China, so it may
not have been. So, I mean, we'll certainly keep
everyone apprised, but just, right now, it is
what it is.

MR. COYLE: Did you say we re-certify
for '21 or is it just certifications period?

MR. GERST: So, for SAM, it's in there
now. So whenever you have the -- whenever your
year is up with SAM, it'll be part of that on
there.

I was told the GSAR language is a
supplemental FAR clause for GSA. I was told
internally that we will require that, even though
it is redundant --

MS. GARTLAND: Yes.

MR. GERST: -- submission. But, I
mean, if you're --

MS. GARTLAND: No, it should be the
same response that you gave to Corey.

MR. GERST: Correct.

MS. GARTLAND: So it shouldn't be any
more work.

MR. GERST: Yeah, that's --
MS. GARTLAND: Just check the box.

MR. COYLE: Right. Well, I mean, it is a great deal of research. It involves our, you know, it requires it.

MS. GARTLAND: Yeah, I mean, because the responses should be the same as what you already provide, it shouldn't be any more work that what you already have done.

MR. COYLE: Got you.

MS. GARTLAND: Yeah.

MR. GERST: So we've also invested in -- and I haven't gotten there yet, as far as, since you guys just had that December deadline, and it's supposed to be an annual certification, whether everyone is just going to be covered for the year anyway.

We have everybody's responses on file, so I can just use that in our FY21 proposal. And that's to localize, but I mean we have another or so before the final RFP for that so I'm hoping to get more solid answers on that.

MR. COYLE: Okay.
MR. GERST: The one thing, again, I want to repeat is that it's in SAM now as well. And that's the government's. That's not the GSA portion of it, so that, you guys will have to do your own certification in.

And I think eventually the GSAR thing is going to go bye-bye and it's just going to be reporting SAM to the 52212-3 clause.

All right, last thing, try to be quick. I want to talk about Section L instructions, conditions and notices to all. And this is just a small thing.

But I found our first mistake in the -- and I'll own it. My first mistake in the FY21, solicitation. Last year we participated in the in-depth feedback through open -- with the whatever, inform.

And it was a pilot program regarding our post-award debriefing. Some of you may have been contacted about it. We were sort of a control group on that, so I wasn't as involved.

Personally, I think the person that
does those briefings is phenomenal and that he
just is rock star and handles it amazingly.

But anyway, they wanted to solicit some
more feedback from everybody. We're going to
remove that line, which is Section L.5 on there.

Oh, and I'm the person that does the
post-award debriefing. I was kind of hoping for
some laughter here, but crash and burn.

So that's all I got. Any questions
before I give myself the hook here? Or -- no?

Yes, Justin?

MR. SCHIFFNER: I just want to confirm
that I understood correctly when you were talking
about Section F. So if a minimum service
requirement was three non-stops and we have 12
non-stops, if we moved it -- if our schedule
changes to now ten non-stops, we need to report
that to the contract --

MR. GERST: Yes, if you're awarded 12
non-stops, we're expecting 12 non-stops for the
life of the contract. You still may meet the
minimum requirements, which is fantastic, and you
still may keep that award.

But ultimately I need to look it over with the evaluation team and just decide whether, in this case, Southwest offered -- still offers the best value to the government.

Okay? Good question though. Oh, well, anything else for me? I'm done talking after this, so it's your last chance.

All right, I'm going to pass it off to my wonderful partner in crime here, Andrea Anderson, the brains behind this operation.

MS. ANDERSON: All right, thanks. Good afternoon, everyone. My name is Andrea Anderson. I am the contract specialist for the City Pair Program.

Today I wanted to talk to you about the draft solicitation. So, as Corey mentioned, the draft solicitation went out last week.

And if you have any questions regarding the draft RFP, please make sure that you submit them by tomorrow, by 3:00 p.m. Eastern Standard Time.
Please make sure that you're using Attachment 7, which is the template that we're using for the questions and answers. And make sure that you are emailing Corey; make sure that you cc me and also cc onthego@gsa.gov.

We're planning to have our responses back to you by next Friday, so January 31st. But that depends on how many questions we get.

So if we get less, you know, than what we are expecting, we might be able to post those sooner than later. And we're going --

MR. GERST: Post them where?

MS. ANDERSON: We're going to be posting them on beta.SAM.gov. So that's -- we're no longer using FedBizOpps. We will be using beta.SAM.gov for any communication regarding the RFP.

So if we have an amendment to the solicitation or if we have a -- the questions and answers will be posted there and also the final RFP will be posted there.

So make sure you keep an eye out for
beta.SAM.gov. But we will also do our best to send out courtesy emails letting you know when something has posted.

All right -- also, I want to mention that you will have another opportunity to submit your questions to us when the final RFP goes out, which should be in mid-February.

All right, any questions? All right, next slide.

All right, so here we have the COPS target dates. So for COPS testing, we decided to extend that period. So in the past, we usually gave you about five business days. This time, we're going to be giving you ten business days.

And we're doing that because we've gotten some feedback from the carriers asking us for more time. So we're hoping that this gives you enough time to go in there, test the system.

If you encounter any issues or if you don't have access to COPS, please make sure that you let us know.

So for this year, we're opening up COPS
for testing on February 3rd through February 14th. And for your -- and I just want to make --
just want to say that, please make sure that you go in there, make sure that you test COPS.
Because we want to make sure that everything is ready to go when you have to submit your Group 1 offers.

MR. GERST: Please -- sorry.

MS. ANDERSON: All right, so for Group 1, we will open up COPS on February 19th and we'll close it on March 18th.
Group 2 will open on March 25th and close on April 15th.
Group 3 will open on April 20th and close on April 24th.

I also want to make sure that -- to let you guys know to try to, please, submit your information before the deadline. Just, this way you want to make sure that you give yourself enough time to go in there and submit your information just in case you encounter any mistakes. You want to make sure --
MR. GERST: There are -- we've noticed -- there was a lot of mistakes, let's just be candid, in FY20 submissions, some minor, some major.

We are giving as much time as we can to allow everyone to use COPS and enter into it. The one trend we noticed is that everyone waits till the last minute on the last day.

We ask that you avoid that to limit the amount of mistakes that happen because, as you probably saw from last year, we provide an opportunity to correct mistakes, but it's a formal process and it's a bit cumbersome.

So if you can catch them early and process it early, it benefits everybody. Sorry, Andrea. I'll shut up now.

MS. ANDERSON: No, no, you're fine. I'm going to repeat some of what he said for the people on the phone. So please make sure that you go into COPS, test it out.

Make sure that you're giving yourself enough time to go into COPS, submit your
information just so you can avoid mistakes.

As Corey mentioned, we had some last year, so we want to avoid that for FY21. Also, I should mention that I will be in training during the COPS testing period, but I still will have access to my email, so make sure you send me an email and make sure you cc Corey and one of us will get back to you.

Any questions? All right, next slide.

All right, so here are the upcoming RFP dates. So for the final RFP, we're hoping to release that in mid-February. Group 1 will close in mid-March. Group 2 will close in COPS in mid-April. Group 3 will close in COPS in mid to late April.

The Special Board is scheduled -- it's tentatively scheduled to convene in early to mid-April. The FPRs will be due -- will be done in mid-May. And the Special Board final review will be done in early June. And we're hoping to award the FY21 CPP contract in mid-July.

So we're doing our best to stay within
this timeline. Does anybody have any questions?
All right, I'll hand it over to Ebony White and
she'll go over the significant changes.

                MS. WHITE: Hello, everyone. Good
afternoon. So I'm going to go over the
significant changes by section. So feel free to
take notes.

                If you need me to pause because you
have a question, just raise your hand. Speak
loudly if you do so we can capture those that are
on the phone.

                So potential solicitation changes, so
these are included in the current draft RFP that
is out on the market right now. So you should be
able to validate.

                And again, if you have questions that
you don't want to address here, you can also
submit those in the formal form using Attachment
7.

                So we have included two changes in
definitions, domestic route and seat assignment.
So for domestic route, the biggest change is,
because we onboarded or include American Samoa,
we include that change because it is not
considered a domestic route even though it is a
territory of the U.S. So we just want to make
sure we clarify that.

For seat assignment, we simplified the
language here. So we wanted to make sure that we
didn't over-compass the definition compared to
what commercial industry has.

So we basically streamlined the
language, used more layman's terms and kept it
from you know, big word government.

Any questions? This is out of B.3, the
line item requirement. So Mary briefly
introduced that we brought in the Group G to
cover some of the smaller markets, lower
passenger count.

So this is just to identify the volume
changes. So the biggest change here is G. That
is our 1 through 39.

Of course, in order to incorporate
that, we shifted some of the larger or medium-
sized passenger counts up. So you'll see the
difference here, and again, this is in the RFP as
well.

And F.7, this report which we were not
requesting or requiring to be submitted because
we currently receive our data through the TMCs,
our reporting has been removed from the RFP
completely. So instead of us just overlooking it
year-over-year, we're going to remove the
language from the contract.

Okay, M.1, solicitation provisions,
three factors, no change on the minimum
requirements. Factor 2, quality of service, we
have removed Subfactor 4.

Reason being, we have consolidated the
language and how we view your Subfactor 3, number
of flights, to incorporate the types of aircraft
that you are using.

So instead of us separating that and
singling it out, we're just consolidating the
two.

So we do still use that consideration.
It is just part of Subfactor 3. So there will only be three subfactors under Factor 2.

For price, the language has changed just slightly. We wanted to make sure that we created the emphasis on the smaller PAX level of groups now, E and F, that the technical and non-price related factors are approximately equal to price.

So for A through D, the technical are higher or more significant. And for E and F, the smaller groups, they are equal in merit.

MR. GERST: Crickets.

MS. WHITE: I like it. So method of evaluation, this is for Group 1, so going back to our Factor 2, quality of service, for Subfactor 1, domestic, you'll see what we previously talked to you guys about during industry day is trying to simplify how we're doing our calculations.

So points have changed. You'll see a different slash here. The non-stop points were 200. Now we cut that down to 100.

You're still receiving the same value.
We just changed the number to simplify the calculation.

MS. GARTLAND: And there's no change to the time band?

MS. WHITE: Correct, nothing else. Just the points. And then this will also eliminate the separation from east to west, crossing three time zones which was very hard to monitor, calculate looking at an airport code and trying to figure out on the map, okay, where are you going. So we are eliminating that from the Subfactor 1.

This is, again, Subfactor 1, but international and international business class. Again, same concept. Non-stop was 100 points -- or 200 points last year. We're getting that to 100, again, to simplify the calculation process.

No change in time or no time bands, thank you. But, and then we added the E and F, lowering the points for non-stop down to 40 -- 20 and 20.

And then Fifth Freedom, same process,
changed the points schematics. Type of flight, though, for non-stop last year was 20. This year it's five. Again, shrinking that down to make the calculations a little bit easier.

And method 3, going to Subfactor 2, average elapsed time, this is for our reducing the non-stop additional points.

Because we have adjusted total points, non-stop is adjusted in parallel to that maximum point count, so reducing that now down to 20 points for non-stop and then E and F markets five points.

Subfactor 3, number and type of flights, last year I believe it was five points non--

MS. GARTLAND: Three.

MS. WHITE: -- three points non-stop, so moved back to two direct and connect, extended connect have not changed. Maximum total points 25 and 15. And then 25 and 12 for your city.

MS. GARTLAND: 25 or 24?

MS. WHITE: Or 24, I'm sorry.
MR. SCHLATTER: So this is based on counts, if you have four today then you base that on --

MS. GARTLAND: Yeah, so each non-stop flight you have two points, but then it would max out at 24.

MS. WHITE: So the question in the room was if you had, say, two non-stops both ways, the point count. So we're saying, yes, you would get points up to the 24, which will be your max, 24 points.

And then shortest elapsed time, you can't see my pretty color change here, but if you compare it to previous RFPs, for whatever reason, we were missing the minimum flight number of five.

So it's kind of bolded here. I changed the color, but this is simply to highlight that we added the minimum flight role of five it was missing previously.

MR. SCHLATTER: Is the -- so the shortest elapsed time period, is that based off
of the shortest elapsed time out of all the carriers? Or is it based off your own?

MS. GARTLAND: It's based off your own.

MS. GARTLAND: Correct.

MS. WHITE: And for M.5, this is for Group 1, the technical tradeoff. So again, I mentioned that just shortly a few minutes ago.

For Group 1, A through D, we wanted to highlight the factors that technical tradeoff and non-price related items are more important, are more significant in the technical tradeoff evaluation.

But for E and F passenger level markets, we're looking at equal comparison between technical and non-price and price.

MR. GERST: Any questions on that one? I'll remind you that this is only when we're doing tradeoffs.

MS. WHITE: Only on tradeoffs, correct.

And the language changed for capacity volume in Group 1 and high volume line items. So again, highlighting the additional volume or
additional value.

Because we consolidated the Subfactors 2 and -- 3 and 4 under Factor 2, Subfactors 3 and 4, and we removed Subfactor 4 in the consideration of your high volume line items, we are looking at the type of aircraft because it tells us your capacity.

And so we're just changing the language so that -- because we took out that particular identifier of the type aircraft that you're self-reporting.

When you put that in there, that's how we assess the capacity for that particular aircraft or that line item.

And so we want to just to highlight the additional value that that information gives us. That tells us how many potential seats can be made available for a particular line item.

MS. GARTLAND: Just one other thing I want to note on the price technical tradeoff -- we didn't note it in the briefing, but, is the baggage fee consideration.
So language stays the same in the RFP. There's no changes, just interpretation. We kind of went over this last year and then took it out last minute.

But when you submit your offer and costs, you'll see that column that was there last year, where it says, are you going to offer free baggage in this line item, you put yes or no.

So this year, if you want to offer free baggage in one line item, you put the Yes. And then we'll consider that in the price technical tradeoff.

MR. HOPKINS: Only on the tradeoff?

MS. GARTLAND: Yeah, only on the tradeoff side.

MR. LO: And, sorry, can I just ask for this first load up here, will the regional jets and home jets consideration be part of the price-related factors?

Or does that come after when it's traded?

MS. GARTLAND: It'll be -- it's a
technical, so it'll be against price. So if you
look at

(Simultaneous speaking)

MR. GERST: I think he's asking, is it
going to be scored or is it going to be only
considered --

MS. WHITE: It's a consideration.

MR. GERST: With tradeoffs? Okay,
thanks.

MR. LO: So it's only considered after
--

MR. GERST: Correct.

MR. LO: -- everything else that's been
factored --

MS. WHITE: Correct. So the closer the
points are between bids, yes.

MR. GERST: We only come into the
tradeoff realm, Section M.5 of the tradeoff
realm, is when we're doing an actual price
technical.

As well, we -- I'll mention it in the
other slide -- those will come into play when
technical scores become more equal, as the language stipulates.

So just be advised that a lot of our award determinations, we may not even conduct a tradeoff because there could be such a grand disparity -- discrepancy, I should say, between the offers we receive where we don't need to make a tradeoff.

There could be instances where the technical scores are more equal, and then we determine, based on the descending order of importance, what we value, how much we value it.

I don't think that order's changed year-on-year.

MS. WHITE: No.

MR. GERST: It's just the wording for the E and F markets where we say that technical's approximately equal to price.

And, I mean, we've been kind of hinting that that was going to be the direction we were going in for a while now where these smaller markets were saying, you know, our priorities are
different in the smaller markets than they are in
the larger passenger markets.

And price is a little bit more,
something we consider. So we're still conducting
the tradeoffs. We're just giving price more
consideration for those markets.

Did that answer your question?

MS. WHITE: Make sure everyone sees it.

Yeah.

MR. KRIEGLER: Just on baggage rates,
is there any distinction between one, three bags
or three bags?

MS. WHITE: No, so it's just the first,
yeah.

MR. GERST: So when it comes to our
tradeoffs and our best value determinations,
baggage is Number 6, so it's a factor. It's just
-- so it's Number 6 in descending order of
importance. So it's definitely something we've
prioritized. It's just the lowest of our
priorities.

MS. GARTLAND: But I think by, you
know, putting that consideration of doing it by line item, you can see it's kind of becoming more important. As all these accelerate, these are entering importance.

MR. GERST: And we very much go chapter and verse. I think, I'm sure we go chapter and verse from the RFP and we do things as we say we're going to. So that free baggage, it could be a factor.

If you guys are tied -- if we have two very close offers and we're going down that descending order of importance, you could be very close with another offer.

We see free baggage from one but not from the other, I mean, that could be discriminator. That could be something that puts you over the edge for award, which is why we're trying to expand it and allow everyone to submit it on a line item-by-line item basis.

MR. SCHIFFNER: Sorry I ask this again.

I just want to confirm. We can still submit the affidavit and we don't need to, line-by-line, do
MR. GERST: Right.

MR. SCHIFFNER: -- and tops a yes or
no. Correct?

MR. GERST: Correct.

MR. SCHIFFNER: Okay, thank you.

MS. WHITE: Okay, so that was the end

MR. SCHIFFNER: Sorry. I forgot to
introduce myself for the notes. Justin, with
Southwest.

When we've had the state industry
meeting last year, one of the things we had kind
of talked about if your office would be able to
provide a scoring example that we could compare
and enhance with the new changes.

Is that something that would still be
able to be provided to us?

MS. GARTLAND: That would be something
that the contracting office states --

MR. GERST: So I knew that question was
coming.
MR. SCHIFFNER: Please?

MR. GERST: I will work with the program office and see if we can call it. It's a challenge to come up with hypothetical examples. I think it'll be valuable and fruitful for us to do that.

It's something we can do. We just, we have to create a hypothetical market in a hypothetical -- you know what I mean?

It would be something that I'll need to collaborate with the program office on.

We could probably do it in the final RFP, when we roll that out in February.

But as you're saying, it's been something on my mind. We didn't get to it, but I think it's feasible.

MR. COYLE: George Coyle. On the passenger volumes, are we still looking for a minimum to solicit a market?

MS. GARTLAND: Based on the --

MR. COYLE: I think at one time it was 40?
MS. GARTLAND: So, yeah, so for the most part, it's 40. But for non-stop it's 1.

So, yeah, I don't know, from A to B we have one federal traveler that's in that non-stop market, it's worth soliciting it.

So if you have service in that market and you want to bid on it, it's available to solicit. But for the most part, it's worth it at the minimum. But you'll see, that's why we created the G.

MR. COYLE: I noticed that. Okay.

MS. GARTLAND: Yeah.

MR. GERST: And G is only going to be Group 2, Line Item -- sorry, yeah.

MS. GARTLAND: Non-stop.

MR. GERST: Non -- it's going to be all Group 2 or 3, LPTA.

MS. GARTLAND: Correct.

MR. GERST: PAX G markets, just so we're clear. That 1 to 39 passenger counts, you're only going to see those in LTPA Group 2 or Group 3 markets, not in Group 1.
MR. COYLE: Should we include the expected? I know it's rough, but it's from prior year data, the rough PAX count?

MR. GERST: For Group -- is it in -- not in there already?

MR. COYLE: Is it in there?

MS. GARTLAND: Yeah.

MR. GERST: It should be in there.

MR. COYLE: I just haven't got up there yet.

MS. WHITE: Well, that's a good segue. Jerry Bristow's going to come up and he's going to talk about the market selection and market information.

MR. BRISTOW: Hi, everyone. I'm Jerry Bristow, senior program analyst for the City Pair Program. And let's go ahead and unwrap this package here.

So we're soliciting 13,414 markets.

This is the most markets we've ever solicited here in the City Pair Program.

And if you go back to the first year,
there was 15, and we've progressed up to this.

So huge undertaking for the federal
government but also a huge undertaking for our
carriers. We appreciate your participation and
how you bid these markets.

We have 367 more markets than we did
last year. And we are estimated to cover a total
for FY20, $2.794 billion worth of spend or 87
percent of our total government air spend is now
under management.

So huge changes along the way to get
here, but a factor that brings good business
volume to our carriers but also provides great
service to our travelers.

International business class, again,
we're including that in the evaluation process.
This year we're going to be doing 80 markets.
That estimated spend is $116 million out of the
total $182 million.

So as we move these business classes
evaluation process, you see the value that, in
doing so, where we made this change cover years
ago, we keep inching towards that total business class spend.

And that's good for our carriers to know, good for them to understand this is how we travel and the tradeoff of those specific fares for business class as well.

New markets, 431 of the markets were an estimated addition of $5.6 million. Where the high volume Group 1 markets we moved into Group 2, we'll show that in the next slide here, or the next couple of slides.

But that was to move light service for connection -- to connection service down to Group 2 for price allocation only. There's no necessity to have those in the Group 1 markets for the technical evaluations.

We think it's going to help you streamline your submissions and be able to provide just the price in that without having to worry about the service levels that you were doing before.

So reducing the overload workload for
you, but also to make sure that it covers all of
the markets that we're looking to solicit. Next
please.

So here we have Group 1 markets 2,263
-- domestic. In Group 1 18-19; international,
347. We have international extended connection
for 16. And of course, we have the business
class for 80.

This year we only have one Fifth
Freedom market that we're soliciting that
qualifies for the bid. So not a huge -- of
anything there, but just so that you know there
is one in there.

Group 2, domestic 5,499. Group 2
connect domestic, extended connection 1,159.
Group 2 international, 1,088 and extended
connection 874.

And here's your Group 3 markets that we
moved a number of areas into where we were able
to reduce the minimum requirements that we had
before in the contract. We're now up to 1,873
domestic markets, 659 international markets.
So total for domestic, 10,350 markets; international, 3,064. Again, total markets 13,414. Huge undertaking, but we appreciated our carriers' participation in these and we think that you appreciate the business that you're able to bid on and award to. Next, please.

Here's the breakdown in the change from year-to-year. I think that's important for you to know. Market selection here or it's solicited, we're up 2.89 percent in the number of markets solicited.

Here's where that change is from the Group 1. This is that movement from Group 1 to Group 2 and to Group 3.

So you see what that changes. We went from 4,256 markets down to 2,263. That's that workload adjustment that we think's going to be beneficial to the carriers to be able to do that.

And then those are filtered in through Group 2, which increases that market up to 9.45 percent. Group 3 really expands that.

So there's a huge jump in that, just in
the movement, not in the necessary total market
changes, but just in the movement of those
markets. Next.

Again, domestic went up 2.3 percent and
international, we're up 4.72 percent. Passenger
counts are also increasing. Looks like we're
stabilizing for the government travel at 8.6
million for this year. So there's are our
anticipated passenger counts.

Brings us back to a new normal but also
shows the value of the programs as to how much
the government does travel. Next.

So here's your market types: your
Group 1 domestic-international. Here's your line
items associated with each one of those. You
asked for those line items and how they're broken
out. So you'll see Group 1 domestic. Those are
line items, not passenger counts, up on that
right side.

So those are your line items and how
they're going to be feathered out for you to bid
on. Group 1 international, 1,900 to 2,246;
extended connection 2,300 to 2,316; international
extended connection, 2,400-2,459.

There's that one Fifth Freedom market
which is just that one line item, 1,850. Group 2
domestic down through Group 3 domestic here,
those help you to identify which line items
you're bidding on. Next, please.

If you have any general inquiries,
please provide them to onthego@gsa.gov for
contract-related issues. For any program-related
issues, there's our toll free number but also
send us an email at travel.programs@gsa.gov.

We're always open to whatever calls you
might have or emails or whatever concerns about
the solicitation. Like I said, those that are of
a contract nature need to go to onthego@gsa.gov
so they get the proper attention through our
contract officer.

MR. GERST: Just one last point with
that. We're in the RFP phase now. People have
questions. I get that. I love talking to
everybody, but if you're going to have a RFP-
related question, it needs to come to me in
writing or Andrea in writing.

So if I get a phone call, I'm just
going to let you know in advance, I'm going to
punt and tell you you have to submit it to me in
writing.

The logic behind that is we have our
government point of entry which is SAM beta.
What we do is when the questions come in, we look
at what you have in writing. We put them down
and we put our responses next to it.

And then once the responses are ready
to go, they're disseminated to everybody at the
same time so there's no advantage to have someone
getting it before. There's no advantage to a
carrier that decides to call me to get an answer
over the phone.

Everybody's on the same playing field.
We're all singing off the same sheet of music.
It's all about being fair and equitable to
everyone.

So that's definitely something for both
the draft and the final RFP that I just want to make clear from the Get-Go.

Questions need to be submitted in writing. We'll -- and we give you a template on that as well that I'd like everyone to use. No limits on the questions. Try to make them True/False, please.

MR. BRISTOW: And after the final solicitation is sent out, the program office doesn't necessarily talk about any of that. So that has to go through the contract officer, okay.

We can talk about things that don't pertain to the contract or for future discussion points that we want -- we want to make sure that we constantly move the needle forward so we're always having updated discussion points. But we can't talk about the solicitation once the final is released.

Here's our points of contact as well for contracting. And that is Corey's email and phone numbers, but, like he said, he would rather
request an email instead.

Andrea Anderson, Mary Morrison.

MS. GARTLAND: Just -- I changed my name too. I just got married. It's just not natural for me to say my last name, but if you see Mary Gartland come through, that's me.

MR. BRISTOW: I still can't get used to it.

MS. GARTLAND: Yeah, it's new.

MR. BRISTOW: Jerry Bristow, Ebony White and Rabia Mohammed. So I believe that concludes our -- no, we'll go to questions. Any questions?

MR. COYLE: You probably printed it out, but can we have the soft copy? George Coyle from Delta Airlines.

MR. BRISTOW: Yes, we'll be sending out soft copies which I believe posting that on the site or --

MS. GARTLAND: Yeah, actually we're just waiting for the pre-solicitation transcribe to happen.
MR. BRISTOW: Okay, once the transcription gets completed and it comes back, then we'll send out the transcription as well as the -- or do you need the PowerPoint first?

MR. COYLE: No, it'll be fine coming --

MS. GARTLAND: And this will be posted to the website as well.

MR. COYLE: Okay.

MR. BRISTOW: Now I'll also -- we can go back to that slide of COPS. If we could, go back to that slide because, again, that's important. We see some new faces out here.

If this is all new to you, we want to give you the biggest advantage possible to do this correctly. We extended that COPS test application from five to ten days.

So please take advantage of that. If you're new, learn it. It's going to benefit you greatly. It's going to help you when it comes time to post your bids.

Again, Andrea asks that you not wait till that last day on those uploads. That's
going to be very beneficial to you also. The --

MR. GERST: We've heard some feedback that the carriers, everyone has provided us as far as it being a bit cumbersome and challenging. Some of the error messages, everything that you're receiving with COPS, we heard you.

We're taking steps as we speak to correct that, to make the error messages you receive a little bit more clear as to what the error is and possibly even direct you to the COPS manual as to where to go to fix the problem.

So, again, we love the feedback. We really encourage as much feedback as you can give us to help us perfect the process the best we can. So that's one thing we wouldn't have known unless people came to us and told us.

So your voice has been heard. And, you know, if there's any other experience that you're having that needs to be brought to our attention, early is always better, obviously.

If it's the 25th hour on the last day, there's little to nothing I can do. But if it's
day one and you're experiencing some issues, then
we could, you know, kind of nip it in the bud.
So that's all I got.

MR. BRISTOW: So if this is new to you,
please take advantage of these opportunities. If
you submit a great proposal and a great bid, your
companies will love you.

If it doesn't come in right and you've
missed the opportunity to bid, they may not like
you so much.

But we want to make sure you have all
the tools necessary to properly submit your
proposal, so thanks.

Anything else? Any other questions?

Well, we're excited about the FY21
solicitation. We appreciate your attendance
today, not only in-person but also on the phone.

Thanks for everybody, to everyone for
joining us. Looking forward to a fruitful FY21
solicitation and move forward there. Thank you
so much.

Mary, you have anything?
MS. GARTLAND: No. Yeah, thanks everyone for attending and making the trip, if necessary. And look forward to FY21.

(Whereupon, the above-entitled matter went off the record at 2:36 p.m.)
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<tr>
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<td>4:15,16,19:7,35:6</td>
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<td>dates</td>
<td>29:11,32:11</td>
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<td>day</td>
<td>4:18,31:8,36:17</td>
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<tr>
<td>60:22,61:21,62:1</td>
<td></td>
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<tr>
<td>days</td>
<td>17:19,29:13,14</td>
</tr>
<tr>
<td>60:16</td>
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<td>deadline</td>
<td>24:13,30:18</td>
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<tr>
<td>deal</td>
<td>24:3</td>
</tr>
<tr>
<td>debriefing</td>
<td>25:19,26:7</td>
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<td>December</td>
<td>24:13</td>
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<td>decide</td>
<td>27:3</td>
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<td>11:21,29:11</td>
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<td>decides</td>
<td>57:16</td>
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## Decisions

<table>
<thead>
<tr>
<th>decisions</th>
<th>11:11</th>
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<tbody>
<tr>
<td>definitely</td>
<td>5:12,22:15</td>
</tr>
<tr>
<td>45:19,57:22</td>
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<td>definition</td>
<td>34:8</td>
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<td>definitions</td>
<td>33:21</td>
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<td>19:4</td>
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<td>17:5</td>
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<td>28:8</td>
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<tr>
<td>descending</td>
<td>44:11</td>
</tr>
<tr>
<td>45:18,46:12</td>
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<td>designation</td>
<td>14:20</td>
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<td>desire</td>
<td>11:9</td>
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<td>determination</td>
<td>20:3,7</td>
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<td>determinations</td>
<td>44:4</td>
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<td>45:16</td>
<td></td>
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<tr>
<td>determine</td>
<td>20:8,44:11</td>
</tr>
<tr>
<td>diagnostic</td>
<td>9:1</td>
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<tr>
<td>dialogue</td>
<td>4:4,6:12</td>
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<td>difference</td>
<td>35:2</td>
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<td>differences</td>
<td>16:15</td>
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<tr>
<td>different</td>
<td>36:20,45:1</td>
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<td>direct</td>
<td>38:18,61:10</td>
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<td>direction</td>
<td>44:20</td>
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<td>director</td>
<td>1:13,3:6</td>
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<td>disagreement</td>
<td>22:22</td>
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<td>discontinuance</td>
<td>19:15</td>
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<td>20:1</td>
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<td>discrepancy</td>
<td>44:6</td>
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<td>discriminator</td>
<td>46:16</td>
</tr>
<tr>
<td>discuss</td>
<td>13:4,19:14</td>
</tr>
<tr>
<td>discussion</td>
<td>58:14,17</td>
</tr>
<tr>
<td>discussions</td>
<td>7:7</td>
</tr>
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<td>disparity</td>
<td>44:6</td>
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<td>57:13</td>
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<td>14:17</td>
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<td>51:17,22,52:21</td>
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<td>19:11,12</td>
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<td>dollars</td>
<td>11:13</td>
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<td>domestic</td>
<td>9:4,33:21,22</td>
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<td>56:5,5</td>
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</tr>
<tr>
<td>DOT's</td>
<td>17:12</td>
</tr>
<tr>
<td>draft</td>
<td>5:2,7:15,12:14</td>
</tr>
<tr>
<td>27:17,18,20,33:13</td>
<td></td>
</tr>
<tr>
<td>58:1</td>
<td></td>
</tr>
</tbody>
</table>
putting 7:14,16 10:8
57:5
providing 21:12
put: 9:14 13:1 17:9
22:19 41:12 42:8,10
57:10,11
puts: 46:16
putting: 7:14,16 10:8
46:1
question: 21:21 22:7,11
27:6 33:9 39:7 45:7
47:21 57:1
questions: 2:14 17:1,14
26:9 27:19 28:3,8,19
29:6,8 32:9 33:1,16
34:13 40:16 47:8
56:21 57:9 58:3,6
59:12,13 62:14
quick: 19:18 25:9
R
Rabia: 3:16 59:11
raise: 33:9
rates: 45:10
re: 15:5
re-awards: 18:15
re-certify: 23:4
reach: 15:8
ready: 30:6 57:12
realm: 43:18,19
reason: 15:1 18:14
35:15 39:14
reassess: 20:8
receive: 35:6 44:7 61:9
receiving: 36:22 61:6
record: 63:5
rectified: 16:21
reduce: 19:8,13 53:20
reducing: 6:21 38:6,10
52:22
redundant: 21:22 23:13
refine: 4:19
regarding: 25:18 27:19
28:16
regional: 42:17
related: 36:7 40:10
42:19 57:1
release: 32:12
released: 58:19
Remarks: 2:2
remind: 40:17
remove: 15:5 26:5 35:9
removed: 35:7,14 41:4
repeat: 25:2 31:18
report: 26:17 35:4
reporting: 17:3 25:8
35:7 41:11
represent: 21:15
request: 18:14 59:1
requested: 7:19
requesting: 35:5
require: 22:4 23:12
requirement: 13:5 17:21
26:15 34:14
requirements: 4:22 6:22
11:22 13:19 18:12
20:18 26:22 35:13
53:20
requires: 21:14 24:4
requiring: 35:5
research: 24:3
reservation: 15:17
reserve: 20:7
respectful: 18:21
response: 23:18
responses: 24:6,17 28:6
57:11,12
review: 32:19
RFP: 5:2,6 7:15 12:12
14:9,18 24:20 27:20
28:17,21 29:6 32:10
32:11 33:13 35:2,7
42:1 46:7 48:13 56:20
58:1
RFP-: 56:22
RFPs: 39:14
robust: 12:11
rock: 20:17 26:2
rocking: 15:17
role: 39:19
roll: 20:17 48:13
rolling: 15:18
room: 19:3 39:7
rough: 50:2,3
route: 33:21,22 34:3
S
safety: 17:4,10
SAM: 12:10 21:4,6,20,22
22:5,19 23:6,8 25:2,8
57:8
Samoa: 34:1
saw: 5:2 13:1 31:11
saying: 5:9 6:8 15:11
16:4 39:9 44:22 48:14
says: 42:7
schedule: 26:16
scheduled: 32:16,17
schematics: 38:1
SCHIFFNER: 26:12
46:20 47:3,6,9 48:1
SCHLATTER: 39:1,21
scored: 43:5
scores: 44:1,10
scoring: 5:3 8:4 47:15
season: 7:11
seat: 33:21 34:6
seats: 41:17
second: 21:12
section: 2:8 12:19 13:5
14:18 15:19 16:1 17:2
17:17 19:15,22 20:17
20:21 21:10 25:10
26:5,14 33:6 43:18
seeing: 22:9
seen: 3:17 11:5
sees: 45:8
segue: 50:11
selection: 2:9 50:13
54:9
self: 41:10
send: 29:2 32:6 56:12
60:3
sending: 59:17
senior: 1:12 3:13 50:16
sent: 58:9
separating: 35:19
separation: 37:7
16:12 17:18 18:11
19:5,12,16,19 20:1,9
26:14 35:13 36:15
49:6 51:14 52:12,13
52:20
services: 1:1 21:16
sessions: 4:17
share: 10:19
sharing: 4:16,16
she'll: 33:3
sheet: 21:1 57:19
shifted: 34:22
shortest: 39:12,22 40:1
shortly: 40:7
show: 10:15 52:10
shows: 55:11
shrinking: 38:3
shut: 31:16
side: 42:15 55:19
significant: 2:8 33:3,6
36:10 40:11
simplified: 34:6
simplify: 5:3 36:18 37:1
37:17
simplifying: 8:4
simply: 39:18
Simultaneous: 43:3
singing: 57:19
singing: 35:20
site: 59:19
sized: 35:1
skewed: 20:6
skip: 17:16
slash: 36:20
slide: 8:11 12:5 29:9
32:9 43:22 52:10
60:10,11
slides: 10:20 52:11
slightly: 36:4
small: 14:13 25:12
smaller: 8:17,20 34:16
36:5,11 44:21 45:1
socialize: 7:13
soft: 59:15,18
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Pre-Solicitation Conference

Before: US GSA

Date: 01-23-20

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