

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

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

2 (1:32 p.m.)

3 MS. GARTLAND: Well, good afternoon.

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

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

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

22 So we really have three pillars of

1 partnership in the City Pair Program throughout
2 this process. We have the integrity of the
3 award, transparency of the process, and the
4 exchange of dialogue. We value these items and,
5 with our stakeholders, to make this successful.

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

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

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

19 And we continue to refine our
20 solicitation, I think, as you'll see today, that
21 we want to meet the government agency mission
22 requirements as well.

1 Transparency of the process. I think,
2 as you saw with the draft RFP, we really worked
3 to simplify scoring and streamline the bidding
4 process. That was one of our big
5 things this year to make it easier for our
6 suppliers to understand our RFP and just kind of
7 work into the future of modern industry
8 landscape.

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

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

16 We also continue to award fares earlier
17 and earlier.

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

1 But that's great for also the agencies.
2 You can start booking those fares for that
3 October 1st-and-forward trips.

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

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

12 Next is the exchange of dialogue. So
13 we continue to expand our market options, and
14 just our markets in general. Two or three years
15 ago, we were at 9,000, this year we're at over
16 13,000. We've started the _CB, the value-
17 weighted business class items.

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

21 We started the Group 3, reducing
22 service requirements in markets so we could start

1 including those under the program.

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

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

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

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

22 Just moving on to program management

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

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

11 So if we could just to the next slide?
12 Okay, so via 1 of Group 1 and Group 2 markets,
13 that might sound foreign to some people. But
14 Group 1 is our high volume markets that we do a
15 best value tradeoff on. And then Group 2 is
16 lowest price technically acceptable evaluation.
17 Most of the time those are our smaller volume
18 markets, but this year, you know, changing it
19 around just a little bit, I would say, for the
20 most part still, smaller volume. But, really,
21 this was to minimize the workloads for carriers
22 to submit bids.

1 We did a little bit of diagnostic on
2 what markets really needed to be best value or
3 what could be lowest price. And this is -- so we
4 kind of moved a few categories. So domestic
5 non-stop minimum markets, under 5K passengers, we
6 moved from Group 1 to Group 2. So that means
7 non-stop versus non-stop.

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

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

22 So we wanted to create a G Level

1 passenger count. We got it in this year. So
2 really, that's just to help you categorize our A
3 through G passenger count levels, so G is 1
4 through 39.

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

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

14 MR. GERST: Thanks. Good afternoon.
15 Welcome, my friends, to the show that never ends.
16 For those of you who don't know who I am, my
17 name's Corey Gerst. I'm the contracting officer
18 for the City Pair Program.

19 I am delighted to share that -- I only
20 have two slides this year. So before I get
21 started, I do want to thank -- I see a lot of
22 familiar faces here both in industry and our

1 government partners. And I do want to start off
2 by just thanking all of you for your involvement
3 and participation.

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

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

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

21 So what I decided to do today was just
22 go over some of the key solicitation requirements

1 as well as highlight some observations that I've
2 made, in my tenure here, that I wanted to just
3 bring to everyone's attention.

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

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

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

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

22 For all existing contract holders, I'm

1 sure you saw the modification that we put forth
2 already. So these will be permanent ads that are
3 going to be continuing into FY21.

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

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

20 Again, if you submit an offer to me
21 with four non-stop flights and three connects,
22 that's what we evaluate you on.

1 If I award it to your company, it
2 becomes contractually binding, meaning that the
3 expectation is going to be that we get four non-
4 stop flights and three connect flights.

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

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

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

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

19 Under no circumstances shall the
20 contractor carrier use YCA, _CA, _CB designation
21 codes for any line item in which the carrier is
22 not the government contract carrier.

1 The reason I wanted to spell that out
2 for everybody is, A, you've got to publish your
3 fares once they're awarded. Everyone knows that,
4 but if we delete the fare from you, you need to
5 remove it and allow the new carrier, if we re-
6 award, to be able to upload those fares.

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

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

1 arrangements in Section K.7.

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

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

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

17 This hasn't been a major thing, but it
18 has come up and it's been brought to my attention
19 at time of award, which is too late. I mean, we
20 make adjustments, but it needs to be thought
21 about ahead of time and rectified prior to
22 issuance of award.

1 Everyone -- any questions on that?
2 Anything for -- so for Section K.7, which is the
3 reporting, the other thing is, obviously, the
4 carriers need the DoD safety approval as well as
5 the Department of Transportation for
6 international carriers.

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

14 Questions there? God, this is dry.
15 All right, let's try to jazz this up a little bit
16 for everybody. All right, I'm going to skip
17 ahead to Section F. Hard to make this stuff fun.

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

22 I think I've addressed this enough

1 times where I'm hoping a lot of people know where
2 I'm going with this.

3 I ask -- no, I beg, when you guys are
4 working with your pricing teams, I understand
5 that it's a challenge to forecast when, you know,
6 in February, March for flights in October.
7 However, this contract's been around for a while.

8 So I'd like everyone to do their --
9 give their best effort. That's all I'm asking,
10 is best effort, to only submit offers for line
11 items you know you can service and meet the
12 minimum requirements on when we go live on
13 October 1st.

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

20 And just get -- you know, we're being
21 respectful to the carriers and to industry
22 partners in allowing you guys to have the

1 flexibility of, in keeping that week in July,
2 that we're using.

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

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

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

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

22 I would point you guys to Section F.5,

1 which is discontinuance of service within a line
2 item. Synopsis of that is we awarded. I made a
3 best value determination on that line item based
4 on four non-stop flights.

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

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

17 All right, rock n' roll here. Section
18 8 is just special contract requirements. Talks
19 about the CRAF certification and how to kind of
20 go through all of that good stuff.

21 And then Section J is our checklist.
22 Please make sure you look at that. It's our

1 cheat sheet for everyone to go through and make
2 sure that you're providing everything that we
3 need.

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

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

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

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

1 and, yes, you do have to do both.

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

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

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

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

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

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

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

20 MR. GERST: Yeah, I mean, that's also
21 assuming that the motive was the trade
22 disagreement we were having with China, so it may

1 not have been. So, I mean, we'll certainly keep
2 everyone apprised, but just, right now, it is
3 what it is.

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

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

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

14 MS. GARTLAND: Yes.

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

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

19 MR. GERST: Correct.

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

22 MR. GERST: Yeah, that's --

1 MS. GARTLAND: Just check the box.

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

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

9 MR. COYLE: Got you.

10 MS. GARTLAND: Yeah.

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

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

22 MR. COYLE: Okay.

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

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

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

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

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

22 Personally, I think the person that

1 does those briefings is phenomenal and that he
2 just is rock star and handles it amazingly.

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

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

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

11 Yes, Justin?

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

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

1 still may keep that award.

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

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

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

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

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

19 And if you have any questions regarding
20 the draft RFP, please make sure that you submit
21 them by tomorrow, by 3:00 p.m. Eastern Standard
22 Time.

1 Please make sure that you're using
2 Attachment 7, which is the template that we're
3 using for the questions and answers. And make
4 sure that you are emailing Corey; make sure that
5 you cc me and also cc onthego@gsa.gov.

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

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

12 MR. GERST: Post them where?

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

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

22 So make sure you keep an eye out for

1 beta.SAM.gov. But we will also do our best to
2 send out courtesy emails letting you know when
3 something has posted.

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

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

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

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

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

22 So for this year, we're opening up COPS

1 for testing on February 3rd through February
2 14th. And for your -- and I just want to make --
3 just want to say that, please make sure that you
4 go in there, make sure that you test COPS.

5 Because we want to make sure that
6 everything is ready to go when you have to submit
7 your Group 1 offers.

8 MR. GERST: Please -- sorry.

9 MS. ANDERSON: All right, so for Group
10 1, we will open up COPS on February 19th and
11 we'll close it on March 18th.

12 Group 2 will open on March 25th and
13 close on April 15th.

14 Group 3 will open on April 20th and
15 close on April 24th.

16 I also want to make sure that -- to let
17 you guys know to try to, please, submit your
18 information before the deadline. Just, this way
19 you want to make sure that you give yourself
20 enough time to go in there and submit your
21 information just in case you encounter any
22 mistakes. You want to make sure --

1 MR. GERST: There are -- we've noticed
2 -- there was a lot of mistakes, let's just be
3 candid, in FY20 submissions, some minor, some
4 major.

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

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

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

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

21 Make sure that you're giving yourself
22 enough time to go into COPS, submit your

1 information just so you can avoid mistakes.

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

9 Any questions? All right, next slide.

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

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

22 So we're doing our best to stay within

1 this timeline. Does anybody have any questions?
2 All right, I'll hand it over to Ebony White and
3 she'll go over the significant changes.

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

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

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

16 And again, if you have questions that
17 you don't want to address here, you can also
18 submit those in the formal form using Attachment
19 7.

20 So we have included two changes in
21 definitions, domestic route and seat assignment.
22 So for domestic route, the biggest change is,

1 because we onboarded or include American Samoa,
2 we include that change because it is not
3 considered a domestic route even though it is a
4 territory of the U.S. So we just want to make
5 sure we clarify that.

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

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

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

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

21 Of course, in order to incorporate
22 that, we shifted some of the larger or medium-

1 sized passenger counts up. So you'll see the
2 difference here, and again, this is in the RFP as
3 well.

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

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

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

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

22 So we do still use that consideration.

1 It is just part of Subfactor 3. So there will
2 only be three subfactors under Factor 2.

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

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

12 MR. GERST: Crickets.

13 MS. WHITE: I like it. So method of
14 evaluation, this is for Group 1, so going back to
15 our Factor 2, quality of service, for Subfactor
16 1, domestic, you'll see what we previously talked
17 to you guys about during industry day is trying
18 to simplify how we're doing our calculations.

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

22 You're still receiving the same value.

1 We just changed the number to simplify the
2 calculation.

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

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

13 This is, again, Subfactor 1, but
14 international and international business class.
15 Again, same concept. Non-stop was 100 points --
16 or 200 points last year. We're getting that to
17 100, again, to simplify the calculation process.

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

22 And then Fifth Freedom, same process,

1 changed the points schematics. Type of flight,
2 though, for non-stop last year was 20. This year
3 it's five. Again, shrinking that down to make
4 the calculations a little bit easier.

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

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

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

16 MS. GARTLAND: Three.

17 MS. WHITE: -- three points non-stop,
18 so moved back to two direct and connect, extended
19 connect have not changed. Maximum total points
20 25 and 15. And then 25 and 12 for your city.

21 MS. GARTLAND: 25 or 24?

22 MS. WHITE: Or 24, I'm sorry.

1 MR. SCHLATTER: So this is based on
2 counts, if you have four today then you base that
3 on --

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

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

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

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

21 MR. SCHLATTER: Is the -- so the
22 shortest elapsed time period, is that based off

1 of the shortest elapsed time out of all the
2 carriers? Or is it based off your own?

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

4 MS. GARTLAND: Correct.

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

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

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

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

19 MS. WHITE: Only on tradeoffs, correct.

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

1 additional value.

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

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

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

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

19 MS. GARTLAND: Just one other thing I
20 want to note on the price technical tradeoff --
21 we didn't note it in the briefing, but, is the
22 baggage fee consideration.

1 So language stays the same in the RFP.
2 There's no changes, just interpretation. We kind
3 of went over this last year and then took it out
4 last minute.

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

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

13 MR. HOPKINS: Only on the tradeoff?

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

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

20 Or does that come after when it's
21 traded?

22 MS. GARTLAND: It'll be -- it's a

1 technical, so it'll be against price. So if you
2 look at

3 (Simultaneous speaking)

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

7 MS. WHITE: It's a consideration.

8 MR. GERST: With tradeoffs? Okay,
9 thanks.

10 MR. LO: So it's only considered after
11 --

12 MR. GERST: Correct.

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

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

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

21 As well, we -- I'll mention it in the
22 other slide -- those will come into play when

1 technical scores become more equal, as the
2 language stipulates.

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

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

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

15 MS. WHITE: No.

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

19 And, I mean, we've been kind of hinting
20 that that was going to be the direction we were
21 going in for a while now where these smaller
22 markets were saying, you know, our priorities are

1 different in the smaller markets than they are in
2 the larger passenger markets.

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

7 Did that answer your question?

8 MS. WHITE: Make sure everyone sees it.

9 Yeah.

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

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

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

22 MS. GARTLAND: But I think by, you

1 know, putting that consideration of doing it by
2 line item, you can see it's kind of becoming more
3 important. As all these accelerate, these are
4 entering importance.

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

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

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

20 MR. SCHIFFNER: Sorry I ask this again.
21 I just want to confirm. We can still submit the
22 affidavit and we don't need to, line-by-line, do

1 --

2 MR. GERST: Right.

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

5 MR. GERST: Correct.

6 MR. SCHIFFNER: Okay, thank you.

7 MS. WHITE: Okay, so that was the end
8 of the changes for FY21. Questions.

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

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

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

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

21 MR. GERST: So I knew that question was
22 coming.

1 MR. SCHIFFNER: Please?

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

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

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

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

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

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

20 MS. GARTLAND: Based on the --

21 MR. COYLE: I think at one time it was
22 40?

1 MS. GARTLAND: So, yeah, so for the
2 most part, it's 40. But for non-stop it's 1.
3 So, yeah, I don't know, from A to B we have one
4 federal traveler that's in that non-stop market,
5 it's worth soliciting it.

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

11 MR. COYLE: I noticed that. Okay.

12 MS. GARTLAND: Yeah.

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

15 MS. GARTLAND: Non-stop.

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

18 MS. GARTLAND: Correct.

19 MR. GERST: PAX G markets, just so
20 we're clear. That 1 to 39 passenger counts,
21 you're only going to see those in LTPA Group 2 or
22 Group 3 markets, not in Group 1.

1 MR. COYLE: Should we include the
2 expected? I know it's rough, but it's from prior
3 year data, the rough PAX count?

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

6 MR. COYLE: Is it in there?

7 MS. GARTLAND: Yeah.

8 MR. GERST: It should be in there.

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

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

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

19 So we're soliciting 13,414 markets.
20 This is the most markets we've ever solicited
21 here in the City Pair Program.

22 And if you go back to the first year,

1 there was 15, and we've progressed up to this.

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

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

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

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

20 So as we move these business classes
21 evaluation process, you see the value that, in
22 doing so, where we made this change cover years

1 ago, we keep inching towards that total business
2 class spend.

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

7 New markets, 431 of the markets were an
8 estimated addition of \$5.6 million. Where the
9 high volume Group 1 markets we moved into Group
10 2, we'll show that in the next slide here, or the
11 next couple of slides.

12 But that was to move light service for
13 connection -- to connection service down to Group
14 2 for price allocation only. There's no
15 necessity to have those in the Group 1 markets
16 for the technical evaluations.

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

22 So reducing the overload workload for

1 you, but also to make sure that it covers all of
2 the markets that we're looking to solicit. Next
3 please.

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

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

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

18 And here's your Group 3 markets that we
19 moved a number of areas into where we were able
20 to reduce the minimum requirements that we had
21 before in the contract. We're now up to 1,873
22 domestic markets, 659 international markets.

1 So total for domestic, 10,350 markets;
2 international, 3,064. Again, total markets
3 13,414. Huge undertaking, but we appreciated our
4 carriers' participation in these and we think
5 that you appreciate the business that you're able
6 to bid on and award to. Next, please.

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

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

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

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

22 So there's a huge jump in that, just in

1 the movement, not in the necessary total market
2 changes, but just in the movement of those
3 markets. Next.

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

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

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

20 So those are your line items and how
21 they're going to be feathered out for you to bid
22 on. Group 1 international, 1,900 to 2,246;

1 extended connection 2,300 to 2,316; international
2 extended connection, 2,400-2,459.

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

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

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

19 MR. GERST: Just one last point with
20 that. We're in the RFP phase now. People have
21 questions. I get that. I love talking to
22 everybody, but if you're going to have a RFP-

1 related question, it needs to come to me in
2 writing or Andrea in writing.

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

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

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

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

22 So that's definitely something for both

1 the draft and the final RFP that I just want to
2 make clear from the Get-Go.

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

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

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

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

1 request a email instead.

2 Andrea Anderson, Mary Morrison.

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

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

9 MS. GARTLAND: Yeah, it's new.

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

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

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

20 MS. GARTLAND: Yeah, actually we're
21 just waiting for the pre-solicitation transcribe
22 to happen.

1 MR. BRISTOW: Okay, once the
2 transcription gets completed and it comes back,
3 then we'll send out the transcription as well as
4 the -- or do you need the PowerPoint first?

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

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

8 MR. COYLE: Okay.

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

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

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

21 Again, Andrea asks that you not wait
22 till that last day on those uploads. That's

1 going to be very beneficial to you also. The --

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

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

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

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

21 If it's the 25th hour on the last day,
22 there's little to nothing I can do. But if it's

1 day one and you're experiencing some issues, then
2 we could, you know, kind of nip it in the bud.
3 So that's all I got.

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

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

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

14 Anything else? Any other questions?

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

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

22 Mary, you have anything?

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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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C E R T I F I C A T E

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