

E-Gov Travel Service Pricing Guide

Version 2.3 Includes Transition Support Services
January 2012

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SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.1 PRICING DEFINITIONS

E-Gov Travel Service (ETS): The services and support involved in providing an integrated, web-based, end-to-end travel management service for use by Executive Branch departments and agencies of the Federal Government and other authorized users.

Initial Operational Capability (IOC): IOC represents the first step in demonstrating operational capability of the ETS. It is a limited duration implementation at the first ordering agency for each awardee that facilitates the establishment of ETS Full Operational Capability. As defined herein, IOC involves a specified minimum number of travelers and transactions, specific implementation and operational support activities, ETS configuration requirements, and the establishment of data exchange capabilities. This can only be ordered by GSA.

Non-Self Service Transaction: As used in this contract, a non-self service transaction is one in which the services of a customer support agent are used explicitly for making and/or fulfilling travel arrangements. The use of ETS customer support services for technical support or assistance in completing self service actions shall not constitute a non-self service transaction.

Self Service Transaction: As used in this contract, a self service transaction is one in which travel reservations and fulfillment are initiated and completed online; i.e., without direct contact between the traveler or travel arranger with a customer support agent for the explicit purpose of making and/or fulfilling travel arrangements.

Task Order: An order for services placed against this contract. For the purposes of this contract, the terms “task order” and “delivery order” shall be considered synonymous.

Transaction A – Air and/or Rail Ticket with or without Lodging and/or Car Rental Reservations: Transaction A fee applies for all arrangements and reservations related to one itinerary for which an air or rail ticket is issued. The fee includes making and changing arrangements (air/rail, lodging, and/or car rental) for one or multiple locations. The fee may only be charged at time of ticket issuance and is not required to be refunded if the travel is subsequently cancelled. The transaction fee covers the processing of

refunds or credits for unused tickets. An additional transaction fee may be incurred if changes in the itinerary require the issuance of a new ticket. The contractor shall not charge a fee for cancellations made prior to issuance of tickets. Activities that do not result in the issuance of a ticket (e.g., research of travel arrangements, changes to existing arrangements prior to ticket issuance, air and /or rail reservations for which tickets are not issued, etc.) shall not be considered Type A transactions.

Transaction B - Lodging and/or Car Rental Reservations:

Transaction B fee applies for all arrangements and reservations related to one itinerary for which an air or rail ticket is **not** issued. The fee includes making and changing lodging and/or car rental arrangements for one or multiple locations when air or rail transportation is not included in the itinerary. Research of travel arrangements and activities that result in changes to or cancellation of lodging and/or car rental reservations prior to the check-in or pickup date shall not be considered Type B transactions.

Transition Support Services –

CW Government Travel Contract:

CLIN 0073 Embedded Travel Management Center (ETMC) Transition Support Services: The Contractor shall provide Embedded Travel Management Center (ETMC) transition support services, as outlined in Section C.10.1.5 and in associated deliverable items as described in Section D.46 Deliverables, subsection (u), Transition Support Service Deliverables Subpart u(4) under CLIN0073. These services will transition ETMCs from the current ETS Contractor to the agency’s successor travel management service. This CLIN may be ordered as often as needed per ETMC transition per customer agency and/or per customer agency subordinate organization(s).

CLIN 0074 Agency Set Up Data Transition Support Services – The Contractor shall provide Firm Fixed prices (Not-To-Exceed) for dedicated Agency Set Up Data Transition Support Services from the current ETS Contractor to the Agency’s successor Contractor or travel management services under CLIN 0074. CLIN 0074 shall include all transition data file script development and data file creation, delivery and management services as described under mandatory requirements in sections C.10.1, C.10.1.2, and C.10.1.3. Also Deliverable items as described in Section D. 46 Deliverables, subsection (u) Transition support Service Deliverables, subparts (u) 2 & (u) 3 shall be provided.

An agency can order Agency Set Up Data Transition Support Services for an entire agency (CLIN 0074AA) in order to successfully receive one set of data files that contain all described data for the agency. Up to thirty two (32) hours of consultation services shall be included within CLIN 0074AA. Additional hours of consulting services may be ordered under CLIN 0077AA below.

Alternatively, an agency can order Subset Agency Set-Up Data Transition Support Services (CLIN 0074BB) in order to receive once complete set of files that contains all described data for that one agency sub-organization. CLIN 0074BB shall include all transition data file script development and data file creation; delivery and management services. Also, Deliverable Items as described in Section D.46 Deliverables, subsection (u) Transition Support Service Deliverables, subparts (u) 2& (u) 3, for each sub agency, shall be included. CLIN 0074BB may be ordered as often as needed and is negotiable (downward) at the task order level. Up to eight (8) hours of consultation services shall be included within CLIN 0074BB.”

CLIN 0075 SubSet Agency Set Up Data Transition Support Services The Contractor shall provide Firm Fixed Price (Not- to-Exceed) prices for one or more types of transition data needed to effect transition. CLIN 0075 shall include all mandatory transition data set preparation, execution, delivery and management services as described in mandatory requirements in Sections C.10.1, C.10.1.1, and C.10.1.2 and C.10.1.3, as well as related Deliverable Items described in Section D.46 Deliverables, subsection (u) **Transition Service Deliverables** subparts u(2) & u(3). An agency may order one set of data files as described under CLINs 0075AA through 0075EE for an entire agency or alternatively for an agency sub-organization. CLINs 0075AA through 0075EE may be ordered as often as needed.

CLIN 0075AA shall be ordered each time an agency needs the Contractor to prepare, document and deliver a data set of file(s) that contain designated Traveler/ User Profiles, either for an entire agency or for an

agency sub-organization. Up to eight (8) hours of consultation services shall be included within CLIN 0075AA. Additional hours of consulting services may be ordered under CLIN 0077AA below.

CLIN 0075BB shall be ordered each time an agency needs the Contractor to prepare, document and deliver a set of data file(s) for an agency Organization Structure either for an entire agency or for an agency sub-organization. Up to eight (8) hours of consultation services shall be included within CLIN 0075BB. Additional hours of consulting services may be ordered under CLIN 0077AA below.

CLIN 0075CC shall be ordered each time an agency needs the Contractor to prepare, document and deliver a set of data file(s) that contain designated Approval Routing either for an entire agency or for an agency sub organization. Up to eight (8) hours of consultation services shall be included within CLIN 0075CC. Additional hours of consulting services may be ordered under CLIN 0077AA below.

CLIN 0075DD shall be ordered each time an agency needs the Contractor to prepare document and deliver a set of data file(s) that contain designated agency business rules, and other configurable agency functionality either for an entire agency or for an agency sub organization. Up to eight (8) hours of consultation services shall be included within CLIN 0075DD. Additional hours of consulting services may be ordered under CLIN 0077AA below.

CLIN 0075EE shall be ordered each time an agency needs the Contractor to prepare, document and deliver a set of data file(s) that contain Lines of Accounting data either for an entire agency or for an agency sub organization. Up to eight (8) hours of consultation services shall be included within CLIN 0075EE. Additional hours of consulting services may be ordered under CLIN 0077AA below.

CLIN 0076 Existing Interface Consultation Transition Services - The Contractor shall provide a labor hour rate for the delivery of as needed interface consultation services in accordance with Section C.10.1.4 under CLIN 0076. This labor hour rate is negotiable (downward) at the Task Order level, and should be implemented using a Not-To-Exceed level of effort. CLIN 0076 will be ordered when an agency requires consultation services regarding existing ETS interfaces as determined by the Transition Plan. If requested, all non-proprietary existing interface related documentation shall be provided.

CLIN 0077 Additional Execution/ Management Transition Support Services - The Contractor may provide a Labor Hour Rate, Not To Exceed level of Effort Services related to the delivery of Additional Execution/Management ETS Transition Support Services under CLIN 0077. Additional management support shall include services such as project planning and creation of the Transition Plan (or Transition Plans) [see Section C Statement of Work, subsection C.10.1.1 and Section D.46 Deliverables, subsection (u) Transition Support Deliverables, subpart a) for review and approval by the ordering agency

HP Enterprise Services Contract:

CLIN 0073 Embedded Travel Management Center (ETMC) Transition Support Services - The Contractor shall provide a Labor Hour Rate (Not-To-Exceed) price under CLIN 0073 for the delivery of as needed dedicated Embedded Travel Management Center (ETMC) transition support services, as outlined in Section C.3.1.5 and as provided in associated deliverable items described in section D.46, Deliverables, subsection (u) Transition Support Service Deliverables subpart (u)5 under CLIN 0073. These services will effect transition of ETMCs from the current ETS Contractor to the agency's successor ETS2 Contractor. This labor hour rate provided under CLIN 0073 is negotiable (downward) at the Task Order level. This CLIN may be ordered as often as needed and ordered per ETMC transition per customer agency and/or customer agency subordinate organization(s).

CLIN 0074 Agency Set-Up Data Transition Support Services - The Contractor shall provide Labor Hour Rate (Not-to-Exceed) prices for the delivery of dedicated Agency Set-Up Data Services from the current ETS Contractor to the Agency under CLIN0074. CLIN0074 can include effort for all exportable transition data file script development and data file creation, delivery, management and consultation services in order to create and deliver, (if requested by an agency) one or more files for the test environment and production,

as described under Mandatory Requirements in sections C3.1, C3.1.2, and C3.1.3. The exportable transition data file shall be considered to be able to include all FedTraveler.com data elements as described in the latest version of the FedTraveler.com Data Dictionary. Also CLIN 0074 shall include Deliverable items as described in Section D46 subsection (u) Transition Support Service Deliverables, (u)2 and (u)3.

An agency can order agency Set-Up Data Transition Support Services for an entire agency (CLIN 0074AA) in order to successfully receive on one set of data files that contains all exportable data as described for the agency. The exportable transition data file shall be able to include all FedTaveler.com data elements as described in the latest version of the FedTraveler.com Data Dictionary. Transition data set(s) preparation, execution, delivery, management and consultation services and deliverable items for the entire agency shall be included. Up to thirty two (32) hours of consultation services can be ordered within CLIN 0074AA. This labor hour rate provided under CLIN0074AA is negotiable (downward) at the Task Order level.

Alternatively, an agency can order Sub-Set Agency Data Transition Support Services (CLIN 0074BB) in order to receive one complete set of files that contains all exportable data as described for one agency sub-organization. The delivery of CLIN 0074BB shall include Transition data file preparation(s), execution, delivery and deliverable items for each sub-agency or sub-organization. Up to eight (8) hours of consultation services can be ordered within CLIN 0074BB. The labor hour rate provided under CLIN 0074BB may be ordered as often as needed and is negotiable (downward) at the Task Order level.

CLIN 0075 SubSet Agency Set-Up Data Transition Support Services: The Contractor shall provide Labor Hour Rate (Not-To-Exceed) prices for the delivery of one or more types of transition data as needed to effect ETS transition. Under CLIN 0075, the Contractor can include all mandatory transition data set preparation, execution, delivery and management services as described in Mandatory Requirements under Sections C3.1, C3.1.2 and C3.1.3, as well as related Deliverable Items described in Section D46 Deliverables, subsection (u) **Transition Service Deliverables** subparts (u)2 & (u)3. An agency may order the export or other secure delivery of one set of data files as described under CLIN 0075AA through 0075EE for an entire agency, or alternatively, for an agency sub-organization. CLINS 0075AA through 0075EE may be ordered as often as needed.

CLIN 0075AA shall be ordered each time an agency needs the Contractor to prepare, document and deliver a set of data files that contain designated Traveler (TPR)/ User (UPR) Profiles, either for an entire agency or for an agency sub-organization for either the test or the production environment(s). Up to eight (8) hours of effort for consultation services can be ordered within CLIN 0075AA.

CLIN 0075BB shall be ordered each time an agency needs the Contractor to prepare, document and deliver a set of data files that contain Organization Structure(s) either for an entire agency or for an agency sub-organization for either the test or the production environment(s). Up to eight (8) hours of effort for consultation services can be ordered within CLIN 0075BB.

CLIN 0075CC shall be ordered each time an agency needs the Contractor to prepare, document and deliver a set of data files that contain designated Approval Routing either for an entire agency or for an agency sub organization for either the test or the production environment(s). Up to eight (8) hours of effort for consultation services can be ordered within CLIN 0075CC.

CLIN 0075DD shall be ordered each time an agency needs the Contractor to prepare document and deliver a set of data files that contain designated agency business rules, and other configurable agency functionality either for an entire agency or for an agency sub organization for either the test or the production environment(s). Up to eight (8) hours of effort for consultation services can be ordered within CLIN 0075DD.

CLIN 0075EE shall be ordered each time an agency needs the Contractor to prepare, document and deliver a set of data files that contain Lines of Accounting data either for an entire agency or for an agency sub organization for either the test or the production environment(s). Up to eight (8) hours of effort for consultation services can be ordered within CLIN 0075EE.

CLIN 0076 Existing Interface Consultation Transition Services - The Contractor shall provide a labor hour rate for the delivery of as needed interface consultation services in accordance with Section C3.1.4 under CLIN 0076. This labor hour rate is negotiable (downward) at the Task Order level, and should be implemented using a Not-To-Exceed level of effort. CLIN 0076 shall be ordered when an agency requires consultation services regarding existing ETS interfaces as determined by the Transition Plan. If requested, the Contractor can only provide interconnection data dictionary to the agency based on the version used by that agency.

CLIN 0077 –Additional Execution/ Management Transition Support Services - The Contractor shall provide Labor Hour Rate, Not To Exceed level of Effort Services related to the delivery of Additional Execution/Management ETS Transition Support Services under CLIN 0077. Management support shall include services such as project planning and creation of the Transition Plan(s)[see Section C Statement of Work, subsection C.3.1.1 and Section D.46 Deliverables, subsection (u) Transition Support Deliverables, subpart1) for review and approval by the ordering agency.

NGMS Contract

CLIN 0073 - Agency Set-Up Data Transition Support Services - The Contractor shall provide the following range of hourly rates for Agency Set-Up Data Transition Support Services from the current ETS Contractor to the agency’s successor travel management solution under CLIN 0073. “Set-Up Data” is defined as one or more, or any combination of the following: ETS traveler/user profile(s), organizational structure, approval routing list(s), business rules, lines of accounting, group structures, and agency-configurable values that determine and influence agency-specific implementation requirements. This CLIN does not include support to transition travel transaction data, Northrop Grumman intellectual property, GovTrip functionality, or programming logic. CLIN 0073 shall include all transition data file script development and data file creation and delivery, and management as described under mandatory requirements in sections C17.1, C17.1.2, and C17.1.3.

These hourly rates are negotiable and are available for use under a Firm Fixed Price (FFP) and/or Time and Materials (T&M) basis. FFP or T&M pricing will be determined based upon the ordering agency’s specificity of data set and transition requirements and the extent to which they enable the Contractor to propose a firm, fixed price for the stated work. In addition, set-up data requested within 6 months of the end of the Master Contract (and therefore the end of the agency task order) could include the need for additional levels of effort that may result in higher associated levels of effort and hourly rate(s) for the agency, but may not exceed the ceiling prices for this CLIN.

An agency can order Agency Set-Up Data Transition Support Services in one of three ways, or any combination thereof, as follows:

- Entire Agency: one set of data files that contain all described data for the agency
- Sub-Set Agency: data files that contain data for one or several individual agency sub-organization(s).
- Sub-Set Data: one or more set of data files that contain definable portions of set-up data, such as:
 - Traveler/ User Profiles
 - Organizational Structure
 - Approval Routing
 - Business Rules and Other Agency Configurable Functionality
 - Lines of Accounting
 - Group Structures

Date(s) and/or frequency of data delivery will be specified per the agency specific Transition Task Order.

CLIN 0074 - Existing Interface Consultation Transition Services - The Contractor shall provide the following range of hourly rates for the delivery of as needed interface consultation services in accordance with Section C17.1.4 under CLIN 0074. This hourly rate is negotiable at the Agency Task Order level, and implemented using either a Firm Fixed Price or Time & Materials effort, dependent on agency requirements being conducive to the same. CLIN 0074 will be ordered when an agency requires

consultation services regarding existing ETS interfaces as determined by the Transition Plan. If required by the Transition Plan, all existing non-proprietary interface documentation shall be delivered

CLIN 0075 - The Contractor shall provide the following range of hourly rates, for Transition Support Services under CLIN 0075 for services such as project management and planning, creation and delivery of the Transition Deliverable Items such as Data Dictionary and Transition Report(s), as well as other transition services not otherwise specified by CLIN 0073 or CLIN 0074 but which are required by the Transition Task Order or Transition Plan. (See generally C.17, C.17.1, C.17.1.1, and Section D.19.) These hourly rates are negotiable at the Agency Task Order level, and implemented using either a Firm Fixed Price or Time & Materials effort, dependent on agency requirements being conducive to the same.

Travel Voucher: A digitally signed claim for reimbursement of expenses incurred in the performance of official travel. For the purposes of pricing, the travel voucher includes travel planning authorization, travel advance and travel voucher functionalities described in this contract.

Temporary Duty (TDY) Travel Voucher: Claim for expenses incurred in connection with travel away from an employee's official duty station, where the employee is authorized to travel.

Local Travel Voucher: Claim for expenses, including taxi and mass transit fares, privately owned vehicle (POV) mileage, and other miscellaneous expenses incurred while performing official business within the vicinity of an employee's designated post of duty, not connected with TDY travel.

Paper Ticket: A paper ticket is the paper instrument identifying the transportation to which the traveler is entitled. For the purposes of this contract, paper ticket refers to all physical documents (e.g., flight coupon, passenger receipt, detailed itinerary, etc.) related to a single travel itinerary.

Emergency Travel Service: Emergency Travel Service provides reservation and ticketing support for travel needs meeting the following criteria: The call occurs before/after established business hours (contract defined) and the travel will commence within the following 24 hours or the need to travel arises over the weekend or during a holiday for travel that will commence over the weekend or on the next business day, and the traveler cannot wait until the next business day to process reservations.

Non-Emergency After Hours Travel Service: Calls requesting travel services not meeting the definition of Emergency Travel Services that occur before/after established business hours (contract defined).

Examples of non-emergency travel service requests include, but are not limited to:

- 1) Request for flight schedule information,
- 2) Transaction fee questions,
- 3) Technical assistance with Electronic Travel Service (ETS) booking engine,
- 4) Requests for a copy of invoice,
- 5) Requests to update traveler profiles,
- 6) Requests to add frequent flyer information to reservation, and
- 7) Requests to change seat assignments.

Northrop Grumman Mission Systems Contract:

VIP TMC Travel Service will include some or all of the following services, as negotiated and ordered by the customer agency:

- a) A dedicated 24-hour toll free number as well as a collect call-in number for international travelers. The collect call-in number for international travelers will be fully staffed during core hours of 8:00am through 5:00pm eastern time. After 5:00pm eastern time, both the dedicated VIP toll free number and the international collect call number will automatically roll to the NGMS Executive Service team at the San Antonio Service call center until 9:00pm. Both the dedicated toll free number and the international collect number will be listed on the traveler's itinerary.

b) VIP service will be provided by designated travel counselors, and the following telephone standards will apply:

- a. The caller has the option of leaving a message for the designated agent via voicemail, or holding for another VIP agent, if time is of the essence. If the voicemail option is chosen, and the call is received during core hours, the call will be returned within one hour.
- b. The TMC will maintain a 70/30 service level of service, which means that 70% of the calls will be answered in 30 seconds or less. NGMS will provide one standard TMC call status report to each customer who requests it, on a monthly basis, at no additional cost to the Government.

c) VIP agents supporting VIP travelers will originate and/or change arrangements or reservations (air/rail, lodging, car rental), and ticketing, for one or multiple locations, including group travel. For airline travel purposes, a standard definition of a group is ten or more travelers on the same itinerary. The designated VIP agent will work with the customer agency travel arranger on a given reservation through to its conclusion. Prior to the day of travel, the designated agent will contact the agency travel arranger to confirm all reservations and all other VIP travel services needed for that itinerary.

d) The appropriate VIP CLIN transaction fee will be charged at time of ticket issuance and is NOT required to be refunded if the travel is subsequently cancelled.

e) Only those VIP agents who are most skilled in domestic and international arrangements, and who have proven proficient customer service experience, will be assigned to the VIP teams.

f) Itinerary and all special assistance services will be reconfirmed when the supplier must be contacted on behalf of the traveler.

g) Liaison with any and all airline special service desks when special VIP consideration is required.

h) VIP assistance with:

1. Enrollment in preferred car rental programs
2. Enrollment in hotel frequent stay programs
3. Processing air carrier frequent traveler upgrades
4. Restaurant reservations throughout the entire itinerary as requested prior to the tickets being issued

i) VIP agents will utilize the Internet or other means to book air reservations only when the option is not available through GovTrip or the Global Distribution System.

j) Agent monitoring for follow-up with the traveler, or travel arranger, to provide expedited notification of flight changes, weather delays, etc.

k) Calculation of fares for multiple routings of the same trip, resulting in the traveler having multiple options from which to choose. Choices are to be predicated on air-fare, schedules and routings, and fare restrictions.

l) VIP agent advice on passports and visas. NOTE: the actual acquisition and delivery of such documents is accomplished through third party vendors. Additional negotiated fees apply depending on the services requested.

m) Travel authorizations will be created in GovTrip on behalf of travelers (book-on-behalf) under these VIP CLINs to support both connected and disconnected travelers without access to the system, due to extenuating circumstances. VIP agents will not provide "book on behalf" services within three business days of travel. All reservations made in the three business days prior to travel will be booked in Sabre.

“Book-on-behalf” will not apply to those calls received after core hours. All after core hours will be booked in Sabre only. The TMC assumes no legal liability for book-on-behalf transactions.

C.W. Government Travel, Inc. Contract:

VIP “Pooled” Services - For agencies requesting VIP/Executive Services for specific designated personnel, CWTSatoTravel will provide the services cited below to such persons from agents with specialized experience and/or training. Note that under this “pooled” arrangement; the CWTSatoTravel personnel will be housed at a CWTSatoTravel location(s), with the specific location(s) and contact information provided to the individual customer agency at the time the customer agency orders the Pooled VIP Services.

Off-Site “pooled” VIP TMC Travel Services will include the following, as ordered by a customer agency:

- 1) Prior to the day of travel, the VIP agent will contact the customer agency’s Travel Arranger to confirm all of the reservations for each VIP and/or person(s) traveling with the designated VIP;
- 2) The VIP agent will call 24 hours in advance to reconfirm the complete itinerary, including seat assignments, type of aircraft, special meal service or special needs.
- 3) The VIP agent will also contact all hotels to check on room preference and the hotel’s shuttle service.
- 4) The VIP agent will contact the limousine service to reconfirm pick up locations and times and they will contact the rental car company as well. After this is achieved, they will then contact the traveler or the Travel Arranger to advise them of this confirmation.
- 5) The VIP agent will provide assistance with frequent flyer travel enrollment for the designated VIP.
- 6) The VIP agent will secure traveler upgrades, consistent with applicable airline policies.
- 7) The VIP agent will contact airline special services desk for special requests related to the VIP travel. Some special services may require additional fees to be paid to the airline.
- 8) The VIP agent will assist the VIP with obtaining passports, enrollment in preferred car rental and hotel frequent stay restaurant reservations, etc.
- 9) VIPs and/or their travel arrangers will be provided with a separate toll free number to call during designated office hours. In the event that a VIP traveler needs assistance outside of these hours, the call will automatically roll over to CWTSatoTravel’s San Antonio Call Center, if such service is available based upon the specific telephone systems being used. Both the dedicated toll free number and the international collect number are listed on the traveler’s itinerary.

The VIP and/or his/her Travel Arranger will have the option to either leave a message for the VIP designated agent(s) or hold for the next available VIP Service Desk agent. If a voice mail is left, then one of the designated agents will respond within one hour. This voice mail box is also monitored by the VIP Desk Supervisor to ensure that calls are responded to within the one hour time frame.

HP Enterprise Services, LLC Contract:

- a) VIP travelers and arrangers will call the same FedTraveler.com 800 number and international number as provided for other travelers. They will be allowed to enter a special number that will direct them to the VIP call center. This special number will only be provided to the VIP traveler and arranger. The agency must provide a list of VIP travelers and arrangers that are allowed to use the special number; the travel agents will verify the caller is on the agencies VIP list. The VIP travel desk is available from 8:00 AM – 5:30 PM ET, after 5:30 the call will be routed to the standard after hour’s service center.
- b) Only agents who have proven customer service experience and have a minimum of three years of domestic and two years of international reservation experience will be assigned to answer the VIP calls.
- c) The caller will have the option to leave a message for a designated agent via voicemail or hold for another VIP agent. If the caller leaves a voicemail the agent must return the call within one hour.
- d) Agent will work with the traveler or travel arranger on a given reservation from beginning to conclusion.
- e) Prior to the day of travel the agent will contact the traveler or travel arranger to confirm reservations and other VIP services for the itinerary.
- f) The TMC will ensure that 70% of the calls will be answered within 30 seconds or less.
- g) Upon customer request a monthly TMC call statistics report will be delivered at no extra cost.
- h) Agent will contact hotel directly and request last room availability, when necessary.
- i) The VIP travel agent will be the liaison with any and all airline special service desks when special VIP consideration is required.

- j) Agent will verify the traveler enrollment in frequent flyer programs and enroll traveler if necessary.
- k) Agent will assist with upgrades and other special airline services requested by the traveler.
- l) Agent will verify the traveler enrollment in frequent car rental programs and enroll traveler if necessary.
- m) Agent will verify the traveler enrollment in hotel frequent stay programs and enroll traveler if necessary.
- n) Agent will verify the frequent travel numbers (air, hotel, and car) are in the reservation.
- o) Agent will contact the hotel to request upgrades and request additional amenities requested by the traveler.
- p) Agent will monitor flight changes in the case of weather delays or other emergencies and notify travel and traveler arranger when necessary.
- q) Agent will obtain waivers from hotel for no-show fees, when possible.
- r) When Agency allows the use of limousine services the agent will reserve a limousine when necessary. Agent will follow-up with limousine service to confirm limousine reservations and provide confirmation information to traveler and travel arranger.
- s) Agent will advise traveler on passport and visa information

After Hours VIP TMC Travel Service:

- a) “After Hours VIP travelers and arrangers will call the same FedTraveler.com 800 number and international number as provided for other travelers. They will be allowed to enter a special number that will direct them to the After Hours VIP call center. This special number will only be provided to VIP travelers and arrangers. The agency will verify the current list of VIP travelers and arrangers that are allowed to use the special number; the travel agents will verify the caller is on the agencies VIP list. The VIP travel desk is available from 5:30 PM – 8:00 AM ET. 5 days per week and weekends.
- b) Only agents who have proven customer service experience and have a minimum of three years of domestic and two years of international reservation experience will be assigned to answer the After Hours VIP calls.
- c) The caller will have the option to leave a message for a designated agent via voicemail or hold for another VIP agent. If the caller leaves a voicemail the agent will attempt to return the call within one hour.
- d) The Agent will fully document the issue and its resolution.
- e) The Agent will contact the hotel directly and request last room availability, when necessary.
- f) The After Hours VIP travel agent will be the liaison with any and all airline special service desks when special VIP consideration is required.
- g) The agent will verify the traveler enrollment in frequent flyer programs and enroll traveler if necessary.
- h) Agent will assist with upgrades and other special airline services requested by the traveler.
- i) Agent will verify the traveler enrollment in frequent car rental programs and enroll traveler if necessary.
- j) Agent will verify the traveler enrollment in hotel frequent stay programs and enroll traveler if necessary.
- k) Agent will verify the frequent travel numbers (air, hotel, and car) are in the reservation.
- l) Agent will contact the hotel to request upgrades and request additional amenities requested by the traveler.
- m) Automatic notification of flight changes to the traveler through monitoring software will be provided, where possible.
- n) Agent will refer traveler to the Department of State website for any questions related to visa and passport requirements.”

B.1.1 Pricing Flexibility and Constraints

The CLIN 0002 and 0003 prices are only negotiable at the Master Contract level. All other prices are negotiable at the Task Order level provided that the ceiling prices are not exceeded.

B.2 INDUSTRIAL FUNDING FEE

The Industrial Funding Fee (IFF) reimburses the General Services Administration (GSA) for the costs of operating the ETS, and recoups those operating costs from ordering activities. The IFF has been added by the Government to the contract price and is reflected in the total amount charged to the ordering activities. The IFF will be reviewed by the Government on a semi-annual basis and the Contractor will be notified of any resultant change in the IFF amount.

Changes to the IFF will be made by the Contractor at no additional cost to the Government. For the base period (CLINs 0003AA and 0003AB), option period 1 (CLINs 0021AA and 0021AB), option period 2 (CLINs 0041AA and 0041AB), the IFF amount is \$3.50. For HP only, additional CLINs 0041AC and 0041AD for option period 2 are applicable. For option period 3 CLINS 0061AA and 0061AB, and for HP only, additional CLINS 0061AC and 0061 AD include the IFF of \$5.00.

B.3 PRICING

BASE PERIOD November 12, 2003-November 11, 2006					
CLIN	DESCRIPTION	UNIT	NGMS UNIT PRICE	EDS UNIT PRICE	CWGT UNIT PRICE
0001	ETS Initial Operational Capability (IOC)	Voucher ¹	Note: IOC Agency Order Only, Non-IOC Agencies not authorized to order CLIN 0001.		
0002	ETS Reservation and Fulfillment Services	Note: Prices negotiated at the Master Contract Level.			
0002AA	Self Service Domestic or International Travel with Air and/or Rail	Transaction A	\$5.25	\$11.00	\$10.50
0002AB	Self Service Domestic or International Travel without Air and/or Rail (Lodging and/or Rental Car Only)	Transaction B	\$4.00	\$8.37	\$5.00
0002AC	Non-Self Service Domestic Travel with Air and/or Rail	Transaction A	\$28.50	\$27.09	\$24.50
0002AD	Non-Self Service International Travel with Air and/or Rail	Transaction A	\$35.50	\$29.70	\$24.50
0002AE	Non-Self Service Domestic or International Travel without Air and/or Rail (Lodging and/or Car Rental Only)	Transaction B	\$17.00	\$10.60	\$10.00
0002AF	Self Service Domestic or International Reservation Only with Air and/or Rail	Transaction A	\$4.75	\$5.38	\$4.50
0002AG	Self Service Domestic or International Travel Reservation Only without Air and/or Rail (Lodging and/or Rental Car Only)	Transaction B	\$3.50	\$5.14	\$4.50
0003	ETS Authorization and Voucher Services	Note: Prices negotiated at the Master Contract Level. Includes GSA Industrial Funding Fee.			
0003AA	Local Authorization and/or Voucher	Local Voucher	\$12.50	\$4.84	\$5.00
0003AB	TDY Authorization and/or Voucher	TDY Voucher	\$16.25	\$11.01	\$14.00
Agency may negotiate price reductions directly with the Contractor for CLINs 0004 through 0019, except CLIN 0005.					

0004	Paper Ticket Issuance and Delivery				
0004AA	Paper Ticket with U.S. Mail Delivery	Ticket	\$3.50	\$5.89	\$1.50
0004AB	Paper Ticket with Express Delivery	Ticket	\$10.25	\$13.48	\$7.00
0004AC	Paper Ticket with Courier Delivery	Ticket	\$15.75	\$29.56	\$20.00
0005	Business Data Warehouse	Lot ²	DELETED		

BASE PERIOD November 12, 2003-November 11, 2006					
CLIN	DESCRIPTION	UNIT	NGMS UNIT PRICE	EDS UNIT PRICE	CWGT UNIT PRICE
0006	Standard Implementation Services	Lot ³	Agency may negotiate price reductions directly with the Contractor.		
0006AA	Service Level A	Lot ³	\$125,235.00	\$42,446.40	\$30,000.00
0006AB	Service Level B	Lot ³	\$229,578.00	\$84,892.80	\$60,000.00
0006AC	Service Level C	Lot ³	\$477,946.00	\$127,339.20	\$90,000.00
0006AD	Service Level D	Lot ³	\$957,231.00	\$407,492.97	\$250,000.00
0007	On-Site Reservation and Fulfillment Services	Hour	\$50.88	\$43.72	\$30.00
	NGMS CONTRACT ^{1,2}				
0008	Other				
0008AA	Travel				
0008AB	Reserved				
0008AC	Reserved				
0008AD	SAML software to include maintenance and upgrade in support of E-Authentication integration		Note: For GSA use only.		
	EDS CONTRACT ²				
0008	Other				
0008AA	Travel				
0008AB	Reserved				
0008AC	Receipt Imaging	Page		\$0.22	
0008AD	SAML software to include maintenance and upgrade in support of E-Authentication integration		Note: For GSA use only.		
	CWGT CONTRACT				
0008	Other				
0008AA	Travel				
0008AB	Receipt Imaging	Page			\$0.25
0008AC	International Desk Rate	Transaction			\$25.00

0008AD	SAML software to include maintenance and upgrade in support of E-Authentication integration		Note: For GSA use only.
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¹ Receipt Imaging is included in other NGMS prices.

² International Desk Rate is included in other NGMS and EDS prices.

BASE PERIOD November 12, 2003-November 11, 2006					
CLIN	DESCRIPTION	UNIT	NGMS UNIT PRICE	EDS UNIT PRICE	CWGT UNIT PRICE
0009	Supplemental Customer Support Services	Hour	\$105.79	\$80.67	\$150.00
0010	Supplemental Training Services	Hour	\$105.79	\$70.14	\$75.00
0011	Supplemental Security Services	Hour	\$161.80	\$118.32	\$180.00
0012	Custom Report Development	Hour	\$105.79	\$76.65	\$50.00
0013 through 0019	Reserved				

OPTION PERIOD 1 November 12, 2006 – November 11, 2008					
CLIN	DESCRIPTION	UNIT	NGMS UNIT PRICE	EDS UNIT PRICE	CWGT UNIT PRICE
0020	ETS Reservation and Fulfillment Services	Note: Prices negotiated at the Master Contract Level.			
0020AA	Self Service Domestic or International Travel with Air and/or Rail	Transaction A	\$4.60	Nov 12, 2006 – Dec 31, 2006: \$8.18	Nov 12, 2006 – Jan 31, 2007: \$9.00
				Jan 1, 2007 – Nov 11, 2008: \$10.03	Feb 1, 2007 – Sep 30, 2007: \$11.00
					Oct 1, 2007 – Nov 11, 2008: \$10.99
0020AB	Self Service Domestic or International Travel without Air and/or Rail (Lodging and/or Rental Car Only)	Transaction B	\$4.00	\$7.24	\$4.75
0020AC	Non-Self Service Domestic Travel with Air and/or Rail	Transaction A	\$27.75	Nov 12, 2006 – Dec 31, 2006: \$28.10	Nov 12, 2006 – Jan 31, 2007: \$26.25
				Jan 1, 2007 – Nov 11, 2008: \$29.95	Feb 1, 2007 – Sep 30, 2007: \$28.25
					Oct 1, 2007 – Nov 11, 2008: \$28.24
0020AD	Non-Self Service International Travel with Air and/or Rail	Transaction A	\$36.25	Nov 12, 2006 – Dec 31, 2006: \$32.40	Nov 12, 2006 – Jan 31, 2007: \$26.25
				Jan 1, 2007 – Nov 11, 2008: \$34.25	Feb 1, 2007 – Sep 30, 2007: \$28.25

					Oct 1, 2007 – Nov 11, 2008: \$28.24
0020AE	Non-Self Service Domestic or International Travel without Air and/or Rail (Lodging and/or Car Rental Only)	Transaction B	\$17.25	\$12.45	\$11.00
0020AF	Self Service Domestic or International Travel Reservation Only with Air and/or Rail	Transaction A	\$4.85	\$5.27	\$4.50
0020AG	Self Service Domestic or International Travel Reservation Only without Air and/or Rail) (Lodging and/or Rental Car Only)	Transaction B	\$4.25	\$5.04	\$4.50
0021	ETS Authorization and Voucher Services	Note: Prices negotiated at the Master Contract level include GSA Industrial Funding Fee.			
0021AA	Local Authorization and/or Voucher	Local Voucher	\$6.50	\$4.82	\$5.00
0021AB	TDY Authorization and/or Voucher	TDY Voucher	\$13.50	\$10.64	\$13.75
Agency may negotiate price reductions directly with the Contractor for CLINs 0022 through 0039, except CLIN 0030					

OPTION PERIOD 1 November 12, 2006 – November 11, 2008					
CLIN	DESCRIPTION	UNIT	NGMS UNIT PRICE	EDS UNIT PRICE	CWGT UNIT PRICE
0022	Paper Ticket Issuance and Delivery				
0022AA	Paper Ticket with U.S. Mail Delivery	Ticket	\$3.75	\$6.73	\$2.50
0022AB	Paper Ticket with Express Delivery	Ticket	\$10.50	\$15.45	\$8.00
0022AC	Paper Ticket with Courier Delivery	Ticket	\$16.75	\$29.56	\$23.00
0023	Standard Implementation Services	Lot ⁴			
0023AA	Service Level A	Lot ⁴	\$130,099.00	\$46,687.20	\$30,000.00
0023AB	Service Level B	Lot ⁴	\$237,740.00	\$93,374.40	\$60,000.00
0023AC	Service Level C	Lot ⁴	\$491,188.00	\$140,061.60	\$90,000.00
0023AD	Service Level D	Lot ⁴	\$991,201.00	\$448,205.49	\$250,000.00
0024	On-Site Reservation and Fulfillment Services	Hour	\$55.44	\$46.32	\$33.00

NGMS CONTRACT ^{1,2}					
0025	Other				
0025AA	Travel				
0025AB	Reserved				
0025AC	Reserved				
0025AD	SAML software to include maintenance and upgrade in support of E-Authentication integration		Note: For GSA use only.		
EDS CONTRACT ²					
0025	Other				
0025AA	Travel				
0025AB	Reserved				
0025AC	Receipt Imaging	Page		\$0.22	
0025AD	SAML software to include maintenance and upgrade in support of E-Authentication integration		Note: For GSA use only.		

OPTION PERIOD 1 November 12, 2006 – November 11, 2008					
CLIN	DESCRIPTION	UNIT	NGMS UNIT PRICE	EDS UNIT PRICE	CWGT UNIT PRICE
	CWGT CONTRACT				
0025	Other				
0025AA	Travel				
0025AB	Receipt Imaging	Page			\$0.25
0025AC	International Desk Rate	Transaction			\$25.00
0025AD	SAML software to include maintenance and upgrade in support of E-Authentication integration		Note: For GSA use only.		
0026	Supplemental Customer Support Services	Hour	\$116.65	\$89.56	\$165.00
0027	Supplemental Training Services	Hour	\$116.65	\$77.84	\$83.00
0028	Supplemental Security Services	Hour	\$178.42	\$131.41	\$198.00
0029	Custom Report Development	Hour	\$116.65	\$85.08	\$55.00
0030	Business Data Warehouse Operations and Maintenance	Lot	DELETED		
0031	Non-Emergency After Hours Travel Service	Call	\$15.00	\$17.24	\$18.00-
0032	VIP TMC Travel Services				
0032AA	Non-Self Service Domestic VIP Travel with Air and/or Rail	Transaction	\$50.89		
0032AB	Non-Self Service International VIP Travel with Air and/or Rail	Transaction	\$59.39		
0033 through 0039	Reserved				

Notes:

¹ Receipt Imaging is included in other NGMS prices.

² International Desk Rate is included in other NGMS and EDS prices.

OPTION PERIOD 2 November 12, 2008 – November 11, 2010					
CLIN	DESCRIPTION	UNIT	NGMS UNIT PRICE	HP UNIT PRICE	CWGT UNIT PRICE
0040	ETS Reservation and Fulfillment Services	Note: Prices negotiated at the Master Contract Level.			
0040AA	Self Service Domestic or International Travel with Air and/or Rail	Transaction A	\$4.35	\$10.03	\$7.99
0040AB	Self Service Domestic or International Travel without Air and/or Rail (Lodging and/or Rental Car Only)	Transaction B	\$4.00	\$7.24	\$4.50
0040AC	Non-Self Service Domestic Travel with Air and/or Rail	Transaction A	\$28.25	\$32.83	\$29.74
0040AD	Non-Self Service International Travel with Air and/or Rail	Transaction A	\$37.00	\$35.59	\$29.74
0040AE	Non-Self Service Domestic or International Travel without Air and/or Rail (Lodging and/or Car Rental Only)	Transaction B	\$17.50	\$13.32	\$12.00
0040AF	Self Service Domestic or International Travel Reservation Only with Air and/or Rail	Transaction A	\$4.60	\$5.16	\$4.50
0040AG	Self Service Domestic or International Travel Reservation Only without Air and/or Rail (Lodging and/or Rental Car Only)	Transaction B	\$4.25	\$4.94	\$4.50
0041	ETS Authorization and Voucher Services	Note: Prices negotiated at the Master Contract Level include GSA Industrial Funding Fee.			
0041AA	Local Authorization and/or Voucher	Local Voucher	\$6.25	\$4.79	\$5.00
0041AB	TDY Authorization and/or Voucher	TDY Voucher	\$13.50	\$10.28	\$13.50
0041AC	Local Authorization and/or Voucher with Unlimited Receipt Imaging	Local Voucher		5.23	
0041AD	TDY Authorization and/or voucher with Unlimited Receipt Imaging	TDY Voucher		10.72	
Agency may negotiate price reductions directly with the Contractor for CLINs 0042 through 0059, except CLIN 0050					
0042	Paper Ticket Issuance and Delivery				
0042AA	Paper Ticket Issuance with U.S. Mail Delivery	Ticket	\$4.00	\$7.36	\$3.50
0042AB	Paper Ticket Issuance with Express Delivery	Ticket	\$11.00	\$16.98	\$9.00
0042AC	Paper Ticket Issuance with Courier Delivery	Ticket	\$17.75	\$29.56	\$25.00
0043	Standard Implementation Services	Lot ⁵			
0043AA	Service Level A	Lot ⁵	\$136,087.00	\$50,296.32	\$30,000.00
0043AB	Service Level B	Lot ⁵	\$247,768.00	\$100,592.64	\$60,000.00
0043AC	Service Level C	Lot ⁵	\$507,436.00	\$150,888.96	\$90,000.00
0043AD	Service Level D	Lot ⁵	\$1,032,919.00	\$482,853.75	\$250,000.00

0044	On-Site Reservation and Fulfillment Services	Hour	\$59.37	\$48.15	\$36.00
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OPTION PERIOD 2 November 12, 2008 – November 11, 2010					
CLIN	DESCRIPTION	UNIT	NGMS UNIT PRICE	HP UNIT PRICE	CWGT UNIT PRICE
	NGMS CONTRACT ^{1,2}				
0045	Other				
0045AA	Travel				
0045AB	Reserved				
0045AC	Reserved				
0045AD	SAML software to include maintenance and upgrade in support of E-Authentication integration		Note: For GSA use only.		
	HP(FORMERLY EDS) CONTRACT ²				
0045	Other				
0045AA	Travel				
0045AB	Reserved				
0045AC	Receipt Imaging				
0045AD	SAML software to include maintenance and upgrade in support of E-Authentication integration		Not Note: For GSA use only.		
	CWGT CONTRACT				
0045	Other				
0045AA	Travel				
0045AB	Receipt Imaging	Page			\$0.25
0045AC	International Desk Rate	Transaction			\$25.00
0045AD	SAML software to include maintenance and upgrade in support of E-Authentication integration		Note: For GSA use only.		
0046	Supplemental Customer Support Services	Hour	\$126.16	\$97.01	\$182.00
0047	Supplemental Training Services	Hour	\$126.16	\$84.31	\$91.00

OPTION PERIOD 2 November 12, 2008 – November 11, 2010					
CLIN	DESCRIPTION	UNIT	NGMS UNIT PRICE	HP UNIT PRICE	CWGT UNIT PRICE
0048	Supplemental Security Services	Hour	\$192.98	\$142.40	\$218.00
0049	Custom Report Development	Hour	\$126.16	\$92.16	\$60.00
0050	Business Data Warehouse Operations and Maintenance		DELETED		
0051	Non-Emergency After Hours Travel Service	Call	\$16.50	\$18.67	\$19.00
0052	VIP TMC Travel Service			\$27.00	
0052AA	Non-Self Service Domestic VIP Travel with Air and/or Rail	Transaction ₃	\$54.69		
0052AA	Off-Site “Pooled” Non Self-Service Domestic and International VIP Travel with Air and/or Rail	Itinerary ⁴			\$22.00
0052AB	Non-Self Service International VIP Travel with Air and/or Rail	Transaction	\$63.44		
0053 through 0059	Reserved				

¹ Receipt Imaging is included in other NGMS prices.

² International Desk Rate is included in other NGMS and HP (formerly EDS) prices.

³ This is an inclusive rate; there are no other transaction fee charges

⁴ This is a non inclusive rate; agencies must add other transaction fees as applicable.

OPTION PERIOD 3 November 12, 2010-November 11, 2013					
CLIN	DESCRIPTION	UNIT	NGMS UNIT PRICE	HP UNIT PRICE	CWGT UNIT PRICE
0060	ETS Reservation and Fulfillment Services	Note: Prices negotiated at the Master Contract Level.			
0060AA	Self Service Domestic or International Travel with Air and/or Rail	Transaction A	\$4.35	\$9.34	\$6.49
0060AB	Self Service Domestic or International Travel without Air and/or Rail (Lodging and/or Rental Car Only)	Transaction B	\$4.00	\$7.24	\$4.25
0060AC	Non-Self Service Domestic Travel with Air and/or Rail	Transaction A	\$28.50	\$34.26	\$31.49
0060AD	Non-Self Service International Travel with Air and/or Rail	Transaction A	\$37.75	\$37.11	\$31.49
0060AE	Non-Self Service Domestic or International Travel without Air and/or Rail (Lodging and/or Car Rental Only)	Transaction B	\$17.75	\$14.00	\$13.00
0060AF	Self Service Domestic or International Travel Reservation Only with Air and/or Rail	Transaction A	\$4.60	\$5.06	\$4.50
0060AG	Self Service Domestic or International Travel Reservation Only without Air and/or Rail (Lodging and/or Rental Car Only)	Transaction B	\$4.25	\$4.84	\$4.50
0061	ETS Authorization and Voucher Services	Note: Prices negotiated at the Master Contract Level includes GSA Industrial Funding Fee.			
0061AA	Local Authorization and/or Voucher	Local Voucher	\$8.00	\$6.27	\$6.50
0061AB	TDY Authorization and/or Voucher	TDY Voucher	\$15.00	\$11.44	\$14.00
0061AC	Local Authorization and/or Voucher with Unlimited Receipt Imaging	Local Voucher	-----	\$6.76	-----
0061AD	TDY Authorization and/or voucher with Unlimited Receipt Imaging	TDY Voucher	-----	\$11.93	-----
Agency may negotiate price reductions directly with the Contractor for CLINs 0062 through 0079, except CLIN 0070					
0062	Paper Ticket Issuance and Delivery				
0062AA	Paper Ticket Issuance with U.S. Mail Delivery	Ticket	\$4.25	\$8.41	\$4.50
0062AB	Paper Ticket Issuance with Express Delivery	Ticket	\$11.50	\$19.47	\$10.00
0062AC	Paper Ticket Issuance with Courier Delivery	Ticket	\$18.75	\$29.56	\$27.00
0063	Standard Implementation Services	Lot ⁶			
0063AA	Service Level A	Lot ⁶	\$142,627.00	\$55,202.88	\$30,000.00
0063AB	Service Level B	Lot ⁶	\$258,739.00	\$110,405.76	\$60,000.00
0063AC	Service Level C	Lot ⁶	\$525,243.00	\$165,608.64	\$90,000.00
0063AD	Service Level D	Lot ⁶	\$1,078,591.00	\$529,957.69	\$250,000.00

0064	On-Site Reservation and Fulfillment Services	Hour	\$64.92	\$50.06	\$40.00
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OPTION PERIOD 3 November 12, 2010-November 11, 2013					
CLIN	DESCRIPTION	UNIT	NGMS UNIT PRICE	HP UNIT PRICE	CWGT UNIT PRICE
	NGMS CONTRACT ^{1,2}				
0065	Other				
0065AA	Travel				
0065AB	Reserved				
0065AC	Reserved				
0045AD	SAML software to include maintenance and upgrade in support of E-Authentication integration		Note: For GSA use only.		
	HP CONTRACT ²				
0065	Other				
0065AA	Travel				
0065AB	Reserved				
0065AC	Receipt Imaging				
0065AD	SAML software to include maintenance and upgrade in support of E-Authentication integration		Note: For GSA use only.		
	CWGT CONTRACT				
0065	Other				
0065AA	Travel				
0065AB	Receipt Imaging	Page			\$0.25
0065AC	International Desk Rate	Transaction			\$25.00
0065AD	SAML software to include maintenance and upgrade in support of E-Authentication integration		Note: For GSA use only.		

0066	Supplemental Customer Support Services	Hour	\$139.21	\$107.17	\$200.00
0067	Supplemental Training Services	Hour	\$139.21	\$93.12	\$100.00
0068	Supplemental Security Services	Hour	\$212.93	\$157.38	\$240.00

OPTION PERIOD 3 November 12, 2010-November 11, 2013					
CLIN	DESCRIPTION	UNIT	NGMS UNIT PRICE	HP UNIT PRICE	CWGT UNIT PRICE
0069	Custom Report Development	Hour	\$139.21	\$101.81	\$65.00
0070	Business Data Warehouse Operations and Maintenance	DELETED	DELETED		
0071	Non-Emergency After Hours Travel Service	Call	\$18.15	\$20.62	\$20.00
0072	VIP TMC Travel Service	Transaction		\$30.00	
0072(a)	After Hours VIP TMC Travel Service	Per Issue ⁷		\$25.00	
0072AA	Non-Self Service Domestic VIP Travel with Air and/or Rail	Transaction	\$58.47		
0072AA	Off-Site "Pooled" Non Self-Service Domestic and International VIP Travel with Air and/or Rail	Itinerary			\$25.00
0072AB	Non-Self Service International VIP Travel with Air and/or Rail	Transaction	\$67.72		
"NGMS Agency Set Up Data Transition Support Services NOTE: NGMS does not bill separately for ETMC Transition Support Services				HPES Embedded TMC (ETMC) Transition Support Services	CWGT Embedded TMC (ETMC) Transition Support Services
CLIN 0073	Agency Set Up Data Transition Support Services	Unit	Ceiling Hourly Rate	Embedded TMC Transition Support Services Per ETMC Transition – Ceiling Hourly	No cost. Unless GDS based Traveler Profiles to new TMC is provided at Ceiling

				Rate	Hourly rate CLIN 0073BB
0073AA	Technical 4	Hour	\$80.62	\$107.17	0073 AA No Cost
0073AB	Management 2	Hour	\$95.68		0073 BB \$200.00
0073AC	Technical 5	Hour	\$96.67		
0073AD	Management 3	Hour	\$116.65		
0073AE	Technical 6	Hour	\$121.26		
0073AF	Management 4	Hour	\$126.40		
0073AG	Technical 7	Hour	\$139.37		
0073AH	Management 5	Hour	\$139.80		
0073AI	Consultant 1	Hour	\$160.32		
0073AJ	Professional 7	Hour	\$163.72		
0073AK	Management 6	Hour	\$168.00		
0073AL	Technical 8	Hour	\$178.06		
0073AM	Management 7	Hour	\$182.20		
0073AN	Professional 8	Hour	\$192.64		
0073AO	Consultant 2	Hour	\$200.66		
0073AP	Management 8	Hour	\$205.53		
0073AQ	Consultant 3	Hour	\$216.67		
0073AR	Management 9	Hour	\$221.59		
0073AS	Professional 9	Hour	\$226.59		
0073AT	Consultant 4	Hour	\$234.12		
0073AU	Consultant 5	Hour	\$284.30		
0073AV	Consultant 6	Hour	\$285.18		
0073AW	Consultant 7	Hour	\$317.79		
0073AX	Consultant 8	Hour	\$390.81		
0073AY	Other Direct Costs (Travel, Material, etc.)	Lot	Defined in Task Order”		
“NGMS Existing Interface Consultation Transition Services				HPES Agency Set Up data Transition Support Services	CWGT Agency Set Up Data (TAVS)
CLIN 0074	Existing Interface Consultation Transition Services	Unit	Ceiling Hourly Rate	Ceiling Hourly Rate (Not-To- Exceed)	Firm Fixed Price (Not-To- Exceed)
0074AA	Technical 4	Hour	\$80.62	Entire Agency \$107.17	Entire Agency \$300,000
0074AB	Management 2	Hour	\$95.68	Agency Sub- Organization \$107.17	Agency Sub- Organiza- tion \$200,000
0074AC	Technical 5	Hour	\$96.67		
0074AD	Management 3	Hour	\$116.65		

0074AE	Technical 6	Hour	\$121.26		
0074AF	Management 4	Hour	\$126.40		
0074AG	Technical 7	Hour	\$139.37		
0074AH	Management 5	Hour	\$139.80		
0074AI	Consultant 1	Hour	\$160.32		
0074AJ	Professional 7	Hour	\$163.72		
0074AK	Management 6	Hour	\$168.00		
0074AL	Technical 8	Hour	\$178.06		
0074AM	Management 7	Hour	\$182.20		
0074AN	Professional 8	Hour	\$192.64		
0074AO	Consultant 2	Hour	\$200.66		
0074AP	Management 8	Hour	\$205.53		
0074AQ	Consultant 3	Hour	\$216.67		
0074AR	Management 9	Hour	\$221.59		
0074AS	Professional 9	Hour	\$226.59		
0074AT	Consultant 4	Hour	\$234.12		
0074AU	Consultant 5	Hour	\$284.30		
0074AV	Consultant 6	Hour	\$285.18		
0074AW	Consultant 7	Hour	\$317.79		
0074AX	Consultant 8	Hour	\$390.81		
0074AY	Other Direct Costs (Travel, Material, etc.)	Lot	Defined in Task Order"		
NGMS Transition Support Services				HPES Sub-Set Agency Set-Up Data Transition Support Services	CWGT Sub-Set Agency Set-Up Data Transition Support Services
CLIN 0075	Transition Support Services	Unit	Ceiling Hourly Rate	Labor Hour Rate (Not-To-Exceed)	Firm Fixed Price Not-To - Exceed
0075AA	Technical 4	Hour	\$80.62	Traveler Profiles \$107.17	Traveler Profiles \$50,000
0075AB	Management 2	Hour	\$95.68	Organizational Structure \$107.17	Organizational Structure \$50,000
0075AC	Technical 5	Hour	\$96.67	Approval Routing \$107.17	Approval Routing \$75,000
0075AD	Management 3	Hour	\$116.65	Business Rules, etc. \$107.17	Business Rules, etc. \$75,000
0075AE	Technical 6	Hour	\$121.26	Lines of Accounting	Lines of Accounting

				\$107.17	\$50,000
0075AF	Management 4	Hour	\$126.40		
0075AG	Technical 7	Hour	\$139.37		
0075AH	Management 5	Hour	\$139.80		
0075AI	Consultant 1	Hour	\$160.32		
0075AJ	Professional 7	Hour	\$163.72		
0075AK	Management 6	Hour	\$168.00		
0075AL	Technical 8	Hour	\$178.06		
0075AM	Management 7	Hour	\$182.20		
0075AN	Professional 8	Hour	\$192.64		
0075AO	Consultant 2	Hour	\$200.66		
0075AP	Management 8	Hour	\$205.53		
0075AQ	Consultant 3	Hour	\$216.67		
0075AR	Management 9	Hour	\$221.59		
0075AS	Professional 9	Hour	\$226.59		
0075AT	Consultant 4	Hour	\$234.12		
0075AU	Consultant 5	Hour	\$284.30		
0075AV	Consultant 6	Hour	\$285.18		
0075AW	Consultant 7	Hour	\$317.79		
0075AX	Consultant 8	Hour	\$390.81		
0075AY	Other Direct Costs (Travel, Material, etc.)	Lot	Defined in Task Order"		
CWGT and HPES				HPES	CWGT
CLIN 0076	Existing Interface Transition Support Services (Interface Consultation)		Unit	Hour (Not-to-Exceed)	Hour (Not-to-Exceed)
0076 AA	Labor Category (TBD)		Hour	\$107.17	\$200.00
CWGT and HPES				HPES	CWGT
CLIN 0077	Additional Execution/Management Transition Support Services		Unit	Hour (Not-to-Exceed)	Hour (Not-to-Exceed)
0077 AA	Labor Category (TBD)		Hour	\$107.17	\$200.00

¹ Receipt Imaging is included in other NGMS prices.

² International Desk Rate is included in other NGMS and HP prices.

B. 4 Pricing Footnotes

Northrop Grumman, HP, and CW Government Travel Common Footnotes

- CLIN 0001 represents a single use CLIN with a definite delivery quantity that will be ordered under the first task order placed with each contract awardee in accordance with Section D.13 Order Limitations for CLINs 0001 and 0005.
- *CLIN 0005 represents a single use CLIN to be ordered by the GSA only in accordance with Section D.13 Order Limitations for CLINs 0001 and 0005.

*CLIN 0005 has been deleted.

Northrop Grumman and CW Government Travel Common Footnotes

- 3 CLIN 0006 represents a multiple use CLIN that will be included (at a minimum) in an ordering agency's first task order placed with a particular contract awardee in accordance with Section D.12 Order Limitations.
- 4 CLIN 0023 represents a multiple use CLIN that will be included (at a minimum) in an ordering agency's first task order placed with a particular contract awardee in accordance with Section D.12 Order Limitations.
- 5 CLIN 0043 represents a multiple use CLIN that will be included (at a minimum) in an ordering agency's first task order placed with a particular contract awardee in accordance with Section D.12 Order Limitations.
- 6 CLIN 0063 represents a multiple use CLIN that will be included (at a minimum) in an ordering agency's first task order placed with a particular contract awardee in accordance with Section D.12 Order Limitations.

HP Unique Footnotes

- 3 CLIN 0006 represents a multiple use CLIN that will be included (at a minimum) in an ordering agency's first task order placed with a particular contract awardee in accordance with Section D.12 Order Limitations. EDS will include all integration labor necessary to interface with one AMS FFS-based financial system for each agency within the basic pricing. If an agency does not have this type of financial system, EDS will discount integration services (labor and software) associated with agency-side integration if the agency chooses to use EDS for that integration. The discount will be no less than 10% of this separately priced integration task order.
- 4 CLIN 0023 represents a multiple use CLIN that will be included (at a minimum) in an ordering agency's first task order placed with a particular contract awardee in accordance with Section D.12 Order Limitations. EDS will include all integration labor necessary to interface with one AMS FFS-based financial system for each agency within the basic pricing. If an agency does not have this type of financial system, EDS will discount integration services (labor and software) associated with agency-side integration if the agency chooses to use EDS for that integration. The discount will be no less than 10% of this separately priced integration task order.
- 5 CLIN 0043 represents a multiple use CLIN that will be included (at a minimum) in an ordering agency's first task order placed with a particular contract awardee in accordance with Section D.12 Order Limitations. HP will include all integration labor necessary to interface with one AMS FFS-based financial system for each agency within the basic pricing. If an agency does not have this type of financial system, HP will discount integration services (labor and software) associated with agency-side integration if the agency chooses to use HP for that integration. The discount will be no less than 10% of this separately priced integration task order.
- 6 CLIN 0063 represents a multiple use CLIN that will be included (at a minimum) in an ordering agency's first task order placed with a particular contract awardee in accordance with Section D.12 Order Limitations. HP will include all integration labor necessary to interface with one AMS FFS-based financial system for each agency within the basic pricing. If an agency does not have this type of financial system, HP will discount integration services (labor and software) associated with agency-side integration if the agency chooses to use HP for that integration. The discount will be no less than 10% of this separately priced integration task order.
- 7 CLIN 0072(a) After Hours VIP TMC Services Pricing Notes:
 - Service fee for VIP services would be in addition to the applicable transaction fee charged for travel services and will be charged to the caller's form of payment requested in the Agency business rule for transaction fee charges
 - After Hours VIP Services are required to cover 5:30PM – 8:00 AM ET Monday through Friday 5 days per week and weekends.
 - VIP CLIN transaction fee will be charged "per issue"
 - "Definitions of "issue"
 - If a traveler (or arranger) calls, and on one call makes or changes a reservation (which may include one or more changes such as changing air, adding/changing car and/or hotel and/or checking schedules) that call constitutes one (1) issue.
 - If a traveler (or arranger) calls to accomplish one objective, such as checking on schedules only, that call constitutes one (1) issue.

- If a traveler (or arranger) calls to change a hotel booking and for any reason has to call back to confirm the change was made, the initial call **and** the follow on call constitutes one (1) issue.
- If the traveler (or arranger) calls at a later time to change the reservation in its entirety, that call would constitute a new issue, and thereby generate a new charge.”
- The prices listed above are **non-inclusive** of Option Period 3 CLIN 0060. That is, CLIN 0072 will be charged in addition to CLIN 0060 fees, as applicable.

Task Order Price Negotiation Constraints – CLAUSE D.39

D.39 D-FBG-801 PRICE REDUCTIONS CLAUSE

In accordance with the ordering procedures established in Section D.17 the contractor **may not** offer a price reduction at the task order level for the following CLINs: 0002-0003, 0020-0021, 0040-0041, 0060-0061. The contractor may offer a price reduction at the master contract for these CLINs. Any modification to the master contract with respect to a price reduction shall automatically be effective on all current and subsequent task orders with the effective date of the modification to the master contract.

Agencies need not modify their task order to take advantage of any price reduction incorporated to the master contract through modification.

The contractor may offer a price reduction to an ordering agency for any and all CLIN's except: 0002-0003, 0020-0021, 0040-0041, 0060-0061. The terms and conditions of any agency specific price reduction shall be negotiated between the contractor and the Agency Contracting Officer.