

U.S. GENERAL SERVICES ADMINISTRATION

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CITY PAIR PROGRAM (CPP)  
FY24 PRE-SOLICITATION CONFERENCE

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THURSDAY  
JANUARY 19, 2023

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The Pre-Solicitation Conference  
convened via Video Teleconference, at 2:00 p.m.  
EST, Ebony White, Program Manager, presiding.

PRESENT

EBONY WHITE, Program Manager  
ANDREA ANDERSON, Contract Specialist  
JERRY BRISTOW, Acting Director of CPP  
JENNIFER BURDETTE, Program Analyst  
CRAIG HEGGESTAD, Branch Chief  
CHRIS MILLER, Data Analyst  
JAMES "JD" SANTINI, Contracting Officer

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

2:00 p.m.

MS. WHITE: Good afternoon, everyone.

It is 2 o'clock Eastern Standard Time so we are going to go ahead and get started. On behalf of the City Pair Program Director, Mary Gartland, who is absent today, I want to welcome you to the City Pair Program Pre-Solicitation Conference for the FY24 procurement cycle.

I want to thank you for your time, your participation and your partnership with the City Pair Program and your role with engaging in today's conference. We're going to go ahead and get started.

We will be transcribing the information shared today. This information will be made available on our gsa.gov website in approximately a week so you will be able to download this information.

I also want to let you know that we have made a few very minor tweaks in the presentation today compared to what was emailed

1 out to you yesterday. So if you do see a change,  
2 just note that the version we're reviewing today  
3 is the most up-to-date.

4 All right. A quick introduction, my  
5 name is Ebony White. I am the Program Manager  
6 for the City Pair Program.

7 In the absence of our director, we  
8 have Jerry Bristow who is our Acting Director.  
9 We have Jennifer Burdette, who is our Program  
10 Analyst, Chris Miller, who is our Data Analyst  
11 and Caitlyn Doyle, who is our Program Support.

12 We also have our QMA support team on  
13 the line. JD if you're on, you can go ahead and  
14 introduce QMA.

15 MR. SANTINI: Hello. Good afternoon.  
16 My name is JD Santini. I'm the Contracting  
17 Officer for the City Pair Program. And I've been  
18 here just a couple months.

19 We also have on the line Andrea  
20 Anderson. She's the Contract Specialist. Many  
21 of you know her well, and she's been with this  
22 program for quite some time. I think we have

1 Craig on the line who is our Branch Chief.

2 MR. HEGGESTAD: Hi. Good afternoon,  
3 everybody.

4 MS. WHITE: All right. I'm going to  
5 go ahead and mute some folks. We have some  
6 background static on the line here. If you are  
7 on the phone and you lose sound for a moment,  
8 just know that we are muting you to make sure  
9 that everyone is able to hear the presentation.  
10 And if you can do so yourself, please mute.  
11 Otherwise, I'm going to mute you now.

12 All right. Andrea will be joining us  
13 here momentarily so we'll go ahead and get  
14 started, JD. All right. If we can go ahead to  
15 the next slide, and we'll cover our agenda.

16 We will cover our City Pair Program  
17 Overview, Program Management Improvements,  
18 General Solicitation Updates, Significant  
19 Changes by Section, Market Selection and Market  
20 Information and then we'll share some City Pair  
21 Program contact information with you for both the  
22 QMA, our contracting team and the City Pair

1 Program Office and then we will open it up for  
2 discussion.

3 If you are new to Webex, there is an  
4 option for you to send a chat. So we will be  
5 monitoring the chat box as well as if there is  
6 something that you need to interrupt us, feel  
7 free to do so during the brief, and we will  
8 address your comments and concerns.

9 If for some reason the chat box  
10 becomes overwhelmed where we are not able to  
11 respond, we will make sure that we respond to you  
12 after we finish the presentation. We will keep  
13 the chat box up.

14 You will also receive our contact  
15 information at the very end. If you would rather  
16 send an email feel free to do so as well.

17 All right. Next slide. We're going  
18 to look at the City Pair Program overview.

19 As everyone should know that is  
20 participating in today's conference that City  
21 Pair relies on our partnerships, and we value our  
22 relationships with both our vendors,

1 stakeholders, which can be our travel managers,  
2 our travel management companies and other  
3 stakeholders as well as our customer agencies.  
4 Your engagement, your support, your input and  
5 then sometimes criticism of the program, is the  
6 only way that we are able to revamp and transform  
7 our program every year.

8 So as you know, this is an annual  
9 procurement, we look at what is going on in the  
10 market. We want to know what changes are  
11 occurring within each agency. We incorporate a  
12 data strategy into that and we analyze that  
13 throughout the year, every year, to ensure that  
14 we're implementing the changes that you need and  
15 want to see.

16 Our transparency approach is to ensure  
17 that we are keeping regular cadence in  
18 communications between all stakeholders so we do  
19 hold multiple events throughout the year. We  
20 have an open door policy where we're able to  
21 gather information from each of our stakeholders.

22 So we'd like to continue this process

1 to ensure that we are again meeting the  
2 requirements of our travelers. We're also able  
3 to award a contract on time, which we've been  
4 able to do year-over-year.

5 And then, too, those values bring us  
6 to a collaboration. Again, everything that we do  
7 is within a collaboration of our teams, our  
8 stakeholders, internal and external. We cannot  
9 do what we do without your engagement, exchanging  
10 of ideas, getting new information whether it's  
11 from a policy perspective, federal or agency  
12 level and again incorporating our customer and  
13 our industry involvement.

14 So we thank you. We appreciate you,  
15 and your partnership is what makes our program  
16 work. Any comments or questions?

17 Okay. Next slide. Program  
18 Improvements. Next slide. So as I said, every  
19 year we look at what is going on in the markets.  
20 We engage our travelers and our customer agencies  
21 to understand what changes are occurring from a  
22 travel perspective, and we also engage industry.

1           So this year for our FY24 procurement,  
2 these are the improvement areas that we focused  
3 on. Some were based on design through the  
4 engagement and others are about process  
5 improvement and ensuring that we are meeting the  
6 needs of our travelers.

7           Next slide. So the first one is our  
8 minimum passenger count reduction. As we are  
9 approaching a new travel pattern post-COVID or at  
10 the end of COVID, we are looking at the impact of  
11 changes in the travel industry, travel locations  
12 that our agencies are traveling to, whether they  
13 are working from more remote locations or home  
14 locations, if offices have shifted.

15           What we notice is that there are  
16 markets that we are seeing growing into the  
17 program because travelers are moving from new  
18 locations. We want to ensure, based on our prior  
19 contract requirement for our passenger count,  
20 that we don't lose those markets.

21           So we do our analysis. Again, we're  
22 asking our travelers what markets should we keep?



1 As part of our goal to capture more markets under  
2 the program every year, we decided to reduce the  
3 minimum passenger count from 30 to 20 in our  
4 connect markets.

5 Again, we do require bona fide need  
6 for travel. So any market that we solicit for  
7 non-stop has a minimum of one. But our connect  
8 markets we reduced that number from 30 down to  
9 20. Any questions or comments?

10 All right. Next slide. Last year the  
11 City Pair Program selected 10 markets where we  
12 solicited premium economy class of service.  
13 These are international markets where we were  
14 able to identify similar like service of premium  
15 economy class, which is its own seating location  
16 within aircraft that is not within coach.

17 That solicitation last year we were  
18 able to award all 10 markets. We got input from  
19 our travel agencies to continue this. So we  
20 decided through the data analysis and research to  
21 add 33 additional markets.

22 We will have a list available if

1 needed. It is of course identified in our RFP  
2 that was released in an attachment.

3 We will continue to monitor these  
4 markets. We will continue to monitor performance  
5 and we will continue to engage customers. So as  
6 you see your agency using this class of service  
7 and more of a shift in markets is required,  
8 please communicate that information to us. We  
9 will do our assessment as we do every year to  
10 ensure that we're incorporating the right fare  
11 types in the right markets for you. Any  
12 questions here?

13 All right. Go ahead to the next  
14 slide. So increase in markets. Two slides ago  
15 we talked about our goals. City Pair's goal is  
16 to increase the number of markets we solicit  
17 every year. So in part we did that by reducing  
18 the minimum passenger count down from 30 to 20  
19 and overall we do an assessment of how many  
20 markets we can solicit year-over-year.

21 In FY24, we were able to increase our  
22 year-over-year market by 504 markets. This does

1 include all domestic and international. These  
2 were markets that we either previously did not  
3 solicit at all so new travel requirements or  
4 markets that may have fell out of the program due  
5 to shifts for various reasons, and we are  
6 bringing those back.

7 So please take a look if you have not  
8 already looked at the market attachments. Again,  
9 this is our biggest solicited market account to  
10 date. The estimated value based on those markets  
11 is \$1.92 billion.

12 Next slide. We also made some  
13 improvement in how we structure our data. We've  
14 gotten comments and questions from our customer  
15 agencies, our TMCs and travel managers that on  
16 occasion when you go to look at our data file  
17 through GSA.gov, you will search for a particular  
18 market, and you can't find it. We have those  
19 engagements frequently enough where we wanted to  
20 go back and revamp. How can we improve this data  
21 structure?

22 So we focus on two different ways.

1 One was to ensure that our airlines or our  
2 offerors when you submit your offer information,  
3 you're able to find the relevant column headers  
4 and descriptions easily.

5 If you were to look at our Attachments  
6 4, 5 and 6, which is where we include our line  
7 items in our RFP, each file had multiple tabs.  
8 If you wanted to get a full picture of the scope  
9 of any given group, you would have to do some  
10 manual labor to combine those files.

11 So we made some changes to the filing  
12 where we're going to still have Groups 1, 2 and  
13 3, so Attachment 4, 5 and 6. But within each  
14 file, you have a running list, a running tally of  
15 all the line items.

16 What we did was we inserted the  
17 extended connect column, the fifth freedom  
18 column, business class and premium economy. That  
19 way you're able to actually filter or sort by any  
20 combination that you want to look at. You can  
21 sort by a particular city code because there's a  
22 city code column now.

1           So we tried to make it easier and  
2 structure the data a little bit simpler. How  
3 this refers when it comes to our travelers is  
4 when you pull the file once we award a market.

5           We've also incorporated an  
6 alphabetical international city code. So prior  
7 to this year, when you looked up any particular  
8 market such as Washington-London, you had to look  
9 up the domestic airport or city code first  
10 regardless of which direction you're traveling in  
11 because that's how we were previously reporting  
12 our data.

13           Now the international markets will be  
14 listed by alphabetical order. So whether you're  
15 going to London-Washington, London comes first,  
16 so it will be listed as LONWAS.

17           So, again, these were things that we  
18 saw in communication with industry and our  
19 customer travelers. And we wanted to find a way  
20 for us to adapt and make it a little bit easier  
21 for industry to do business with the government  
22 and for our government travelers to find the

1 information that they needed. Any questions?

2 Okay. Next slide. All right. The  
3 next change we were able to improve upon is our  
4 city airport codes. So last year there were  
5 several changes across a lot of domestic markets  
6 where there was only one airport servicing any  
7 given city that we were soliciting in the market.

8 So historically when a traveler was  
9 traveling domestically, we solicited by the  
10 airport code. But for international travel, we  
11 solicited by the city code so case in point  
12 Washington. Because there are three airports  
13 servicing that one city, you put in the city code  
14 and all three will pop up.

15 Well in these select markets, when we  
16 solicited, if you put in a city code, an airport  
17 code may or may not come up. And it was causing  
18 issues with our airlines when they are  
19 implementing or filing their fares. And then  
20 sometimes travelers, depending on what search  
21 engine you were using, you weren't able to find  
22 them as well.

1           So we decided to go to our airport  
2 codes on these select cities where there is only  
3 one airport servicing that city. So whether you  
4 use the city code or the airport code, the  
5 airport code will surface, and you'll be able to  
6 use the city name and look for the fares  
7 associated with the city fares that are actually  
8 awarded under the program.

9           So again, we are trying to make sure  
10 that we're adjusting to industry changes and  
11 ensuring that our suppliers are able to do  
12 business with the government. Any questions?

13           All right. So now we are going to  
14 transition general solicitation updates. I'll  
15 turn this over to our contracting officer, James,  
16 JD, Santini.

17           MR. SANTINI: Hello. Good afternoon,  
18 again. I really am excited to be here with all  
19 of you. Some of you I have already had the  
20 pleasure to meet with and others I look forward  
21 to meeting with you in the future.

22           I've been here just a few months so

1 still learning the ropes. But I'm certainly  
2 accompanied by just a tremendously qualified and  
3 experienced group. And it really took very  
4 little time for me to realize the uniqueness of  
5 this program.

6 As you can imagine, not all government  
7 programs are created equal, but this one  
8 certainly stands out. And I know that's no small  
9 measure due to the hard work and dedication of  
10 everyone who has been involved with this program  
11 over the years.

12 It really feels like a well-oiled  
13 machine. And I know that its success couldn't be  
14 possible without the tremendous support of all of  
15 our industry partners, particularly our  
16 suppliers, who have full-time teams dedicated to  
17 ensuring the needs of our customers are met. And  
18 we definitely recognize that and appreciate it.  
19 We appreciate the partnership that's been  
20 established and look forward to our continued  
21 partnership.

22 Now on to the exciting stuff here, the



1 contents of the RFP. There are two common  
2 refrains that you might hear throughout this  
3 presentation but certainly moving forward at  
4 least from me.

5 One is please don't wait until the  
6 last minute in the submission of your proposals.  
7 I know that's probably said every year but this  
8 is especially true this year because of our new  
9 system enhancements. And although everything  
10 will be enhanced, there can be at times a glitch  
11 or two along the way as you can imagine when  
12 you're incorporating or integrating such large  
13 amounts of data.

14 And in that case, we just want to make  
15 sure that when you're submitting your proposals  
16 that you certainly build in enough time to allow  
17 it to be submitted on time in case there are  
18 glitches along the way or situations where you  
19 need assistance that would require back end IT  
20 support and may require some time to fix the  
21 situation.

22 And we would hate for you to be at the

1 last minute trying to submit a proposal that  
2 isn't going through, and there isn't enough time  
3 to fix the situation before the deadline passes.  
4 So please, please, please don't wait until the  
5 last minute and get things in on time. And  
6 please reach out to us along the way.

7 And this is my second refrain, which  
8 is please take advantage of this time during this  
9 presentation as we have Q&A at the end. You're  
10 surrounded here with the industry's finest, maybe  
11 present company excluded. But I know everyone  
12 else here on this phone call is very experienced  
13 and very familiar with the program. And I hope  
14 that you take advantage with any questions or  
15 anything that you have concerns about.

16 Our question deadline for proposals  
17 for the draft RFP is tomorrow at noon. So if you  
18 feel more comfortable, you can do a written  
19 submission as well. So one way or the other,  
20 please take advantage of these forums to ask  
21 questions and resolve any concerns that you may  
22 have.

1           So getting to the RFP, I just want to  
2 do a brief overview. I know many of you are  
3 familiar with the contents of the RFP. I just  
4 want to make sure we're all on the same page.

5           So Section A, we have the SF1449.  
6 This is our standard form. It is very  
7 straightforward. And fortunately -- there are  
8 only a couple boxes that will need your attention  
9 when you submit your proposal.

10           First will be Box 17.A, and that's  
11 where you're just going to provide your company  
12 information. And then you'll go down towards the  
13 bottom, 30.A, B and C will just require your  
14 name, your title, your signature and then the  
15 date. So that is very straightforward. But it  
16 is essential that that form is submitted on time  
17 with your proposal.

18           Moving on to Section B, we have our  
19 services and price. The first part of this  
20 section goes in-depth on the services the  
21 government is procuring. And then it also in  
22 Section B.2 provides an extensive list of

1 definitions and words that you'll see throughout  
2 the solicitation that might have other meanings  
3 in other places.

4 But for the government's intentions,  
5 we want to make sure there's a clear  
6 understanding of the government's meaning in  
7 those words when it's used in the solicitation.  
8 Ideally, it's just to eliminate any ambiguities  
9 and ensure we're all on the same page as far as  
10 the requirements of the solicitation and the  
11 government's expectations.

12 Section C, we have our descriptions  
13 and specifications. So here it's basically what  
14 we're looking to purchase. And this is the  
15 longest section of the RFP and the most specific  
16 in regards to what we're looking for.

17 You'll find the scope of the  
18 requirements, a comprehensive list of the  
19 mandatory and non-mandatory users and the  
20 technical requirements of the solicitation. So  
21 please make sure you're familiar with this  
22 section and understand the requirements laid out

1       there.

2                       There are no Sections D and E as you  
3       can see because they're not applicable to this  
4       solicitation and so those are blank. And so  
5       we'll move right along to Section F, which is the  
6       deliveries or performance.

7                       So of particular note in this section  
8       is the process when a carrier no longer meets the  
9       government's minimum flight requirements. Please  
10      make sure you're familiar with the minimum flight  
11      requirements and the process in place when the  
12      minimum requirements are no longer able to be  
13      met.

14                      It also outlines some options that are  
15      available when you might experience a temporary  
16      reduction in service that would allow you to  
17      retain or even earn back a line item. And again,  
18      this is during the length of the contract. And  
19      so please make sure you're familiar with those  
20      processes and procedures.

21                      Next Section G, we have our contract  
22      administrative data. This basically focuses on

1 the ordering of services and the audits that can  
2 be conducted throughout the period of performance  
3 and after award as well as post-award price  
4 reductions. And those are procedures that once  
5 fares are reduced commercially that they should  
6 be reduced on an awarded market. And it outlines  
7 the process involved in reducing those fares  
8 after a market has been awarded.

9 We go to Section H, which is our  
10 special contract requirements. And this is  
11 actually very important information regarding  
12 compliance with regulations. And those  
13 regulations are ones that are in the Federal  
14 Aviation Act or policies prescribed by the  
15 Department of Transportation or the Department of  
16 Defense. It also includes regulations from  
17 TRANSCOM and CRAF. And so these are regulations  
18 that do require strict adherence. And,  
19 obviously, you need to make sure you're familiar  
20 with those requirements as part of the contract.

21 Section I, probably the most riveting  
22 portion of the RFP, are the contract clauses.

1 Certainly, it makes for good nighttime material  
2 when you're not able to sleep. But in all  
3 seriousness, actually these are the terms and  
4 conditions that will be incorporated into your  
5 contract after award and that you will be  
6 responsible for. So please make sure that you're  
7 apprised of the newest changes in the clauses  
8 that have been updated and understand the  
9 expectations if you are awarded a contract.

10 And moving on to Section J. These are  
11 a list of documents, exhibits and other  
12 attachments. And what's neat here is this is  
13 essentially a checklist. It spells out very  
14 clearly everything you will need to include in  
15 your proposal submission to be considered for  
16 award.

17 And so when you're getting ready to  
18 submit your documents, it's very handy to be able  
19 to verify that if you have everything lined up  
20 that's in that checklist you submitted, then you  
21 can feel comfortable and confident that you'll be  
22 cleared in terms of having submitted everything

1 on time.

2 So please make sure that you include  
3 that as part of your preparation process when  
4 submitting your documents so that you can ensure  
5 that you have everything submitted.

6 Section K is our representation  
7 certification and other statement of offers.  
8 You'll be able to identify the authorized  
9 negotiators, provide primary and alternate points  
10 of contact and also a customer service point of  
11 contact -- which is basically the person the  
12 government partners would reach out to with any  
13 questions.

14 Also the CRAF certification is there,  
15 your codeshare partner arrangements and then  
16 compliance with various air quality safety  
17 regulations. That's also where your SAM  
18 registration needs to be documented as well as  
19 your 889 telecommunications equipment  
20 representations.

21 So there is an extensive list there  
22 that does require your attention in regards to



1 the various certifications.

2 And in Section L, here is where you'll  
3 find the deadlines that we have moving forward  
4 throughout this solicitation season. Please pay  
5 attention to these deadlines moving forward and  
6 make note on your calendar of the specific due  
7 dates of every actionable item.

8 Also there are solicitation provisions  
9 in this section. There is one notable provision  
10 I would like to highlight and it's the public  
11 disclosure of greenhouse gas emissions and  
12 reduction goals. There are a couple boxes there  
13 that need to be checked. So make sure you are  
14 aware of that section as well.

15 And, of course, although it probably  
16 doesn't need a mention, there is the protest  
17 section, which I'm sure won't be applicable, but  
18 just in case it is, that is in Section L as well.

19 And finally we move on to Section M.  
20 And these are the evaluation factors for award.  
21 And part of our goal here is transparency. And  
22 here we are just trying to provide a roadmap.

1 Basically, you're able to know from our end how  
2 the submission will be received and what it will  
3 take to be awarded an item.

4 And so we try to be as specific as  
5 possible in the process we will go through for  
6 the evaluation. And we just want to make sure  
7 that everyone is aware that the evaluators do  
8 strictly adhere to the evaluation methodology  
9 that is laid out in the proposal. And part of  
10 that methodology utilizes composite calculations,  
11 which prioritizes best value trade-off  
12 determinations.

13 And we do lay out very specifically  
14 how that process will be evaluated and  
15 administered. And we just want to make sure  
16 everyone is aware that it is fairness across the  
17 board. And we really do prioritize this and put  
18 a lot of time and effort into making sure that  
19 it's done fairly.

20 Okay. Next slide.

21 MS. DOYLE: Hi, James.

22 MR. SANTINI: Oh, sorry.

1 MS. DOYLE: No, just before you move  
2 on, we do have a question in the chat box.

3 MR. SANTINI: Fantastic.

4 MS. DOYLE: So the question is, is GSA  
5 looking at higher or different Maximum Connection  
6 Times (MCT) for bidders offering fares via  
7 Customs and Border Protection (CBP) pre-cleared  
8 locations?

9 MS. ANDERSON: Is this regarding the  
10 premium economy?

11 MS. WHITE: No. So I'll respond to  
12 this. So if you recall internally, our team, we  
13 did review whether or not we were going to  
14 incorporate language for CLEAR as a program, but  
15 it was deemed not an official government trusted  
16 travel program. So we are not able to  
17 incorporate that into our program at this time.  
18 We will continue monitoring usage and governance  
19 and address accordingly.

20 MR. MILLER: Hey, Ebony. This is  
21 Eric. I typed in the question. Maybe I  
22 misspoke. I meant the overseas locations where

1 you clear customs and immigration overseas.

2 So as an example, somebody bidding  
3 Hyderabad through Europe to New York would just  
4 have to live with European maximum connecting  
5 times. Somebody stopping in, for example, Abu  
6 Dhabi, where you clear customs and immigration  
7 and get on one of the world's longest domestic  
8 flights, but get off in New York and jump in your  
9 Uber, then you've done the customs and  
10 immigration.

11 Obviously, the one through Abu Dhabi  
12 is going to have to have two hours built into it.  
13 The one through Europe could get away with an  
14 hour. So, you know, there looks like there is 22  
15 more international CBP cleared locations coming  
16 down the pike, and I'm just wondering how the GSA  
17 is looking at this. Thank you.

18 MS. WHITE: Eric, we are definitely  
19 aware of that. Thank you for bringing this to  
20 this environment.

21 So what we are looking at is the  
22 impact overall based on our OAG data retrieval.

1 But right now we are not able to identify  
2 individual line items and establish elapsed time  
3 because we don't identify upfront the routing  
4 requirements.

5 So this will require additional  
6 investigation and discussion with both our  
7 contractors and our teams. So there is nothing  
8 currently in FY24 that addresses this, but we are  
9 looking into it.

10 MR. MILLER: Thanks, Ebony.

11 MS. WHITE: You are very welcome.

12 MR. SANTINI: That's a very good  
13 question. Are there any other questions at this  
14 time? Okay. We will continue along.

15 So these are just a couple of  
16 important updates, reminders. First, please  
17 ensure your SAM registration is active and  
18 continue to monitor that throughout the year.

19 As you hopefully are aware, a contract  
20 cannot be awarded without an active SAM account.  
21 We do our best to try to send out reminders.  
22 But ultimately it's incumbent upon you as the

1 contract holder to make sure that all of the  
2 information in SAM is current.

3 As part of the SAM registration, when  
4 any change is made to, for instance, a company  
5 name, the system is very case sensitive. So even  
6 if you were to change a capital letter or a comma  
7 or a period or anything along those lines, the  
8 system will send a notification that a contract  
9 modification is required.

10 Of course, if there is any meaningful  
11 change to your company's name please notify us,  
12 and a contract mod will need to be issued. But  
13 try not to change anything that doesn't need to  
14 be changed otherwise, it will require some time  
15 from both our ends to execute a contract  
16 modification.

17 Again as we touched upon, going down  
18 to the next one, please thoroughly review your  
19 CALM submissions and try to address any errors.  
20 Try to make sure things are in early.

21 We do have a new help desk. And it's  
22 not just new to you, but it's new to us as well

1 as we're going through this integration with  
2 CALM. So please get started early that way we  
3 can assist as soon as possible. Like I said,  
4 some problems may require IT assistance from the  
5 back end and those sometimes can take a little  
6 bit of time since this is new territory for all  
7 of us.

8 Please take advantage of the extra  
9 time that we've allotted in our deadlines to get  
10 things in sooner so that we can work through any  
11 situations that could arise given that these are  
12 new systems for both of us.

13 And lastly, I did talk a little bit  
14 about the codeshare agreements. Just a couple  
15 more thoughts about that. Please don't copy and  
16 paste from the previous year's submission. We  
17 have to make sure that what is submitted is  
18 reviewed and is accurate and up-to-date and make  
19 sure that all of the companies that are listed  
20 are still in service.

21 The information that you submit in  
22 your codeshare arrangements, we do submit to DoD

1 for approval. When they are unable to locate a  
2 submitted codeshare company in their system,  
3 there can be some unnecessary back-and-forth  
4 communications when time is at premium after  
5 proposals have been submitted. So make sure what  
6 you are submitting on those codeshare agreements  
7 is up-to-date and the information from those  
8 companies is current.

9 And one more note on the codeshare  
10 arrangements in regards to after an award has  
11 been made. We are unable to revise the codeshare  
12 arrangements that were in place at the time of  
13 contract award. The main reason being is before  
14 award, part of our evaluation process includes  
15 those codeshare arrangements.

16 And so if that were to be altered in  
17 the middle of a contract season, then basically  
18 it would affect the best value determination that  
19 was made prior to the contact award. So that has  
20 to remain constant throughout the duration of  
21 that contract period.

22 So, to the extent possible, please



1 ensure the codeshare arrangements submitted with  
2 your proposal are currently active.

3 And lastly, I just wanted to include  
4 a couple more updates here. There are some  
5 portions of the RFP that will need to be  
6 submitted via SAM.gov and some portions that will  
7 be need to be submitted via CALM. Please pay  
8 close attention as our next presenter, Andrea  
9 Anderson, will provide specific details on this  
10 process.

11 But I do want to highlight one section  
12 in L.5. which discusses the greenhouse gas  
13 emissions. Each offeror will need to document  
14 their responses to this section in SAM.gov, and  
15 it will need to be completed before the proposal  
16 deadline.

17 So just make sure that those boxes are  
18 checked. You can see right here there are just  
19 two simple statements. I just don't want you to  
20 overlook those when you're submitting your  
21 proposals.

22 And with that, I'm going to turn the

1 time over to the brains and the hard work of this  
2 operation, Andrea Anderson, who is a superstar.  
3 And she's going to guide you through a couple  
4 more aspects of the RFP.

5 MS. ANDERSON: Thank you, JD. Hi,  
6 everyone. This is Andrea Anderson. I am the  
7 contract specialist for the City Pair contract.  
8 Could we please go to the next slide?

9 I'll go over this again on another  
10 slide. But this clause, which is in Section  
11 K.11, will need to be submitted in SAM.gov. And  
12 I'll go over that in the next slide.

13 Next slide, please. All right. So as  
14 JD mentioned, we're moving on from COPS to a new  
15 system. It's called CALM CPSS, which stands for  
16 City Pair Source Selection.

17 So we've highlighted some areas here  
18 that we've had to update because of this change.  
19 So in Section J.1 of the RFP, you will notice  
20 that you will now be uploading everything  
21 electronically through CALM CPSS.

22 And here, Section J.2, Attachment 2,

1 has been changed. Attachment 2 used to be the  
2 COPS User Manual. We will no longer be using  
3 COPS and we will no longer be providing a User  
4 Manual attachment. We will actually be giving  
5 you a link where you can go and get the latest  
6 version of the CALM CPSS User Guide. So these  
7 are two changes that took place because of the  
8 move from COPS to CALM CPSS. Any questions?

9 All right. Next slide, please. So we  
10 posted the draft RFP last week on January 12.  
11 And if you had a chance to take a look at it, you  
12 will notice that Sections K.1 through K.10 will  
13 now be completed in CALM CPSS. And in the RFP,  
14 we've highlighted that. We've put in a comment  
15 saying please complete via CALM CPSS.

16 So in the past, the carriers used to  
17 submit that to us in an email but now everything  
18 will be submitted electronically via CPSS. Any  
19 questions?

20 Next slide, please. This is more like  
21 a reminder. A lot of the carriers are already  
22 completing Section K.11 in SAM.gov. This

1 includes your reps and certs. It includes  
2 Section 889. I believe there are about three  
3 clauses in Section K.11. All of those need to be  
4 completed in SAM.gov.

5 Again, a lot of you are already doing  
6 that, so this is more like a reminder. And we've  
7 updated the RFP and highlighted saying that you  
8 need to complete this in SAM.gov. Any questions?

9 Next slide, please. All right. So  
10 because of this change going from COPS to CPSS,  
11 as you can see here at the bottom, Group 1  
12 through Group 3 offers will now be submitted via  
13 CPSS.

14 Here in the middle where it says "the  
15 initial due date for submission of proposal  
16 checklist items is due Wednesday, March 1."  
17 Those include your SF1449 and any amendments,  
18 those are SF30s.

19 Anything in Sections K.1 through K.10,  
20 all of those that are listed in Section J.1 in  
21 the RFP need to be submitted to us via CALM CPSS  
22 by March 1.

1                   The final submission of proposal  
2                   checklist items will be March 16. So between  
3                   March 1 and March 16, contracting will be looking  
4                   over your proposal and making sure that we have  
5                   everything we need. And if we're missing a  
6                   signature or a document, we will be able to reach  
7                   out to you between March 1 and March 16 to make  
8                   sure that everything looks good.

9                   And one more thing I want to mention  
10                  here at the top where it says "the information  
11                  submitted by the offeror must be in the format  
12                  specified in the CALM CPSS User Guide."

13                  I highlighted that because to get the  
14                  User Guide, you have to click on that highlighted  
15                  part, and it will take you to the User Guide. It  
16                  will take you to the CALM CPSS Landing Page.

17                  Next slide, please. So if you click  
18                  on that, you will see this. This will pop up.  
19                  You have to scroll down to City Pairs Source  
20                  Selection. And here at the bottom, you can see  
21                  that you will find the Vendor User Guide.

22                  If you click on that, next slide

1 please, you will get the latest version of the  
2 Vendor User Guide. So we will no longer be  
3 providing you an attachment. So now it's going  
4 to be a link. Any questions?

5 Next slide, please.

6 MR. BRISTOW: Andrea, hi. This is  
7 Jerry.

8 MS. ANDERSON: Hi, Jerry.

9 MR. BRISTOW: I just wanted to  
10 emphasize the importance of all of this. And I  
11 know City Pair has evolved over the years to now  
12 come into this automated system application.

13 This is our 44th contract. The  
14 original contracts were issued in 1980. This is  
15 our 44th City Pair contract. Everything was done  
16 back then with stubby pencil and faxes.

17 We think we've evolved to the process  
18 where we had 11 markets in 1980 to now over  
19 15,000 markets. So the only way we can  
20 absolutely manage a program of this size is to do  
21 what's been done here through the automated  
22 processes and through the evaluation application.

1           So I can't be more specific. I have  
2 the airline representatives totally educated on  
3 this new process. And we're here to help you  
4 through that as everything transpires for this  
5 new evolution and new upgrade to the system. So  
6 thank you.

7           MS. ANDERSON: Thank you, Jerry. Here  
8 on this slide we'll go over the Q&A's. So as I  
9 said earlier, the draft RFP was posted last week.  
10 Any questions regarding the draft RFP are due  
11 tomorrow at 5:00 p.m. Please make sure that you  
12 send your questions to JD, myself and cc  
13 onthego@gsa.gov. Make sure that you're using the  
14 draft RFP questions template, which is Attachment  
15 7.

16           We will try to get responses to your  
17 questions by next Friday, January 27. And we  
18 will post those in SAM.gov.

19           I also want to mention that you will  
20 have another chance to submit your questions when  
21 the final RFP is posted. So you will have  
22 another chance to ask us questions.

1                   Next slide, please. So here we have  
2 the CALM CPSS schedule. I will go over the  
3 training sessions in the next slide. But I do  
4 want to go over your Group 1 through Group 3  
5 offers.

6                   For Group 1, we will be opening up  
7 CPSS on February 15 through March 24. We are  
8 giving you over five weeks to submit your Group 1  
9 offers.

10                   In the past we have given carriers  
11 about a month. But because of everything being  
12 new, it's a new system, new error messages and  
13 new help desk, everything is new. So we want to  
14 make sure that we give you enough time to submit  
15 your offers so we are giving you over five weeks  
16 to do that.

17                   For Group 2, we will open up CPSS from  
18 April 10 through April 21. For Group 3, we will  
19 open up CPSS on April 24 through April 28.

20                   Again, I want to emphasize to please  
21 submit your offers as soon as you can. Please do  
22 not wait until the last minute. You do not want



1 to wait for the day of or the day before to  
2 submit your offers because you might encounter  
3 some errors messages. We might not be able to  
4 help you. We need to reach out to the help desk.

5 So, again, there are a lot of new  
6 moving parts so the earlier the better here. So  
7 give us enough time to help you if you encounter  
8 any issues. Your points of contact will be  
9 myself and Ebony White. Any questions?

10 All right. Next slide, please. So we  
11 will have two training sessions. The first one  
12 will take place February 2 at 3:00 p.m. Eastern  
13 Standard Time. The training session will last  
14 about an hour.

15 The CPSS experts will be hosting this.  
16 And they will be going over the manual. They  
17 will also be doing a live demo.

18 On February 9, the second training  
19 session will take place. And it's at 3:00 p.m.,  
20 again, for another hour. It's a Q&A session. So  
21 if you have any questions or any input or any  
22 comments, please feel free to attend. And,

1 again, the CPSS experts will be there, and they  
2 will be able to help us.

3 An invitation will go out to all of  
4 the users this week. But if you would like to  
5 attend and you are not a user but you just wanted  
6 to know more about this new system, you can send  
7 me or Ebony an email, and we will add you to  
8 these training sessions. Any questions?

9 All right. Next slide, please. So  
10 here are the upcoming RFP dates. We are doing  
11 our best to try to stay within the same timeline  
12 as we have in the past. So we are hoping to  
13 release the final RFP in mid-February.

14 We will have the initial proposal  
15 submission, they are due in early March. Again,  
16 this is where you submit the items that are  
17 listed in Section J.1 of the RFP. The final  
18 proposal submission for those items is mid-March.

19 Again, if we have any questions or if  
20 you are missing a document, we will be able to  
21 reach out to you between those two dates.

22 Group 1 will close mid to late March.

1 Group 2 closes mid to late April. And Group 3  
2 will close in late April. The Special Board  
3 initial review is in early April.

4 And FPRs, again, final proposal  
5 revisions are not guaranteed. We have a new CO.  
6 He might decide not to have an FPR this year. So  
7 if we do have one, it will take place in late  
8 May.

9 The Special Board final review, if we  
10 have an FPR, will be held in late May/early June.  
11 And we're hoping to award in mid-July. Any  
12 questions?

13 All right. Next slide, please. So I  
14 wanted to go over the FPRs a little more. I  
15 wanted to remind our carriers that if we have an  
16 FPR, this is your final opportunity before award  
17 to make any changes.

18 So for instance, if you're reviewing  
19 the flight schedules and you notice that 20 line  
20 items that you submitted offers on you realize  
21 that you will not meet the minimum service  
22 requirements say for the fiscal year. This is

1 the time during FPRs that you can withdraw your  
2 offers.

3 Also you are not limited to making  
4 your revisions to the line items that we list in  
5 the negotiation letter. We usually provide you a  
6 list. But you can make a revision in any of the  
7 groups. So you are not limited to those line  
8 items in that letter. You can make a revision in  
9 Group 1, Group 2 or Group 3.

10 Also if you want to make an update to  
11 any of the sections in K.1 through K.10, you can  
12 do that, too. Let's say the primary point of  
13 contact is no longer with the carrier and you  
14 want to add somebody new, you can do that at this  
15 time.

16 This saves us a lot of time for us  
17 contracting, but it also saves you a lot of time  
18 because once we award, everything then becomes a  
19 mod. So if you want to delete line items or if  
20 you want to change a point of contact, anything  
21 will then become a mod.

22 It's time consuming for us, but it's

1 also time consuming for you because we send you  
2 the mods. You have to review everything and then  
3 you have to sign. So I just wanted to bring this  
4 up just as a reminder. Any questions?

5 All right. Next slide, please. And  
6 now I'll hand it over to Ebony. Thank you.

7 MS. WHITE: Thanks, Andrea. All  
8 right. So we're going to go ahead and move on to  
9 Significant Changes by Section. These are the  
10 items that we identify in the RFP where we have  
11 year-over-year changes just to assist in drawing  
12 your attention to where we've made verbal changes  
13 throughout.

14 So we're just going to cover these  
15 five sections. There are several slides that are  
16 repetitive based on the grouping. So we'll show  
17 you those slides and then we'll just walk through  
18 the ones that we need to highlight.

19 All right. Next slide. Okay. So the  
20 first one is our definition. Because we're  
21 using a new system, we wanted to introduce the  
22 system to our solicitation. So we added the

1 definition for the CPSS module, which is City  
2 Pair Source Selection module. Then we defined  
3 the system itself, which is the CALM system,  
4 which is the Contract Acquisition Lifecycle  
5 Management system. So those are the two new  
6 definitions.

7 Next slide. We also added the  
8 definition for minimum service standard. This  
9 one was partially there, but we wanted to bring  
10 it out in our review, discussion with both  
11 industry and then internal. So the red is where  
12 you'll see the added or changed language.

13 So, again, minimum service standard  
14 applies to all three groups. And when it comes  
15 to non-stop, an example is if we are soliciting  
16 two flights non-stop, then the offer must have a  
17 minimum requirement of two non-stop flights  
18 daily. And so this is providing clarification.

19 The same applies for connect. If  
20 we're soliciting two minimum flights a day for  
21 our market, then the minimum service requirement  
22 is two connects.

1                   I'll give you a further definition.  
2           If we solicited a connect market with two flights  
3           daily and a supplier offers us two connect  
4           flights or one connect flight and one non-stop,  
5           non-stop service, of course, counts towards it.  
6           But if the non-stop service drops off, they would  
7           no longer meet the minimum requirement because  
8           the minimum requirement is two connecting  
9           flights. So we wanted to put some clarification  
10          in there. Again this is the modified, minimum  
11          service standard was already in the contract.

12                   Okay? Next slide. So as we discussed  
13          earlier, I mentioned that we reduced our minimum  
14          passenger count from 30 to 20. So this is the  
15          passenger volume chart that is within our  
16          contract. That shows the breakdown of each of  
17          the passenger levels. So you will see where we  
18          updated F and G to address where 20 to 2,499 is  
19          our F passenger level and then G is 1 through 19.

20                   All right. Next slide. So our  
21          technical requirements. So we did update the  
22          language for our offered line items. This slide

1 is going to be repetitive if you are following  
2 along. So this applies to both domestic,  
3 international and fifth freedom. So you will see  
4 we did add in the language where all offered  
5 flight service levels must be daily to meet the  
6 minimum service requirements. This applies to  
7 Group 1, and then for Groups 2 and 3, it will be  
8 based on the specifications of that particular  
9 market.

10 So this one is for our domestic line  
11 items. Next slide. We have similar information  
12 for our international markets.

13 And then our next slide will be our  
14 technical requirements. And so for our technical  
15 requirements, which does include our fifth  
16 freedom, what we did is we incorporated  
17 Attachments 4 and 5. You will notice if you  
18 again do your sort on Attachments 4 and 5, 4  
19 being Group 1, 5 being Group 2, in the event we  
20 decided to move based on requirements of fifth  
21 freedom market from Group 1 to 2, we wanted to be  
22 able to incorporate the language that would



1 support. So we added in, again, the option for  
2 Attachment 5, which applies to Group 2.

3 Okay? Next slide. So here is our  
4 updated language again for the fifth freedom.  
5 The same with domestic and international,  
6 ensuring that we note for Group 1 all flights  
7 offered for minimum daily service level must meet  
8 that requirement or they are not evaluated. That  
9 language was missing from the original language  
10 so we updated that to address the evaluation  
11 criteria.

12 All right. And then next slide is our  
13 international business class. So, again, that  
14 applies as well, ensuring that you know when you  
15 submit your offer, the flight levels must meet  
16 the minimum requirements. If it doesn't, they  
17 will not be evaluated.

18 And next slide. Our audit of the  
19 contract fares, because we added the premium  
20 economy last year, we wanted to ensure our  
21 language addressed the changes in the awarded  
22 fare options. So we did change the language to

1 include YCA, \_CA, business and premium economy.

2 And next slide. Our price evaluation  
3 for Group 1. We incorporated the language to  
4 address, again, premium economy as a new fare  
5 class. So only premium economy classes offered  
6 on designated international line items will be  
7 considered. That means we must award the YCA  
8 fare in a given market and then the awardee may  
9 be considered for premium economy if that is a  
10 pre-designated international fare or  
11 international flight that we're looking for.

12 All right. Any questions on those  
13 changes? Again, those are addressed in the year-  
14 over-year attachment, and they can be found in  
15 the RFP itself.

16 All right. We're going to move on to  
17 our Market Selection and Market Information.

18 MS. WURZBACHER: I had my hand up.

19 MS. WHITE: Oh, thank you.

20 MS. WURZBACHER: This is Cari  
21 Wurzbacher.

22 MS. WHITE: Yup, go ahead.

1 MS. WURZBACHER: I just had a very  
2 quick question in regards to the addition of  
3 daily and the offered line items.

4 So, for example, under the offered  
5 line items in the Section B, this is Page 24  
6 under domestic, it says all offered flight  
7 service levels must be daily to meet minimum  
8 service requirements associated with Group 2 and  
9 Group 3.

10 And so you had noted verbally that it  
11 was just for Group 1, but it's also in that  
12 section. For Group 3, for example, the technical  
13 requirements is one flight in each -- it's in  
14 each direction --

15 MS. WHITE: CORRECT.

16 MS. WURZBACHER: -- one day per week.  
17 So what's the use of --

18 MS. WHITE: Yeah.

19 MS. WURZBACHER: -- daily in that  
20 paragraph?

21 MS. WHITE: We will make note of that  
22 on our side to revisit that language. Thank you

1 for bringing that to our attention.

2 MS. WURZBACHER: Yeah, it's on every  
3 section of that. So I just -- it was going to be  
4 a part of question template just for awareness.

5 MS. WHITE: Okay. Thank you. Go  
6 ahead and still submit that. That way we can  
7 incorporate that into our formal response --

8 MS. WURZBACHER: Will do. Thank you.

9 MS. WHITE: -- if you already have it  
10 drafted. Thank you.

11 MS. WURZBACHER: Will do.

12 MS. WHITE: All right. All right.  
13 Any other questions? Okay. Moving on to the  
14 next slide. Here is a breakout of our market  
15 dynamics.

16 So as we discussed earlier, year-over-  
17 year we try to incorporate more markets into our  
18 solicited files to ensure that we're meeting the  
19 needs of our agency travelers.

20 This is our breakdown to show you  
21 where the market increases or decreases apply.

22 So our Group 1 is our price technical

1 trade-off group. We did reduce the number of  
2 markets there for various reasons. Obviously, we  
3 see consistent service, but price is the  
4 determining factor. It may justify moving it to  
5 Group 2.

6 There could also be movement in  
7 flights themselves based on travelers changing  
8 the markets in which they are traveling. That  
9 resulted in a reduction of Group 1 markets.

10 We also did some movement between  
11 Groups 2 and 3 if we need to monitor service in  
12 Group 1 compared to technical offerings.

13 You see the biggest jump or increase  
14 in our market gains is in Group 2. We try to  
15 have moved markets again from both Group 1 and  
16 Group 3 where we see more consistent service,  
17 daily service.

18 On the reverse of that, our Group 3  
19 markets were reduced. So those markets that we  
20 may have moved from Group 3 to Group 2, it's  
21 because there is more consistent service whereas  
22 any markets that we either move to Group 3 or

1 remain in Group 3, there is less of a daily  
2 service requirement and that justifies the weekly  
3 service minimum.

4 Then you see the increase for  
5 domestic, and we have a larger increase for  
6 international markets as COVID massively hit our  
7 international markets. We are seeing travel and  
8 restrictions reduced, and so we are able to  
9 incorporate more international service into the  
10 contract. Any questions?

11 Okay. Next slide. Again, if you look  
12 at the attachments, you will not need to go  
13 through the tabs to see each of the breakouts.  
14 So we did that for you. Within our Group 1  
15 market, you will see how many domestic  
16 international. We did incorporate a second fifth  
17 freedom market. And then we have our breakdown  
18 for our international based on extended connect,  
19 non-extended connect and business class.

20 The business class markets solicited  
21 in Group 1 are a part of the composite fare so  
22 those are scored.

1                   In our Group 2 markets, we have a  
2                   breakdown based on domestic and international and  
3                   extended connect for both domestic and  
4                   international which allows up to two connect  
5                   points. That's our largest market grouping.

6                   And then Group 3, domestic and  
7                   international, extended connect is incorporated  
8                   in both of those altogether since it's only  
9                   weekly service. Then, of course, our domestic  
10                  and international breakdown for you.

11                  Okay? Next slide. Now we're going to  
12                  provide you some general contact information.  
13                  This is in the presentation you should have  
14                  received by email. Again, if you have any  
15                  comments or questions, please feel free to use  
16                  the general inquiries on the next slide.

17                  So we are providing you our contract-  
18                  related issues. As Andrea and JD discussed  
19                  earlier, if you are using Attachment 7 to send  
20                  any comments related to the draft RFP, you are  
21                  going to email both of them and cc to  
22                  onthego@gsa.gov. But this email address can be

1 used throughout the year if you have questions  
2 about the contract and you don't go directly to  
3 either the Contracting Officer or Contract  
4 Specialist.

5 If you have program-related issues or  
6 questions or comments, you can use our  
7 travel.programs@gsa.gov or you can also contact  
8 the program office itself, and we'll provide that  
9 information as well.

10 So both of these are available  
11 throughout the year. We have someone standing by  
12 to address any questions that you may have.

13 Okay. Next slide. So now here are  
14 our individual points of contact. So we want to  
15 make sure you have that available if you have any  
16 contracting questions. You want to make sure  
17 that you reach out to the Contracting Officer or  
18 the Contract Specialist. They are the ones that  
19 will respond in regards to any procurement  
20 sensitive information, FAR requirements or  
21 anything related to the RFP directly.

22 And then program office questions,



1 that can address pretty much a gambit of any  
2 concerns of a particular City Pair fare, service  
3 requirements, new markets that you may want to  
4 see solicited, concerns with things that may be  
5 going on in the industry that you want to bring  
6 to our attention. We cover, like I said, the  
7 gambit of any other items.

8 I do want to again note that Jerry  
9 Bristow is acting for Mary Gartland, our Director  
10 who is out on maternity leave. I also want to  
11 note on here you will see Mike Connor. He is not  
12 with us today, but he will be stepping in as  
13 acting Program Manager as I will be stepping  
14 aside for a period of time to partake in a detail  
15 with another division within GSA.

16 I will be available, but I will not be  
17 acting in the capacity in which I'm doing today.  
18 So please incorporate Mike Connor in your  
19 communications as well.

20 And then, of course, Jennifer Burdette  
21 is our right hand on everything City Pair. And  
22 then Chris Miller is data. So we provide all of

1 our contacts for you. If you have any comments  
2 or questions, please feel free to reach out, and  
3 we'll make sure we get a response back to you as  
4 soon as we can.

5 We'll open this up for questions. Do  
6 we have anything in the chat that we have not  
7 already addressed or if anyone has any questions  
8 for either the PMO or contracting, feel free to  
9 come off of mute and go ahead and ask your  
10 question.

11 MR. MILLER: Hey, Ebony, it's Eric.  
12 I put two more in the chat. But what's the  
13 latest with seasonal service, specifically  
14 Iceland and Bermuda that seem to come up every  
15 year. We see awards and then the awards are  
16 gone, and it is seasonal services. How are you  
17 all treating that?

18 MS. WHITE: JD, I can respond from a  
19 program office, but I'll let you from a  
20 contracting perspective.

21 MR. SANTINI: Can you repeat that in  
22 regards to Iceland in regards to seasonal

1 service?

2 MR. MILLER: Yes, sure. Sometimes GSA  
3 City Pairs award to Iceland, but the carrier only  
4 does that seasonally. They might not be doing it  
5 in the dead of winter. So then a lot of times  
6 the carrier is thrown out and then, like, there  
7 is a re-award.

8 There always is a question mark, at  
9 least in my mind, over seasonal travel. The same  
10 with Bermuda that carriers have seasonal non-stop  
11 flights. And they get an award based on non-stop  
12 but then it goes to connect when it is off  
13 season. Thank you.

14 MR. SANTINI: Yeah, okay. I think I  
15 understand your question. It's something that we  
16 have been talking about actually quite a bit. I  
17 think for right now the contract terms will  
18 remain similar to what they've been in the past  
19 where if a contract carrier ceases to provide at  
20 least a minimum level of service outside the  
21 range permitted for a temporary cessation of  
22 service, which is 120 days, then the contract

1 line item will be discontinued for that award  
2 carrier. If it's within that time frame it can  
3 be re-awarded, it can be given back to the  
4 original awardee, the contractor who won the  
5 award during that time period.

6 We've discussed alternative solutions,  
7 but as of now everything still stands with that  
8 process in place moving forward.

9 MR. MILLER: Thanks for that. I just  
10 wasn't sure what it was.

11 MR. SANTINI: Yeah, yeah. It's a very  
12 good question.

13 MR. MILLER: You explained it well.  
14 Yeah, and my last question that I could think of  
15 was, you know, globally all fares in the GDS are  
16 filed in U.S. dollars except for Canada. I've  
17 been talking with Ebony about this. But I don't  
18 think it's a GSA requirement. It just seems to  
19 be something that happened.

20 But when you're trying to look at the  
21 fares in the GDS, but they're in Canadian  
22 dollars, but on the GSA website they're not in

1 Canadian dollars, it just kind of creates a  
2 question mark.

3 I was just wondering if there was a  
4 contract requirement for them to be in Canadian  
5 dollars or is this something that the carriers  
6 took upon themselves to do? Thank you.

7 MR. SANTINI: I think that's one I'm  
8 going to have to look into and address during the  
9 Q&A when we post those to make sure that I'm  
10 going to attribute it right in regards to the  
11 Canadian dollar, whether it's in the contract  
12 specifically unless anyone else has information  
13 on it.

14 MR. MILLER: Great. Thanks, James.

15 MR. SANTINI: Absolutely.

16 MS. WHITE: I'll add on to that, JD,  
17 just really quickly. Because we don't address  
18 the GDS in the fare filing in our contract  
19 specifically, it does leave interpretation for  
20 airlines to submit their fares in however they  
21 choose.

22 But we are looking at the impact based

1 on what Eric has shared with us. It does make it  
2 hard for travelers if they are trying to validate  
3 the City Pair fare award to what they are seeing  
4 online. There is some calculation, of course.  
5 You know, the Canadian dollar value may change  
6 day over day. So it does make it a little bit  
7 challenging. So we'll bring that up with the  
8 airlines and see if this is something that we can  
9 address.

10 All right. Any other questions in the  
11 chat and if anyone else has any question?

12 MR. SURRATT: Hi, Ebony.

13 MS. WHITE: Yes?

14 MR. SURRATT: Would you mind showing  
15 that one previous slide with all of the contact  
16 information, please, just one more time?

17 MS. WHITE: Sure.

18 MR. SURRATT: Thank you.

19 MS. WHITE: Awesome.

20 MR. SURRATT: Thanks for that.

21 MS. WHITE: Any other comment or  
22 question? Otherwise, we're going to give you a

1 little bit of your time back. We'll go ahead and  
2 close out this session.

3 Again, thank you all for your  
4 partnership, your participation and your support  
5 of GSA City Pair Program. We want to thank you  
6 again for your time today.

7 Q&A session is open again for the  
8 draft RFP. If you have not reviewed it, please  
9 do so and submit your questions via Attachment 7  
10 no later than 5:00 p.m. tomorrow, Friday, January  
11 20.

12 You will have a second opportunity to  
13 submit questions during our final RFP. But,  
14 again, this will be the time to make any changes  
15 that will require an impact. We want to make  
16 sure we get time to review and make the updates  
17 appropriately.

18 We will be sending out an email,  
19 again, inviting our suppliers to participate in  
20 training to ensure that you have ample time and  
21 support to gain access to the system and ensure  
22 that you have all of the mechanisms in place to

1 submit your offers within the timelines we are  
2 specifying.

3 For those that will be participating  
4 in Special Board or that just participate  
5 throughout the year, making sure that City Pair  
6 hears your voice, your agency's needs and  
7 incorporates the requirements, we thank you. We  
8 thank you and again we could not do this without  
9 your support.

10 I just wanted to show our appreciation  
11 on behalf of the City Pair Program and give you  
12 17 minutes back to your day. And we hope you  
13 have a wonderful rest of the week.

14 (Whereupon, the above-entitled matter  
15 went off the record at 3:13 p.m.)

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A			
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This is to certify that the foregoing transcript

In the matter of: CPP FY24 Pre-Solicitation Conference

Before: US GSA

Date: 01-19-23

Place: Videoteleconference

was duly recorded and accurately transcribed under  
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true and accurate record of the proceedings.



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Court Reporter

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