CONTRACTOR TRAVEL MANAGEMENT CENTER (TMC) SUPPORT SERVICES FOR TEMPORARY DUTY (TDY) TRAVEL AND PERMANENT CHANGE OF STATION (PCS) TRAVEL FOR THE U.S. COAST GUARD STATEMENT OF WORK

1.0 GENERAL.

1.1 SCOPE.

The purpose of this task order is to obtain a Coast Guard wide comprehensive TMC service solution to support TDY and PCS travel.

TDY travel is generally from the traveler's Permanent Duty Station (PDS) to location(s) more than 50 miles away and back to the PDS. They are usually of relatively short duration, typically from two days to two months in length, but may be for up to a year in duration.

PCS travel includes normally one way travel between PDS locations, and consecutive overseas tour (COT) leave travel which is normally round trip travel. Agent on-site service is required at Coast Guard Training Center (TRACEN), Cape May, NJ to support graduating recruits and one central telephone number is required for all other Coast Guard personnel requiring travel management services to support their PCS requirements. The service will include Alaska Marine Highway System ferry reservation services.

These services will include but are not limited to:

a. Full service, agent assisted, and self service, no agent assistance, reservation and fulfillment services for air, rail, car rental, and lodging.
b. Agent assisted reservation and fulfillment services for the Alaska Marine Highway System (AMHS) ferry (PCS only).
c. Ensuring travel services are rendered in accordance with federal travel regulations, FTR and JTR
d. Generate a monthly government travel charge card (GTCC) centrally billed account (CBA) files that marry individual CBA line items charges with individual traveler authorization data.
e. Management reports
f. Traveler profile creation and maintenance
g. Frequent traveler programs
h. Itineraries
i. Integration
j. Performance standards
k. Quality assurance/control
l. Ticketing
m. Technology
n. Call center services
o. Documentation
p. Training (self service and group travel applications)
q. Unused ticket accounting
r. Credit and refund services
s. Messaging
t. General user support
u. Emergency services

1.2 BACKGROUND.

As a component of DHS, the Coast Guard is included in the DHS master E-Government Travel Services 2 (ETS2) contract for TDY travel only. However, the Coast Guard currently does not anticipate implementation/deployment of ETS2 system during the next few years.

a. Historical data is based on fiscal year 2014 information.

(1) Estimated number of tickets issued for travelers – 73,984:

United States – 67,050
Europe – 986
Middle East – 995
Puerto Rico – 1,343
Guam & Asia – 1,132
Other International Travel – 2,478

(2) Estimated annual number of reservations requiring TMC service:

Full service – 61,314
Self service – 11,665
Agent Assisted (Cape May) - 961

(3) Estimated breakdown of form of payment used, government travel charge card (GTCC) centrally billed account (CBA) and individually billed account (IBA):

CBA – 23,703
IBA – 50,281

(4) The estimate of the above transactions that are for TDY and PCS travel is 91% and 9%, respectively.

(5) There has been one Contractor employee providing on-site travel support services at Coast Guard TRACEN, Cape May, NJ to support graduating recruits.

c. Reservations are normally made by the traveler.

d. In some instances military or civilian dependents may be authorized to travel at government expense. In these cases, the charges shall only be made to a CBA as authorized on the approved travel orders and not to the sponsors IBA account. The authorization will be included within the military or civilian member's travel authorization. Dependent reservations are handled and processed the same as a member's reservation.

e Coast Guard does not allow CBA usage for self service transactions. Members who have travel cards are not authorized to use the CBA unless: (1) The travel is overseas and requires advance purchase/ticketing of the flight or the travel is overseas and the tickets cost more than $3K (note that AK is not overseas); or (2) the duration of the TDY trip exceeds 21 days or PCS delay exceeds 15 days; or (3) to purchase of AMHS ferry reservations in conjunction with a PCS.

f. Area of Service – Coast Guard globally.

1.3 CONTRACTOR PERSONNEL.

1.3.1 Project Manager. The Contractor shall provide a Project Manager who shall be responsible for all Contractor work performed under this Task order. The Project Manager is further designated as *Key* by the Government (see SOW 1.4).

1.3.1.1 The Project Manager shall be a single point of contact for the Contracting Officer and the Contracting Officer's Technical Representative (COTR). It is anticipated that the Project Manager shall be one of the senior level employees provided by the Contractor for this work effort. The project manager shall have a minimum of 3 years experience in:

a. Managing a similar size contract in terms of number of annual transactions;
b. Managing a contract for a military organization requiring compliance with the JTR (formerly JFTR); and,
c. Managing a contract for a civilian agency requiring compliance with the FTR.

The name of Project Manager, and the name(s) of any alternate(s) who shall act for the Contractor in the absence of the Project Manager, shall be provided to the Government as part of the Contractor's proposal. During any absence of the Project Manager, only one alternate shall have full authority to act for the Contractor on all matters relating to work performed under this Task order. The Project Manager and all designated alternates shall be able to read, write, speak, and understand English. Additionally, the Contractor shall not replace the Project Manager without prior acknowledgement from the Contracting Officer.

1.3.1.2 The Project Manager shall be available to the COTR via telephone between the hours of 0800 and 1500 EST, Monday through Friday, and shall respond to a request for discussion or resolution of technical problems within two hours of notification.

1.3.2 Qualified Personnel. The Contractor shall provide qualified personnel to perform all requirements specified in this task order.

1.3.2.1 Specific Personnel Requirements. The Contractor shall ensure its company and staff maintain required professional certification, accreditation, license, bond, and proficiency relative to their area of expertise. This includes, but is not limited to, adherence to a code of conduct through the Association of Retail Travel Agents or the American Society of Travel Agents, training provided by the Institute of Certified Travel Agents and the Society of Government Travel Professionals, accreditation by supplier organizations such as Airline Reporting Corporation, compliance with State and local licensing requirements, if any. The Contractor shall retain documentation of such records. The Coast Guard will not pay to meet this requirement.

1.3.3 Employee Identification. Contractor employees visiting Government facilities shall wear an identification badge that, at minimum, displays the Contractor name, the employee's photo, name, clearance-level and badge expiration date. Visiting Contractor employees shall comply with all Government escort rules and requirements. All Contractor employees shall identify themselves as Contractors when their status is not readily apparent and display all identification and visitor badges in plain view above the waist at all times.

1.3.4 Employee Conduct. Contractor employees shall present a professional appearance at all times and their conduct shall not reflect discredit upon the United States, the Department of Homeland Security and the United States Coast Guard.

1.3.5 Removing Employees for Misconduct or Security Reasons. The Government may, at its sole discretion, direct the Contractor to remove any Contractor employee from U.S. Coast Guard facilities for misconduct or security reasons. Removal does not relieve the Contractor of the responsibility to continue providing the services required under this Task order. The Contracting Officer will provide the Contractor with a written explanation to support any request to remove an employee.

1.4 KEY PERSONNEL.
Before replacing any individual designated as Key by the Government, the Contractor shall notify the Contracting Officer no less than 15 business days in advance, submit written justification for replacement, and provide the name and qualifications of any proposed substitute(s). All proposed substitutes shall possess qualifications equal to or superior to those of the Key person being replaced. The Contractor shall not replace Key Contractor personnel without acknowledgement from the Contracting Officer. The Government may designate additional Contractor personnel as Key in this Task order.

1.5 SECURITY.
Contractor access to classified information is not required under this task order.

1.6 PERIOD OF PERFORMANCE.
The period of performance for this task order is one (1) year from the date of award with four (4) one year option periods.

1.7 PLACE OF PERFORMANCE.
The primary place of performance will be both the Contractor's facilities and Coast Guard TRACEN, Cape May, NJ.

1.8 HOURS OF OPERATION.
Travel and fulfillment service call-line shall be available to Coast Guard active duty members, their families, reservists, and civilian employees 24 hours a day, 365 days a year.

Contractor employee(s) working on-site at Coast Guard TRACEN, Cape May, NJ shall generally perform all work between the hours of 0730 and 1600 local time Monday through Thursday and 0700 and 1530 local time on Friday (except Federal holidays). However, there may be occasions when Contractor employees shall be required to work other than normal business hours, including weekends and holidays, to fulfill requirements under this task order.

1.9 TRAVEL.
Contractor travel shall not be required to support this task order.

1.10 KICK-OFF MEETING.
The Contractor shall attend a Kick-Off Meeting with the Contracting Officer and the COTR not later than five business days after the date of award. The purpose of the Kick-Off Meeting, which will be chaired by the Contracting Officer, is to discuss technical and contracting objectives of the statement of work and review the Contractor's project plan. The Kick-Off Meeting will be held at the Government's facility.

1.11 PROJECT PLAN.
For this Task order, the Contractor shall provide a draft Project Plan at the Kick-Off Meeting for Government review and comment. The Contractor shall provide a final Project Plan to the COTR not later than five business days after the Kick-Off Meeting.

1.11.1 At a minimum, the project plan shall provide detailed information to explain to the Government the Contractor's plan/methodology to meet the contract requirements for each of the following requirements:

a. Transition from current TMC contract
b. Communications/marketing of new contract to Travelers.
c. TMC Call Center staffing and training
d. On-site staffing and training
e. Automated Application Reservation Service Deployment including initial data load requirements and process, and user training.
f. Call Center phone system overview and metrics
g. After-hours support
h. Customer feedback process.
i. Customer complaint resolution/escalation process.
j. Reservation compliance with the FTR/JTR requirements.
k. Contractor quality control program

1.12 STATUS REPORTS.
For the first three (3) months of the period of performance, the Project Manager shall provide a bi-monthly (every two weeks) status report to the COTR and Contracting Officer via electronic mail. For the following months, the Project Manger shall provide a monthly status report to the COTR and Contracting Officer via electronic mail. This report shall include a summary of all Contractor work performed under this task order including an assessment of technical progress, schedule status, any travel conducted and any Contractor concerns or recommendations for the previous reporting period. At the end of each base or option period, the Contractor shall also provide an annual summary report that summarizes that period's monthly reports.

1.13 STATUS MEETINGS.
The Project Manager shall be responsible for keeping the Contracting Officer and COTR informed about Contractor status throughout the performance period of this task order, and ensure Contractor activities are aligned with Coast Guard objectives.

1.13.1 At minimum, the Project Manager shall review the status and results of Contractor performance with the COTR on a monthly basis by telephone.

1.14 GENERAL REPORT REQUIREMENTS.
The Contractor shall provide all written reports in electronic format with read/write capability using applications that are compatible with Coast Guard Standard Workstation III (Windows XP and Microsoft Office Applications).

1.15 INTELLECTUAL PROPERTY.
All Contractor developed processes and procedures and other forms of intellectual property first developed under this task order shall be considered Government property.

All documentation, photography and electronic data and information collected by the Contractor and entered into or generated in support of this task order shall be considered Government property, and shall be returned to the Government at the end of the performance period.

1.16 PROTECTION OF INFORMATION.
Contractor access to information protected under the Privacy Act is required under this task order. Contractor employees shall safeguard this information against unauthorized disclosure or dissemination in accordance with the law and Government policy and regulation.

Contractor access to proprietary information is required under this task order. Contractor employees shall safeguard this information against unauthorized disclosure or dissemination in accordance with DHS MD 11042.1, Safeguarding Sensitive but Unclassified (SBU) Information. SBU includes information categorized by DHS or other government agencies as: For Official Use Only (FOUO); Official Use Only (OUO);

Sensitive Homeland Security Information (SHSI); Limited Official Use (LOU); Law Enforcement Sensitive (LES); Safeguarding Information (SGI); Unclassified Controlled Nuclear Information (UCNI); and any other identifier used by other government agencies to categorize information as sensitive but unclassified. The Contractor shall ensure that all Contractor personnel having access to business or procurement sensitive information sign a non-disclosure agreement (DHS Form 11000-6).

1.17 SECTION 508 COMPLIANCE.

a. Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) requires that when Federal agencies develop, procure, maintain, or use electronic and information technology, they must ensure that it is accessible to people with disabilities. Federal employees and members of the public who have disabilities must have equal access to and use of information and data that is comparable to that enjoyed by non-disabled Federal employees and members of the public.

b. All EIT deliverables within this work statement shall comply with the applicable technical and functional performance criteria of Section 508 unless exempt. Specifically, the following applicable standards have been identified:

c. 36 CFR 1194.21 – Software Applications and Operating Systems, applies to all EIT software applications and operating systems procured or developed under this work statement including but not limited to GOTS and COTS software. In addition, this standard is to be applied to Web-based applications when needed to fulfill the functional performance criteria. This standard also applies to some Web based applications as described within 36 CFR 1194.22.

d. 36 CFR 1194.22 – Web-based Intranet and Internet Information and Applications, applies to all Web-based deliverables, including documentation and reports procured or developed under this work statement. When any Web application uses a dynamic (non-static) interface, embeds custom user control(s), embeds video or multimedia, uses proprietary or technical approaches such as, but not limited to, Flash or Asynchronous Javascript and XML (AJAX) then “1194.21 Software” standards also apply to fulfill functional performance criteria.

e. 36 CFR 1194.31 – Functional Performance Criteria, applies to all EIT deliverables regardless of delivery method. All EIT deliverable shall use technical standards, regardless of technology, to fulfill the functional performance criteria.

f. 36 CFR 1194.41 – Information Documentation and Support, applies to all documents, reports, as well as help and support services. To ensure that documents and reports fulfill the required “1194.31 Functional Performance Criteria”, they shall comply with the technical standard associated with Web-based Intranet and Internet Information and Applications at a minimum. In addition, any help or support provided in this work statement that offer telephone support, such as, but not limited to, a help desk shall have the ability to transmit and receive messages using TTY.

g. Exceptions for this work statement have been determined by DHS and only the exceptions described herein may be applied. Any request for additional exceptions shall be sent to the COTR and determination will be made in accordance with DHS MD 4010.2. DHS has identified the following exceptions that may apply:

h. 36 CFR 1194.2(b) – (COTS/GOTS products), When procuring a product, each agency shall procure products which comply with the provisions in this part when such products are available in the commercial marketplace or when such products are developed in response to a Government solicitation. Agencies cannot claim a product as a whole is not commercially available because no

product in the marketplace meets all the standards. If products are commercially available that meet some but not all of the standards, the agency must procure the product that best meets the standards.

i. When applying this standard, all procurements of EIT shall have documentation of market research that identify a list of products or services that first meet the agency business needs, and from that list of products or services, an analysis that the selected product met more of the accessibility requirements than the non-selected products as required by FAR 39.2. Any selection of a product or service that meets less accessibility standards due to a significant difficulty or expense shall only be permitted under an undue burden claim and requires approval from the DHS Office of Accessible Systems and Technology (OAST) in accordance with DHS MD 4010.2.

j. 36 CFR 1194.3(b) – Incidental to Contract, all EIT that is exclusively owned and used by the Contractor to fulfill this work statement does not require compliance with Section 508. This exception does not apply to any EIT deliverable, service or item that will be used by any Federal employee(s) or member(s) of the public. This exception only applies to those Contractors assigned to fulfill the obligations of this work statement and for the purposes of this requirement, are not considered members of the public.

2.0 GOVERNMENT TERMS & DEFINITIONS.

AMHS – Alaska Marine Highway System
CBA – Centrally Billed Account
CONUS – Continental United States
COT – Consecutive Overseas Tour
COTR – Contracting Officer's Technical Representative
DHS – Department of Homeland Security
EST – Eastern Standard Time
FBSS – Financial Business Systems Services
FINCEN – Finance Center
FOUO – For Official Use Only
FTR – Federal Travel Regulations
GSA – General Services Administration
GTCC – Government Travel Charge Card
IBA – Individually Billed Account
JTR – Joint Travel Regulations
JPMC – J. P. Morgan Chase
LES – Law Enforcement Sensitive
LOA – Line of Accounting
LOU – Limited Official Use
OCONUS – Outside the Continental United States
OUO – Official Use Only
PCS – Permanent Change of Station
PDS – Permanent Duty Station
SBU – Sensitive but Unclassified
SGI – Safeguarding Information
SOW – Statement of Work
TDY – Temporary Duty
TMC – Travel Management Center
TONO – Travel Order Number
UCNI – Unclassified Controlled Nuclear Information

3.0 GOVERNMENT FURNISHED PROPERTY.

The Government (at Coast Guard Training Center, Cape May NJ) will provide the following property to the Contractor for work required under this task order:

a. Office space
b. Office furniture
c. Electric
d. Phone

4.0 CONTRACTOR FURNISHED PROPERTY.

The Contractor shall furnish all facilities, materials, equipment, and services necessary to fulfill the requirements of task orders awarded under this Task order, except for the Government Furnished Property specified in this work statement.

5.0 REQUIREMENTS

5.1 RESERVATION AND FULFILLMENT SERVICES.

The Contractor shall provide reservation and fulfillment services that include but not limited to the following:

a. Self Service, no agent assistance, Domestic or International Travel with air and/or rail and/ or ship.
b. Self Service Domestic or International Travel without air and/or rail and/ or ship (lodging and/or rental car only).
c. Non-Self service, agent assisted, domestic travel with air and/or rail and/or ship.
d. Non-Self service international travel with air and/or rail and/ or ship.
e. Non-Self service domestic or international travel without air and/or rail and/ or ship (lodging and/or car rental only).
f. Issue and deliver tickets for all commercial modes of transportation to include air, rail, and ship.
g. Ensure offering of all transportation options are in accordance with FTR and JTR regulations. To include but not limited to GSA's Airline City Pair, Fly America Act and Open Skies Agreement.
h. Allow for mandatory usage exceptions of the GSA Airline City Pair program as outlined in the FTR and JTR. Any time an exception is used, the traveler's reservation record shall be annotated with the exception being applied.
i. When seats are not available under the regulatory programs ensure the lowest available unrestricted fare is offered.
j. When seats are not available under the regulatory programs restricted fares may be offered under the following conditions: 1) traveler has to specifically request the restricted fare and 2) the traveler has to provide written acknowledgment of complete understanding of the restrictions, recourse of non-use and identification of supervisor approval.
k. Provide advance seat assignment and advance boarding passes in accordance with respective airline polices.
l. Allow for itinerary changes before and after tickets are issued.
m. Ensure there is a restriction to use of Premium Class Service in accordance with the Federal Travel Regulations 41 CFR 301-10.121 through 301-10.124 and JTR. The Contractor shall immediately notify the COTR, by e-mail, of all reservations made in premium class service and notify the traveler of the requirement to obtain approval prior to issuance of a premium class service ticket. The Contractor shall not issue premium service class tickets without written approval from the Commandant or Vice Commandant of the Coast Guard.

5.2 FERRY RESERVATION SERVICES (PCS Only).
The Contractor shall provide AMHS ferry reservation service which shall include but not be limited to:

a. Making ferry reservations for services authorized on the member's PCS travel order.

b. Services authorized on the PCS travel order shall be charged to the government travel charge card centrally billed account GTCC CBA or government travel charge card individually billed (GTCC IBA).

c. Services requested outside of that authorized on the travel order shall not be charged to the GTCC CBA or the member's GTCC IBA. The traveler will be required to provide a personal form of payment for all services requested but not specifically authorized on the travel order.

5.3 COMMERCIAL LODGING SERVICES.
The Contractor shall provide reservation service for commercial lodging, to include the following:

a. Provide comprehensive lodging reservation services to include making and confirming reservations and rates.

b. Provide as initial offering lodging facilities that are offered under the General Services Administration FedRooms program.

5.4 COMMERCIAL CAR RENTAL SERVICES.
The Contractor shall provide reservation service for commercial car rentals, to include the following:

a. Provide comprehensive rental car reservation services to include but not limited to making and confirming reservations and rates.

b. Provide as initial offering car rentals that are offered under the Defense Travel Management Office U. S. Government Car Rental Program.

5.5 INTERNATIONAL TRAVEL SERVICES.
The Contractor shall provide for international travel, to include the following:

a. Arrange for international travel, including reservations and ticket delivery for air, rail, ship transportation, reservations for hotel/motel accommodations, and for car rental services

b. Advise travelers on:

(1) necessary health requirements, including types of inoculations and vaccinations either required or suggested for foreign travel.

(2) conditions at the various foreign destinations, including climatic conditions, types of clothing which are appropriate or essential, national and religious holidays, civil unrest, location of American embassies and consulates, etc..

(3) foreign currency exchange rates and transactions, securing automobile insurance in conjunction with foreign car rentals, and excess baggage requirements and fees.

(4) passport (i.e. official and tourist) and visas requirements and information on obtaining passports and visas.

5.6 ITINERARY/PASSENGER RECEIPT SERVICES.
The Contractor shall provide electronic, hard copy when requested, itineraries/passenger receipt that includes, but not limited to, the following:

a. Carrier(s) name(s).

b. Flight, train, and voyage numbers.

c. If use of a non-contract air carrier is authorized, annotation of one or more of the exceptions to mandatory use of the GSA airline city-pair contracts.

d. Departure and arrival time(s) for each segment of the trip.

e. Name, phone number, location, room rate, and confirmation number of hotels/motels booked by the Contractor at each destination; guaranteed arrival check-in time; cancellation requirements; and, where applicable, tax exempt information.

f. Vehicle rental information, to include name and telephone number of supplier, pickup and return dates, confirmed rate and confirmation number and, where applicable, special pickup instructions and hours of operation, notably for off-airport suppliers.

g. The local and toll-free numbers for both the Contractor servicing office and the after-hours emergency service location and phone number.

h. A statement and a copy of the passenger receipt coupon of all charges associated with the transportation ticket, including the ticket number, price, fees charged and a description of those fees.

5.7 TICKET DELIVERY SERVICES.
The Contractor shall provide for ticket delivery, to include the following:

a. Ensure timely delivery of tickets, itineraries and other travel documents to travelers. Unless otherwise requested, tickets and other documents shall be issued no earlier than necessary to arrive five (5) business days before departure.

b. The primary method of ticket delivery must be electronic ticketing or use of ticketless procedures where available. The Contractor must ensure timely delivery of tickets, itineraries, and other travel documents to USCG and USCG authorized users.

c. If electronic ticketing or ticketless procedures are not available, the Contractor must use the mail system, overnight delivery, or courier delivery as appropriate to ensure timely paper ticket delivery. For all USCG travelers, delivery fees for paper tickets will be charged to appropriate individual USCG office/division delivery service accounts rather than the USCG corporate account. USCG travelers will be responsible for providing the appropriate delivery service office/division account number to the Contractor. Delivery instructions for authorized users will be conveyed to the Contractor.

d. The Contractor must be able to provide ticket delivery (eticket for airline or paper ticket for train or bus) at the appropriate airport, train station, or bus depot within 2 hours of notice from the agency/organization for travel originating in the U.S., Puerto Rico, Virgin Islands, Guam, Germany, Italy, Japan,, and South Korea.

5.8 TELEPHONE RESERVATION SERVICES.
The Contractor shall provide agent assisted telephone reservation service, to include the following:

a. The Contractor must provide service 24 hours a day, 7 days a week, 365 days a year.

b. The Contractor must provide off-site reservation service with TMC staff located in the U.S. :

(1) Core Hours: 7:30 AM - 9:00 PM Eastern Time (ET)

(2) Non Core Hours: All hours not included in the core hours (emergency en route service). Due to the diversified mission and locations of the Coast Guard some travelers only have the capability to make reservations during non-business hours, therefore not all after hours calls will be considered emergency en route service. The Contractor shall insure sufficient staffing to service routine travel reservation requests from personnel calling from outside the continental United States during non-core hours.

c. The Contractor must provide a 24 hour toll free or collect telephone number for both U.S. and international callers. The Contractor must accept collect calls when toll-free access is unavailable.

d. Contractor may use an automatic call distribution system which places the call into queue for the next available agent and advises the traveler of options to continue to hold or leave a message. Return calls shall be made within 30 minutes. In lieu of a recorded message, the Contractor may use an alternative system for ensuring timely response to travelers. The Contractor shall ensure sufficient trained staffing of the call center to meet or exceed the following performance standards:

Performance Standard	**Core Hours**	**Non-Core Hours**
Average Speed of Call Answer by Phone System	80% of calls answered in 30 seconds	80% of calls answered in 45 seconds
Average Max Hold Time for Any 30 minute Period During the Month	3.5 Minutes	5 Minutes
Max Hold Time for 95% of all 30 Minute Periods During the Month	12 Minutes	17 Minutes

e. Allow for a travel planner to make and/or modify reservations on behalf of a traveler.

5.9 TRAVELER PROFILE INFORMATION.
The Contractor shall create and maintain traveler profiles. The Contractor shall provide a monthly extract of all traveler profiles to the COTR. The COTR will provide the Contractor with a data file for profile additions, deletions, or updates (name and/or e-mail updates for existing profiles) each month for the Contractor to keep the traveler profiles current each month. The profiles shall contain a unique Coast Guard assigned USERID and only the information required to fully execute a reservation and meet the TSA Secure Flight Program requirements. Profiles shall not include SSN. Profiles created in the self service application shall be used to the fullest extent; however, the self service profile shall not be mandatory in order to make a reservation through the full service process. Individual traveler profiles shall not contain a GTCC CBA number. Profiles shall be maintained in a secure application and the COTR shall be immediately notified of any suspected and/or confirmed unauthorized access of the application.

5.10 TRAVEL ORDER REVIEW SERVICES.
The Contractor shall collect and review for accuracy and completeness, travel orders for every full service transportation reservation that is being charged to the GTCC CBA as the form of payment. The Contractor shall not have authority to initiate a charge against a GTCC CBA account without being in receipt of a travel

order that meets all the requirements listed below. The only exception to this requirement is for Coast Guard units deployed that do not have immediate access to e-mail or fax services, see below for specific requirements. After reviewing the orders the Contractor shall immediately forward, through an electronic means, the orders to the Coast Guard Finance Center in Chesapeake, VA. The review process consists of ensuring the following information is contained on the travel order and is consistent with the reservation being made:

a. Traveler's name – the name of the traveler on the travel order must be the same as the name of the traveler on the airline/rail reservation.

b. The travel itinerary on the travel order is consistent with the requested travel itinerary:

(1) Current duty station city and state or other location as specifically identified is consistent with the initial transportation departure city and state taking into consideration areas with multiple airports.
(2) The report to location on the orders is consistent with the reservation destination city and state taking into consideration areas with multiple airports. On blanket type orders the destination shall contain sufficient verbiage to show authorization to travel to the requested destination (e.g., various CONUS and OCONUS locations, CONUS Coast Guard locations, etc.).

c. There is a travel order number which contains 13 characters alphanumeric.

d. There is a line of accounting that is at least 22 and not more than 26 characters alphanumeric.

e. There is an authorizing official's signature.

f. Travel Orders must include authorization to use the CBA within mode of travel or remarks section (i.e. Gov't Procured Transportation Tickets (GTA), Gov't Transportation Request (GTR), Government Procured Transportation, or CBA use is authorized). In addition, the travel orders must have the last four (4) digits of CBA noted in the remarks sections otherwise the charge will be applied to the main USCG HQ CBA. Any handwritten amendment to the orders pertaining to the authorization of the CBA use shall include the Approving Official's printed name and signature with the amended text.

g. If AMHS ferry service (PCS Only) is requested the orders must specifically authorize use of AMHS ferry service and specifically list individuals authorized to use ferry service and specifically list ferry services authorized.

h. Exception to travel order requirement. There are instances when a Coast Guard cutter is deployed and they do not have immediate capability of faxing or e-mailing a travel order. However, the cutter will be required to provide the travel order when they have the first available opportunity. When this scenario occurs the vendor shall ascertain and physically record the following information prior to any charge being placed against a CBA:

(1) Traveler's first and last name
(2) Traveler's employee ID number, not social security number.
(3) Inclusive dates of travel
(4) Traveler's specific travel origin and destination, specific city and state
(5) Traveler's 13 character, alphanumeric, travel order number
(6) Traveler's 22 – 26 character, alphanumeric, line of accounting
(7) First and last name and rank of official authorizing the travel

(8) First and last name and rank of individual making the reservation is other than the traveler

5.11 AUTOMATED RESERVATION APPLICATION SERVICES.
The Contractor shall provide a secure electronic, self service, reservation application that is completely automated. The application shall provide, but not limited to:

a. A secure web application for travelers to perform initial self registration for access to the self service reservation application.

b. A secure self service web application where travelers can process end to end commercial carrier transportation, hotel and rental car reservations.

c. A secure user logon process for accessing the web application.

d. Establish a secure individual traveler profile database that shall be used when individual travelers are using the self service program.

e. The secure individual profile should allow for but not limited to:

(1) Traveler's complete name
(2) Office address and phone number
(3) Office and alternate e-mail address
(4) Government travel charge card number
(5) Home address and phone number
(6) Other alternate phone numbers
(7) Traveler's date of birth
(8) Traveler's gender
(9) Traveler's frequent traveler program information
(10) Unique Coast Guard assigned USERID.

f. Helpdesk to assist with self service application issues shall be available Monday-Friday, 7:30 AM to 6:00 PM eastern time.

g. Capability for the application to be configured with regulatory and Coast Guard specific reservation thresholds.

h. The application shall provide all initial offerings of air fares, lodging and rental car the same as that required of full service agents. At no time will the self service application offer premium class transportation.

i. GTCC IBA is the only form of payment authorized for reservations made through the self service application. Use of a GTCC CBA is not authorized.

5.12 LEISURE (PERSONAL) TRAVEL SERVICES.
The Contractor shall provide the ability to plan and book leisure (personal) travel conducted in conjunction with official travel provided:

a. When leisure travel is being arranged in conjunction with official travel neither the CBA nor the travelers IBA shall be used for travel segments which include leisure travel. Leisure travel includes any travel that is completed via common carrier transportation (air, train, ship, or bus) and adds a stop at a location for other than official duty requirements to the official travel itinerary as authorized

on the orders. As applicable, the CBA or travelers IBA may only be used for travel between official duty locations, that does not include any leisure travel, and which is ticketed separately from the leisure travel segments.

b. Leisure travel services are provided at no cost to the Government, including any costs for development, maintenance, operation, customer support, etc.

c. Travelers cannot book City-Pair or other Government-negotiated fares (which are not authorized for personal use) for leisure travel.

d. A method for direct payment by the traveler is provided for personal travel and must be paid prior to a ticket being issued.

e. Travelers may book FEDROOMS rates for leisure travel if the hotel approves.

5.13 ACCOUNT VERIFICATION SERVICES.

The Contractor shall provide prompt verification of the centrally billed accounts. The Coast Guard currently has 8 CBAs of which 3 require monthly verification. A monthly verification file will be generated for each CBA within 5 business days of the receipt of travel card information from the Coast Guard's GTCC vendor JPMC. Specific file/verification requirements are:

a. Work directly with the Coast Guard Finance Center (FINCEN) systems department government personnel for file transmission requirements.

b. A comma delimited text (.txt) file format shall be used for the verification file transmitted to the FINCEN. All verification files shall be delivered in the same format and layout.

c. Required data elements to be included in the verification file:

(1) Last 4 numbers of the JPMC CBA billing account number
(2) Transaction date
(3) Traveler's name (Last name, first name, middle initial))
(4) Travel order number (TONO) - (max 13 characters alphanumeric)
(5) Line of accounting (LOA) – (max 26 characters alphanumeric)
(6) Transaction Amount
(7) Ticket Number
(8) Transaction Type (Debit or Credit)
(9) Departure Date
(10) Trip End Date
(11) Routing (airport codes)

d. The data element information shall be obtained directly from the travel order provided by the traveler when the reservation is made.

e. The Contractor shall be responsible for ensuring every GTCC CBA line item, charges and credits, contains a complete set of data elements before transmitting the verification file to the Coast Guard.

f. The Contractor shall work directly and expeditiously with the Coast Guard FINCEN government personnel to resolve all discrepancies encountered with the monthly verification files.

g. File format, content and transmission shall be tested and must be accepted by the Coast Guard FINCEN prior to any production data being transmitted. Testing must be completed no later than 5 December 2015. The Contractor shall work directly with the Coast Guard FINCEN's Financial Business Systems Services (FBSS) to arrange testing.

h. Production file transmission must commence with the end of the first credit card cycle after task order award. This will be cycle end date 12 December 2015.

5.14 REPORT SUPPORT.

The Contractor shall provide standard commercial and custom reports as requested. While online access to reporting tools is desirable, providing this access will not relieve the Contractor of the requirement to prepare, produce, and submit requested reports. Coast Guard will work with the Contractor to determine the frequency of each report. The reports include, but not limited to, travel booking analysis (e.g., air, hotel, car, other), policy compliance reporting, exception reporting, fare basis, top travel destinations/markets /vendors, verification reports, unused tickets, class of service (e.g., first class) required by travel regulations, etc..

5.14.1 MONTHLY AUDIT REPORT

The Contractor shall provide a complete electronic report of all common carrier transactions, including refunds and adjustments. This report shall be sent via a password protected file monthly to the COTR in a format readable in Microsoft Excel.

Item	Characters	Name	Description
1	4	Agency/Organization	USCG
2	Ind. Std.	Acct No.	Credit Card No.
3	4	Issuing Carrier (SCAC)	NMFC Reference
4	20	Passenger name	Name of passenger
5	6	Issue date	Date ticket issued
6	6	Travel date	Date travel commences (each leg traveled)
7	13	Ticket No./Conjunction Ticket	Airline control number and any additional tickets
8	13	Exchange ticket	Reissued ticket
9	2	ARC Carrier Code	Airline reporting corporation code
10	1	Coupon No.	1, 2, 3, 4, 5, 6
11	2	Class service	Class designator
12	3	Origin city	For each leg traveled
13	1	Stopover	(X or O) each leg traveled
14	3	Destination city	For each leg traveled
15	8	Fare basis	YCA, BDG, etc.
16	4	Flight No.	Flight No.
17	4	Departure time	Time leaving origin
18	4	Arrival time	Time arriving destination
19	8	Total fare	Total fare for all legs traveled
20	5	Fee	Applicable airline fee/surcharge
21	5	Taxes	Domestic/international
22	8	Total cost	Total fare + fees + taxes (do not includeTMC Fee)
23	20	Reason code	See reason codes in Agency Travel Report
24	8	IATA Code	Travel Agency Number
25	5	TMC Fee	Total TMC Fee
26	15	TMC Service	TMC Service Transaction Provided

Refund information shall include the following:

1. Last Name
2. First Name
3. Account number (means the complete travel card number)
4. Airline carrier
5. Original ticket number
6. Credit ticket number

For audit and refund reporting, the transaction information shall be through electronic means (e.g., secure web access, secure FTP transfer, or encrypted email) as mutually agreed to. In instances of dispute, actual documentation may be required.

5.14.2 MONTHLY CALL CENTER PHONE REPORT

Upon request the Contractor shall provide a complete electronic report of all Call Center phone calls received during the preceding month showing:

a. Incoming phone number
b. Initial Time of Call (translated to eastern time)
c. Date of Call
d. Hold Time
e. Duration of Call

5.14.3 NOTIFICATION TO COR AND CONTRACTING OFFICER WHEN PCS AND TDY ACCOUNTS REACH 75% AND 95% OF NTE LIMITS.

Contractor shall notify the COR and the Contracting Officer via email when the following accounts reach both 75% and 95% of the Not To Exceed Limit established for each CLIN throughout the task order period of performance.

a. CLINs 00001, 10001, 20001, 30001 and 40001 are NTE CLINs for TDY Transaction/Reservation /Ticket Delivery Fee charges paid by the Centrally Billed Account (CBA) or Credit Card.

b. CLINs 00002, 10002, 20002, 30002 and 40002 are NTE CLINS for PCS Transaction/Reservation /Ticket Delivery Fee charges paid by the Centrally Billed Account (CBA) or Credit Card.

5.15 DATA SUPPORT.
As directed by the Government, the Contractor shall provide reservation and ticket data to a third party management information service designated by GSA.

5.16 TICKET REDEMPTION SUPPORT.
The Contractor shall provide a service to redeem unused/partially used tickets (both e-tickets and paper tickets) on behalf of the Coast Guard. This includes, but is not limited to, identifying unused tickets, completing necessary forms for their refund, submitting the claim to the carrier, receipt, accounting, and reconciliation of the refund, and reporting such activity.

5.17 GROUP TRAVEL PROCUREMENT SUPPORT.
The Contractor shall provide a group travel procurement service that includes training on requesting group reservations and procuring group reservations. Provide a dedicated customer service operation specifically for group travel. If the group travel service includes an electronic application, training must be provided on

use of the application. The group travel service shall be available to the USCG from Monday to Friday, 7:30 AM – 8:00 PM, Eastern Time.

5.18 USCG ACADEMY SUMMER TRAVEL PROGRAM SUPPORT (TDY only).
The Contractor shall provide dedicated support for the Coast Guard Academy Cadet summer travel program. This program provides the opportunity for Coast Guard Cadets to experience first hand Coast Guard day-to-day operations. The movement of Cadets from their initial location, New London, CT, to the various Coast Guard CONUS and OCONUS operations is extremely regimented and totally controlled by a designated staff of Coast Guard Academy personnel. Cadets may travel to numerous locations before returning to New London, CT and in some cases will travel as a group. Some of the travel for this program could be classified as group travel. The total number of transaction, which includes initial reservations and itinerary changes, could be between 2,000 and 2,500 transactions each year.

(a) During the period of March through July of each year the Contractor shall support this program. The Contractor's staff must be available Monday – Friday from 8:00 a.m. to 8:00 p.m. For all hours outside of this time frame, the Contractor shall ensure the after-hours staff is fully aware of the program and the required support.

(b) The Contractor's staff shall work directly with a designated Coast Guard Academy staff that is set up to work the summer travel program. Under this program individual travelers will not deal directly with Contractor. The designated Coast Guard Academy staff will make all reservations, initial and changes.

(c) All travel under this program shall adhere to FTR and JTR regulations.

(d) In January of each year the Contractor shall meet with the Coast Guard Academy staff and the task order COTR to discuss and solidify the current years Cadet summer program. Some of the topics to be addressed during the annual meeting are: Contractor and Academy dedicated support staff, processes for exchanging of information which includes information required for reservations, after hours support, and all other topics required to ensure support for the program meets the Coast Guard Academy's needs. The meeting shall be held at the Coast Guard Academy in New London, CT, the government will not pay the travel costs for the Contractor to attend.

(e) After the completion of each year's program a lessons learned document shall be prepared by the Contractor and the Coast Guard Academy and shall be provided to the task order COTR for use in the upcoming year's planning meeting.

5.19 CAPE MAY ON-SITE SERVICES (PCS Only).
The Contractor shall provide on-site service at Coast Guard Training Center Cape May, NJ: the on-site service at Training Center Cape May entails providing information as well as various reservation services. The services required include but are not limited to:

a. Providing information on check-in times, counter vs kiosk check-in, policy and procedure for checking bags, cost and weight limitations.

b. Providing information on security checkpoint procedures.

c. Providing information on flight connection points and gate check-in procedures.

d. Providing information on connections with an airline change when using both personal ticket and government paid ticket and procedures to ensure bags are checked through to final destination.

e. Coordinating member's reservation for specific flight (to include airline, time, destination) by request of member.

f. Coordinating dependent reservations when dependent travel is authorized

g. Making AMHS ferry reservations when required and providing information to the member on weather and road conditions so traveler can make decision on effects on overall travel time. Provide information to member on documentation required when driving through Canada in conjunction with ferry travel.

5.20 CONSECUTIVE OVERSEAS TOUR (COT) SERVICES (PCS Only).
The Contractor shall provide Consecutive Overseas Tour (COT) Travel services. The Contractor shall make transportation reservation for members requesting COT leave travel. All JTR travel regulations apply to COT leave travel. COT leave travel can be billed to the GTCC CBA only when the actual travel itinerary coincides exactly with the COT leave travel authorized on the member's orders. If any portion of the itinerary deviates from the itinerary authorized on the orders, the tickets must be charged to a personal form of payment.

5.21 QUALITY CONTROL SUPPORT.
The Contractor shall provide a quality control process that shall ensure every reservation is ticketed. The quality control process shall ensure that every traveler that has provided all required documentation and information for processing the reservation has a ticketed reservation at time of arrival at the airport. The Contractor shall use all available means, phone call, e-mail, etc, to contact a traveler regarding documentation and/or information that has not been received and is preventing the reservation from being ticketed. All communication must be documented in the reservation file. All reservation inquiry requests shall be answered completely in laymen language and not industry language.

5.22 ACCOMMODATIONS FOR PERSONS WITH DISABILITIES.
The Contractor shall: Arrange necessary and reasonable special accommodations, including, but not limited to airline seating, in-terminal transfers, ground transportation, and barrier-free or otherwise accessible lodging.

5.23 ACCESSIBILITY REQUIREMENTS (SECTION 508)
(a) Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) requires that when Federal agencies develop, procure, maintain, or use electronic and information technology (EIT), they must ensure that it is accessible to people with disabilities. Federal employees and members of the public who have disabilities must have equal access to and use of information and data that is comparable to that enjoyed by non-disabled Federal employees and members of the public. All EIT deliverables within this work statement shall comply with the applicable technical and functional performance criteria of Section 508 unless exempt. Specifically, the following applicable EIT accessibility standards have been identified:

(b) Section 508 Applicable EIT Accessibility Standards:

(1) 36 CFR 1194.21 Software Applications and Operating Systems, applies to all EIT software applications and operating systems procured or developed under this work statement including but not limited to GOTS and COTS software. In addition, this standard is to be applied to Web-based applications when needed to fulfill the functional performance criteria. This standard also applies to some Web based applications as described within 36 CFR 1194.22.

(2) 36 CFR 1194.22 Web-based Intranet and Internet Information and Applications, applies to all Web-based deliverables, including documentation and reports procured or developed under this work statement. When any Web application uses a dynamic (non-static) interface, embeds custom user control(s), embeds video or multimedia, uses proprietary or technical approaches such as, but not limited to, Flash or Asynchronous Javascript and XML (AJAX) then 1194.21 Software standards also apply to fulfill functional performance criteria.

(3) 36 CFR 1194.31 Functional Performance Criteria, applies to all EIT deliverables regardless of delivery method. All EIT deliverable shall use technical standards, regardless of technology, to fulfill the functional performance criteria.

(4) 36 CFR 1194.41 Information Documentation and Support, applies to all documents, reports, as well as help and support services. To ensure that documents and reports fulfill the required 1194.31 Functional Performance Criteria, they shall comply with the technical standard associated with Web-based Intranet and Internet Information and Applications at a minimum. In addition, any help or support provided in this work statement that offer telephone support, such as, but not limited to, a help desk shall have the ability to transmit and receive messages using TTY.

(c) Section 508 Applicable Exceptions: Exceptions for this work statement have been determined by DHS and only the exceptions described herein may be applied. Any request for additional exceptions shall be sent to the COTR and determination will be made in accordance with DHS MD 4010.2. DHS has identified the following exceptions that may apply: 36 CFR 1194.3(b) Incidental to Contract, all EIT that is exclusively owned and used by the Contractor to fulfill this work statement does not require compliance with Section 508. This exception does not apply to any EIT deliverable, service or item that will be used by any Federal employee(s) or member(s) of the public. This exception only applies to those Contractors assigned to fulfill the obligations of this work statement and for the purposes of this requirement, are not considered members of the public.

(d) Section 508 Compliance Requirements: 36 CFR 1194.2(b) (COTS/GOTS products), When procuring a product, each agency shall procure products which comply with the provisions in this part when such products are available in the commercial marketplace or when such products are developed in response to a Government solicitation. Agencies cannot claim a product as a whole is not commercially available because no product in the marketplace meets all the standards. If products are commercially available that meet some but not all of the standards, the agency must procure the product that best meets the standards. When applying this standard, all procurements of EIT shall have documentation of market research that identify a list of products or services that first meet the agency business needs, and from that list of products or services, an analysis that the selected product met more of the accessibility requirements than the non-selected products as required by FAR 39.2. Any selection of a product or service that meets less accessibility standards due to a significant difficulty or expense shall only be permitted under an undue burden claim and requires authorization from the DHS Office of Accessible Systems and Technology (OAST) in accordance with DHS MD 4010.2. ACCOMMODATIONS FOR PERSONS WITH DISABILITIES.

5.24 FEE ASSESSMENT.
The Contractor shall ensure:

a. Transaction service fees will be charged to the same form of payment as the reservation.

b. Paper ticket delivery fees will not be charged to a CBA. The traveler will have to provide a form of payment for this fee.

c. No airline ancillary service fees will be charged to a CBA. E.g. initial baggage fee, excess baggage fee, in flight entertainment fees, food service fees, etc.

5.25 TRANSITION.

a. Contractor shall work with the incumbent Contractor to ensure the transition is seamless with no interruption to TMC services to Coast Guard personnel.

b. Contractor shall ensure TMC user instructions, job aides, and/or training materials are provided in time to ensure Coast Guard members are fully aware of user procedures on effective date of task order. Instructions must be explicit step-by-step instructions covering all aspects of customer and TMC interfaces.

c. All reservations outstanding with the prior TMC at the beginning of the period of performance will be migrated by the Contractor, and fulfilled as if the reservations had been made with the Contractor at the rate established in any task order awarded.

d. In accordance with industry standards, the current Contractor will issue the airline tickets and collect the transaction fee for all reservations booked in their system prior to contract completion for travel prior to contract completion. Any current bookings for travel on or after contract completion would be transferred to the new Contractor for issuance. All lodging and car rental reservations booked prior to January 1 that are not in conjunction with an airline ticket would be charged the appropriate transaction fee at the time of booking regardless of the actual departure date of the reservation.

6.0 RESERVED.

7.0 DELIVERABLES.
The Contractor shall consider items in **BOLD** as having mandatory due dates. Items noted as "*COTR Checkpoints*" are deliverables or events that must be reviewed and approved by the COTR prior to proceeding to next deliverable or event in this SOW.

ITEM	SOW	DELIVERABLE / EVENT	DUE BY
1	1.10	**Kick-off Meeting**	NLT five (5) business days after award of task order
2	1.11	**Draft Contractor Project Plan**	At the kick-off meeting
3	1.11	**Final Contractor Project Plan**	NLT five (5) business days after Government review of 1st Draft
4	1.12	**Status Reports**	Every 2 weeks for 1st 3 months and monthly thereafter.

ITEM	SOW	DELIVERABLE / EVENT	DUE BY
5	5.13	**Account Verification Services**	Within 5 business days of the receipt of travel card information from the Coast Guard's GTCC vendor JPMC
6	5.14	**Audit Reports**	Within 5 working days of the first of the month.