

STATEMENT OF WORK (SOW)

Travel Support Services

Part 1

GENERAL INFORMATION

10.11.2022

1. Introduction: USSS requires Travel Management Company (TMC) Support Services that will establish its travel management processes, meet functional, technical, and security requirements and shall at a minimum:

- Meet USSS travel service needs, which includes travel planning, cost estimation, travel authorization creation, booking of travel reservations, and providing car rentals and hotel needs.
- Supply travel reporting and data exchange for USSS.
- Services provided under this requirement are anticipated to be awarded on a firm fixed price basis for Travel Management fees. The TMC shall charge a fixed fee per month to cover operational costs to provide travel services for official Government travel. The operational fee will not fluctuate based on total ticket sales but remain fixed each month. The TMC shall provide an invoice to the Contracting Officer Representative (COR) by the 1st of each month regarding payment of the Management Fee. No separate transaction fees or ticket service charges may be charged for official and/or personal Government travel employees. The TMC shall ensure that the Management Fee is allowable under local and international law. The TMC shall comply with all laws, local and international, applicable to management fees.

1.1 Background: The United States Secret Service, Office of the Chief Financial Officer (CFO), Logistics Resource Center (LRC) is seeking Travel Management Services to support their operational needs for official, domestic, and international travel of Government employees. The LRC will be responsible for reviewing and implementing cost effective measures to reduce expenses, while enhancing the United States Secret Service (USSS) operations need to increase travel readiness as well as customer focus support.

1.2 Scope: The TMC shall provide the following travel services to the USSS which will include but not limited to: Management Support, Travel Support and Reporting.

1.3. Specific Tasks:

Basic Services.

Task Heading. The TMC shall be responsible for providing trained, experienced staff for performing the work ordered at the outset of the contract. The TMC shall provide completed SSF 3230a, SSF 3237 and SSF 4024 forms for all contract personnel no later than five (5) business days before their scheduled start date. Prior to beginning work on the contract, all contract personnel must, a) have a background check recorded with the Office of Personnel Management (OPM) that meets all Secret Service requirements, or b) have completed all steps required to initiate background and credit checks, including the previously mentioned forms, fingerprinting and interview.

Coordination with USSS Logistics Resource Center:

Approximately 80% of all USSS travel needs shall be centrally coordinated through the USSS LRC. The majority of travel is for protection and shall be facilitated by the LRC. The TMC shall provide dedicated support personnel on a permanent (24/7) basis to be assigned exclusively to the LRC. The TMC shall provide a dedicated phone line with roll over capability to handle telephone calls from the LRC. The USSS shall be provided the resumes of proposed contract staff assigned to LRC duty. The TMC shall identify the support personnel prior to the award of this order.

Special Events

During special events such as the annual United Nations General Assembly, presidential campaigns, and/or other National Security Special Events, the TMC shall designate personnel, phone, fax telephone lines, and email capability to handle the centrally coordinated travel needs for these events on a permanent (24/7) basis.

Traditional periods of increased volume would occur during the general election period of that year and conclude on or after December 1st, after the election. Particularly, increased staffing shall be required during the 2024 Presidential Campaign period through November 30, 2024, and during any National Security Events (NSSE).

Historical Reference: During campaign years, the ticket volume increases substantially. Tickets issued year to date: there have been 20,072 air, 46,877 car rentals, and 157,381 for hotel lodging.

Surge Capacity:

Upon assignment of USSS personnel during major events involving significant protective or investigative activity, the TMC shall be required to increase their reservation center facility staff to accommodate increased volume. The USSS COR shall determine what is considered significant increased protective and investigative travel activity and shall provide as much notice as possible to the TMC of planned major events with significant increased travel. The TMC must maintain a pool of reserve personnel with security to be utilized during periods of increased volume at the off-site dedicated reservation center location. Manpower/hours equivalent to five (5) additional staff members shall be included in contract price per year.

Transition Plan:

The TMC shall be responsible for providing trained, experienced staff for performing the work ordered at the outset of the contract. The TMC shall provide completed SSF 3230a, SSF 3237 and SSF 4024 forms for all contract personnel no later than five (5) business days before their scheduled start date. Prior to beginning work on the contract, all contract personnel must, a) have a background check recorded with the Office of Personnel Management (OPM) that meets all Secret Service requirements, or b) have completed all steps required to initiate background and credit checks, including the previously mentioned forms, fingerprinting and interview.

Telephone:

The TMC shall provide a telephone system with sufficient incoming lines to meet 90% of all calls to be answered within twenty seconds on a daily basis. This shall apply to all calls between the hours of 7:00 am through 9:00 pm est., every day. The TMC is to provide twenty-four-hour, seven days a week, 365 days a year dedicated toll-free telephone lines. The TMC shall also provide a dedicated phone line with roll over capability to handle telephone calls from the LRC. The LRC dedicated telephone line, must be answered within twenty seconds for 90 percent (%) of the time. The TMC is required in order to meet this standard on a daily (24 hour) basis.

Historical Reference: Average number of telephone calls per day: non-Campaign Year -750 weekdays and 250- weekends; during a Campaign Year 900- weekday and 250 - weekends.

Third Party Services:

The service fees are assessed when the USSS contacts and secures the vendor (Offerors should fill in the prices as part of their quotation(s)). In the event a third-party vendor requires non-credit card form of payment, TMC shall provide payment direct to the vendor, with USSS approval. The TMC shall provide for disbursement of payment to the third-party vendor for any funds they have collected for the specific travel costs, by way of a track able delivery method, such as Federal Express. TMC shall invoice USSS for payment reimbursement.

Ticketing:

TMCs will provide professional travel agents and related services (both on and off government agency sites) to assist government employees with meeting their travel needs for various types of domestic and international travel (such as invitational, temporary duty (TDY), conference and training attendance. Ticketing will typically support travel by air, rail, etc.

Tickets \$2,500 or more (verified lowest government fare and best routing via

independent auditing company that is selected by the USSS) should be forwarded to the Logistics Resource Center (LRC) for approval.

Historical Reference # 1: Current ticket delivery: Tickets delivered via electronic 95%, prepaid 2%, and courier/express is 3%.

Traditional periods of increased volume would occur during the general election period which begins on March 1st of that year and conclude on December 1st, after the election. Particularly, increased staffing shall be required during the 2024 Presidential Campaign through November 30, 2024, and during any National Security Events (NSSE).

Historical Reference # 2: During campaign years the ticket volume increases substantially. Non-Campaign year FY 22 34,485 tickets were issued; during a Campaign year 45,000 tickets were issued.

Historical Reference # 3: Average number of telephone calls per day: non-Campaign Year -750 weekdays and 250- weekends; during a Campaign Year 900- weekday and 250 -weekends.

Electronic Ticketing:

The TMC shall produce an electronic ticket tracking report capable of identifying unused and partially used electronic tickets. The TMC is required to ensure that the USSS receives refunds for unused electronic tickets in a timely manner. The TMC shall provide the above report to the COR and Logistics Resource Center (LRC) on a weekly basis by e-mail.

Contract Fare:

The Federal Government awarded airfares as it pertains to the City Pair Program Contract. Contract fares include Unrestricted (YCA), Capacity Controlled (_CA) Contract Business (_CB) fares.

- YCA Fare– The code used to designate unrestricted coach class contract fares for Government contract carriers. “CA” means “contract award.”
- _CA Fare– A three-letter code used to identify capacity-controlled coach class contract fares for Government contract carriers. Such codes shall include the letters “_CA” as the last two characters.
- _CB Fare– A three-letter code used to identify capacity-controlled Government contract business class fares.

Reservations:

The USSS will make reservations requests via phone or email and the TMC shall follow up with queries and/or e-mail.

E-Travel:

Arrangements and reservations related to itineraries should be delivered electronically if available.

Airfare/Train Booking:

The TMC shall book the lowest Government or unrestricted fare available at the time of ticketing. If the lowest fare is not available, the TMC shall be required to waitlist that class of service and book the traveler on the next lowest available fare. The TMC shall notify the employee when the ticketed flight/train is not in compliance with the GSA City Pair Contract. The TMC shall not issue any airline/train tickets that are not in compliance with the GSA City Pair Contract unless authorization is received by the TMC from the LRC. The TMC shall be required to continually check for availability of waitlisted flights/train until time of ticketing. Historical reference: Examples of heavily traveled cities to and from Washington, DC are Miami, New York, Los Angeles, Houston and Atlanta.

Car Rentals:

The TMC shall arrange commercial automobile rental services at the Government rate with other enhancements, to include Collision Damage Waiver (CDW) / Loss Damage Waiver (LDW) and increased liability coverage, as indicated in the Defense Travel Management Office (DTMO), US Government Rental Car Agreement. These requirements include, but are not limited to, the ability to secure hundreds of multiuse automobile rentals to and from major events in short periods of time. The TMC shall coordinate and establish a central billing with major rental car companies. As reservations are made and costs are incurred, the costs shall be charged to the rental car company's central bill credit account. The TMC shall provide to the COR and the Logistics Resource Center (LRC) all necessary statistical and cost information concerning rental car reservations on a weekly basis or as requested by the USSS.

Charter Services:

The TMC shall arrange for various types of charter services, including, but not limited to, aircraft, buses, trains, motor vehicles, ferries, etc.

Hotel/Lodging:

When requested, the TMC shall provide hotel/lodging reservations ensuring that hotels booked are in compliance with the Hotel and Motel Fire Safety Act of 1990. The TMC shall be required to have access to the Hotel and Motel Fire Safety Act National Master

List and shall be responsible for collecting and reporting data on compliance requirements. The TMC shall provide all necessary statistical and cost information concerning hotel/lodging reservations to the COR and the Logistics Resource Center (LRC) on a weekly basis or as requested by the USSS. The TMC shall coordinate and establish billing arrangements for hotel/lodging arrangements and hold the hotel room until the USSS employee is able to check in to the hotel and pay for the hotel room.

Historical Reference: The vast majority of lodging will be booked via operations and Field staff.

Conference/Meeting:

Upon request the TMC shall provide all necessary arrangements for conferences, seminars, and meetings. Arrangements may include but are not limited to the reservation of meeting or classroom space, audio-visual equipment, attendee lodging, meals, breakout rooms, and local transportation to the meeting site, in accordance with the Federal Travel Regulations. The Contracting Officer and the TMC shall negotiate individual purchase orders for this service as applicable.

Deliverables:

Reporting (See part 4 deliverable schedule):

Problem Resolution Report:

The problem and resolution report are one of the six standard report designs included in the suite of basic reports found in the executive summary format to satisfy agency reporting requirements for the federal travel regulations. (Travel Reporting Information Profile (TRIP), Federal Travel Regulations 41 CFR Part 300-70)

Quarterly Travel Activity Report:

Web-based Reporting. Customer reporting that will contain current and historical customer travel data. In this report it should include access to Executive Summary Report, Air Sales Activity Report, Air Trips Activity Report, Ticketing Type Activity Report, Top 25 Car Report, and Top 25 Hotel Report.

Reconciliation Reports of Transportation Billing:

Standard pre- and post-travel reporting, including travel booking analysis (e.g., air, hotel, car, other), policy compliance reporting, exception reporting, fare basis, top travel destinations/markets/vendors, reconciliation reports, unused tickets, class of service (e.g., first class) required by travel regulations. If TMC makes an error, they will reimburse the USSS within 30 days of notification of the error that caused the government to pay more. If deadline is not met their CPAR Scores will be negatively impacted.

Fee Report:

Standard pre- and post-travel reporting, including travel booking analysis (e.g., air, hotel, car, other), policy compliance reporting, exception reporting, fare basis, top travel destinations/markets/vendors, reconciliation reports, unused tickets, class of service (e.g., first class) required by travel regulations.

Ticket Refund Report:

Standard pre- and post-travel reporting, including travel booking analysis (e.g., air, hotel, car, other), policy compliance reporting, exception reporting, fare basis, top travel destinations/markets/vendors, reconciliation reports, unused tickets, class of service (e.g., first class) required by travel regulations.

Summary of Air-Transaction Project Code Report:

Overseeing operational activity and managing each Project/task order; providing support to user agency for advice, analyses; and regular communication regarding the travel program, travel policies, customer service, vendor relations and industry trends. Standard pre- and post-travel reporting, including travel booking analysis (e.g., air, hotel, car, other), policy compliance reporting, exception reporting, fare basis, top travel destinations/markets/vendors, reconciliation reports, unused tickets, class of service (e.g., first-class) required by travel regulations.

Car Rental Report:

Provide Government agencies with standard commercial, contract management This includes, pre- and post-trip reporting, travel booking analysis (e.g., air, hotel, car, other), policy compliance reporting, exception reporting, fare basis, top travel destinations/markets/vendors, reconciliation reports, unused tickets, class of service (e.g., first class) required by federal travel regulations (Travel Reporting Information Profile (TRIP), Federal Travel Regulations 41 CFR Part 300-70) A summary vendor analysis report that details the quarterly cumulative booked sales and transactions of the top merchants/vendors, by individual merchant/vendor, city, state, and service type (e.g., air, hotel, car rental, etc.) in total booked dollars and total number of transactions. Domestic and international travel shall be reported separately.

USSS Car Rental Reports contains the following data elements:

Passenger Name,
Regional Office (RO),
Project Code (P.Code),
Pick up City,
State, Country,
Inv Date
Conference Number,

Rental Company,
Car Type,
Car Type Description,
Pick up Date,
Return Date,
Number of Cars,
Rate,
Number of Days,
Total Value

USSS Air Savings Report:

The Air Savings Report is a report which contains data elements that are found in the executive summary and satisfy agencies federal travel regulations reporting requirements. (Travel Reporting Information Profile (TRIP)), Federal Travel Regulations 41 CFR Part 300-70)

Ticket Listing:

Provide Government agencies with standard commercial, contract management reports This includes, pre- and post-trip reporting, travel booking analysis (e.g., air, hotel, car, other), policy compliance reporting, exception reporting, fare basis, top travel destinations/markets/vendors, reconciliation reports, unused tickets, class of service (e.g., first class) required by travel regulations.

Unused Tickets:

The TMC shall redeem unused/partially used tickets (both e-tickets and paper tickets) issued by the TMC on behalf of the USSS 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.

- Beginning October 1, 2012, the City Pair Program (CPP) contracts include the 48-hour auto cancellation rule, which gives airlines the discretion to cancel domestic CPP reservations (YCA and _CA) that are not ticketed 48 hours prior to departure. Note: All CPP contract fares remain fully refundable and are not subject to change fees. The rule does not impact those benefits.

CPP Audit Report: (Monthly)

The TMC shall provide a complete electronic report of all common carrier transactions, including refunds and adjustments.

Summary Vendor Analysis Report:

Details the quarterly cumulative booked sales and transactions of the top merchants/vendors, by individual merchant/vendor, city, state, and service type (e.g., air, hotel, car rental, etc.) in total booked dollars and total number of transactions. Domestic and international travel shall be reported separately. (Travel Reporting Information Profile (TRIP), Federal Travel Regulations 41 CFR Part 300-70)

USSS First Class Air Report:

Provide the USSS COR with standard commercial, contract management reports This includes, pre- and post-trip reporting, travel booking analysis (e.g., air, hotel, car, other), policy compliance reporting, exception reporting, fare basis, top travel destinations/markets/vendors, reconciliation reports, unused tickets, class of service (e.g., first class) required by travel regulations. Premium Class Travel Report (PCTR), the Federal Travel Regulation (FTR), Part 300-70 Agency Reporting Requirements).

Quarterly Executive Summary Report:

The Quarterly Executive Summary Report is one of the six standard report designs included in the suite of basic reports found in 5 in 1 Report (Air, Train, lodging and rental car expenditures and Top Five (5) City Pairs used during reporting period these reports are part of agencies FTR reporting requirements. (Travel Reporting Information Profile (TRIP), Federal Travel Regulations 41 CFR Part 300-70)

Management Report:

The TMC shall provide customized management reports as required by the USSS. Such reports include but are not limited to monthly and annual reports of TMC activities including types of travel, dollar amounts, and number of tickets, type of ticket, quality control and cost tracking reports, and reporting on meeting performance standards. The above weekly, monthly and quarterly reports are due to the USSS. Reports may be due on an ad hoc basis as requested by Assistant Directors (AD) and the Chief Financial Officer (CFO) and will be due in accordance with the reporting section below.

Accounting:

The TMC shall provide for an interface with the USSS accounting system via designated electronic media in a format determined by the USSS, prior to award. This interface shall provide to the COR all necessary statistical and billing cost information, as well as refund information. In addition, the TMC shall provide an interface for future financial/travel management systems selected by the USSS.

Recurring Travel Data Interface:

The TMC shall provide a recurring (e.g., weekly) travel data extract in a format that can be incorporated into the USSS data warehouse. The data extract shall provide all

necessary categorical, statistical, and billing cost information as required by the USSS to produce required reports and analyses.

Travel Advisory System:

The primary objective of a Travel Advisory System is to provide information regarding the status of USSS personnel in the event of an incident, while travelling via commercial transportation worldwide. The Travel Advisory System will account for all USSS personnel traveling to the Office of the Director.

Training Materials:

The TMC shall provide information brochures and/or training materials for distribution, which describe the TMC's services and reservation procedures. The USSS designee shall approve all information materials prior to printing and distribution.

1.4 General Information

1.4.1 Confidentiality of Data:

“Sensitive Information” is any information or proprietary data which if subject to unauthorized access, modification, loss or misuse could adversely affect the national interest, the conduct of Federal programs or the privacy to which individuals are entitled under 5 U.S.C. 552a (The Privacy Act), but that has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept classified in the interest of national defense or foreign policy. The TMC shall not remove any documents supplied by the U.S. Secret Service, including sensitive but unclassified documents, working papers, briefings and reports as well as classified documents, from U.S. Secret Service provided workspace without the approval of the Contracting Officer's Representative. The TMC shall label and classify all documents produced in conjunction with this contract as appropriate and as directed by the Contracting Officer's Representative. The TMC shall maintain all electronic documents, briefings and reports in U.S. Secret Service provided computers and shall not transfer or store data outside of the U.S. Secret Service control. Additionally, the TMC shall maintain accountability and shall return to the U.S. Secret Service all documents and data upon completion of this contract.

Non-Government provided equipment (i.e., thumb drives, laptops, personal PCs, etc.) are strictly prohibited.

1.4.2 Billing:

Historical Reference: USSS current billing cycle is on a bi-weekly basis.

1.4.3 Severable Services:

The services acquired under this contract are severable services. Funds are only available for use for the contract line item (CLIN) to which they are obligated. Unused funds from one CLIN may not rollover for use in other periods.

1.4.2.1 Consideration and Payment (Fixed Price – Severable Services):

In consideration of satisfactory performance of the work as described throughout this contract, the TMC shall be paid a fixed price for each CLIN (if exercised). If the options are exercised, funding will be obligated by modification to the contract.

1.4.4 Trouble Shooting:

The TMC shall have a disaster recovery plan in place in the event of a natural or manmade disaster that incapacitates the 24-hour reservation facility. The TMC shall provide a generator backup which maintains the operation for 24 - 48 hours and shall provide sufficient time for the relocation of staff to a USSS approved back-up facility located within the Washington, DC metropolitan area. This facility shall have computer and telephone lines available in order to provide uninterrupted service. In the event of a regional disaster, the TMC shall provide a backup location outside the Washington DC region, to ensure service continues.

1.4.5 Quality Control Plan (QCP): The TMC shall develop and maintain an effective quality control program to ensure services are performed in accordance with this SOW. The TMC shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The TMC's quality control program is the means by which the vendor assures that its work complies with the requirement of the contract. After acceptance of the quality control plan the TMC shall receive the contracting officer's acceptance in writing of any proposed change to his QC system.

1. Describe how you anticipate such a crisis will impact your operations.

2. Describe your emergency response continuity of operations plan. Please attach a copy of your plan, or at a minimum, summarize how your plan addresses the following aspects of pandemic preparedness:

- a) Employee training (describe your organization's training plan, and how frequently your plan will be shared with employees)
- b) Identify essential business functions and key employees (Within your organization) necessary to carry them out.
- c) Contingency plans for:

- I. How your organization will handle staffing issues when a portion of key employees are incapacitated due to illness.

II. How employees in your organization will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.

- d) How your organization will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.
- e) How and when your emergency plan will be tested, and if the plan will be tested by a third-party.

1.4.6 Quality Assurance: The Government shall evaluate the TMC's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government must do to ensure that the TMC has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

1.4.7 Recognized Holidays:

New Year's Day	Labor Day
Martin Luther King Jr.'s Birthday	Columbus Day
President's Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day
Juneteenth	

1.4.8 Period of Performance: The anticipated period of performance will be for one (1) Base Year of 12 months and two (4) 12-month option years.

Anticipated Period of Performance (PoP)	
Description	PoP
Base Year	01/01/2024 through 12/31/2024
Option Year One (1)	01/01/2025 through 12/31/2025
Option Year Two (2)	01/01/2026 through 12/31/2026
Option Year Three (3)	01/01/2027 through 12/31/2027
Option Year Four (4)	01/01/2028 through 12/31/2028

1.4.9 Place of Delivery: United States Secret Service Memorial Building, 950 H Street, NW, Washington DC 20223-5802

1.4.10 Hours of Operation: The TMC shall establish a centralized twenty-four-hour, seven day a week, 365 days a year dedicated reservation center with toll free telephone lines.

1.4.11 Type of Contract: The Government anticipates awarding a Firm Fixed Priced Contract.

1.4.12 Privacy Act: Personnel who have access to Privacy Information shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

1.4.13 Physical Security: The TMC shall be responsible for safeguarding all Government equipment, information and property provided for TMC use. At the close of each work period, Government facilities, equipment, and materials shall be secured.

1.4.14 Key Personnel: The following personnel are considered key personnel by the Government: The TMC shall provide one full-time Operations Manager and one Program Manager, with at least fifteen years of travel industry experience in serving a Federal Government agency or entity. During the first 90 days of performance, the TMC shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. The TMC shall notify the COR within 10 calendar days after the occurrence of any of these events and provide a detailed explanation of the circumstances necessitating the proposed substitution, complete resume for the proposed substitute, and any additional information requested by the COR. The proposed substitute must possess qualifications comparable to the original key person, as well as satisfying any minimum standards set forth elsewhere in the solicitation/contract. After the first 90 days, the TMC may substitute a key person if the TMC determines the change is necessary. However, prior to making that substitution, the TMC shall provide a complete resume for the TMC proposed substitute, and any additional information requested by the Contracting Officer. The proposed substitute shall possess qualifications comparable to the original key person and meet the minimum standards set forth in the contract. Whenever a key person substitution is requested, the Project Manager shall sign the resumes, certifying that the resume is accurate and complete, and that the proposed replacement meets the required experience levels. The COR shall notify the TMC within 5 calendar days after receipt of all required information of the decision on the substitution. The COR shall confirm oral approvals or rejections in writing. The Government will modify the contract to reflect any changes in key personnel.

1.4.15 TMC Travel: TMC will be required to travel CONUS and within the National Capital Region (NCR) during the performance of this contract to attend meetings, conferences, and training. The TMC may be required to travel to off-site training locations and to ship training aids to these locations in support of this PWS. TMC will be authorized travel expenses consistent with FAR 31.205-46, the substantive provisions of the Federal Travel Regulation (FTR), and the limitation of funds specified in this contract. All travel requires Government approval/authorization and notification to the COR.

1.4.16 Other Direct Costs: This category includes travel (outlined in 1.4.12), reproduction, and shipping expenses associated with training activities and visits to TMC facilities. It could also entail the renting of suitable training venues.

1.4.17 Data Rights: The Government has unlimited rights to all documents/material produced under this contract. All documents and materials, to include the source codes of any software, produced under this contract shall be Government owned and are the property of the Government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the TMC without written permission from the Contracting Officer. All materials supplied to the Government shall be the sole property of the Government and may not be used for any other purpose. This right does not abrogate any other Government rights.

1.4.18 Organizational Conflict of Interest: TMC personnel performing work under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications, or work statements, etc.) or perform evaluation services which may create a current or subsequent Organizational Conflict of Interests (OCI) as defined in FAR Subpart 9.5. The TMC shall notify the Contracting Officer immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the Contracting Officer to avoid or mitigate any such OCI. The TMC's mitigation plan will be determined to be acceptable solely at the discretion of the Contracting Officer and in the event the Contracting Officer unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the Contracting Officer may affect other remedies as he or she deems necessary, including prohibiting the TMC from participation in subsequent contracted requirements which may be affected by the OCI.

PART 2

DEFINITIONS & ACRONYMS

2. DEFINITIONS AND ACRONYMS:

2.1. DEFINITIONS:

2.1.1. **CONTRACTOR**. A supplier or vendor awarded a contract to provide specific supplies or service to the Government. The term used in this contract refers to the prime.

2.1.2. **CONTRACTING OFFICER (C.O.)**. A person with authority to enter into, administer, and or terminate contracts, and make related determinations and findings on behalf of the Government. Note: The only individual who can legally bind the Government.

2.1.3. **DELIVERABLE**. Anything that can be physically delivered but may include non-manufactured things such as meeting minutes or reports.

2.1.4. KEY PERSONNEL. TMC personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract/order by the Key Personnel listed in the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

2.1.5. PHYSICAL SECURITY. Actions that prevent the loss or damage of Government property.

2.2. ACRONYMS:

CFR	Code of Federal Regulations
CO	Contracting Officer
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative
COTS	Commercial-Off-the-Shelf
CPFF	Cost Plus Fixed Fee
FAR	Federal Acquisition Regulation
FFP	Firm Fixed Price
GFP	Government Furnished Property
HSAR	Homeland Security Acquisition Regulation
LH	Labor Hour
NCR	National Capital Region
OCI	Organizational Conflict of Interest
OCONUS	Outside Continental United States (includes Alaska and Hawaii)
ODC	Other Direct Costs
PIPO	Phase In/Phase Out
POC	Point of Contact
PM	Program Manager
SOW	Statement of Work
TE	Technical Exhibit
TM	Time and Material
TPOC	Technical Point of Contact

PART 3

GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

3. GOVERNMENT FURNISHED ITEMS AND SERVICES:

3.1. Services: The TMC shall also provide a shredding service. The shredding service must meet USSS security/technical specifications, which shall be provided upon award.

The TMC shall provide for facsimile and e-mail request for query and reservations. Logistic Resource Center (LRC) shall have a dedicated fax machine and email box; separate from other USSS travel requests.

3.2 Facilities: The Government will provide workspace at the locations if necessary.

3.3 Utilities: The Government will provide all utilities in the facility will be available for the TMC's use in performance of tasks outlined in this PWS. The TMC shall instruct employees in utilities conservation practices. The TMC shall be responsible for operating under conditions that preclude the waste of utilities, which include turning off the water faucets or valves after using the required amount to accomplish cleaning vehicles and equipment.

3.4 Equipment: The TMC shall provide all equipment needed for this order. This equipment should include telecommunications, furniture, materials, and supplies for one (1) on-site travel management center and the same for the offsite facility.

The TMC shall provide a dedicated ticket printer at the dedicated reservation center facility. The printer shall be capable of receiving twenty-four hours per day, train tickets, as necessary, relative to USSS and other Government personnel traveling on official Government business.

3.5 Materials: The Government will provide access to manuals, routine reports, and related materials necessary to perform tasks.

PART 4

DELIVERABLES SCHEDULE

Description	DUE	Submitted TO:
Tickets/Package	Online or via phone. Phone method: sent via e-mail to address on record. Paper copies: only as last resort	Email to traveler directly
Problem & Resolution Report	10th day after the last day of each calendar quarter	LRC/COR
Quarterly Travel Activity Report	10th day after the last day of each calendar quarter	MFD/LRC/COR
Billing Reconciliation Report	5th workday after the receipt of credit card's billing.	FMD
Fee Report	25th day of each month	FMD
Ticket Refund Report	Monthly – 25 th day of each month	FMD/COR

Unused Ticket	25th day of each month	LRC/COR
CPP Audit Report	Monthly	LRC/COR
Summary Vendor Analysis Report	Monthly	LRC/COR
Summary of Air Transactions by Project Code	Weekly	LRC/COR/FMD
Car Rental Report	Weekly	LRC/COR/EFS/FMD
USSS Air Savings Report	Weekly	LRC/COR
USSS Ticket Listing	Monthly	LRC/COR
USSS First Class Air Report	Monthly	LRC/EFS/FMD
USSS- Sales Summary	CBA reconciliation reports	LRC/COR/EFS/FMD
Quarterly Executive Reports	Quarterly- start of new quarter (see below)	LRC/COR
Post Award Kick-off Meeting	10 Days after Award	CO/COR/LRC
Operation Plan	30 Days After Award	LRC/COR
Transition Plan	10 days After Award	LRC/COR