(i) This is a combined synopsis/solicitation for commercial services is prepared in accordance with Revolutionary Federal Acquisition Regulation (FAR) Overhaul (RFO) Part 12. This announcement constitutes the only solicitation. Offers are being requested and a separate written solicitation will not be issued. The result of this solicitation will be a commercial, firm-fixed price stand-alone single award contract.

Solicitation number 47QMCB26R0006 is issued as a request for proposal (RFP) for United States Forces Korea (USFK) Travel Management Company services.

This acquisition is not set-aside for small business concerns. In accordance with United States Force Korea (USFK) Regulation 700-19, dated 28 August 2012 and the associated US-ROK Status of Forces Agreement (SOFA), eligibility for this acquisition is limited to only Korean firms. This solicitation incorporates provisions and clauses by reference. The full text of provisions and clauses may be accessed electronically at www.acquisition.gov.

(ii) A list of line-item number(s) and items, quantities, and units of measure (including option(s), if applicable).

The Contract Line-Item Numbers (CLINs) identified below will be competitively evaluated. These CLINs include both required and optional supplies, services and reports for which the Offeror is required to submit a proposal.

BASE PERIOD

Section A: Point of Sale (POS)	
CLIN	Transactions
0001	Department of Defense Online Booking Tool (DoD OBT)
0002	TMC Assist
0003	TMC Assist Non-Air/Rail
0004	Bus - Individual Arrangements
0005	Bus - Charter Arrangements
0006	Ferry - Arrangements
0007	Military Working Dogs

0008	Pet Travel (PCS)
0009	Human Remains
0010	Air Mobility Command Patriot Express (AMC/PE)
0011	Korea Domestic Rail
Section B: Required Supplies, Services and Reports	
CLIN	Supplies, Services and Reports
0012	Global Distribution System (GDS) Terminals
0013	GDS – Web Account Access Credentials
0014	Contractor LAN(s)
0015	Laser Printer(s)
0016AA	TMC Monthly Report
0016AB	Unused Ticket Report(s)
0016AC	Expired Ticket Report(s)
0016AD	Telephone Report(s)
0016AE	Workload Data Report(s)
0016AF	Commercial Lodging Revenue Report(s)
0016AG	Phase-Out Non-ARC Reservation Report(s)
0016AH	Phase-In-Unticketed DoD OBT and Non-OBT PNR Reports
0016AI	Phase-Out GDS Record Report(s)
0016AJ	International Airline Commission Revenue Report(s) **(MSF ONLY)**
0016AK	Daily Sales Summary Report(s)
0016AL	Unbilled Transaction Report(s)
0016AM	Itemized Activity Report(s)
0016AN	Air Mobility Command Patriot Express (AMC/PE) Report(s)
0016AO	CBA/Unit Card Daily Obligation Sales and Refund Report(s)
0017	Paper Ticket(s)
Section C: Optional Supplies, Services and Reports	
CLIN	Supplies, Services and Reports
0018	Emergency Staffed Office
0019	Site Requested Staffed Office(s)
0020AA	Additional Agent(s) - Full Time

0020AB	Additional Agent(s) - Part Time
0021	Global Distribution System (GDS) Terminals
0022	GDS – Web Account Access Credential(s)
0023	Contractor LAN(s)
0024	Laser Printer(s)
0025AA	Airline Spend Report(s)
0025AB	Commercial Air Revenue Summary Report(s)
Section D: Optional Transaction Types Paid for By Traveler	
CLIN	Transactions
0026	Leave in Conjunction with Official Travel (LICWO)
0027	Contractor Travel
0028	Pet Travel (Non-PCS)
0029	Traveler Requested Paper Ticket(s)
Section E: Management Service Fee (MSF)	
CLIN	Services and Reports
0030	Annual Management Service Fee

OPTION YEAR 1

Section A: Point of Sale (POS)	
CLIN	Transactions
1001	Department of Defense Online Booking Tool (DoD OBT)
1002	TMC Assist
1003	TMC Assist Non-Air/Rail
1004	Bus - Individual Arrangements
1005	Bus - Charter Arrangements
1006	Ferry - Arrangements
1007	Military Working Dogs
1008	Pet Travel (PCS)
1009	Human Remains
1010	Air Mobility Command Patriot Express (AMC/PE)
1011	Korea Domestic Rail

Section B: Required Supplies, Services and Reports	
CLIN	Supplies, Services and Reports
1012	Global Distribution System (GDS) Terminals
1013	GDS – Web Account Access Credential(s)
1014	Contractor LAN(s)
1015	Laser Printer(s)
1016AA	TMC Monthly Report
1016AB	Unused Ticket Report(s)
1016AC	Expired Ticket Report(s)
1016AD	Telephone Report(s)
1016AE	Workload Data Report(s)
1016AF	Commercial Lodging Revenue Report(s)
1016AG	Phase-Out Non-ARC Reservation Report(s)
1016AH	Phase-In-Unticketed DoD OBT and Non-OBT PNR Reports
1016AI	Phase-Out GDS Record Report(s)
1016AJ	International Airline Commission Revenue Report(s) **(MSF ONLY)**
1016AK	Daily Sales Summary Report(s)
1016AL	Unbilled Transactions Report(s)
1016AM	Itemized Activity Report(s)
1016AN	Air Mobility Command Patriot Express (AMC/PE) Report(s)
1016AO	CBA/Unit Card Daily Obligation Sales and Refund Report(s)
1017	Paper Ticket(s)
Section C: Optional Supplies, Services and Reports	
CLIN	Supplies, Services and Reports
1018	Emergency Staffed Office
1019	Site Requested Staffed Office(s)
1020AA	Additional Agent(s) - Full Time
1020AB	Additional Agent(s) - Part Time
1021	Global Distribution System (GDS) Terminals
1022	GDS -Web Account Access Credential(s)

1023	Contractor LAN(s)
1024	Laser Printer(s)
1025AA	Airline Spend Report(s)
1025AB	Commercial Air Revenue Summary Report(s)
Section D: Optional Transaction Types Paid for By Traveler	
CLIN	Transactions
1026	Leave in Conjunction with Official Travel (LICWO)
1027	Contractor Travel
1028	Pet Travel (Non-PCS)
1029	Traveler Requested Paper Ticket(s)
Section E: Management Service Fee (MSF)	
CLIN	Services and Reports
1030	Annual Management Service Fee

OPTION YEAR 2

Section A: Point of Sale (POS)	
CLIN	Transactions
2001	Department of Defense Online Booking Tool (DoD OBT)
2002	TMC Assist
2003	TMC Assist Non-Air/Rail
2004	Bus - Individual Arrangements
2005	Bus - Charter Arrangements
2006	Ferry - Arrangements
2007	Military Working Dogs
2008	Pet Travel (PCS)
2009	Human Remains
2010	Air Mobility Command Patriot Express (AMC/PE)
2011	Korea Domestic Rail
Section B: Required Supplies, Services and Reports	
CLIN	Supplies, Services and Reports

2012	Global Distribution System (GDS) Terminals
2013	GDS - Web Account Access Credential(s)
2014	Contractor LAN(s)
2015	Laser Printer(s)
2016AA	TMC Monthly Report
2016AB	Unused Ticket Report(s)
2016AC	Expired Ticket Report(s)
2016AD	Telephone Report(s)
2016AE	Workload Data Report(s)
2016AF	Commercial Lodging Revenue Report(s)
2016AG	Phase-Out Non-ARC Reservation Report(s)
2016AH	Phase-In-Unticketed DoD OBT and Non-OBT PNR Reports
2016AI	Phase-Out GDS Record Report(s)
2016AJ	International Airline Commission Revenue Report(s) (**MSF ONLY**)
2016AK	Daily Sales Summary Report(s)
2016AL	Unbilled Transactions Report(s)
2016AM	Itemized Activity Report(s)
2016AN	Air Mobility Command Patriot Express (AMC/PE) Report(s)
2016AO	CBA/Unit Card Daily Obligation Sales and Refund Report(s)
2017	Paper Ticket(s)
Section C: Optional Supplies, Services and Reports	
CLIN	Supplies, Services and Reports
2018	Emergency Staffed Office
2019	Site Requested Staffed Office(s)
2020AA	Additional Agent(s) - Full Time
2020AB	Additional Agent(s) - Part Time
2022	Global Distribution System (GDS) Terminals
2022	GDS - Web Account Access Credential(s)
2023	Contractor LAN(s)
2024	Laser Printer(s)
2025AA	Airline Spend Report(s)

2025AB	Commercial Air Revenue Summary Report(s)
Section D: Optional Transaction Types Paid for By Traveler	
CLIN	Transactions
2026	Leave in Conjunction with Official Travel (LICWO)
2027	Contractor Travel
2028	Pet Travel (Non-PCS)
2029	Traveler Requested Paper Ticket(s)
Section E: Management Service Fee (MSF)	
CLIN	Services and Reports
2030	Annual Management Service Fee

OPTION YEAR 3

Section A: Point of Sale (POS)	
CLIN	Transactions
3001	Department of Defense Online Booking Tool (DoD OBT)
3002	TMC Assist
3003	TMC Assist Non-Air/Rail
3004	Bus - Individual Arrangements
3005	Bus - Charter Arrangements
3006	Ferry - Arrangements
3007	Military Working Dogs
3008	Pet Travel (PCS)
3009	Human Remains
3010	Air Mobility Command Patriot Express (AMC/PE)
3011	Korea Domestic Rail
Section B: Required Supplies, Services and Reports	
CLIN	Supplies, Services and Reports
3012	Global Distribution System (GDS) Terminals
3013	GDS - Web Account Access Credential(s)
3014	Contractor LAN(s)
3015	Laser Printer(s)
3016AA	TMC Monthly Report

3016AB	Unused Ticket Report(s)
3016AC	Expired Ticket Report(s)
3016AD	Telephone Report(s)
3016AE	Workload Data Report(s)
3016AF	Commercial Lodging Revenue Report(s)
3016AG	Phase-Out Non-ARC Reservation Report(s)
3016AH	Phase-In-Unticketed DoD OBT and Non-OBT PNR Reports
3016AI	Phase-Out GDS Record Report(s)
3016AJ	International Airline Commission Revenue Report(s) (**MSF ONLY**)
3016AK	Daily Sales Summary Report(s)
3016AL	Unbilled Transactions Report(s)
3016AM	Itemized Activity Report(s)
3016AN	Air Mobility Command Patriot Express (AMC/PE) Report(s)
3016AO	CBA/Unit Card Daily Obligation Sales and Refund Report(s)
3017	Paper Ticket(s)
Section C: Optional Supplies, Services and Reports	
CLIN	Supplies, Services and Reports
3018	Emergency Staffed Office
3019	Site Requested Staffed Office(s)
3020AA	Additional Agent(s) - Full Time
3020AB	Additional Agent(s) - Part Time
3021	Global Distribution System (GDS) Terminals
3022	GDS - Web Account Access Credential(s)
3023	Contractor LAN(s)
3024	Laser Printer(s)
3025AA	Airline Spend Report(s)
3025AB	Commercial Air Revenue Summary Report(s)
Section D: Optional Transaction Types Paid for By Traveler	
CLIN	Transactions
3026	Leave in Conjunction with Official Travel (LICWO)
3027	Contractor Travel

3028	Pet Travel (Non-PCS)
3029	Traveler Requested Paper Ticket(s)
Section E: Management Service Fee (MSF)	
CLIN	Services and Reports
3030	Annual Management Service Fee

OPTION YEAR 4

Section A: Point of Sale (POS)	
CLIN	Transactions
4001	Department of Defense Online Booking Tool (DoD OBT)
4002	TMC Assist
4003	TMC Assist Non-Air/Rail
4004	Bus - Individual Arrangements
4005	Bus - Charter Arrangements
4006	Ferry - Arrangements
4007	Military Working Dogs
4008	Pet Travel (PCS)
4009	Human Remains
4010	Air Mobility Command Patriot Express (AMC/PE)
4011	Korea Domestic Rail
Section B: Required Supplies, Services and Reports	
CLIN	Supplies, Services and Reports
4012	Global Distribution System (GDS) Terminals
4013	GDS - Web Account Access Credential(s)
4014	Contractor LAN(s)
4015	Laser Printer(s)
4016AA	TMC Monthly Report
4016AB	Unused Ticket Report(s)
4016AC	Expired Ticket Report(s)
4016AD	Telephone Report(s)
4016AE	Workload Data Report(s)
4016AF	Commercial Lodging Revenue Report(s)

4016AG	Phase-Out Non-ARC Reservation Report(s)
4016AH	Phase-In-Unticketed DoD OBT and Non-OBT PNR Reports
4016AI	Phase-Out GDS Record Report(s)
4016AJ	International Airline Commission Revenue Report(s) (**MSF ONLY**)
4016AK	Daily Sales Summary Report(s)
4016AL	Unbilled Transactions Report(s)
4016AM	Itemized Activity Report(s)
4016AN	Air Mobility Command Patriot Express (AMC/PE) Report(s)
4016AO	CBA/Unit Card Daily Obligation Sales and Refund Report(s)
4017	Paper Ticket(s)
Section C: Optional Supplies, Services and Reports	
CLIN	Supplies, Services and Reports
4018	Emergency Staffed Office
4019	Site Requested Staffed Office(s)
4020AA	Additional Agent(s) - Full Time
4020AB	Additional Agent(s) - Part Time
4021	Global Distribution System (GDS) Terminals
4022	GDS - Web Account Access Credential(s)
4023	Contractor LAN(s)
4024	Laser Printer(s)
4025AA	Airline Spend Report(s)
4025AB	Commercial Air Revenue Summary Report(s)
Section D: Optional Transaction Types Paid for By Traveler	
CLIN	Transactions
4026	Leave in Conjunction with Official Travel (LICWO)
4027	Contractor Travel
4028	Pet Travel
4029	Traveler Requested Paper Ticket(s)
Section E: Management Service Fee (MSF)	
CLIN	Services and Reports
4030	Annual Management Service Fee

(iii) Description of requirements for the items to be acquired, including documentation supporting any brand name descriptions.

SECTION 1 – PERFORMANCE WORK STATEMENT

1.0 BACKGROUND AND OBJECTIVES

1.1 INTRODUCTION

The Defense Travel Management Office (DTMO), on behalf of the Department of Defense (DoD), requires Travel Management Company services from contractors knowledgeable in all areas of travel services to support official travel activities of authorized DoD travelers.

1.1.1 BACKGROUND

The Defense Human Resources Activity (DHRA) is a DoD Field Activity of the Office of the Under Secretary of Defense for Personnel and Readiness (OUSD (P&R)).

The DTMO was established in February 2006 to serve as the single focal point for commercial travel within the DoD, establishing strategic direction, setting policy, and centrally managing commercial travel programs. The DTMO Is part of the newly established Defense Support Services Center (DSSC) which falls under the organizational structure of the DHRA. The DTMO maintains central oversight for commercial travel management, travel policy and implementation, customer support and training, DoD travel card program management, and functional oversight for the DoD Online Booking Tool (OBT). The DTMO functions as the single customer representative for all designated United States Forces Korea (USFK) activities and facilities requiring support to include Department of Defense Agencies located on the USFK bases/facilities and Joint Base personnel. The DTMO has overall responsibility for procuring Travel Management Company (TMC) services on behalf of DoD. TMC services managed by the DTMO are currently provided to DoD locations worldwide by multiple TMC service providers, comprised of both large and small businesses.

1.2 OBJECTIVES

Contractors must have the ability, knowledge, and skills in the areas of information technology, call center services, Global Distribution Systems (GDS), Government travel suppliers, Government travel policy (Joint Travel Regulation [JTR], and the Defense Transportation Regulations [DTR]). Contractors shall ensure that TMC services performed are within policy guidelines and use Government preferred suppliers, unless a valid exception applies. TMC services shall provide the Government with the overall best value.

The USFK requires TMC services to be provided for DoD travelers to arrange official travel to include travel by civilians on invitational travel authorizations in connection with official business of the United States Government and performed under orders at the expense of Federal appropriated and nonappropriated funds, with the exclusion of Leave In Conjunction With Official (LICWO) travel. The awarded TMC shall provide support to DoD travelers by making reservations and issuing tickets for commercial modes of transportation, making reservations for car rental and lodging, and performing related services such as reporting and maintenance of records. TMC services shall include the following services:

- TMC Assist Travel Arrangements
- DoD OBT Travel Arrangements
- Centrally Billed Account (CBA)/ Unit Card (UC) Reconciliation
- Movement of Human Remains
- Pet Travel
- Delivery of Reports
- Providing Global Distribution System (GDS) Terminals / GDS Web Account Access Credentials
- Maintaining Security of Personnel Data/Privacy Act Enforcement
- LICWO
- Military Working Dogs
- Air Mobility Command Patriot Express (AMC/PE) arrangements

Transition to new service providers is a process that must be accomplished methodically and comprehensively to avoid service disruption. TMC services are not immediately transferable and require a period of transition to ensure seamless continuity of services.

1.3 SCOPE

DoD requires travel services that shall be compatible with the existing DoD OBT platform. The TMC shall have multiple reporting requirements for the existing DoD OBT. Based on the required level of performance incorporated in this solicitation, DoD expects vendors to propose robust Information Technology (IT) solutions that are sufficiently flexible to ensure compatibility with the existing DoD OBT and any revised versions.

The Contractor shall at a minimum:

- Provide all personnel, equipment, facilities, licenses, materials, resources, supplies, and services and perform all the tasks necessary to meet all requirements of the Performance Work Statement (PWS) as set forth below.

- Provide travel services for authorized travelers for designated USFK facilities located in Korea to include DoD Agencies located on these USFK facilities. All tasks shall be performed in accordance with the PWS including travel services and reservations made using the DoD OBT and TMC Assist/Non-DoD OBT. In the event that local business rules conflict with PWS requirements, the PWS will take precedence.
- Demonstrate the ability to process, receive, and send DoD OBT reservations upon successful completion of the required PNR Validation (Attachment 1) process.
- Demonstrate customer service to ensure the DoD traveler needs are met.

1.4 ACRONYMS AND DEFINITIONS

1.4.1 ACRONYMS

Accounting and Management Information System (AMIS) (e.g., back-office system)
Air Mobility Command (AMC)
Army Medical Center (AMC)
Area of Responsibility (AOR)
Army National Guard (ARNG)
Army Privatized Lodging (PAL) Program
Centrally Billed Account (CBA)
Centrally Billed Account System (CBARS)
Certificate of Non-availability (CNA)/Non-Availability Confirmation Number
Change Request (CR)
Charge Card Vendor (CCV)
Chief Financial Officer (CFO)
City Pair Program (CPP)
Civil Reserve Air Fleet (CRAF)
Code of Federal Regulations (CFR)
Combined Forces Command (CFC)
Comma Separated Values (CSV)
Commercial Travel Information Management (CTIM)
Common Access Card (CAC)
Continental United States (CONUS)
Contract Discrepancy Report (CDR)
Contract Line-Item Number (CLIN)
Contracting Officer (CO)
Contracting Officer Representative (COR)
Contractor Acquired Government Owned Property (CAP)
Controlled Unclassified Information (CUI)
Defense Biometrics Identification System (DBIDS)
Defense Commissary Agency (DECA)
Defense Contract Management Agency (DCMA)
Defense Counterintelligence and Security Agency (DCSA)
Defense Energy Support Center (DESC)

Defense Federal Acquisition Regulation Supplement (DFARS)
Defense Finance and Accounting Service (DFAS)
Defense Human Resources Activity (DHRA)
Defense Industrial Base (DIB)
Defense Information Systems Agency (DISA)
Defense Logistics Agency (DLA)
Defense Switched Network (DSN)
Defense Travel Management Office (DTMO)
Defense Table of Official Distances (DTOD)
Defense Threat Reduction Agency (DTRA)
Defense Transportation Regulation (DTR)
Defense Travel Management Travel Explorer (TraX) Passport
Defense Travel Modernization (DTM)
Department of Defense (DoD)
Department of Defense Directive (DoDD)
Department of Defense Education Activity (DoDEA)
Department of Defense Financial Management Regulation (DoD FMR)
Department of Defense Identification Number (DoD ID)
Department of Defense Information System Security Officer (DoD ISSO)
Department of Defense Instruction (DoDI)
Department of Defense IT Portfolio Repository (DITPR)
Department of Defense Online Booking Tool (DoD OBT)
Department of Homeland Security (DHS)
Defense Human Resources Activity (DHRA)
Door Frame Metal Detectors (DFMD)
Electronic Questionnaire for Investigations Processing (eQIP)
Enterprise Mission Assurance Support Service (eMASS)
Federal Acquisition Regulation (FAR)
Federal Bureau of Investigation (FBI)
Federal Emergency Management Agency (FEMA)
Federal Information and Processing Standards (FIPS)
Federal Information Security Modernization Act (FISMA)
Federal Travel Regulation (FTR)
Fighter Wing (FW)
File Transfer Protocol (FTP)
Fiscal Year to Date (FYTD)
Force Protection Condition (FPCON)
Foreign Clearance Program (FCP)
Freedom of Information Act (FOIA)
General Schedule (GS)
General Services Administration (GSA)
Global Air Transportation Execution System (GATES)
Global Distribution System (GDS)
Government Corporate Discount Number (CD Number)
Government Furnished Equipment (GFE)
Government Furnished Property (GFP)

Government Travel Charge Card (GTCC)
Government Transportation Request (GTR)
Homeland Security Presidential Directive (HSPD)
In Accordance With (IAW)
Individually Billed Account (IBA)
Individual Subcontract Report (ISR)
Information Security (IS)
Installation Transportation Officer (ITO)
Integrated Lodging Program (ILP)
International Air Transport Association (IATA)
Invitational Travel Authorization (ITA)
Invoice Processing Platform (IPP)
Joint Base (JB)
Joint Ethics Regulation (JER)
Joint Police Information Center (JPIC)
Known Traveler Number (KTN)
Korean Augmentation to the United States Army (KATUSA)
Korean General Schedule (KGS)
Korean National Police Agency (KNPA)
Korean Service Corps (KSC)
Leave In Conjunction With Official Travel (LICWO)
Local Area Network (LAN)
Local Payment of Airline Tickets (LOPA)
Lowest Logical Airfare (LLA)
Management Information System (MIS)
Management Service Fee (MSF)
Military Air Transportation Agreement (MATA)
Multiple Award Schedules (MAS)
National Agency Check with Inquiries (NACI)
National Background Investigation Services (NBIS)
National Institute of Standards and Technology (NIST)
Neutral Nations Supervisory Commission (NNSC)
No Later Than (NLT)
Office of Personnel Management (OPM)
Office of the Under Secretary of Defense (OUSD) Personnel and Readiness (P&R)
Online Booking Tool (OBT)
Operations Security (OPSEC)
Organizational Conflict of Interest (OCI)
Other Service Information (OSI)
Outside Continental United States (OCONUS)
Passenger Name Record (PNR)
Passenger Reservation Center (PRC)
Passenger Transportation Officer (PTO)
Past Performance Questionnaire (PPQ)
Patriot Express (PE)

Performance Work Statement (PWS)
Permanent Change of Station (PCS)
Permanent Duty Travel (PDT)
Personally Identifiable Information (PII)
Personnel Security Program (PSP)
Point of Contact (POC)
Point of Sale (POS)
Premium Class Travel Reporting Tool (PCTRT)
Privately Owned Vehicle (POV)
Program Management Office (PMO)
Pseudo City Code (PCC)
Public Key Infrastructure (PKI)
Quality Assurance Evaluator (QAE)
Quality Assurance Surveillance Plan (QASP)
Quality Control Plan (QCP)
Quick Response code (QR)
Republic of Korea (ROK)
Reserve Officers' Training Corps (ROTC)
Request for Information (RFI)
Request for Proposal (RFP)
Secure Access File Exchange (SAFE)
Secure Communications Portal (SCP)
Service Level Agreement (SLA)
South Korea Status of Forces Agreement (SOFA)
Special Service Request (SSR)
Standard Operating Procedure (SOP)
Subscriber Identification Number (SID)
Summary Subcontract Report (SSR)
Taxpayer Identification Number (TIN)
Temporary Duty Assignment (TDY)
Tickets are Waiting (TAW)
Traffic Management Office (TMO)
Traffic Manager (TM)
Transportation Officer (TO)
Transportation Security Administration (TSA)
Travel Assistance Center (TAC)
Travel Authorization Number (TANUM)
Travel Management Company (TMC)
Travel Services Solutions (TSS)
Uniform Resource Locator (URL)
United Nations Command (UNC)
United Nations Command, Military Armistice Commission (UNCMAC)
United States Air Force (USAF)
United States Army (USA)
United States Army Corps of Engineers (USACE)
United States Code (U.S.C.)

United States Dollar (USD)
United States Forces Korea (USFK)
United States Government Rental Car Agreement (USGRC)
Workforce Improvement Program (WIP)

1.4.2 DEFINITIONS

Abandoned Call – An abandoned call is a call, or other type of contact, made to a call / contact center that is ended while a person is on hold and before any conversation occurs.

Advance Credits – Ticket refunds credited by the Contractor on the Centrally Billed Account (CBA) that allows the activity to receive immediate credits for unused tickets.

Agent – An approved representative or company that provides a service, typically one that involves organizing transactions between two parties. This representative may or may not be a member of nationally recognized organizations.

Air Mobility Command Patriot Express (AMC/PE) – Department of Defense (DoD) contracted commercial charter flights that provide movement of authorized travelers. Flights operate between military and/or commercial airports.

Airline Reporting Corporation (ARC) – An airline-owned company serving the travel industry with financial services, data products and services, ticket distribution, and settlement in the United States, Puerto Rico, and the U.S. Virgin Islands.

Auto-book – To book via automation/automated system or online booking tool.

Authorizing Official (AO) – The official at the operational level who has the responsibility for the mission and the authority to obligate funds to support TDY travel for the mission. The AO authorizes only travel necessary to accomplish the mission of the Government.

Back Office System – Accounting, invoicing, and customer service software. Frequently used to process and verify weekly sales reports. Types of reports include financial, customer travel patterns, settlement, general ledger, and accounting. An automated system interface with the Contractor's GDS that collects and reports data for management information reports and financial accounting.

Billing and Settlement Plan (BSP) – A service provided by the International Air Transport Association (IATA). BSP is a system designed to facilitate and simplify the selling, reporting and remitting procedures of IATA Accredited Passenger Sales Agents, as well as improve financial control and cash flow for BSP Airlines.

Broker – The practice of a person, company, or carrier acting as an intermediary for one or more carriers when offering services for Government requirements without being annotated as that specific carrier's Government representative/agent.

Bus Charter Transaction – A transaction for which arrangements are made for multiple passengers to travel on one or more motor coaches/buses.

Bus Individual Transaction – A transaction for which arrangements are made for an individual passenger to travel on a single bus reservation and ticketing in accordance with industry standards.

Business Day – A business day means any day other than a Saturday, Sunday, legal or host-nation holiday.

Business Hours – The hours during the day in which business is commonly conducted.

Business Rules – A set of rules developed for DoD travelers, administrative and supervisory personnel and TMC service providers that outline guidelines that are used to support the travel needs of a specific location, (e.g., after-hours support, premium class travel, etc.).

Calls Offered - The total number of calls that are presented to the Contractor's or Subcontractor's system or a queue (total calls offered includes calls, abandoned after 30 seconds). This includes all calls that attempt to connect, regardless of whether they are answered, abandoned, or redirected.

Carrier Code - The carrier code identifies the airline of the ticket transaction.

Centrally Billed Account (CBA) – A travel card/account set up by the GSA SmartPay® contractor at the request of the agency/organization. These may be card, cardless, or virtual accounts. Payments are made directly to the GSA SmartPay® contractor by the agency or organization.

Certificate of Non-Availability (CNA) - Non-Availability Confirmation Number – Number provided by DoD lodging facilities when no rooms are available.

Commercial Lodging – A facility that provides lodging accommodations that are not located on a military installation.

Common Access Card (CAC) – The CAC, a "smart" card about the size of a credit card, is the standard identification for active-duty uniformed Service personnel, Selected Reserve, DoD civilian employees, and eligible contractor personnel.

Commission – Any compensation by a Contractor, when the same is calculated, in whole or in part, as a percentage on the amount of the transaction or in any manner as a flat-fee received by the Contractor.

Common Carrier (Carrier) – Types of common carrier authorized – airline, train, ship, bus, or other transit system. The basic requirements for using common carrier transportation fall into three categories: a.) Using contract carriers, when available and if the Government agency is a mandatory user of GSA's City Pair Program. b.) Using coach class (economy) service, unless other than coach class is authorized. c.) Mandatory use of U.S. Flag Carrier (or ship) service for air or ship passenger transportation.

Contractor Travel Transaction – Any transaction for which the services of the TMC are used to book and/or ticket travel arrangements for Contractors.

Defense Travel System (DTS) – DoD's current fully integrated, automated, end-to-end travel management system that enables DoD travelers to create authorizations (TDY travel orders), prepare reservations, receive approvals, generate travel vouchers, and receive a split reimbursement between their bank accounts and the Government Travel Charge Card (GTCC) vendor. This solution may be replaced in the future as part of the DTMO's Defense Travel Modernization (DTM).

Department of Defense Identification Number (DoD ID) – A ten-digit number that serves as the Known Traveler Number (KTN) of an individual enrolled in the TSA Pre-check✓® program. This number is also known as the KTN.

Department of Defense Integrated Lodging Program (ILP) – Includes DoD Lodging, Government Privatized Lodging and DoD Preferred® Commercial Lodging.

Department of Defense Lodging – Government lodging facilities that are owned/leased and operated by the DoD. DoD lodging facilities that are bookable in DoD OBT meet adequacy standards are included in the ILP.

Department of Defense OBT Transaction – A transaction requiring ticketing for PNR(s) created by the system to include processes required by the TMC to meet all PWS requirements.

Department of Defense Online Booking Tool (DoD OBT) – DoD OBT is an integrated program that comprises traditional travel services and is an end-to-end system, which includes processes such as application of simplified rules and entitlements, standardized DoD business processes, e-commerce of the DoD's temporary duty (TDY) process, automated management information system (MIS) and a seamless travel process. See also Defense Travel System (DTS) definition.

Distribution Management Officer - See definition for Transportation Officer.

DoD Preferred® – Is managed by the Defense Travel Management Office (DTMO) under section 642 of the FY21 National Defense Authorization Act, which provides DoD the authority to direct travelers to utilize specific types of lodging. DoD focuses primarily

on a high level of quality for the program and participating hotels to ensure Duty of Care for DoD travelers. The program strategically sources commercial lodging properties that are required to meet specific quality, safety, and security requirements, and provide traveler conveniences and amenities at a rate that is a minimum of 10% below per diem. The number of properties selected for the program is determined by the estimated amount of lodging needed by DoD for DoD Personnel in an area. For additional information, please visit https://www.travel.dod.mil/Programs/Lodging/DoD-Preferred-Commercial-Lodging/Become-a-DoD Preferred-Hotel/, which provides more information on the program.

Domestic – A domestic travel is within one country. (e.g., flying from Frankfurt, GE [FRA] to Stuttgart, GE [STR]).

Emergency Staffed Office – A temporary staffed office at remote ticketing site(s) provided within 24 hours after notification from the Contracting Officer (CO), at the request of the government.

Emergency Travel Service – Emergency travel service (sometimes referred to as "Last Minute Travel;") provides reservation and ticketing support for travel needs meeting the following criteria: a) the call occurs before or after TO defined established CORE hours and b) the travel will commence within the following 24 hours or c) the need to travel arises over the weekend or during a holiday for travel that will commence over the weekend or on the next business day, and the traveler cannot wait until the next business day to process reservations.

Federal Holiday - United States Federal Government holidays. Information about United States Federal Holidays is located at the following: http://www.opm.gov/Operating_Status_Schedules/fedhol/.

FedRooms® – Provides Federal Travel Regulation (FTR)-compliant hotel rooms at or below per diem with standard amenities for federal government travelers. Agencies should utilize FedRooms® when booking lodging for official duty travel to take advantage of the benefits and protections. For more information visit www.gsa.gov/fedrooms.

Frequent Traveler – An individual traveling one or more trips per month.

Frequent Traveler Account Number – A number or alphanumeric code assigned to an individual allowing participation in loyalty programs offered by airlines, rental car companies and lodging facilities.

Global Distribution System (GDS) – The GDS is a technology platform for multi-sourced travel content aggregation and distribution. The GDS enables the TMC to perform searches, view, comparison shopping, book and service airline, hotel accommodations, ground transportation and ancillary services. The platforms may offer a range of additional services including, but not limited to quality control, back-office integration, reservation management, and policy management. GDSs are used by TMCs, OBTs, ETS, & DTS to enable travel reservations, ticketing, and fulfillment.

Government-Designated Help Desk – Provides enterprise level support on a range of travel-related topics to include DoD OBT issues. The Help Desk is available to DoD travelers and TMC Contractors. (Currently known as the Travel Assistance Center [TAC]).

Government Privatized Lodging – Commercially operated and managed lodging facilities that are on DoD installations. Currently, only Privatized Army Lodging (PAL) that are available and meet adequacy standards at many U.S. Army installations in CONUS and non-foreign OCONUS locations are in the ILP. Also known as Public Private Venture (PPV).

Government Transportation Request (GTR) – Optional Form 1169, the Government document used to buy transportation services. GTRs are issued and used only for officially authorized passenger transportation for the account of the United States. GTRs may be used to pay for international air travel. For domestic air travel, GTRs may be used under special circumstances and for travel related expenses. Special domestic circumstances are defined as acts of God, emergency situations, and when buying a domestic ticket in the USA in conjunction with travel that originated overseas.

Group Passenger Movement – Ten or more passengers traveling together on the same day, on the same flight, for the same mission requiring group integrity, and identified as a group by the travel management system upon booking.

GSA SmartPay® Tax Advantage Travel Card Account – The GSA SmartPay® Tax Advantage Travel Card Account is a product offering, under the SmartPay® 3 award, which combines an IBA and CBA, providing a means to obtain tax exemption automatically at the point of sale for rental cars and lodging charges in the United States.

Human Remains Transaction – Any transaction for which the services of the TMC are used to arrange the movement of human remains.

Individually Billed Account (IBA) – A Government SmartPay® contractor-issued charge card issued to authorized employees to pay for official travel expenses for which the SmartPay® charge card contractor bills the employee.

Installation Transportation Officer (ITO) - Individual appointed by the Commander of military activity to perform traffic management functions for official travel. May also be called the Distribution Management Officer (DMO), Installation Transportation Officer (ITO), Traffic Manager (TM), Traffic Management Officer (TMO), Passenger Transportation Officer (PTO), Passenger Travel Specialist, Movement Control Team (MCT) or Branch Movement Control Team (BMCT).

International – International travel is between two or more countries, (e.g., Frankfurt, GE [FRA] to Atlanta, GA [ATL]).

Joint Travel Regulations (JTR) – The Joint Travel Regulations (JTR) implements policy and law to establish travel and transportation allowances for Uniformed Service members (i.e., Army, Navy, Air Force, Marine Corps, Space Force, Coast Guard, National Oceanic and Atmospheric Administration, Commissioned Corps, and Public Health Service Commissioned Corps), Department of Defense (DoD) civilian

employees, and others traveling at the DoD's expense. Please visit https://www.travel.dod.mil/Policy-Regulations/Joint-Travel-Regulations/ for more information.

Known Traveler Number (KTN) – A nine-digit number that serves as the known traveler number for an individual enrolled in the Transportation Security Administration (TSA) Pre-check program. The ten-digit DoD ID number serves as the KTN for DoD travelers. See also 48 CFR 1560.3.

Lead Defense Travel Administrator (LDTA) – Individual point of contact within the DoD for travel functions at a site/location, leader of the implementation team and manager of travel program sustainment. Responsible for establishing/overseeing the organization routing structure for approving and certifying travel. Establishes and maintains local business processes, monitors a "reject" e-mail address, assigns roles and permission levels procedures, maintains traveler profile information, adds, detaches, receives and deletes users and reports problems to the TAC.

Lead Quality Assurance Evaluator (LQAE) – Individual designated in writing by the CO to maintain liaison with the COR and the Contractor and to monitor contractor performance. The Services and Agencies may also designate an LQAE at the headquarters level.

Leave in Conjunction with Official travel (LICWO)/Leisure Travel: Any transaction for which the services of the TMC are used to book leisure travel requested by a traveler concurrent with and/or in addition to authorized official travel. This service may be offered if personal Leave in Conjunction with Official travel/Leisure travel services do not impede the official travel service levels under the contract.

Line of Accounting (LOA) – A data entity representing a DoD account used to finance travel.

Longest Delay in Queue (LDQ) – The longest time period that a customer in a queue waits before either connecting with an agent or hanging up.

Lowest Logical Fare – The lowest applicable fares compliant with the Federal Travel Regulation and/or Foreign Affairs Manual, contract City Pair Program (CPP) airfare usage, agency policy, and reporting requirements.

Management Service Fee (MSF) – MSF method consists of charging a fixed fee per month for full performance of all contract requirements. See price proposal template for more information.

Military Working Dogs Transaction – Any transaction for which the services of the TMC are used to arrange transportation of Military Working Dogs.

Non-Availability (NA) Statement number – Number provided by DoD lodging facilities when no rooms are available.

Non-DoD OBT Entry Agent (NDEA) – A DoD employee designated by local command authority, which will input and digitally sign trip requests and reimbursement claims in the Web Portal on behalf of travelers who do not have access to the Web Portal. Formally called a Designated Government Entity.

Official Travel – Authorized travel and assignment solely in connection with business of the Government. Types of official travel may include Temporary Duty (TDY), Permanent Change of Station (PCS), Permanent Duty Travel (PDT), Recruitment travel, travel by Reserve Component/National Guard members, Leave in Conjunction with Official Travel (LICWO),, and Evacuation Travel. Official travel also includes civilians in connection with official United States Government business, and travel performed under orders at the expense of federal appropriated and non-appropriated funds.

Online Booking Tool (OBT) – A web-based solution for making reservations for Air, Rail, Lodging, Rental Car, etc., without the support of a travel agent.

Other Service Information (OSI) - Requests are messages sent directly to the supplier to communicate traveler preferences or requirements. OSIs are used only for air segments. OSIs are typically used to notify a supplier of special circumstances such as a passenger that does not speak the local language.

Permanent Change of Station (PCS) / Relocation: The permanent assignment, detail, or transfer of a Service member, civilian employee, or unit to a different Official Station or Permanent Duty Station (PDS). A PCS / Relocation travel authorization / Order does not direct further assignment to a second new Official Station / PDS or return to the old Official Station / PDS. A PCS / Relocation travel authorization order does not specify the duty as temporary but may authorize Temporary Duty Travel (TDY) travel for House Hunting trips or enroute travel to the new Official Station / PDS.

Permanent Duty Travel (PDT) - Travel associated with a PCS. For Service members, permanent duty travel includes PCS, consecutive overseas tours, or in-place consecutive overseas tours and for civilian employee's permanent duty, travel includes PCS, renewal agreement travel, first duty station travel, and separation travel.

Pet Travel Transaction – Any transaction for which the services of the TMC are used to make pet travel arrangements for PCS.

Premium Class – Is first or business-class accommodations. First class is the highest accommodation class offered by airlines, trains, and ships. Business class is other than the least expensive unrestricted economy or coach accommodation offered by airlines, trains, or ships that is higher than economy or coach and lower than first class for cost and amenities. Business class may be referred to as business elite, business first, world business, connoisseur, or envoy, depending on the airline, train, or ship. AMTRAK Acela Express and extra fare trains are considered business class.

Premium Class Travel Reporting Tool (PCTRT) – An automated reporting tool that allows the Government to collect premium and business class air and rail fare data ticketed by the Travel Management Company (TMC) and sends it to the appropriate Service/Agency Representative(s) for validation.

Privatized Lodging – Commercially operated and managed lodging facilities that are on DoD installations. Currently, only Privatized Army Lodging (PAL) that are available and meet adequacy standards at many U.S. Army installations in CONUS and non-foreign OCONUS locations are in the ILP.

Quality Assurance (QA) – Those actions taken by the Government to assure that services meet the requirements of the contract.

Quality Assurance Evaluators (QAE) – Individuals designated in writing by the CO to maintain liaison with the COR and the Contractor and to monitor Contractor performance at local sites. The Services and Agencies may also designate a LQAE at the headquarters level.

Redress Control Number – A record identifier for people who apply for redress through the Department of Homeland Security (DHS) Travel Redress Inquiry Program (DHS TRIP). DHS TRIP is for travelers who have been repeatedly identified for additional screening and who want to file an inquiry to have erroneous information corrected in DHS systems.

Service Level – A performance metric that measures the quality and efficiency of a call center's customer service. It refers to the percentage of calls answered within a specified time frame, usually expressed as "X% of calls answered within Y seconds."

Site Requested Staffed Office – An on-site travel office to include personnel and equipment that is ordered by the Government after contract award. The on-site office location shall be capable of providing travel supplies and services as required by the PWS. The site shall have the capability to support an increase in transactions in the event of a surge and determine their method of supporting the surge requirements and may include support from an off-site location.

Special Service Request (SSR) – A message sent directly to suppliers to communicate traveler preferences, special services needed by a traveler, or of a procedural requirement necessary of the carrier. SSRs include information such as meal preference or special assistance required by the traveler.

Staffed Office – An on-site travel office to include personnel and equipment that is identified before the start of the contract by the Government. The on-site office shall be capable of providing travel services as required by the PWS. The site/location shall have the capability to support an increase in transactions in the event of a surge. The Contactor shall determine their method of supporting the surge requirements and may include support from an offsite location.

Surge Requirements – Increased travel volume requirements (e.g., common carrier delays and cancellations, due to an exercise, contingency, group deployment, holiday trainee travel, or holiday travel).

Transaction: A "*Transaction*" is defined as providing a particular service, in support of a single (one) trip/authorization, e.g., "*Non GDS Air/Rail Surcharge*," "*Leisure Travel*," "*Cost-Constructed Travel*," etc.

- **In the Price Proposal Template, the Unit of Issue "Per Transaction" for Ancillary Services requested (e.g., "*Non GDS Air/Rail Surcharge*," "*Cost-Constructed Travel*," etc.), may be charged at the time the service is provided and is not refundable if the travel is subsequently canceled before or after ticketing.**

- **An added "Per Transaction" fee may be incurred if changes in the**

trip/authorization require additional service(s) related to the itinerary.

Transaction Fee: The charge applied for travel and transportation arrangements for one Itinerary and the associated travel authorization.

Transaction A - Air and/or Rail Ticket with or without Lodging and/or Car Rental Reservations: Transaction A fee applies for all arrangements and reservations related to a single (one) itinerary for which an air or rail ticket is issued (paper or electronic). The fee includes making and changing reservations (air/rail, lodging, and/or car rental) for one or multiple locations. The fee may only be charged at the time of ticket issuance and is not refundable if the travel is subsequently canceled after ticketing. The transaction fee covers tracking of unused tickets and the processing of refunds or credits for unused tickets.

An *added transaction fee* may be incurred if changes in the itinerary require the issuance of a new ticket related to the itinerary. The contractor shall not charge a fee for cancellations made prior to issuance of tickets. Research of travel arrangements, changes to existing arrangements, and air/rail reservations for which air/rail tickets are not generated shall not be considered as a **Transaction A** transaction.

Transaction B - Lodging and/or Car Rental Reservations Only: Transaction B fee applies for all arrangements and reservations related to a single (one) itinerary for which an air or rail ticket is NOT issued. The fee includes making and changing lodging and/or car rental arrangements for one or multiple locations when air or rail transportation is not included in the itinerary. Research of travel arrangements, changes to existing arrangements, and reservations that are canceled prior to the check-in date shall not be considered as a Transaction B transaction. Transaction B fees shall be charged at the point the authorization is approved by the customer agency travel authorizing/approving official or their designee.

NOTE: For a Group Travel Request (Air), a transaction fee can be charged for each traveler in the group. Following industry standards, if air/rail changes after ticketing require ticket reissuance, an additional transaction fee may be charged, which shall be considered a full service / offline transaction.

Transportation Officer (TO) – Individual appointed by the Commander of military activity to perform traffic management functions for official travel. May also be called the Distribution Management Officer (DMO), Installation Transportation Officer (ITO), Traffic Manager (TM), Traffic Management Officer (TMO), Passenger Transportation Officer (PTO), Passenger Travel Specialist, Movement Control Team (MCT) or Branch Movement Control Team (BMCT). The TO at each site location will be appointed in writing by his or her local command authority.

Travel Daily – Live PNR queue transfer to capture standard PNR data (e.g., air, car, and lodging) and required data elements.

Travel Management Company (TMC) – A company under contract with an agency to arrange travel services for federal employees on official travel, including tickets and transportation, and reservation of accommodations.

Travel Management Company Monthly (TMC Monthly) – A monthly collection of passenger transportation data.

Traveler Profile – Repository for data related to a specific traveler.

Travel Services-Commercial services for the provision of travel services which includes, but not limited to: travel arrangement, reservation, ticketing and traveler support for air, rail, lodging, car rental and ancillary services, which includes arrangement, booking, ticketing, business services, delivery services, destination services, documentation, frequent flyer and loyalty programs, help desk, international services, invoicing, reconciliation, profile management, quality control, reporting, data analytics, technology integration and standalone bookings for lodging and rental car.

TMC Assist Non-Air/Rail Transaction – Any transaction in which the services of the TMC are used to complete one DoD travel authorization, which may include one or more of the following: hotel, rental car, and ferry arrangements.

TMC Assist Transaction – A transaction requiring ticketing for a PNR(s) created by the TMC from a request made in person, or via phone, email, or fax. Also includes agent assistance for DoD OBT created PNRs as defined in the TMC Orientation and User's Guide.

Unit Card (UC) – A system that is set up within a unit for purchase of official transportation services. The unit's charge card will be used to pay the traveler's TDY expenses and is set so that more than one person may use the same charge card when the mission requires it.

United States Transportation Command (USTRANSCOM) – The unified command, which is the DoD single manager for sea, land, and air transportation in both peace and war.

Urgent – Travel departure is within 72 hours of request.

Verbal Authorization / Orders: A verbal authorization, given in advance of travel, and subsequently confirmed in writing, email, etc., giving date of the verbal authorization, and approved by competent authority that will meet the requirement for written authorizations.

Virtual Charge Card – Temporary account numbers that may be used during a limited time, for a limited amount, for a specific vendor or merchant category code (MCC) etc. This may include single-use accounts, "ghost" cards, and smartphone apps to support payment transactions.

Work Around Solution(s) – A solution appropriate for response to a program or system problem coordinated with the COR and approved by the CO.

1.5 DESCRIPTION OF SUPPLIES/SERVICES AND PRICES/COSTS

The information listed below includes a brief description of the supplies and/or services being solicited as well as the requirements for the development of the Offeror's price proposal.

1.5.1 SURGE REQUIREMENTS

The Contractor shall meet surge requirements as defined in PWS 1.4.2 at the fixed prices established in the contract. Such surges or any other fluctuations in the quantities in the transactions ordered are not considered a change and the contractor shall not be entitled to any adjustment in price.

1.6 REQUIREMENTS

Sections 1.7 through 1.34 set forth the tasks and requirements necessary to successfully provide the required supplies, services and reports under this contract.

1.7 CORE TASK REQUIREMENTS

1.7.1 POLICIES AND REGULATIONS

The Contractor shall comply with and make travel and transportation arrangements in accordance with the following, including any amendments and successor policies/regulations:

Defense Transportation Regulation (DTR), https://www.ustranscom.mil/dtr/
Joint Travel Regulations (JTR), https://www.travel.dod.mil/Policy-Regulations/Joint-Travel-Regulations
DoD 7000.14-R Department of Defense Financial Management Regulation (DoD FMR), https://comptroller.defense.gov/Portals/45/documents/fmr/Combined_Volume1-16.pdf
DoD Instruction (DoDI) 5154.31 Commercial Travel Management, https://www.travel.dod.mil/Policy-Regulations/DoD-Instruction-515431/
DoD Instruction (DoDI) 4515.13-R Air Transportation Eligibility https://www.esd.whs.mil/Portals/54/Documents/DD/issuances/dodi/451513p.PDF?ver=RVGU8Hxnqz8_k68cCMXohg%3D%3D
DoD Directive (DoDD) 4500.54-E DoD Foreign Clearance Program (FCP) https://www.esd.whs.mil/Portals/54/Documents/DD/issuances/dodd/450054E.pdf?ver=2019-02-04-122604-257
DoD Directive (DoDD) 5500.07-R Joint Ethics Regulation (JER) https://www.esd.whs.mil/Portals/54/Documents/DD/issuances/dodd/550007p(2).pdf?ver=gIrRnuiN_jh86_lUxBWEnw%3D%3D
DoD Directive (DoDD) 5400.11 DoD Privacy and Civil Liberties Programs https://www.esd.whs.mil/Portals/54/Documents/DD/issuances/dodi/540011p.pdf
DoD Directive (DoDD) 5400.11-R DoD Privacy Program and Office of Management and Budget Memorandum M-06-15, “Safeguarding Personally Identifiable Information.” https://www.esd.whs.mil/portals/54/documents/dd/issuances/dodm/540011r.pdf
Defense Table of Official Distances (DTOD), https://dtod.transport.mil/Default.aspx

DoD Manual (DoDM) 6025.18 Implementation Of The Health Insurance Portability And Accountability Act (HIPAA) Privacy Rule In DoD Health Care Programs https://www.esd.whs.mil/portals/54/documents/dd/issuances/dodm/602518m.pdf?ver=2019-03-13-123513-717
U.S. Fire Administration, Federal Emergency Management Agency (FEMA), https://apps.usfa.fema.gov/hotel/
DoD Manual 5200.02 Procedure for the DoD Personnel Security Program https://www.esd.whs.mil/Portals/54/Documents/DD/issuances/dodm/520002m.PDF
Homeland Security Presidential Directive 12 (HSPD-12) https://www.dhs.gov/homeland-security-presidential-directive-12
DoDM 5400.11, Volume 2, "DoD Privacy and Civil Liberties Programs: Breach Preparedness and Response Plan” https://www.esd.whs.mil/Portals/54/Documents/DD/issuances/dodm/540011_vol2.PDF
OMB Circular No. A-130 Managing Information as a Strategic Resource https://www.whitehouse.gov/wp-content/uploads/legacy_drupal_files/omb/circulars/A130/a130revised.pdf
OMB Memorandum M-17-12
5 U.S.C. § 552a The Privacy Act of 1974 https://www.justice.gov/opcl/privacy-act-1974#:~:text=The%20Privacy%20Act%20of%201974%2C%20as%20amended%2C%205%20U.S.C.,of%20records%20by%20federal%20agencies.
The Federal Information Security Management Act of 2002, Public Law No. 107-347, Title III https://www.congress.gov/107/plaws/publ347/PLAW-107publ347.pdf
DoD Instruction (DoDI) 8500.01 Cybersecurity https://www.esd.whs.mil/Portals/54/Documents/DD/issuances/dodi/850001_2014.pdf
United States Forces Korea Regulation 700-19
United States Forces Korea, Regulation 190-1, Military Police- MOTOR VEHICLE TRAFFIC SUPERVISION (10 May 2012)
United States Forces Korea, Regulation 190-7, Military Policy – INSTALLATION ACCESS CONTROL (27 September 2017)
Section 508 of the Rehabilitation Act of 1973 https://www.section508.gov/manage/laws-and-policies/#:~:text=Section%20508%20of%20the%20Rehabilitation,accessible%20to%20people%20with%20disabilities.

1.7.1 GOVERNMENT TRAVEL PROGRAMS

The Contractor shall make travel and transportation arrangements in compliance with the JTR and Government travel programs to include, but not limited to:

General Services Administration (GSA) City Pair Program (CPP), https://www.gsa.gov/travel/plan-a-trip/transportation-airfare-rates-pov-rates-etc/airfare-rates-city-pair-program
Lowest Logical Airfare (LLA) as requested by the Government
DoD Integrated Lodging Program, which includes DoD Lodging, Government Privatized Lodging, and DoD Preferred Commercial Lodging, https://www.travel.dod.mil/Programs/Lodging/Integrated-Lodging-Program-Sites/
FedRooms®, https://www.gsa.gov/travel/travel-and-lodging-services/fedrooms
U.S. Government Rental Car Agreement, https://www.travel.dod.mil/Programs/Rental-Car/
Military Bus Program, https://www.travel.dod.mil/Programs/DoD-Bus/

1.7.2 SECURITY REQUIREMENTS

The Contractor shall comply with the following including any amendments and successor policies/standards:

Defense Federal Acquisition Regulation Supplement (DFARS) 252.204-7012 Safeguarding Covered Defense Information (CDI) and Cyber Incident Reporting https://www.acquisition.gov/dfars/252.204-7012-safeguarding-covered-defense-information-and-cyber-incident-reporting.
DFARS 252.204-7000, Disclosure of Information https://www.acquisition.gov/dfars/part-252-solicitation-provisions-and-contract-clauses#DFARS_252.204-7000
National Institute of Standards and Technology (NIST) SP 800-171 (current revisions). Protecting Controlled Unclassified Information (CUI) in Non-federal Information Systems and Organizations https://csrc.nist.gov/pubs/sp/800/171/r3/final
National Institute of Standards and Technology (NIST) SP 800-171A Assessing Security Requirements for Controlled Unclassified Information (CUI) https://csrc.nist.gov/pubs/sp/800/171/a//r3/final
DoD Instruction (DoDI) 8510.01, DoD Risk Management Framework (RMF) for DoD Information Technology (IT) https://www.esd.whs.mil/Portals/54/Documents/DD/issuances/dodi/851001p.pdf
Federal Information Security Management Act (FISMA) National Institute of Standards and Technology (NIST) SP 800-53 (https://csrc.nist.gov/pubs/sp/800/53/r5/upd1/final) and NIST Federal Information Processing Standards Publication (FIPS) 200 compliance documents https://csrc.nist.gov/pubs/fips/200/final
DoDM 1000.13-M.V2, January 23, 2014, Incorporating Charge 2, June 27, 2025 DoD Identification (ID) Cards: ID Card Life-Cycle https://www.cac.mil/Portals/53/Documents/DoDM_100013_vol2_Change2_20250627.pdf

1.7.3.1 **PERSONNEL SECURITY**.

1.7.3.1.1 Overarching security requirements are UNCLASSIFIED. Contractor and subcontractor personnel require UNCLASSIFIED access to DoD Credentials, (also known as the Common Access Card (CAC)) for physical and logical access to federally controlled facilities, military installations, and automated Information Systems (IS) containing military active duty, guard, or reservists' Personally Identifiable Information (PII) or Controlled Unclassified Information (CUI).

1.7.3.1.2 The contractor/subcontractor personnel on this contract will be designated to perform in non-sensitive and non-critical sensitive positions for unclassified Access.

1.7.3.1.3 All contractor personnel must be capable of meeting the security requirements for non-sensitive and non-critical sensitive level positions in accordance with Defense Counterintelligence and Security Agency (DCSA) and the Office of Personnel Management (OPM) guidance, DoDI 5200.02-DoD Personnel Security Program (PSP), DoDI 5200.02, DoDM 5200.02, and 32 C.F.R. Part 117. Additionally, contractors shall comply with the FAR 52.239-1 which imposes privacy and security safeguards, FAR 52.224-3 which requires the vendor to obtain privacy training for its employees, and DFARS 252.239-7001, which requires the vendor to obtain information assurance training and to retain the documentation.

1.7.3.2 **STAFFING.**

1.7.3.2.1 The personnel supporting this contract who require CAC access to DoD network(s), DoD information systems with CUI/PII data or IT/Information Systems must be Citizens of the United States. The citizenship requirement also applies to personnel assigned or working on the contract at any remote sites.

1.7.3.3 **ONBOARDING.**

1.7.3.3.1 The contractor personnel and all subcontracted personnel supporting the TMC will not be onboarded or be submitted for a Background Investigation (BI) through DHRA. Onboarding or required BI submissions will vary in accordance with Service or Military Installation security requirements.

1.7.3.4 **LISTING OF EMPLOYEES & CLEARANCE DOCUMENTATION.**

1.7.3.4.1 The contractor shall maintain a current listing of employees. Within 10 calendar days of contract award, the Contractor shall provide the COR a list of names, location of performance, and clearance requirements of all company employees assigned to this effort. The Contractor shall provide the COR with an updated listing when any employee's status or information changes.

1.7.3.4.2 Not be limited to hiring only U.S. citizens. When the policy for a particular site/location requires only U.S. citizens to be hired, the Contractor shall adhere to the policy.

1.7.3.5 **ACCESS TO SENSITIVE INFORMATION**

1.7.3.5.1 To the extent that the work under this contract requires the Contractor to have access to DoD sensitive information the Contractor shall after receipt thereof, treat such information as confidential and safeguard such information from unauthorized use and disclosure. The Contractor agrees not to appropriate such information for its own use or to disclose such information to third parties unless specifically authorized by the Government in writing.

1.7.3.5.2 The Contractor shall allow access only to those employees who need the sensitive information to perform services under this contract and agrees that sensitive information shall be used solely for the purpose of performing services under this contract. The Contractor shall ensure that its employees will not discuss, divulge, or disclose any such sensitive information to any person or entity except those persons within the Contractor's organization directly concerned with the performance of the contract.

1.7.3.6 **PROTECTION OF INDIVIDUAL PRIVACY (PRIVACY ACT).**

1.7.3.6.1 This contract specifically provides for the design, development, or operation of a system of records on individuals. Therefore, in accordance with the Privacy Act of 1974 (5 U.S.C. § 552a) and FAR Subpart 24.103, the system of records on individuals that is applicable to this contract is the Department of Defense IT Portfolio Repository (DITPR) System Identification Number 12784 Department of Defense Human Resources Activity (DHRA) 14, Commercial Travel Information Management System (CTIM) and DHRA 08, Defense Travel System (DTS). The Contractor and its employees are subject to criminal penalties for violations of the Act (5 U.S.C. § 552a[i]) to the same extent as employees of the General Services Administration (GSA) and the Department of Defense (DoD).

1.7.3.6.2 The Contractor hereby agrees and assures that each one of its employees knows the prescribed rules of conduct, and each employee is aware that he/she can be subjected to criminal penalties for violations of the Privacy Act. A copy of the rules of conduct and other requirements are set forth in 45 CFR Part 5b.

1.7.3.6.3 Immediately notify the COR upon discovery or awareness that PII data pertaining to any/all related services to support official travel activities of authorized DoD travelers has been lost, stolen, or compromised. In coordination with the COR, the Contractor shall notify all affected Government travel charge card holders, or other affected parties.

1.7.3.7 **CONTROLLED UNCLASSIFIED INFORMATION (CUI) REQUIREMENTS FOR DoD CONTRACTORS**.

1.7.3.7.1 The following procedures will be used to protect Controlled Unclassified Information (CUI) documents and materials:

1.7.3.7.1.1 **HANDLING**: Access to CUI material shall be limited to those employees needing the material to perform their duties. The CUI marking is assigned to documents and material created by a DoD User Agency. CUI is not a classification but requires extra precautions to ensure it is properly safeguarded and disseminated and is not released to the public without government authorization.

1.7.3.7.1.2 **MARKING**: Mark unclassified documents containing CUI as follows: “CUI” at the top and bottom of each page, include the CUI warning box, and the CUI Designation Indicator Block as required in DoDI 5200.48.

1.7.3.7.1.3 Mark other records such as computer print outs, photographs, films, tapes, or slides in accordance with DoDI 5200.48 so the receiver or viewer knows that it contains CUI material.

1.7.3.7.1.4 Mark a message containing material in accordance with DoDI 5200.48. Unclassified messages containing CUI material must show the abbreviation (CUI) before the text begins.

1.7.3.7.1.5 Ensure documents transmitting CUI material call attention to any attachments containing CUI.

1.7.3.7.1.6 CUI material released to a contractor by a DoD user agency must have the following statement on the front page or cover:

THIS DOCUMENT CONTAINS CUI MATERIAL AND MUST BE REVIEWED BY A GOVERNMENT REPRESENTATIVE UNDER THE REQUIREMENTS OF DODI 5200.48, DODI 5230.09, and DODI 5230.29.

1.7.3.7.1.7 **STORAGE**: During regular duty hours, the Contractor shall place CUI material in an out-of-sight location if the work area is accessible to persons who do not have an authorized government purpose for access to the material. After regular duty hours, the Contractor shall store CUI material to prevent unauthorized access by filing it with other unclassified records in unlocked files or desks when internal building security is provided, and the file is marked as CUI. When there is no internal security, locked buildings or rooms usually provide adequate after-hours protection. For additional protection, store CUI material in locked containers such as file cabinets, desks, or bookcases.

1.7.3.7.1.8 **TRANSMISSION**: CUI documents and materials may be transmitted via first class mail, parcel post or for bulky shipments, fourth class mail. Within the CONUS discussion of CUI material on the telephone is authorized if necessary for the performance of the contract and no alternative is available. Electronic transmission of CUI (voice, data, or facsimile) should be by approved secure communications systems whenever practical. If there is a fax transmission, the sender must ensure the intended receiver is available to receive it or a cover sheet will be used to allow carrying it to the final recipient to avoid unauthorized disclosure of the CUI.

1.7.3.7.1.9 **RELEASE**: CUI material shall not be released outside of the contractor's facility except to the representative of DoD or GSA.

1.7.3.7.1.10 **DESTRUCTION**: When the CUI material no longer meets the threshold for safeguarding and dissemination, the Contractor shall immediately decontrol it, process it through the records management process, and destroy it by the approved methods identified in DoDI 5200.48 to preclude its disclosure to unauthorized individuals by rendering it unreadable, indecipherable, and irrecoverable.

1.7.3.8 **POSITION OF TRUST REQUIREMENTS.**

1.7.3.8.1 Provide personnel that are capable of meeting security requirements for non-sensitive and non-critical sensitive positions and are able to maintain favorable eligibility.

1.7.3.8.2 The Contractor shall submit a request and list of personnel for security investigations to the QAE for coordination with the DoD Government Security Office NLT 15 business days prior to the service start date. List of QAEs to be provided by the COR after contract award.

1.7.3.8.3 The Contractor shall submit the list of personnel for security investigations via contractor-generated email to the COR NLT five (5) business days after submission of the request to the Government Security Office. The DoD Government Installation Security Office will initiate the Contractor's Personnel Security Questionnaire (PSQ). Contractor employees shall provide all requested information pursuant to the Privacy Act of 1974 when requested by the Government. The instructions will be according to the installation security requirements to meet access. For DCSA Tier Background Investigation (BI) information visit National Background Investigation Services (NBIS) at https://www.dcsa.mil/is/nbis/.

1.7.3.8.4 Personnel who are assigned to perform work under this contract may require access to Government resources (e.g., websites requiring CAC, Public Key Infrastructure [PKI], local badges, Contractor CACs, and facility specific identification/access badges). Personnel required to obtain a CAC may be issued Government Furnished Equipment (GFE) (e.g., computer/laptop, etc.).

1.7.3.8.5 With a 60-day advance notification for a site requested staffed office by the CO, the Contractor shall submit a list of all contractor personnel requiring entry to on-site staffed locations/installations to the Quality Assurance Evaluator (QAE) and the COR NLT 15 calendar days prior to the service start date. List shall be submitted via contractor-generated email and include the individuals' full name, aliases, Social Security Number (if applicable) and home address and shall indicate the location which each individual will require entry.

1.7.3.9 **CONTROLLED/RESTRICTED AREAS**.

1.7.3.9.1 The Contractor shall be compliant with local procedures for entry to DoD facilities controlled/restricted areas where Contractor personnel will work.

1.7.3.10 **PHYSICAL SECURITY**

1.7.3.10.1 The Contractor shall safeguard all Government property and controlled forms provided for Contractor use and adhere to the Government property requirements contained in this contract. At the end of each workday, all Government facilities, equipment, and materials shall be secured.

1.7.3.11 **PASS AND IDENTIFICATION ITEMS**.

1.7.3.11.1 The Contractor shall ensure the pass and identification items required for contract performance are obtained for employees and non-government owned vehicles.

1.7.3.12 **DoD CREDENTIALS/COMMON ACCESS CARD (CAC).**

1.7.3.12.1 Contractor personnel must obtain a DoD credential or CAC if they are assigned to perform work under this contract requiring access to DoD network(s), CUI/PII data, IT/Information Systems, DoD Facilities, or non-DoD federally controlled facilities on behalf of the DoD on a recurring basis per DoDM 1000.13, DoD Identification (ID) Cards: ID Card Lifecycle.

1.7.3.12.2 Comply with HSPD-12 Personal Identity Verification (PIV) issuance requirements. Be responsible for obtaining a CAC or PIV and be in ready status prior to requesting access to DoD resources such as DoD Facilities, DoD IT/Information Systems (IS).

1.7.3.12.3 CAC Applicants supporting this contract will need to meet the following requirements:

1.7.3.12.3.1 Execute, obtain/maintain a favorable FBI National Criminal History Check (fingerprint check);

1.7.3.12.3.2 Have an open Tier 1 (former National Agency Check with Inquiries (NACI)) or higher Tier BI to meet their job function or necessary access;

1.7.3.12.3.3 Be ready to provide two (2) forms of identification (I-9 document); and

1.7.3.12.3.4 Provide proof of U.S Citizenship.

1.7.3.12.4 Installation Pass Application Procedures

1.7.3.12.4.1 Non-U.S. Citizen Personnel:

1.7.3.12.4.1.1.Sponsors shall complete and sign Application for a USFK Installation Pass, USFK Form 82-E (Application for Installation Pass), available electronically at https://8tharmy.korea.army.mil/g1/forms#usfk. Applications must be completed in English using standard American measurements. Applications shall be

completed to issue an initial USFK Form 37EK (AUTO) (First-time pass), to renew a pass that has expired or is about to expire, or to request changes to approved access authorizations.

1.7.3.12.4.1.2 Non-DoD South Korea Status of Forces Agreement (SOFA) status Personnel:

1.7.3.12.4.1.2.1 Sponsoring Organization:

1.7.3.12.4.1.2.1.1 The sponsoring organization for all non-DoD personnel who require a Defense Biometric Identification System (DBIDS)-produced USFK Form 37EK (AUTO) Installation Pass to gain access to USFK installations must be an U.S. organization assigned to, attached to, or supporting USFK and not a specific person (except short term visitors, personal service employees, and family members). For purposes of sponsorship, this includes The Exchange, Defense Commissary Agency (DeCA), General Services Administration (GSA), and the Corps of Engineers Far East District. For contractors, the requiring or using activity will serve as the sponsoring and requesting organization, and all requests will be coordinated with the COR who will validate the status of the contract prior to consideration by the approving official. Contract sponsors will carefully consider contractor requests for escort privileges and ensure there is a valid need prior to submitting the pass request.

1.7.3.12.4.1.2.1.2 Applicant Category. An applicant's category will determine the type of installation pass that may be issued and the associated restrictions. Personnel will not possess more than one type of USFK Form 37EK (AUTO) installation access document. Personnel entitled to a DoD ID card will not receive a USFK Form 37EK (AUTO).

1.7.3.12.4.1.2.1.3 Background Checks. Background checks are used to determine if an applicant is a security risk. Background check requirements are based on an individual's category. Local Pass and ID Officials will check and verify that a background check has been completed, or when applicable, that a background check has been initiated.

1.7.3.12.4.1.2.1.3.1 Completed background checks are valid for three (3) years. Passes may be renewed for existing pass holders whose background checks are older than three (3) years, as long as a local military law enforcement name check is completed and a new Korean National Police Agency (KNPA) background check has been requested.

1.7.3.12.4.1.2.1.3.2 Background checks in USFK consist of three (3) parts: (1) A local check through the local U.S. military law enforcement agency or USFK Joint Police Information Center (JPIC); (2) a check conducted through the KNPA; and (3) as required, an additional check through the National Crime Information Center (NCIC) or U.S. Embassy- Korea.

1.7.3.12.4.1.2.1.3.2.1 Local U.S. military law enforcement agency or JPIC. Required prior to initial issue of an Installation Pass and prior to renewal of an Installation Pass. Upon completion, the Pass & ID Office may issue the USFK Form 37EK (AUTO) Permanent Pass.

1.7.3.12.4.1.2.1.3.2.2 Korean National Police Agency (KNPA) Check. Valid up to three (3) years. This check is performed by both local and national divisions of the KNPA. Permanent passes may be issued and renewed as long as an updated KNPA check has been requested, and the required local U.S. military law enforcement agency/JPIC check is completed.

1.7.3.12.4.1.2.1.3.2.3 NCIC and/or U.S. Embassy. Non-DoD civilians may also receive a NCIC and/or U.S. Embassy-conducted background check, as requested by USFK, or by components through USFK, on a case- by-case or random basis.

1.7.3.12.4.1.2.1.3.2.4 Upon completion of the KNPA and/or U.S. Embassy background checks, any derogatory information will be provided to the pass approval authority for consideration as to whether or not the individual's access authorizations should be amended or revoked, and may result in immediate suspension of unescorted access privileges pending reconsideration by the approval authority.

1.7.3.12.4.1.2.1.3.2.5 Additional background check requirements for non-DoD Designated Country Personnel (DCP) are specified in Chapter 5, United States Forces Korea, Regulation 190-7, Military Policy - INSTALLATION ACCESS CONTROL (27 September 2017).

1.7.3.12.4.1.2.1.3.3. Number of installations to which access is required.

1.7.3.12.4.1.2.1.3.3.1 With the exception of the following categories of personnel who are automatically granted USFK-wide access, the installation access control program limits a person's access to the maximum number of installations/areas required for the person to perform their official duties based on their relationship with USFK.

a. SOFA status DoD ID cardholders assigned or attached to CFC/USFK/UNC.

b. Non-SOFA DoD Military personnel, military beneficiaries and their authorized family members.
c. DoD civilian retirees and their authorized family members.
d. U.S. Embassy U.S. citizen personnel and their assigned family members.
e. Korean Augmentation to the United States Army (KATUSA) personnel.
f. Military Members of the Republic of Korea (ROK) Armed Forces who are assigned or attached to the HQ, Combined Forces Command (CFC) or a subordinate CFC U.S. Command, and their command-sponsored family members.
g. Allied and neutral nation military personnel assigned to the United Nations Command, Military Armistice Commission (UNCMAC), Neutral Nations Supervisory Commission (NNSC), and USFK.

1.7.3.12.4.1.2.1.3.3.2 Days and Times Access is required. Requested days and hours of access must be consistent with the official relationship and duties of the individual.

1.7.3.12.4.1.2.1.3.3.3 Escort Privileges. USFK Installation and Base Commanders may grant escort authority to Korean General Service (KGS)/Korean Service Corps (KSC) employees (non-SOFA) as applicable. KGS/KSC employees are authorized to escort personnel onto their installations where they are employed unless otherwise restricted by this regulation or by an authorized commander. The maximum personnel and vehicle escort authorizations that may be approved are specified in Appendix E. Short-term visitor pass holders are not authorized escort privileges.

1.7.3.12.4.1.2.1.3.3.4 Force Protection Condition (FPCON) Restrictions. DoD ID card holders are authorized access during all FPCONs. For non-DoD ID card holders, the highest required FPCON will be requested by the sponsoring organization and, as approved, reflected on the USFK 37EK (AUTO). DBIDS registration offices will limit FPCON access to BRAVO if not specified by the sponsoring organization. During FPCON C or D, routine visitor operations will cease. Additional restrictions on installation access may be directed by the Commander, UNC/CFC/USFK, the geographical area Antiterrorism (AT)/Force Protection (FP) senior responsible officer, or by the Area Commander. When an Installation, Area, or USFK is at FPCON C or D, only personnel with the corresponding authorized FPCON C or D access may enter an installation.

1.7.3.12.4.1.2.1.3.3.5 Non-SOFA Vehicle Access. Sponsoring individuals/organizations and approval authorities will ensure that requests for privately owned vehicle (POV) access to USFK installations provide documentation to meet the minimum vehicle registration requirements of Korean road and traffic law and USFK policy (United States

Forces Korea, Regulation 190-1, Military Police - MOTOR VEHICLE TRAFFIC SUPERVISION [10 May 2012]).
This requirement applies to both temporary/daily visitors as well as permanent registration of Privately Owned Vehicles (POVs). Employment is not a condition that automatically grants installation access of POVs. Installation Commanders regulate vehicle access within their Area of Responsibility (AOR). Specific guidance for obtaining vehicle access to USFK installations is listed in 190-1, chapter 3. Sponsors will concurrently submit requests for vehicle access documents (USFK registration decals) and for passes [USFK Form 37EK (AUTO)]. Vehicle decal expiration for non-DoD personnel will not exceed the expiration date of the USFK Form 37EK (AUTO)/DoD CAC.

1.7.3.12.4.1.2.1.3.3.6 Mandatory Defense Biometric Identification System (DBIDS) Registration. All USFK installation access passes and vehicle access documents will be processed and recorded using USFK DBIDS, which provides a centralized database to record personnel and vehicle access authorizations, and an identification verification system based on Door Frame Metal Detectors (DFMD).

1.7.3.13 **RETRIEVING IDENTIFICATION MEDIA**.

1.7.3.13.1 The Contractor shall retrieve all identification media, including vehicle passes from employees, including those who depart for any reason before the contract expires, e.g., terminated for cause, retirement, etc.

1.7.3.14 **KEY CONTROL/ACCESS BADGE CONTROL**.

1.7.3.14.1 The Contractor shall establish and implement methods of making sure all keys/badges issued to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons. The Contractor shall not duplicate any keys issued by the Government.

1.7.3.14.1.1 PROHIBITED USE. The Contractor shall prohibit the use of keys, issued by the Government, by any persons other than the Contractor’s employees and the opening of locked areas by Contractor employees to permit entrance of persons other than Contractor employees engaged in performance of contract work requirements in those areas.

1.7.3.15 **CONDUCT WHILE ON GOVERNMENT INSTALLATION.**

1.7.3.15.1 The Contractor shall not assign work or direct its employees to access government information, systems, or installations unless the employees have and maintain the required background investigation, clearances, and authorizations.

1.7.3.16 **WEAPONS, FIREARMS, AND AMMUNITION.**

1.7.3.16.1 Contractor employees are prohibited from possessing weapons, firearms, or ammunition, on themselves or within their contractor-owned vehicle or privately-owned vehicle while on government installations.

1.7.3.17 **REPORTING REQUIREMENTS**.

1.7.3.17.1 Contractor personnel shall report to an appropriate authority (e.g., government installation security, local authorities) any information or circumstances of which they are aware may pose a threat to the security of government personnel or contractor personnel, resources, or information.

1.7.3.18 **GOVERNMENT FURNISHED EQUIPMENT (GFE).**

1.7.3.18.1 The Contractor shall establish and implement procedures to ensure all GFE to include laptops and other data processing devices, issued to the Contractor by the Government are not lost or misplaced, are not used by unauthorized persons, and are not subject to unauthorized external devices. The Contractor shall immediately report to the COR any lost GFE within two (2) hours of discovery of occurrence. In the event that GFE is lost, the Contractor may be required, upon written direction of the Contracting Officer (CO), to replace the equipment at no additional cost to the Government. The Government may replace the equipment and deduct the cost from the monthly payment due the Contractor.

1.7.3.19 **OFFBOARDING.**

1.7.3.19.1 As the contractor replaces employees, the contractor shall submit the outgoing employee’s installation access badge/identification card immediately to the local Installation Access Control Office or Government Security Office and prior to the request of issuance of a new badge/identification card(s). The list shall be updated within three (3) business days of changes or every 90 calendar days whichever comes first.

1.7.3.19.2 The Contractor shall submit confirmation via contractor-generated email to the QAE and the COR within three (3) business days of turning in the outgoing

employee's access badge/identification card(s). The confirmation email shall include the employee's name, location(s)/installation(s), and date the installation access badge/identification card(s) were turned into the local Installation Access Control Office or the Government Security Office.

1.7.3.19.3 The Contractor shall return all CACs and identification badges/cards issued to personnel to the Installation Access Control Office or the Government Security Office at the Government site/location upon completion of the contract, relocation, or termination of an employee, or upon request from the COR in accordance with the facility information and security policies.

1.7.3.20 **INFORMATION SYSTEM (IS) SECURITY.**

1.7.3.20.1 The Contractor shall implement Information System (IS) security protections and ensure the protections are appropriate to the confidentiality, integrity, and availability needs of the Government. Establish appropriate administrative, technical, and physical safeguards to protect any and all non-public Government data.

1.7.3.20.2 Provide personnel capable of obtaining and maintaining access to all DoD installations/Military bases by utilizing the appropriate personnel identification/force protection system applicable at each site/location. The cost to obtain and maintain base access shall be borne by the Contractor.

1.7.3.20.3 Obtain written Government supervisory approval before engaging in outside employment or business activities in accordance with DoDD 5500.07-R. Regulations issued by other agencies may contain a similar requirement. Before the contractor employs Government personnel (civilian and military) on this contract, the Contractor shall ensure that the employee has complied with any applicable requirements for Government supervisory approval and shall forward a copy of the written approval to the COR.

1.7.3.20.4 Transmit PII via Passport Travel Explorer (TraX) when submitting data feeds for Commercial Travel Information Management (CTIM), TMC Monthly and Travel Daily. The DTMO Passport is registered in the Department of Defense IT Portfolio Repository (DITPR) under DITPR System identification number 12784 and DHRA 14, Commercial Travel Information Management System (CTIM). Link to access Passport: https://www.travel.dod.mil/Training/eLearning

1.7.3.21 **SECURITY OF PERSONAL INFORMATION**.

1.7.3.21.1 Maintain security of personnel data for all customers supported by this contract and ensure enforcement of Federal Privacy Act requirements to include any applicable host-nation privacy laws.

1.7.3.21.2 Not intentionally obtain or disclose proprietary information of another Contractor through use of the DoD OBT Pseudo City Code (PCC). Known or suspected computer vulnerabilities of the DoD OBT must be officially and explicitly reported to the CO and the COR immediately upon discovery to allow for immediate resolution of the issues.

1.7.3.22 **IDENTIFICATION AND MARKING OF COVERED DEFENSE INFORMATION (CDI).**

1.7.3.22.1 Identify all CDI associated with the execution and performance of this contract. At the post-award kickoff meeting the Contractor and the Government/Program Office shall identify and affirm marking requirements for all CDI, as prescribed by DoDM 5200.01, Vol. 4, Controlled Unclassified Information (CUI), and DoDI 5230.24, Distribution Statements on Technical Documents, to be provided to the Contractor, and/or to be developed by the Contractor, associated with the execution and performance of this contract.

1.7.3.23 **TRACKING COVERED DEFENSE INFORMATION (CDI).**

1.7.3.23.1 Track all CDI associated with the execution and performance of this contract. Document, maintain, and provide to the Government, upon request by the Contracting Officer (CO), a record of Tier 1 level subcontractors, vendors, and/or suppliers who will receive, store, develop or transmit CDI – as defined in DFARS Clause 252.204-7012 and associated with the execution and performance of this contract.

1.7.3.23.2 Restrict unnecessary flow-down of CDI in accordance with marking and dissemination requirements specified in the contract and based on a “need-to-know” to execute and perform the requirements of this contract. This shall be addressed and documented at the post-award kick-off meeting.

1.7.3.24 **CYBERSECURITY.**

1.7.3.24.1 The Contractor shall have a medium assurance certificate prior to contract award. For more information visit https://public.cyber.mil/eca.

1.7.3.24.2 Participate in an independent on-site Government assessment of compliance to the NIST SP 800-171 (current revision) and NIST SP 800-171A. Assessment(s) to be conducted upon request of the Contracting Officer (CO).

1.7.3.24.3 Apply commercially accepted security risk management standards, processes, and frameworks in accordance with NIST SP 800-171 (current revision), that ensures comprehensive commercial security standards, processes, and frameworks are in place to preserve and protect Government information in accordance with DFARS 252.204-7012, NIST SP 800-171 (current revision), and NIST SP 800-53 from unauthorized access with appropriate risk mitigation.

1.7.3.24.4 Implements NIST 800-171 cybersecurity requirements, and have a cyber program in place to protect DoD travel information, as attested in a letter signed by an authoritative source.

1.7.3.24.5 Make available at its offices (at all times) the records, materials, and other information system and contract-related evidence for the Government to conduct an assessment. Allow for an inspection, investigation, forensic analysis, and any other action necessary to ensure compliance with OMB Memorandum M-17-2.

1.7.3.24.6 Address security incidents (suspected or confirmed) within one (1) hour in accordance with DFARS 252.204-7012 and NIST SP 800-171 (Current Revision).

1.7.3.24.7 Track, document, and report security incidents (suspected or confirmed) to the Contracting Officer (CO), Contracting Officer Representative (COR) and Quality Assurance Evaluator (QAE) within 24 hours using the Government specific security incident reporting forms identified in DFARS 252.204-7012. In addition to the aforementioned reporting requirements, all cyber incidents must be reported to https://dibnet.dod.mil within 72 hours of discovery of any cyber incident.

1.7.3.24.8 If the security incident (suspected or confirmed) involves Government Personally Identifiable Information (PII) or Controlled Unclassified Information (CUI), the Contractor shall submit security incident reporting forms to the Defense Industrial Base (DIB), IAW DFARS 252.204-7012 within one (1) hour and await further updates and guidance in coordination with the DoD Information System Security officer (ISSO), the COR, CO and the QAE.

1.7.3.24.9 Incorporate and enforce security policies and requirements of the contract in all subcontracts with subcontractor(s)/teaming partner(s) that support the contract.

1.7.3.24.10 Establish a written agreement with all third-party subcontractor(s), teaming partner(s), and interconnected systems or services to establish and define the security controls between the Contractor and other third-party subcontractors.

1.7.3.24.11 Establish a written agreement with all third-party subcontractors to afford the Government and duly designated Government support Contractors' access and the ability to scan subcontractor(s)/teaming partner(s)' facilities, operations, system/network, and databases.

1.7.3.24.12 The Contractor's interconnected systems or applications, such as report generators and trend analysis, shall comply with all security requirements as outlined in the contract.

1.7.3.25 **MANDATORY TRAINING REQUIREMENTS.**

1.7.3.25.1 Provide annual security training for all contractor employees and subcontractors (e.g., agents, managers, system administrators, and users of organizational systems) that support the underlying operations of the systems and software used to provide travel services with annual security training. As part of the security training, the Contractors and its employees shall be made aware of the security risks associated with their job activities and of the applicable policies, standards, and procedures related to the security of those systems and services. Contractors and employees shall be trained to carry out their assigned information security-related duties and responsibilities to complete their annual security training. The Contractor shall ensure their employees and subcontractors receive training on recognizing and reporting potential indicators of insider threat.

1.7.3.25.2 Provide the COR with a list in Microsoft Excel of all Contractor and subcontractor personnel required to complete the annual Government security training, (include employee name, work location, security training course title and course completion date) NLT 30 calendar days after the service start date with an updated Microsoft Excel file to be provided to the COR annually and as staff changes occur. Courses and link access will be provided to the contractor by the COR.

1.7.3.25.3 Provide a Letter of Attestation signed by an authoritative source to the COR no later than 30 calendar days after the contract start date stating that all contractor and subcontractor personnel have completed the mandatory required security training. The Contractor shall provide the COR with an updated listing when any employee's status or information changes no later than the end of the current month. The Government retains the right to request certificates and shall be provided to the COR upon request.

a. **Operations Security (OPSEC) Awareness for Military Member, DoD Employees and Contractors** :IAW DoDM 5205.02, “DoD Operations Security (OPSEC) Program Manual” dated October 29, 2020.

b. **Unauthorized Disclosure of Classified Information and Controlled Unclassified Information:** IAW DoDI 5200.48, “Controlled Unclassified Information (CUI)”, dated March 6, 2020.

c. **DoD Mandatory Controlled Unclassified Information (CUI) Training**: Executive Order 13556, Controlled Unclassified Information (CUI)”, dated March 6, 2020.

d. **Insider Threat Awareness**: IAW DoDD 5205.6, “The DoD Insider Threat Program”, dated August 28, 2017.

e. **Privacy Act and Personally Identifiable Information (PII):** IAW DoDI 5400.11, “DoD Privacy and Civil Liberties Programs” dated January29,2019

f. **Cyber Security Awareness**: IAW title 5, Code of Federal Regulations, section 930.301.

i. **Counterintelligence Awareness and Reporting Training:** IAW DoD Directive 5240.06, “Counterintelligence Awareness and Reporting (CIAR)”, dated July 21, 2017.

j. **Annual OSD Records and Information Management:** Training IAW Administrative Instruction 15, “OSD Records and Information Management Program”, dated November 17, 2020.

k. **Antiterrorism (AT) Level 1 Training**: IAW DoDI O-2000.16-V1, “DoD Antiterrorism Program Implementation” dated November 17, 2016, Change 3, May 7, 2021.

l. **Combatting Trafficking in Persons (CTIP):** Training IAW See Clauses incorporated by Reference, FAR 52.222.50.

1.7.3.25.3 Provide a Letter of Attestation signed by an authoritative source to the Contracting Officer Representative (COR) no later than 30 calendar days after the contract start date stating that all contractor and subcontractor personnel have completed the mandatory required security training. The Contractor shall provide the COR with an updated listing when any employee’s status or information changes no

later than the end of the current month. The Government retains the right to request certificates and shall be provided to the COR upon request.

1.8 GENERAL REQUIREMENTS

The Contractor shall:

1.8.1 Provide customer service 24 hours a day, seven (7) days a week and 365 days a year.

1.8.1.1 Provide dedicated Government Support.

1.8.2 Provide personnel fluent in written and spoken English.

1.8.3 Provide the following types of communication for reservation requests and travel and transportation inquiries:

a. Toll-free telephone and fax numbers for business and after-hours.

b. Collect calls where toll-free number capability does not exist.

c. Encrypted email exchanges that safeguard PII.

1.8.4 Deliver and maintain telephone, email, and message handling services as follows:

a. Provide callers with expected wait times within 30 seconds of the initial call greeting 100% of the time.
b. Provide callers the option to request a call back or leave a voicemail at any time while on hold 100% of the time.
c. Maintain a monthly service level of 70% of total calls offered within thirty (30) seconds (total calls offered includes calls abandoned after 30 seconds) that are assisted by agent(s) (prime and/or subcontractor) within 30 seconds during business hours.

I. Maintain the remaining 30% of call hold times under 60 seconds.
II. Maintain an abandoned call percentage rate at or below 5% of total monthly calls for business hours.

d. Maintain a monthly after-hours service level of 70% of total calls offered within thirty (30) seconds, (total calls offered includes calls abandoned after 30 seconds) that are assisted by agent(s) (prime and/or subcontractor).

I. Maintain the remaining 30% of call hold times under 60 seconds.
II. Maintain an abandoned call percentage at or below 5% of total monthly calls for after business hours.

e. Respond to 95% of phone calls/emails within one (1) hour for urgent travel assistance during business hours.

f. Respond to 95% of phone calls/emails within one (1) hour for urgent travel assistance after business hours.
g. Respond to 95% of phone calls/emails within one (1) business day for non-urgent travel assistance.

1.8.5 List telephone numbers, fax numbers and email addresses in installation telephone directories and online resources as TMC.

1.8.6 Assist the Government with resolving complaints, disputes, or claims between the Government, the customer and any principal with whom the Contractor has arranged travel or other services (e.g., lodging facilities, rental car companies, etc.).

1.8.7 Establish and open Branch/Bridge access for each of the Contractor's Pseudo City Code(s) or Subscriber Identification Number (SID) that process DoD Passenger Name Records (PNRs) to the following:

a. **Government (DTMO) PCC/SID** – NLT 15 calendar days prior to the service start date and provide confirmation via contractor-generated email to the COR within 24 hours after completion.

b. **Government-Designated Help Desk PCC/SID** - NLT seven (7) calendar days prior to the service start date and provide confirmation via contractor-generated email to the COR within 24 hours after completion.

c. **DoD OBT PCC/SID** – NLT 15 calendar days prior to the service start date and provide confirmation via contractor-generated email to the COR within 24 hours after completion.

d. **Travel Daily Reporting PCC/SID** – NLT 15 calendar days prior to the service start date and provide confirmation via contractor-generated email to the COR within 24 hours after completion.

1.8.7.1 Establish and open Branch/Bridge access to the Government (DTMO) and the Government-Designated help desk PCC/SID. Branch/Bridge access to the PCC's shall provide the Government with the capability to view and queue place all DoD PNRs and be in accordance with the requirements listed in ***Attachment 1 – United States Forces Korea (USFK) - PNR Validation Configuration Worksheet***.

1.8.7.2 Establish and open Branch/Bridge access to the Travel Daily Reporting PCC/SID. Branch/Bridge access shall be in accordance with the requirements listed in ***Attachment 3 – United States Forces Korea (USFK) - TMC Data Requirements Guide.***

1.8.8 Register one (1) primary and one (1) alternate user for access to the Government-Designated help desk. Submit a confirmation via contractor-generated email to the COR NLT 15 calendar days prior to the service start date.

1.8.9 Make travel and transportation arrangements for the following:

a. Human remains
b. Individual bus arrangements
c. Charter bus arrangements
d. Contractor travel
e. Military working dogs
f. Pet Travel
g. LICWO travel reservations
h. Ferry Travel arrangements
i. Air Mobility Command Patriot Express (AMC/PE) reservations

1.8.10 Provide TMC services to satisfy urgent, emergency, and short-notice requirements. Travel services shall support contingencies, national emergencies, accident investigations, aircraft recovery teams, evacuations, rescue operations, civil disturbances, disasters, military peacetime and wartime contingency operations, exercises, personal emergencies and mass casualties (human remains), and during inclement weather.

1.8.10.1 Support emergency and short-notice requirements by providing electronic or paper tickets, or, as a last resort, arranging for prepaid tickets at a carriers' terminal or ticket office convenient for the traveler. When the Contractor is responsible for late ticket issuance, charges or fees associated will be coordinated with the COR and the QAE.

1.8.11 Provide the capability for in-transit passenger visibility during contingencies, national emergencies, accident investigations, aircraft recovery teams, evacuations, rescue operations, civil disturbances, disasters, military peacetime and wartime contingency operations, exercises, personal emergencies, and mass casualties (human remains). Submit via contractor-generated email to the COR within one (1) hour upon request by the Government. The following data elements shall be included:

a. Traveler first name
b. Traveler last name
c. Traveler status (e.g., at airport, terminal, in transit, connecting, arrived, etc.)
d. Travel Date
e. Traveler Origin
f. Traveler Destination

1.8.12 Implement and provide Work Around Solution(s) applicable to all programs and systems to ensure optimal customer service, as coordinated with the COR and approved by the CO.

1.8.13 Coordinate GDS changes (e.g., GDS, PCC and Company Profile) by providing a Change Request (CR) to the Government for evaluation. The Contractor shall coordinate all PNR configuration changes with the COR and must receive CO approval

before implementing and changes. The CR shall provide a detailed description of the changes, to include the identification of any associated risks (e.g., additional cost, systems impact, etc.).

1.8.14 Provide traveler counseling services to include but not be limited to: providing information to obtain passports, visas, and any other documents required for travel; security and climatic conditions at foreign destinations; appropriate clothing; national and religious holidays; location of American embassies and consulates; currency exchange rates; foreign rental car availability; applicable insurance coverage; cost; and information on obtaining international driver licenses.

1.8.15 Understand official travel entitlements in accordance with Government policies and regulations, as it relates to traveler counseling.

1.8.16 Have access to all commercial supplier inventory to book and confirm reservations. If the Contractor's chosen GDS is not capable of booking/ticketing vendor inventory that is displayed in the DoD OBT, the Contractor shall determine its approach for meeting the Government's requirement.

1.8.16.1 Book, confirm and issue domestic and international tickets for CONUS to CONUS, CONUS to OCONUS, OCONUS to CONUS and OCONUS to OCONUS within the GDS and outside the GDS. The contractor shall provide its approach for meeting the Government's requirement to issue tickets (e.g. Breeze Airways, Ryan Air, Easy Jet and Wizz Air).

1.8.17 Provide the DTMO COR and Program Manager read-only access to the contractor's telephone reporting system NLT 90 calendar days after contract award for quality assurance and auditing purposes.

1.9 ALL TRANSACTIONS

The Contractor shall:

1.9.1 Establish quality control procedures for all transactions.

1.9.2 Book and ticket air, rail, rental car, ferry, bus and lodging reservations as requested by the traveler to include en-route changes.

1.9.3 Book and ticket reservations on foreign flag carriers (including code-share carriers) in accordance with the JTR.

1.9.3.1 Book and ticket reservations in foreign currency if the airline only issues tickets in foreign currency.

1.9.4 Have access to all commercial supplier inventories to book and confirm reservations.

1.9.5 Accept the following form(s) of payment/guarantee for official travel:

a. Individually Billed Account (IBA)
b. Centrally Billed Account (CBA)
c. Unit Card (UC)
d. Virtual Charge Card (VCC) (where applicable)
e. Optional Form (OF) OF1169, U.S. Government Transportation Request (GTR)/Local Payment of Airline Tickets (LOPA)
f. GSA SmartPay Tax Advantage Travel Card Account (where applicable)
g. Personal credit or debit charge card to guarantee official lodging and rental car reservations, if the traveler is not a GTCC holder.

1.9.6 Accept and charge the traveler's personal form of payment for all costs related to the following transaction types:

a. Leave In Conjunction With Official Travel (LICWO)
b. Pet Travel (non-PCS)
c. Contractor Travel
d. Traveler Requested Paper Ticket(s)

1.9.7 Notify travelers via phone or contractor-generated email when commercial travel suppliers initiate a change/cancellation or transmit Other Service Information (OSI) and Special Service Request (SSR) messages in any PNR.

1.9.7.1 Notify traveler(s) of the changes to travel arrangements within 24 hours of the change/cancellation.

1.9.8 Insert all applicable OSI messages required by each airline to all PNRs.

1.9.9 Utilize a unique 13-digit transaction fee number beginning with 890 (e.g. 890 1234567890) and do not use the associated 13-digit air/rail ticket number as the transaction fee number. The Contractor shall invoice this unique transaction fee number contained in the PNR remark or PNR accounting line and transmit the invoice to the GTCC vendor with the traveler's name as it appears in the reservation, the 13-digit transaction fee number and transaction fee amount. The transaction fee remark qualifier shall be used exclusively for passing transaction fee data through the GDS/DoD OBT interface.

1.9.10 Notify travelers via phone or contractor-generated email message of any special requirements or restrictions regarding the shipment of weapons and military impedimenta.

1.9.11 Reserve lodging in accordance with the ILP at DoD Lodging facilities, Government Privatized Lodging and DoD Preferred Commercial Lodging facilities. If the aforementioned are not available, use Commercial Lodging programs/facilities that offer

negotiated volume discounts. Approved Commercial Lodging facilities are located on the Hotel-Motel National Master List issued by FEMA at https://apps.usfa.fema.gov/hotel/

1.9.11.1 Annotate the PNR with the Certificate of Non-availability (CNA)/ Non-Availability Confirmation Number for DoD Lodging (does not apply for DoD OBT transactions).

1.9.11.2 Annotate the PNR with the reason for not booking Government Privatized and Preferred Commercial Lodging (does not apply for DoD OBT transactions).

1.9.12 Issue tickets upon receipt of the following:

a. Tickets are Waiting (TAW) date in the DoD OBT/TMC Assist PNR. The TAW date is applied to the DoD OBT PNR upon AO approval and is the electronic authorization to issue the ticket.

b. Travel Authorizations/Orders. Collect and maintain travel Authorizations/Orders for TMC Assist/Non-DoD OBT PNRs.

(i) Obtain and maintain a copy of the travel order/authorization prior to ticketing for TMC Assist/Non-DoD OBT PNRs that use a CBA/UC as the form of payment.

(ii) For TMC Assist/ Non-DoD OBT PNRs using an IBA as the form of payment, the Contractor shall view a copy of the travel order/authorization prior to ticketing.

1.9.13 Provide electronic ticketing. In the event that electronic ticketing is not available, airline tickets shall be issued on ticket stock (where applicable), which is acceptable for movement on the carrier providing the transportation.

a. Maintain sufficient quantities of ticket stock on-site to adequately handle normal and surge travel volumes and avoid ticketing delays.

b. Deliver tickets to the traveler or authorized Government official. Delivery of tickets or records of reservation may be accomplished by any effective means such as regular or overnight mail, courier and/or delivery of an e-ticket, as long as timely delivery to the traveler is accomplished.

1.9.13.1 If electronic ticketing is available and the traveler requests issuance and delivery of a paper ticket (where applicable) in lieu of accepting an e-ticket, the fee shall not be charged to the Government, (i.e., Individually Billed Account [IBA]/Centrally Billed Account [CBA]/Unit Card [UC]). The Contractor shall charge the traveler the paper ticket fee directly.

1.9.14 Issue tickets in accordance with the JTR. If situations occur that prevent the issuance of Authorizations/Orders, document the method of approval in the PNR.

1.9.15 Issue unrestricted fare tickets three (3) business days prior to travel, except when otherwise requested by the Government.

1.9.16 Issue restricted fare tickets in accordance with either the carrier ticketing rules, the DoD OBT/TMC Assist TAW date or as directed by the Government.

1.9.17 Receive and review signed authenticated travel authorizations/orders authorizing the use of Premium Class (first class or business class) tickets at Government expense. The authorization must include the specific class of service authorized.

1.9.18 Obtain the applicable Premium Class reason code from the traveler or authorized Government official upon receipt of request or prior to issuing tickets.

1.9.19 Obtain approval in accordance with local business rules prior to issuing tickets against a CBA/UC for non-DoD OBT/TMC Assist. Approval is not required for travel booked via DoD OBT.

1.9.20 Establish quality control procedures to assist the Government with obtaining confirmed tickets prior to trip departure.

1.9.21 Issue ticket(s) within one (1) hour of receipt of request when changes are made to previously ticketed reservations with a departure within 72 hours.

1.9.21.1 Upon Government approval of the use of the CBA, issue ticket(s) within one (1) hour, when changes are made to previously ticketed reservations with a departure within 72 hours.

1.9.22 Notify travelers immediately via phone or contractor-generated email message prior to auto-canceling airline and rail reservations when authorizations are not approved or charge cards are declined.

1.9.23 Upon notification for changes/cancellations modify or cancel contractor-arranged reservations and annotate the confirmation or cancellation number in the PNR. If the travel supplier does not provide a confirmation or cancellation number, annotate in the PNR the date and name of the representative that modified or canceled the reservation.

1.9.24 Initiate the process for unused ticket refunds as follows:

a. Immediately upon notification of non-use by the traveler or the Government.
b. No later than 30 days from the date of the last air travel segment for all unused tickets.
c. Upon receipt of an unused paper ticket.

1.9.25 Identify and track all refundable and non-refundable unused or partially unused tickets to include Non-Airlines Reporting Corporation (ARC) unused tickets.

1.9.26 Assist the Government to recover value from all unused or partially unused tickets to include non-ARC unused tickets.

1.9.27 Maintain unused non-refundable tickets.

1.9.28 Notify travelers of the option for usage of a non-refundable unused or partially unused ticket(s) upon each new travel request and via contractor-generated email every 90 days from the date of the last ticketed segment, until the ticket expiration date, 95% of the time.

1.9.29 Credit all refunds only to the original form of payment and do not issue cash refunds for fully or partially unused ticket(s) issued for official Government travel.

1.9.30 Provide the traveler with a copy of the request for refund at the time a refund is initiated via contractor-generated email and ensure information sent is encrypted to safeguard PII or hardcopy when in person.

1.9.31 Make arrangements and issue documents for authorized excess baggage in accordance with carrier/industry standards and provide the traveler with the carrier's excess baggage rules and fees via phone, fax, in person or via contractor-generated email.

1.9.32 Provide an encrypted itinerary and invoice that safeguards PII to the traveler or designated Government representative and shall provide a copy of the invoice to the Transportation Office.

1.9.33 Include the following information/statements on the itinerary and invoice:

a. Traveler name as indicated on a Government issued identification.
b. Travel schedule (routing, date[s], time[s], flight/train number[s], etc.).
c. Travel supplier name(s), phone number(s), confirmation number(s), and cost(s).
d. AMC/PE travel schedule (routing, date[s], time[s], flight, etc. [when booked by the TMC or provided by the Government]).
e. DoD lodging reservation(s) (when booked by the TMC).
f. Air/Rail class of service (e.g., coach class, business class or first class).
g. Contractor's toll-free telephone and fax number(s) for business hours and after-hours.
h. Contractor's collect call telephone number (where toll free is not available).
i. Traveler's form of payment: (e.g., IBA/CBA/UC/VCC/GSA Tax Advantage [where applicable]) or GTR.
j. Last four (4) digits of the IBA/CBA/UC or GTR number billed.
k. Ticket number(s).
l. Transaction fee number (where applicable).
m. Total transportation charges, to include ticket costs with breakdown of taxes and fees, and transaction fee cost.

n. Instructions for return of unused tickets.
o. Information regarding cancellation or penalty charges, non-refundable deposits, etc. (where applicable).
p. Information or instructions to assist travelers with the interchange/interline between types of air travel (e.g., AMC/PE to Commercial and carriers without interline agreements) upon arrival at airports and until final destinations.
q. Certificate of Non-availability (CNA)/Non-availability Confirmation Number for DoD Lodging (does not apply for DoD OBT transactions).
r. "If your Individually Billed Account (IBA) is used as the form of payment for air/rail reservations, this is a reimbursable expense."
s. "If the Government Centrally Billed Account (CBA) or Unit Card (UC) is used as the form of payment for air/rail reservations, this is not a reimbursable expense."
t. "A request for excess baggage was initiated with the carrier, where applicable."
u. Seat assignment comments.
v. "Arrive at the airport no later than two (2) hours prior to departure for domestic flights and no later than three (3) hours prior to departure for international flights. Consult the airline and airport guidelines before leaving for more information."
w. "Transportation Security Administration (TSA) Pre✓® is open at no cost to DoD civilians and service members. TSA Pre-check✓® is a voluntary expedited security screening process offered at domestic airports that allows participants to keep on their shoes, belt and light jacket and leave laptops and 3-1-1 compliant liquids in their carry-on bags. In order to use the dedicated TSA Pre✓® security lanes, participants must ensure their DoD Identification (DoD ID) Number also known as the Known Traveler Number (KTN) is in their DoD OBT profile and provided to the TMC when making official or leisure travel airline reservations.
x. "Did you know you can earn rewards for meals you pay for with your Government Travel Charge Card? To learn more visit DoD Dine Smart traveler rewards, https://www.travel.dod.mil/Programs/DoD-Dine-Smart/."

1.9.33.1 All information/statements containing a Uniform Resource Locator (URL) shall be in an executable link

1.9.34 Confirm travel documents do not contain any markings, stamps, or other indicators, which might identify the traveler as a military member, Government civilian employee, or dependent thereof.

1.9.35 Accept all liability and reimburse the Government for any excess costs due to Contractor errors or failure to meet PWS requirements including, but not limited to:

a. Obtaining alternate or additional travel and transportation arrangements.
b. Booking and ticketing of unauthorized travel and transportation arrangements.

c. Premium Class tickets issued by the Contractor without approval in accordance with Government travel policy. The Contractor shall reimburse the Government the cost

difference between the Premium Class ticket issued and the YCA fare or lowest unrestricted coach fare applicable to the city pair market.
d. Fees, charges, costs and penalties incurred due to the Contractor's failure to initiate cancellations when notified by the vendor (e.g., airlines, bus carriers, rental car companies, lodging facilities, etc.), Government or traveler.
e. Tickets issued on foreign flag carriers without approval in accordance with Section 1.7.1 Government Policies and Regulations.
f. The rate difference for failure to book Government lodging programs in accordance with the JTR.
g. Liability cost for accidents/damages to rental cars, not to exceed the insurance, damages, and liability limits outlined in the USGRC Agreement, due to the following circumstances:
1. Booking a non-participating vendor without prior approval when participating vendors are available under the USGRC Agreement.
2. Failure to apply the established Government Corporate Discount Numbers (CD Numbers) to reservations for a vendor under the USGRC Agreement.
h. Excess costs incurred due to the Contractor's failure to meet implementation Phase-in and Phase-out requirements.

1.9.36 Perform Centrally Billed Account (CBA)/ Unit Card (UC) reconciliation accurately 95% of the time and submit the reconciliation report package(s) to the Transportation Management Office (TMO) NLT five (5) business days after receipt of the billing file(s) from the charge card vendor in accordance with ***Attachment 7 - USFK USAF Part 1 USAF CBA Reconciliation Process*** and ***Attachment 7 - USFK ARMY Part_2_CBARs Reconciliation Process System***. The report package(s) must be delivered on time 95% of the time.

1.9.36.1 Payment System Requirements: The contractor's internal procedures and systems must be capable of differentiating between payments for official travel, and LICWO travel. The contractor shall ascertain the portion of the travel to be paid for or reimbursed by the Government, and the portion to be paid by the traveler at the individual's personal expense. The contractor's reconciliation of the billing shall provide a clear method by which any individual transaction can be reconstructed using the contractor's internal controls and audit trails, from point of sale to payment of fees.

1.9.36.2 If the Government owes Prompt Payment interest to a vendor or other entity because of untimely processing of the CBA reconciliation by the Contractor, the Contractor shall reimburse the Government for all interest paid according to a timely notice from the Government and instructions for submitting payment (e.g., check in the amount of USD) payable to the U.S. Treasury Department.

1.9.37 Provide research and assistance in the form of documentation, analysis, and other input to support the Government in resolving CBA/UC reconciliation issues for DoD OBT and Non-DoD OBT/TMC Assist transactions.

1.9.38 Retain all non-air commissions accrued when operating under a Management Service Fee (MSF) methodology. The Contractor shall provide all international air commissions accrued to the Services and Agencies in the form of a monthly price reduction.

1.9.39 Provide assistance in accordance with ***Attachment 13 – United States Forces Korea (USFK) – Government Transportation Request (GTR) – Local Payment of Airlines (LOPA) Instructions***, for all travel documents that use GTR/LOPA as a form a payment. Accurate documentation must be provided 95% of the time.

1.10 TMC ASSIST/NON-DOD OBT TRANSACTION(S) REQUIREMENTS

The Contractor shall:

1.10.1 ***Individual Travel***

a. Within 72 hours of travel, book new and change confirmed individual travel requests within one (1) hour of receipt of the request.

b. Beyond 72 hours of travel, book new and change confirmed individual travel requests within one (1) business day of receipt of the request.

c. Process travel requests timely and accurately 95% of the time.

1.10.2 ***Group Travel***

a. Provide group travel support as requested by the Government.

b. Establish and maintain an email address to receive group travel requests. The email address shall be submitted to the COR via contractor-generated email NLT 15 calendar days prior to the service start date.

c. Charge group travel costs in accordance with the applicable transaction fee. No additional agent or brokerage fees shall be charged.

d. Within 72 hours of travel, book new and change confirmed group travel requests within one (1) business day of receipt of the request.

e. Beyond 72 hours of travel, book new and change confirmed group travel requests within three (3) business days of receipt of the request.

f. Process travel requests timely and accurately 95% of the time.

1.10.3 Advise the traveler of all applicable rules and restrictions, to include cancellation policies, penalty charges, non-refundable deposits, early departure, and no-show fees when making the reservation.

1.10.4 Provide advance seat assignments in accordance with airline policies.

1.10.5 Make reservations for group travel in accordance with the Military Air Transportation Agreement (MATA) as indicated in the DTR and as defined by the carrier.

1.10.6 Obtain volume discounts or special fares from travel service suppliers whenever possible.

1.10.7 Provide the traveler's DoD ID/KTN, Redress Control Number and frequent traveler account information to the travel suppliers at the time of booking.

1.10.8 Book Lowest Logical Airfare (LLA) and routings in accordance with DoD policy.

1.10.9 Prepare and maintain GDS profiles for frequent travelers.

1.10.10 Notify travelers via contractor-generated email message when reserving a rental car with a company or location that does not participate in the USGRC Agreement.

1.10.11 Remove State/Country imposed taxes from the airfare for exempt travelers in accordance with State/Country guidelines.

1.10.12 ***Air Mobility Command Patriot Express (AMC/PE)***

1.10.12.1 Contractor personnel requiring access to AMC/PE via the GATES system shall comply with systems access requirements, policies and procedures established by U.S Transportation Command (USTRANSCOM). All requests for access to GATES must be coordinated in conjunction with the Quality Assurance Evaluator and USTRANSCOM local site Security Office.

1.10.12.2 Process requests for AMC/PE arrangements for locations listed in ***Attachment 8 – United States Forces Korea (USFK) - Historical Workload Data*** and in accordance with the Travel Management Office or other Government representative's direction.

1.10.12.3 Confirm reservations on AMC/PE charter flights utilizing the GATES system.

1.10.12.4 Annotate the PNR with confirmation of AMC/PE flight non-availability prior to making commercial reservations for routes operated by AMC/PE contracted carriers.

1.10.12.5 ***See Attachment 9 – United States Forces Korea (USFK) - GATES Instructions*** for additional information.

1.11 DOD OBT TRANSACTION(S) REQUIREMENTS

The Contractor shall:

1.11.1 Establish quality control procedures applicable to DoD OBT transactions in accordance with ***Attachment 2 – United States Forces Korea (USFK) - TMC Orientation and User Guide.***

1.11.2 Process DoD OBT PNRs in accordance with ***Attachment 2 – United States Forces Korea (USFK) - TMC Orientation and User Guide***.

1.11.3 Not be required to view a paper or electronic copy of the travel order/authorization prior to ticketing, when an IBA is the form of payment.

1.12 TRANSITION SUPPORT (PHASE-IN/PHASE-OUT) REQUIREMENTS

The Contractor shall:

1.12.1 Submit and maintain a transition plan detailing all related Phase-in activities and milestones to ensure successful on-time performance. The plan shall also include all Phase-out activities for transitioning services to a successor Contractor under a future contract to ensure minimal disruption and no diminution in the quality of services. The initial transition plan shall be submitted with the proposal and a modified plan submitted to the COR via contractor-generated email NLT ten (10) calendar days after contract award. In addition, another modified plan shall be submitted to the COR seven (7) calendar days prior to the service start date. Phase-out plan updates shall be provided to the COR NLT 90 calendar days prior to the contract expiration. The modified transition plan shall be submitted in a file format agreed upon by the Contractor and the Contracting Officer with the exception of a .pdf format.

1.12.2 ***Phase-Out***

1.12.2.1 Provide updated Phase-out transition plan including milestones to the COR via contractor-generated email NLT 90 calendar days prior to the contract expiration date. Phase-out plan shall also include the POC responsible for GDS-to-GDS data migration/transfer, PNR conversions applicable to all DoD OBT, TMC Assist, Non-ARC PNRs, air and bus group bookings/reservations.

1.12.2.2 Book all travel requests received prior to contract expiration.

1.12.2.3 Issue tickets by the close of business on the last workday of the contract and for travel commencing three (3) business days after contract expiration.

1.12.2.4 Provide a point of contact and instructions to the COR and QAE via contractor-generated email NLT 30 calendar days prior to the contract expiration date for travelers in travel status and in need of support to include changes, cancelations, and refunds.

1.12.2.5 Participate in Government facilitated meetings/teleconferences with the successor Contractor upon contract award to discuss implementation and unique business processes as directed by the COR.

1.12.2.6 Provide the successor Contractor access to Government owned or controlled office space for site surveys NLT 90 calendar days prior to the contract expiration date or upon notification by the Government.

1.12.2.7 Participate in on-site observation periods with the successor Contractor for a maximum of five (5) business days upon request of the COR.

1.12.2.8 Provide contact information for travelers to request unused ticket refunds after contract expiration, (e.g., phone number, email address, etc.) to the COR and QAE via contractor-generated email NLT 30 calendar days prior to the contract expiration.

1.12.2.9 Perform CBA/UC reconciliation for 180 calendar days after the contract expiration date.

1.12.2.10 Process unused ticket refunds as outlined in the unused ticket report requirements for 180 calendar days after the contract expiration date.

1.12.2.11 Provide unused ticket report(s) per the Deliverables **Table 4**, PWS Section 1.30.1 for 180 calendar days after the contract expiration date.

1.12.2.12 Provide Phase-Out Non-ARC Reservation Report(s) per the Deliverables **Table 4**, 1.30.1.

1.12.2.13 Provide Phase-out GDS Records Report(s) per the Deliverables **Table 4**, 1.30.1.

1.12.2.14 ***GDS-to-GDS Data Migration/Transfer***

1.12.2.14.1 Schedule a GDS-to-GDS data migration/transfer of un-ticketed travel records to the successor Contractor. The GDS-to-GDS data migration/transfer shall take place at a time to be determined by the COR after contract award.

1.12.2.14.2 Schedule the GDS vendor to provide multiple receiving Queues to ensure PNRs are separated for DoD OBT and Non-DoD OBT/TMC Assist PNRs.

1.12.2.14.3 Perform a GDS-to-GDS data migration/transfer of un-ticketed travel records to the successor Contractor.

1.12.2.14.4 Provide confirmation via contractor-generated email to the COR within 24 hours after the successful completion of the GDS-to-GDS data migration/transfer.

1.12.2.14.5 Coordinate with the GDS vendor, successor Contractor, the Government (DTMO) and the Government-Designated help desk to address any problems with missed, failed and/or corrupt un-ticketed records.

1.12.2.15 Delete Branch/Bridge access between the Contractor's PCC/SID, the DTMO PCC/SID and the Government-Designated help desk PCC/SID 30 calendar days after the contract expiration date.

1.12.2.16 Upon contract expiration, be prohibited from transferring telephone numbers used by the Contractor at on-site location travel offices to off-site locations.

1.12.2.17 Apply a voice message to all terminated telephone numbers used by the Contractor on the contract expiration date advising of the transition details.

1.12.2.18 Cease operations and delete Branch/Bridge access between the Contractor PCC/SID and the DoD OBT PCC/SID on the contract expiration date at 4:01p.m. Eastern Time (ET) or a time to be determined by the COR.

1.12.2.19 Vacate Government facilities on the contract expiration date.

1.12.2.20 Indemnify the Government for any costs or losses sustained as a result of failure to deliver accurate and complete information.

1.12.3 ***Phase-in***

1.12.3.1 Perform Phase-in services 90 calendar days prior to the service start date.

1.12.3.2 Open Contractor Branch/Bridge access between the Contractor PCC/SID and the DoD OBT PCC/SID 15 calendar days prior to the service start date and provide confirmation via contractor-generated email to the COR within 24 hours after completion.

1.12.3.3 Open Contractor Branch/Bridge access between the Contractor PCC/SID and the Government (DTMO) PCC/SID NLT 15 calendar days prior to the service start date and provide confirmation via contractor-generated email to the COR within 24 hours after completion.

1.12.3.4 Open Contractor Branch/Bridge access between the Contractor PCC/SID and the Government-Designated help desk PCC/SID NLT seven (7) calendar days prior to the service start date and provide confirmation via contractor-generated email to the COR within 24 hours after completion.

1.12.3.5 Participate in Government-facilitated meetings/teleconferences with the incumbent Contractor upon contract award to discuss implementation and unique business processes as directed by the COR.

1.12.3.6 Upon request and approval by the CO, participate in on-site observation periods with the incumbent Contractor. The Contractor may participate in on-site observation periods for a maximum of five (5) business days for each site/location.

1.12.3.6.1 Provide a list of requested on-sites/locations to be visited to the COR via contractor-generated email NLT 30 calendar days after the contract start date. On-site observation date(s) and time(s) shall be coordinated with the COR.

1.12.3.6.2 Provide listing in Microsoft Excel file format via contractor-generated email to the COR NLT 30 calendar days after contract award. Listing shall include all telephone, fax numbers, and email addresses delineated for each site/location. An updated listing shall be submitted to the COR for any phone, fax number and email address revisions NLT 15 calendar days prior to revision taking effect.

1.12.3.7 ***GDS-to-GDS Data Migration/Transfer***

1.12.3.7.1 Schedule a GDS-to-GDS data migration/transfer of un-ticketed travel records. The GDS-to-GDS data migration/transfer shall take place at a time to be determined by the COR after contract award.

1.12.3.7.2 Schedule the GDS vendor to provide multiple receiving Queues to ensure PNRs be separated for DoD OBT and Non-DoD OBT PNRs.

1.12.3.7.3 Receive a GDS-to-GDS data migration/transfer of un-ticketed travel records from the incumbent Contractor.

1.12.3.7.4 Upon completion of GDS-to-GDS data migration/transfer and receipt from the incumbent contractor, submit to the COR via contractor-generated email, a Phase-In Un-ticketed DoD OBT PNR and Non-DoD OBT PNR report for each site/location IAW Section 1.13.10.1.

1.12.3.8 Participate in five (5) virtual or in-person Government conducted implementation workgroup meetings during the implementation period over a two (2) or (3) three-day period each.

1.12.3.9 Submit proposed implementation presentation materials electronically to the COR for approval NLT 30 calendar days prior to the scheduled implementation

workgroup meeting. The presentation materials provided must be in accordance with the Section 508 of the Rehabilitation Act of 1973.

1.12.3.10 Present at a minimum, information relating to the Contractor's travel management services to include TMC Assist travel services, after business hours procedures, quality control, CBA/UC reconciliation procedures and automated services, during the implementation workgroup meeting.

1.12.3.11 Assume travel services from the incumbent Contractor at 4:01pm Eastern Time (ET) on the service start date.

1.13 MANAGEMENT INFORMATION SYSTEM (MIS) REPORTING REQUIREMENTS

The Contractor shall:

1.13.1 ***MIS Reporting Data***

1.13.1.1 Provide MIS reporting data below in a Microsoft Excel pipe delimited .csv format (except where otherwise noted). Files shall be prepared in accordance with the formats in ***Table 1 – United States Forces Korea (USFK) MIS Reporting Formats*** and the delivery and distribution schedule in ***Table 4 – Deliverables***. All reports shall include a footer record in the first two (2) columns of the last row in the report. The footer will consist of the beginning date of the report period in the first column and the ending date of the reporting period in the second column. MIS reports submitted erroneously may be rejected and considered undelivered by the Government. Required reports must be delivered on time and without errors 95% of the time.

1.13.1.2 Register authorized personnel for access to the Secure Communications Portal (SCP) at https://www.travel.dod.mil/Training/eLearning/

1.13.1.3 Submit questions regarding access, instructions, formatting, and transmissions via contractor-generated email to: dodhra.mc-alex.dtmo.mbx.CTIM@mail.mil and copy the COR.
1.13.1.4 Use the following naming convention when submitting reports:
[###_[1]] [REPORT_ NAME_[2]] [YYYYMM_[3]] [TMC NAME[4]]

1.13.1.5 Example: Monthly unused ticket report for August 2025 shall be named:

[###_ UNUSED_TICKET_REPORT_202508_ TMC NAME.csv]

[1] [###_] is an internal reference used by the Government (Do not modify)

[2] [REPORT_NAME_] is the name of the report submitted.

[3] [YYYYMM_] is the four-digit calendar year and two-digit month of the end of the reporting period. If the report submitted is for a single digit month, front fill the month with a zero (e.g., August is 08).

[4] [TMC NAME] is the complete TMC name without spaces

1.13.1.6 Comply with ***Attachment 3 – United States Forces Korea (USFK) – TMC Data Requirements Guide***

Table 1. United States Forces Korea (USFK) - MIS Reporting Formats	
Data Element	**Standard Format**
Air/Rail Carrier Code	Two-digit alpha numeric (e.g., AA, B6, UA, 2V, etc.).
Ticket Number	13 digits; three-digit airline code number and the 10-digit ticket number (e.g., 0161234567890).
Transaction Fee Number	13 digits; three-digit ARC Traffic Document code (890) and the 10-digit transaction fee number. (e.g., 8901234567890).
Date	Two-digit day, three alpha character month, and four-digit year separated by dashes (e.g., 01-OCT-2025 represents October 1, 2025).
Cost, Value, Fee, Amount, Fare, Total, Price, Charge(s)	In US dollars up to two decimals, no commas, and no dollar signs (e.g., 400.00 represents four hundred dollars and no cents).
Airport Code/Rail Station Code	Three alpha (e.g., BOS represents Boston Logan International Airport and PGH represents Pittsburgh Rail Station).
City Code	Three alpha city code used by the GDS (e.g., Washington D.C. = WAS).
Hotel Supplier/Vendor Code	Two alpha code used by the GDS (e.g., FN represents Fairfield Inn by Marriott).
Car Supplier/Vendor Code	Two alpha code (e.g., ZI represents Avis)
ARC/IATA Number	Eight digits; include the zero if first number (e.g., 01234567).
Fare Basis Code	Complete alphanumeric code to include qualifiers (ticket designator, tour code, etc.), separated by a slash (e.g. Y14NR/DODGRP).
Travel authorization/order number (TANUM)	DoD OBT TANUMs; Six-digit alphanumeric. The number of characters and sequence varies for Non-DoD OBT travel authorizations/orders. The TANUM is

	located in field 22 on DD Form 1610 or field two in DoD OBT Default Travel Authorization.
PNR/Record Locator	The PNR locator assigned by the GDS: Sabre=six alpha characters Worldspan = six alpha characters or alphanumeric
Airline Locator/Confirmation	The locator assigned by the airline as reservation confirmation.
Time	Four-digit military standard 24-hour clock (e.g., 0400 to represent 4:00 am or 1600 to represent 4:00 pm).
GDS Code	Sabre=AA Worldspan = 1P
Site Identification Number (SID)	The unique identifier assigned by the Government for each site listed under the contract. For additional information, reference Section 4 of ***Attachment 3 – United States Forces Korea (USFK) - TMC Data Requirements Guide.***

1.13.2 ***Travel Daily Reporting***

1.13.2.1 Establish Branch/Bridge access.

1.13.2.2 Provide PNRs via continuous live queue transfer and data elements in accordance with ***Attachment 3 – United States Forces Korea (USFK) – TMC Data Requirements Guide*****.**

1.13.3 ***TMC Monthly Reporting***

1.13.3.1 Submit TMC Monthly data elements to the COR via SCP NLT the 7th calendar day after the end of each month in accordance with ***Attachment 3 – United States Forces Korea (USFK) – TMC Data Requirements Guide*****.**

1.13.4 ***Premium Class Validation Reporting***

1.13.4.1 Perform Premium Class validation in accordance with ***Attachment 3 – United States Forces Korea (USFK) - TMC Data Requirements Guide*** and submit to the COR via SCP five (5) business days after receipt of the Government's validation request. Premium Class reporting of transactions shall be accurate 95% of the time.

1.13.5 Unused Ticket Report(s)

1.13.5.1 Submit report(s) monthly in Microsoft Excel file format via SCP for all fully and partially unused refundable and non-refundable electronic and paper tickets for each site/location. One (1) report shall be submitted for each site/location delineated by supported site/location and submitted to the Quality Assurance Evaluator (QAE). One (1) consolidated report, delineated by site/location shall be submitted to the Agency Headquarters and the COR. Each report shall be outlined (grouped) by rows in the worksheet, subtotaled by Site Identification Number (SID) with a footer containing grand totals. Each location shall be listed on the report with 0 (zero) when the location has no unused tickets to report. Report(s) shall be submitted NLT the 7th calendar day after the end of each month and reflect data from the previous month, carrying over any refundable tickets that are still pending TMC processing from previous month(s). Report(s) shall include the following data elements:

a. Ticket Designation (e-ticket/paper)
b. Service/Defense Agency
c. TMC Name
d. Traveler last name
e. Traveler first name
f. Site Identifier
g. Carrier code
h. Date of ticket issuance
i. Date of last air travel segment
j. Ticket number
k. Fare basis code per segment
l. Cost of original ticket
m. Ticket Status (e.g., Original, Exchange, Refund, Partial Refund)
n. Date refund requested (for non-refundable fares indicate N/A)
o. Refund value requested (for all non-refundable fares indicate NR)
p. Cancellation /Penalty fee (where not applicable indicate N/A)
q. Value of non-refundable ticket minus the cancellation/penalty fee (to be carried over month-to-month until used or expired)
r. Date of expiration or date of no show
s. Last four digits of form of payment (e.g., IBA/CBA/UC/GSA Tax Advantage [where applicable]) or GTR
t. Form of payment (e.g., IBA/CBA/UC/GSA Tax Advantage [where applicable]) or GTR
u. Travel authorization/order number (where available)
v. Total Number of unused tickets
w. GDS PNR Record Locator

1.13.6 Expired Ticket Report(s)

1.13.6.1 Submit report(s) monthly in Microsoft Excel file format via SCP for all expired refundable and non-refundable unused electronic and paper tickets for each

site/location. One (1) report shall be generated for each main site/location delineated by sites supported by the main site/location and submitted to the QAE. One (1) consolidated report, delineated by site/location shall be submitted to the Agency Headquarters and the COR. Each report shall be outlined (grouped) by row in the worksheet, subtotaled by Site Identification Number (SID) with a footer containing grand totals. Each location shall be listed on the report with 0 (zero) when the location has no expired tickets to report. Report(s) shall be submitted NLT the 7th calendar day after the end of each month and reflect data from the previous month. Report(s) shall include the following data elements:

a. Ticket Designation (e-ticket/paper)
b. Service/Defense Agency
c. TMC Name
d. Traveler last name
e. Traveler first name
f. GDS PNR Record Locator
g. Carrier code
h. Date of ticket issuance
i. Ticket number
j. Fare basis code per segment
k. Total cost of original ticket
l. Expired residual
m. Cancellation /Penalty fee (if not applicable indicate N/A)
n. Last four digits of form of payment (e.g., IBA/CBA/UC/ GSA Tax Advantage [where applicable]) or GTR
o. Form of payment (e.g., IBA/CBA/UC/GSA Tax Advantage [where applicable]) or GTR
p. Travel authorization/order number (where available)
q. Total number of expired tickets

1.13.7 Telephone Report(s)

1.13.7.1 Submit report(s) monthly in Microsoft Excel file format via contractor-generated email to the COR NLT the 7th calendar day after the end of each month and reflect data from the previous month. Each location shall be listed on the report with 0 (zero) when the location has no phone data to report. The consolidated report(s) shall include call data for both prime and subcontractors delineated by site/location that contains all business hours and after business hours call data separated with totals that include calculation formulas in the total count and include the following data elements:

a. Telephone Number (s) per site/location
b. Total number of calls offered during business hours per day
c. Total Number of calls offered during business hours per day that are not answered within 30 seconds
d. Percentage of total calls offered during business hours per day that are not answered within 30 seconds

e. Total Number of calls offered during business hours per day that are not answered within 60 seconds
f. Percentage of total calls offered during business hours per day that are not answered within 60 seconds
g. Total Number of calls abandoned after 30 seconds during business hours per day
h. Percentage of total call abandoned after 30 seconds during business hours per day
i. Total number of calls offered after business hours per day
j. Total number of calls offered after business hours per day that are not answered within 30 seconds
k. Percentage of total calls offered after business hours per day that are not answered within 30 seconds
l. Total number of calls offered after business hours per day that are not answered within 60 seconds
m. Percentage of total calls offered after business hours per day that are not answered within 60 seconds
n. Average speed of answer per day
o. Longest call delay in queue per day

p. Average speed of answer per day
q. Total number of abandoned calls per day
r. Total number of calls abandoned after 30 seconds per day
s. Percentage of abandoned calls per day
t. Total number of calls not answered within the required service level per day
u. Call service level per day
v. Longest call delay in queue per day
w. Totals

1.13.8 Workload Data Report(s)

1.13.8.1 Submit report(s) monthly in Microsoft Excel file format via contractor-generated email to the Service and Agency Headquarters and the COR NLT the 7th calendar day after the end of each month and reflect data from the previous month. Report(s) shall be delineated by all servicing locations. If there is no requirement for an on-site staffed site/location and TMC services are provided from another site/location, provide data elements for each site/location services. A consolidated report shall be provided to the COR NLT the 15th calendar day after the end of the fiscal year. The report(s) shall include the previous twelve months of fiscal year data and delineated by all servicing locations. A workload data example template and format are provided for the contractor's use in ***Attachment 11 -USFK- Workload Data Report Example Template***. Report(s) shall include the following data elements:

a. Location (e.g., site, base, installation, etc.)
b. City
c. State
d. Country

e. Number of Domestic Air Tickets issued
f. Number International Air Tickets issued
g. Number of Air Tickets issued
h. Number of Air Tickets issued via DoD OBT
i. Number of Air Tickets issued via TMC Assist (TMC created PNR)
j. Number of Air Tickets issued via TMC Assist (DoD OBT created PNR with TMC Assist)
k. Number of Domestic Rail Tickets issued
l. Number of International Rail Tickets issued
m. Number of Rail Tickets issued via DoD OBT
n. Number of Rail Tickets issued via TMC Assist (TMC created PNR)
o. Number of Rail Tickets issued via TMC Assist (DoD OBT created PNR with TMC Assist)
p. Number of Car Bookings with Air/Rail Ticket
q. Number of Car Only Bookings without Air/Rail Ticket
r. Number of Lodging Bookings with Air/Rail Ticket
s. Number of Lodging Only Bookings without Air/Rail Ticket
t. Number of Air Group Movements
u. Number of Bus Charters
v. Number of Individual Bus Reservations
w. Number of Tickets reissued after Ticket issuance
x. Number of En-route changes
y. Number of Refunds/Exchanges/Voids
z. Number of Tickets issued on day of travel
aa. Number of Tickets issued electronically
bb. Number of Paper Tickets issued (where applicable)
cc. Number of Traveler Requested Paper Tickets issued
dd. Number of Tickets issued for Leave In Conjunction With Official Travel (LICWO)
ee. Number of Human Remains transactions
ff. Number of Military Working Dog transactions
gg. Number of Pet Travel (PCS) transactions
hh. Number of Pet Travel (Non-PCS) Transactions
ii. Number of Ferry arrangements
jj. Number of Contractor Travel transactions
kk. Number of AMC/PE transactions (where applicable)
ll. Number of tickets issued utilizing IBA billing
mm. Number of tickets issued utilizing CBA billing
nn. Number of tickets issued utilizing UC billing

oo. Number of tickets issued utilizing GTR/LOPA
pp. On-site staffed location (Indicate Yes or No)
qq. Servicing TMC locations (If on-site staffing is not required for this location and TMC services are provided from another location, provide TMC location where services are provided).

1.13.9 Phase-Out Non-ARC Reservation Report(s)

1.13.9.1 Submit report(s) in Microsoft Excel file format via contractor-generated email to the COR NLT seven (7) calendar days prior to contract expiration date and again 24 hours prior to the contract expiration date. Report(s) shall contain un-ticketed reservations on airlines that do not participate with ARC, consolidated and delineated by site/location and include the following data elements:

a. Airline Record Locator
b. GDS PNR Locator
c. Traveler last name
d. Traveler first name
e. Departure date
f. AO approval designation (e.g., Y/N)
g. Ticketed or un-ticketed designation (e.g., Y/N)

1.13.10 Phase-In Un-ticketed DoD OBT and Non-DoD OBT PNR Reports

1.13.10.1 Submit report(s) in Microsoft Excel pipe delimited .csv file format via contractor-generated email to the COR NLT 2:00p.m. ET on the day of transition following receipt from the incumbent contractor. One (1) report shall be submitted for each site/location and consist of separated un-ticketed DoD OBT and Non-DoD OBT PNRs that include the following data elements:

a. Original GDS (e.g., Sabre or Worldspan)
b. Original PCC/SID
c. Original GDS PNR Record Locator
d. New GDS (e.g., Sabre or Worldspan)
e. New PCC/SID
f. New GDS PNR Record Locator

1.13.11 Phase-out GDS Record Report(s)

1.13.11.1 Submit report(s) in Microsoft Excel file format via contractor-generated email to the COR seven (7) calendar days prior to the contract expiration date and again 24 hours prior to the contract expiration date. Report(s) shall be consolidated and delineated by site/location and include the following data elements:

a. Location site
b. Traveler last name
c. Traveler first name
d. PNR locators (where applicable)
e. Contact information (i.e. phone, email)
f. Ticketing (e.g., Y/N)
g. DoD OBT (e.g., Y/N)

1.13.12 International Airline Commission Revenue Report (applicable to MSF only)

1.13.12.1 Submit report(s) monthly in Microsoft Excel file format via contractor-generated email to the Service or Agency Headquarters and the COR NLT the 7th calendar day after the end of each month and reflect data from the previous month. If airline reporting is settled by both Bank Settlement Plan (BSP) and Airline Reporting Corporation (ARC), submit one (1) report for BSP and one (1) report for ARC and include the following data elements:

a. BSP or IATA number
b. Location site identification number
c. Total commission amount

1.13.13 Daily Sales Summary Report(s)

1.13.13.1 Submit or provide access to daily report(s) via automation or in Microsoft Excel File format via SCP to the QAE. The consolidated monthly report(s) shall be provided to the QAE, the COR and the Services and Agency Headquarters NLT the 7th calendar day after the end of each month reflecting data from the previous month. Report(s) shall be delineated for each site/location and include a summary for each site/location and include the following data element:

a. Invoice number
b. Ticket number
c. GDS PNR Record Locator
d. Traveler last name
e. Traveler first name
f. Total ticket amount
g. Commission amount (if applicable)
h. Base fare
i. Tax
j. Total cash sales
k. Total credit card sales
l. Total daily sales
m. Refunds
n. DoD OBT or non-DoD OBT transaction
o. Customer identification number
p. Last four (4) digits of form of payment (e.g., IBA/CBA/UC/ GSA Tax Advantage [where applicable]), or GTR
q. DoD OBT Vendor Code

1.13.14 Unbilled Transaction Report(s)

1.13.14.1 Submit monthly report(s) in Microsoft Excel file format via SCP to the QAE NLT the 7th calendar day after the end of each month and reflect data from the previous

month based on the billing cycle date. Report(s) shall include each payment mechanism obtaining un-reconciled transactions (debits and credits) for each CBA/UC and include the following data elements:

a. Ticket number
b. Traveler last name
c. Traveler first name
d. Appropriation data
e. Travel Authorization/Order number
f. Itinerary
g. Ticket cost
h. Refund amount
i. Ticket/Refund date
j. Last four (4) digits of form of payment (e.g., IBA/CBA/UC/VCC/GSA Tax Advantage [where applicable]), or GTR

1.13.15 Itemized Activity Report(s)

1.13.15.1 Submit report(s) monthly in Microsoft Excel file format via SCP to the Service and Agency Headquarters, QAE and the COR NLT the 7th calendar day after the end of each month and reflect data from the previous month. Report(s) shall be delineated by site/location and include the following data elements:

a. Travel Authorization/Order number
b. Traveler last name
c. Traveler first name
d. Ticket Amount
e. Ticket Number
f. Fare Basis Code(s)
g. Last four (4) digits of GTCC/GTR (e.g., IBA/CBA/UC/Tax Advantage [where applicable]) or GTR
h. Form of Payment Method (e.g., IBA/CBA/UC/Tax Advantage [where applicable]) or GTR
i. Transaction Fee cost
j. Type of transaction (e.g. non-air/rail)

Submit a three (3) part itemized, summary and refund activity report in Microsoft excel file format via SCP to the Service and Agency Headquarters, QAE and the COR NLT the 7th calendar day after the end of each month. One (1) report shall be generated for each site/location. The contractor shall itemize and summarize the report(s) by each billing identification number or account number, subtotal, and overall total costs to ensure charges are allocated to the correct location.

1. The itemized section shall consist of the following data elements:

a. Travel Authorization/Order number or GTR
b. Traveler last name
c. Traveler first name
d. Account Number
e. Invoice Number
f. Ticket Amount
g. Travel Date
h. Ticket Number
i. Branch Number

2. The summary section shall consist of the following data elements:

a. Invoice Number
b. Traveler last name
c. Traveler first name
d. Account Number
e. Travel Authorization/Order number or GTR
f. Airline
g. Routing
h. Fare Basis Code(s)
i. Ticket Number
j. Ticket Issue Date
k. Ticket Amount
l. Refund Amount
m. Last four (4) digits of GTCC/GTR
(e.g., IBA/CBA/UC/Tax Advantage [where applicable]) or GTR
n. Branch Number
o. Transaction Fee cost

3. The refund activity section shall consist of the following data elements:

a. Branch Number
b. Ticket Number
c. Invoice Number
d. Travel Date
e. Traveler last name
f. Traveler first name
g. Refund amount requested

1.13.16 Commercial Lodging Revenue Report(s)

1.13.16.1 Submit consolidated report(s) monthly in Microsoft Excel file format via contractor-generated email to the COR NLT the 7th calendar day after the end of each month and reflect data from the previous month. Report(s) shall be consolidated and delineated by site/location and include the following data elements:

a. Site
b. Total Number of bookings
c. Total Number of bookings (FYTD)
d. Percentage of total bookings
e. Percentage of total bookings (FYTD)
f. Number of nights booked
g. Number of nights booked (FYTD)
h. Total cost
i. Total cost (FYTD)
j. Average daily rate
k. Average daily rate (FYTD)
l. Total for each category

1.13.17 Air Mobility Command Patriot Express (AMC/PE) Report(s)

1.13.17.1 Submit report(s) in Microsoft Excel file format via SCP to the Service or agency Headquarters, QAE and the COR. One (1) report shall be provided for each site/location and include the total number of Patriot Express tickets on a monthly basis. Report(s) shall be submitted NLT the 7th calendar day after the end of each month and reflect travel performed during the previous month (e.g., the June 2024 report would represent travel performed during May 2024), and include the following data elements:

a. Service/Defense Agency
b. TMC Name
c. TMC Location
d. Traveler last name
e. Traveler first name
f. Grade/Rank (Sponsor's name and Grade/Rank, if applicable)
g. Origin
h. Destination
i. Last four (4) digits of traveler's Social Security Number (SSN)
j. Travel Authorization/Order number
k. Reservation Cost
l. Unique Control Number (UCN)

1.13.18 CBA/Unit Card Daily Obligation Sales and Refund Report(s)

1.3.18.1 Submit report(s) daily in Microsoft Excel file format via contractor-generated email to the Service or Agency Headquarters and QAE for each site/location. Report(s) shall contain a list of refunds first then debits in ticket number sequence and list CBA and Unit Card transactions separately. Transaction fees shall be listed with the corresponding air/rail ticket number and include the following data elements:

a. Transaction date
b. Invoice number
c. Traveler last name

d. Traveler first name
e. Ticket Number
f. Transaction fee cost(s)
g. Gross amount
h. Total daily sales
i. Total daily refunds

1.14 GDS TERMINAL(s)/EQUIPMENT, GDS WEB ACCOUNT ACCESS CREDENTIALS, LOCAL AREA NETWORK (LAN) AND LASER PRINTER REQUIREMENTS

The Contractor shall:

1.14.1 Provide, install, and maintain terminal(s)/equipment or GDS Web Account Access Credentials, LAN, laser printer(s) and access to the contractor's Accounting and Management Information System (AMIS) (e.g., back-office system) to be used by the Government for quality control monitoring as outlined below in **Table 2 – United States Forces Korea (USFK)- GDS Terminal(s)/Equipment, GDS Web Account Access Credentials, LAN, and Laser Printer Requirements**. GDS terminal(s)/equipment or Web Account Access Credentials shall enable the Government to check routings and fares and view all PNRs. GDS terminal(s)/equipment and LAN or Web Account Access Credentials installation or account access must be provided for each required location or access granted for each user NLT 14 calendar days after the service start date. Provide a contractor-generated email confirming GDS terminal(s)/equipment, LAN or GDS Web Account Access Credentials have been granted and laser printer installation has been completed, confirmation must be provided to the COR 100% of the time.

1.14.2 Service, upgrade, and replace terminal(s)/equipment, LAN connection(s) or GDS Web Account Access Credentials and laser printers and replace as necessary.

1.14.3 Provide software release updates as necessary.

1.14.4 Adhere to both Government and industry security standards and procedures when installing GDS terminal(s)/equipment, LAN connections, laser printers and providing Web Account Access Credentials.

1.14.5 Provide the Government with GDS operating instructions to include information regarding security.

1.14.6 Provide GDS training to the Government virtually or on-site for locations listed in **Table 2 – United States Forces Korea (USFK)-GDS Terminal(s)/Equipment, LAN connections, Web Account Access Credentials and Laser Printer Requirements** NLT 30 calendar days after the service start date. Submit confirmation via contractor-generated email to the COR NLT five (5) calendar days after training completion. GDS training must be 100% complete for each location NLT 30 calendar days after the service start date.

1.14.7 Training shall include methods for conducting quality control of PNRs, routing and fare research.

1.14.8 Provide virtual or on-site refresher training to the Government annually and when requested by the Government no more than twice annually. Submit confirmation via contractor-generated email to the COR NLT five (5) calendar days after completion of annual refresher training.

1.14.9 Provide additional training when GDS Web Account Access Credentials updates result in procedural changes.

Table 2. United States Forces Korea (USFK) - GDS Terminal(s)/Equipment, GDS Web Account Access Credentials, LAN and Laser Printer(s) Requirements

Location	City	State	Country	Number of GDS Terminal(s)/ Equipment for Government Use	Contractor LAN for Government Use (Indicate Yes or No)	Number of GDS Like Software Solution for Government Use	Number of Laser Printers for Government Use
USA Garrison Camp Casey	Dongduchon		Korea	1	Yes	0	1
USA Garrsion Yongsan	Seoul		Korea	1	Yes	0	1
USA Garrison Camp Humphreys	Pyeongaek		Korea	1	Yes	0	0
USA Garrison Camp Henry/Walker	Daegu		Korea	1	Yes	0	1
United States Air Base (AB) Kunsan	Kunsan		Korea	1	Yes	0	1
United States Aire Base (AB) Osan	Osan		Korea	1	Yes	0	1
Totals:				**6**		**0**	**3**

1.15 STAFFED LOCATIONS

The Contractor shall:

1.15.1 Provide staffing at on-site offices in Government owned facilities and the number of agents designated to providing travel services at on-site locations listed in ***Table 3 – United States Forces Korea (USFK) On-site Staffing***. For all other sites/locations under the RFQ, provide a Personnel Workforce staffing plan approach to include the place of performance and number of agents designated to providing services. A Personnel Workforce Plan is provided in ***Attachment 12 – United States Forces Korea (USFK) Personnel Workforce Plan Example Template***.

1.15.2 Comply with all federal, state, local, and host nation laws, policies, procedures, and requirements to operate a travel office at all sites/locations. The contractor shall comply with all security requirements and installation access requirements for personnel access to each site/location. The contractor shall provide written proof of eligibility to operate in all sites/locations upon request of the Government.

1.15.3 Establish operating hours that coincide with the Government's local business hours. Operating hours may be modified as agreed to by the COR in coordination with the QAE Operating hours and days of operation and manning due to the Chu-Suk (Korean Thanksgiving) and Sol Nar (Lunar New Year) holiday(s) may be modified as coordinated with the COR and approved by the CO.

1.15.4 Activate service to existing Government commercial telephone line(s) to include maintenance at expense of the Contractor.

1.15.5 Install commercial telephone line(s), equipment, and service to include maintenance where Government existing commercial lines are not compatible with the Contractor's telephone equipment.

1.15.6 Safeguard all Government Furnished Property (GFP)/Government Furnished Equipment (GFE) provided for the Contractor's use during performance. Government Furnished Property/Equipment may include laptops, if required. At this time, it is not expected GFE/GFP will be provided at the time of award.

1.15.7 Comply with conservation practices to prevent the waste of utilities to include:

a. Usage of lights only in areas where and when work is being performed.

b. Not adjusting mechanical equipment controls for heating, ventilation, and air-conditioning systems.

1.15.8 Inspect on-site staffed location(s) and report to the COR and QAE any conditions that may affect performance.

1.15.9 Ensure travel office facilities are maintained in a clean and orderly manner consistent with installation and agency standards.

1.15.10 Report all Contractor personnel accidents, and/or injuries to the COR and QAE within one (1) workday of occurrence.

1.15.11 Provide travel office interior and exterior signs that conform to Service or Agency regulations and local customs in accordance with guidance and instruction from the authorized Government representative (e.g., CO, COR and QAE).

1.15.12 Be liable for damages to premises resulting from the Contractor's employees' negligent acts or omissions or failure to comply with contract requirements.

Table 3 – United States Forces Korea (USFK) On-site staffing					
Location	**City**	**State**	**Country**	**Office Square Footage for TMC usage**	**On-site Address - Where On-site Agent(s) will be physically located (Address/Street/Bldg. #, City, State, Zip)** **Office Hours**
USA Garrison Camp Casey	Dongducho n		Korea	885	BLDG 2440-Room #142, Camp Casey, APO AP 96224 M-F 8:30 AM-5:00 PM
USA Garrison Yongsan	Seoul		Korea	1161	BLDG #201 Room 2, K16 APO AP 96202 M-F 8:30 AM-5:00 PM
USA Garrison Camp Humphreys	Pyongtaek		Korea	427	Building 6400, Room D-101, Camp Humphreys, APO AP 96271 M-F 9:00 AM0-4:30 PM
USA Garrison Camp Henry/Walker	Daegu		Korea	164	BLDG 330, Rhode Island St, Camp Walker, APO AP 96219 M-F 8:00 AM-4:30 PM
United States Air Base (AB) Kunsan	Kunsan		Korea	300	BLDG 1027 Avenue C, Kunsan Air Base, APO AP 96264 M-F 8:00 AM- 4:30 PM

United States Air Base (AB) Osan	Osan		Korea	504	Jo Rang Mal Rd, Osan Air Base, APO AP 96266 M-F 8:00 AM – 4:30 PM

1.16 OPTIONAL SUPPLIES AND SERVICES

1.16.1 Optional supplies and services may be ordered by the Government via contract modification. The Contractor shall price optional supplies and services in accordance with Section C of ***Attachment 10 – United States Forces Korea (USFK) Pricing Model***.

1.16.2 The Contractor shall provide the following optional services as required:

a. GDS terminal(s)/equipment (See Section 1.14)
b. GDS Web Account Access Credentials
c. Local Area Network (LAN)
d. Laser printer(s)
e. Site requested Staffed Office (See Section 1.15)
f. Emergency Staffed Office(s)
h. Relocations
i. LICWO

1.16.3 Emergency Staffed Office(s)

1.16.3.1 Provide emergency-staffed office(s) when directed by the Government and charge fees in accordance with the established pricing proposed in the pricing template.

1.16.3.2 Provide temporary staffed office(s) at remote ticketing sites within 24 hours after notification from the CO. The Contractor shall assume the sites/locations may be in CONUS (West Coast) and OCONUS (Korea). The CO may require multiple sites in each geographic area.

1.16.3.3 If the Contractor is unable to establish a temporary staffed office within 24 hours of notification, the Contractor shall immediately provide an alternative approach to the Contracting Officer (CO) along with an estimated time required to establish the temporary office.

1.16.3.4 The remote ticketing sites shall be operational one (1) hour prior to the charter aircraft's scheduled departure time and shall remain operational until all passengers are assisted.

1.16.3.5 Support emergency requirements by providing electronic or paper tickets, or, as a last resort, arranging for prepaid tickets at a carriers' terminal or ticket office convenient to the traveler.

1.16.3.6 Determine and arrange procedures to expand operations, including personnel and equipment as deemed necessary to provide emergency services. In coordination with the USFK, the COR will approve operating hours and the CO will approve all emergency services directed by the Government.

1.16.3.7 Emergency Staffed Offices shall include anything associated with setting up a temporary emergency-staffed office. Items for consideration include two (2) additional Full Time Agent(s) and GDS Terminals.

1.16.3.7.1 Travel expenses for the emergency-staffed office will be reimbursed in accordance with the FAR 31.205-46.

1.16.4 Relocations

1.16.4.1 The Government may require the contractor to relocate its TMC location(s) as required by local installations during the performance of this contract.

1.16.4.2 Government Requested Relocation(s)

The Contractor shall:

1.16.4.2.1 Relocate or realign travel office, equipment, and supplies as a whole or in part, due to organizational/operational changes at the request and expense of the Government.

1.16.4.2.2 Receive notification of relocation request from the Government 90 calendar days prior to relocation.

1.16.4.2.3 Coordinate with the COR and obtain advance approval from the CO on Government requested relocations to include the Contractor's detailed approach for providing TMC services during a relocation.

1.16.4.2.4 Coordinate Government requested relocation requirements with the local Travel Management Office and the COR, prior to incurring any cost.

1.16.4.2.5 Not perform the Government-requested relocation until receipt of contract modification

1.16.4.3 Contractor Requested Relocation(s)

The Contractor shall:

1.16.4.3.1 Coordinate Contractor-requested relocation requirements with the local Travel Management Office.

1.16.4.3.2 Coordinate Contractor requested relocation support with the COR and obtain advance approval from the CO.

1.16.4.3.3 Provide uninterrupted service.

1.16.4.3.4 Bear all expenses for Contractor initiated moves.

1.16.4.3.5 Be responsible for all costs associated with temporary or permanent relocation.

1.16.5 Leave In Conjunction with Official Travel (LICWO)

The Contractor Shall:

1.16.5.1 Provide at the request of official DoD travelers, LICWO travel services to an individual on an official trip and to family members or others accompanying that individual when requested by the traveler. Travelers are responsible for any costs that exceed the official portion of the trip. The Contractor shall not invoice the Government for any leisure only reservations or services. The transaction fee for LICWO services shall be charged directly to the traveler. The Contractor shall separate costs for official travel from leisure travel costs.

1.16.5.2 Provide the following services for LICWO travel and shall not advertise, solicit, or sell any leisure travel services other than the following specified services for making LICWO arrangements:

a. Point-to-point reservations and ticketing on scheduled common carriers for all modes of travel.
b. Rental vehicle reservations
c. Lodging reservations
d. Delivery of travel documents

1.17 OPTIONAL REPORTS

The Contractor shall:

1.17.1 Optional reports may be ordered by the Government via contract modification. Optional report(s) requests made by the COR shall be fulfilled by the Contractor NLT two (2) business days after receipt of a signed contract modification by the Contracting Officer. The Contractor shall price optional reports using Section C, ***Attachment 10 United States Forces Korea (USFK) Pricing Model*.**

The Contractor shall provide the following optional reports as requested:

1.17.2 Airline Spend Report(s)

1.17.2.1 Submit report(s) monthly in Microsoft Excel file format via contractor-generated email to the Service or Agency Headquarters and the COR NLT the 7th calendar day after the end of each month and reflect data from the previous month. Report(s) shall be consolidated and delineated by site/location and include the following data elements:

a. Total amount of spend per airline.
b. Monthly expenditure analysis and the corresponding dates.

1.17.3 **Commercial Air Revenue Summary Report(s)**

1.17.3.1 Submit report(s) monthly in Microsoft Excel file format via contractor-generated email to the Service or Agency Headquarters and the COR NLT the 7th calendar day after the end of each month and reflect data from the previous month. Report(s) shall be consolidated and delineated by site/location and include the following data elements:

a. Airline in order of usage
b. Number of total bookings
c. Percentages of total bookings

1.18 CONTRACT MANAGEMENT SUPPORT

The Contractor shall:

1.18.1 Provide a designated Program Manager to serve as the primary point of contact to the CO and the COR.

1.18.2 Provide a detailed Personnel Workforce plan to include the following key personnel:

1.18.2.1 Contract Manager/Program Manager/Account Manager – A minimum of ten (10) years managing travel services with experience supporting global travel and TMC operations.

1.18.2.2 Operations Manager – A minimum of ten (10) years managing TMC operations with experience in using travel technology across various platforms including, Online Booking Tools, Global Distribution Systems, quality control and mid- and back-office accounting systems.

1.18.2.3 Quality Control Manager – A minimum of five (5) years of quality control experience in travel services, including, managing automated file finishing, record management processes and quality assurance tools.

1.18.2.4 Front Line/Unit Managers – A minimum of five (5) years of managing travel services with experience supporting global travel. Managers of the smallest operational unit.

1.18.3 Participate in weekly or monthly outreach sessions as requested by the COR to discuss/resolve systemic issues, and performance.

1.18.4 Report DoD OBT problems encountered when processing DoD OBT PNRs to both the COR and Government-Designated help desk.

1.18.5 Coordinate unscheduled office closures with the COR.

1.18.6 Notify the COR via contractor-generated email no less than 30 calendar days prior to changing proposed approach for supporting travel services.

1.18.7 Submit proposed changes to the personnel workforce plan via contractor-generated email to the COR and CO no less than 30 calendar days prior to the effective date of the proposed changes. The CO will provide written approval for any changes to the personnel workforce plan via email. Personnel Workforce adjustments shall support the agent to transaction ratio originally proposed, unless otherwise approved by the CO.

1.19 QUALITY CONTROL PLAN (QCP)

The Contractor shall:

1.19.1 Establish and maintain a Quality Control Plan (QCP) to ensure work performed conforms to the PWS. The complete QCP shall be submitted by the proposal due date. After award, an updated QCP with changes shall be submitted to the COR for approval within 15 calendar days. The QCP shall address the contractor's program and strategy for improving quality control over the life of the contract and at a minimum:

1.19.1.1 Performing inspections of business operations and processes.

1.19.1.2 Assisting the Government with obtaining confirmed tickets prior to trip departure.

1.19.1.3 Including automated and automation-assisted quality control processes, to ensure reservations are to the maximum extent possible correctly booked and documented.

1.19.1.4 Identifying, correcting, and preventing problems/defective service.

1.19.1.5 Using automated file finishing to minimize or eliminate the need for manual intervention in reservations fulfillment.

1.19.1.6 Addressing customer complaint resolution time and process.

1.19.1.7 Providing on-time, accurate MIS reporting.

1.19.1.8 Record keeping.

1.19.1.9 Managing telephone and email performance.

1.19.1.10 Maintaining and documenting security of customer Privacy Act Information.

1.19.1.11 The QCP shall have a clear method to determine if travel entitlements are properly executed, as it relates to traveler counseling. In the event of disputes, the contractor will be responsible to demonstrate the entitlements granted were authorized. The contractor shall be held liable for any costs associated with improper execution of Government-funded entitlements per regulatory requirements.

1.19.2 Develop customer satisfaction survey(s) and submit to the COR via contractor-generated email for approval NLT 15 calendar days after contract award. Make survey(s) available to travelers and provide traveler feedback to the COR via contractor-generated email in a monthly report NLT the 5th calendar day following the end of each month and reflect data from the previous month. The Contractor must receive 90% customer satisfaction at least 85% of the time.

1.20 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Performance Objective	Section	Performance Threshold Standard	Method of Surveillance
Security Incident Report (Suspected or Confirmed)	1.7.3.24.6 1.7.3.24.7 1.7.3.24.8	Submit 100% of the time.	COR to review reported security incidents.

Performance Objective	Section	Performance Threshold Standard	Method of Surveillance
Required Security Microsoft Excel Listing and annual Personnel Training (Certificates of Completion)	1.7.3.25.2	100% of employees trained as required 100% of the time.	COR will review eMASS and/or required security training certificates. Annual surveillance.
Customer service provided 24 hours a day, seven (7) days a week and 365 days a year.	1.8.1 1.8.4 (a) – (g)	Provide callers with expected wait times within 90 seconds of the initial call greeting 100% of the time. Provide callers the option to request a call back or leave a voicemail while on hold 100% of the time. Maintain a monthly service level of 70% of total calls offered within thirty (30) seconds (total calls offered include calls abandoned after 30 seconds) that are assisted by agent(s) (prime and subcontractors) during business hours. Maintain a monthly after-hours service level of 70% of total calls offered within thirty (30) seconds (total calls offered include calls abandoned after 30 seconds) that are assisted by agent(s) (prime and subcontractor) Maintain the remaining 30% of call hold times under 60 seconds. Maintain abandoned call percentage rate at or below 5% of total monthly	Periodic surveillance by the COR and customer feedback.

Performance Objective	Section	Performance Threshold Standard	Method of Surveillance
		calls for business hours and after business hours. Respond to 95% of phone calls/emails within one (1) hour for urgent travel assistance during and after business hours. Respond to 95% of phone calls/emails within one (1) business day for non-urgent travel assistance.	
Premium Class is not issued without receiving a signed authenticated travel authorization. Reporting is accurate.	1.9.17	100% of the time. Do not issue Premium Class without receiving a signed authenticated travel authorization. Premium Class reporting of transactions is accurate 95% of the time.	Periodic surveillance, customer feedback and the Premium Class Travel Reporting Tool (PCTRT).
Provide notification of Non-refundable unused or partially unused ticket to travelers.	1.9.28	Notification provided to travelers with the option for usage of a non-refundable unused or partially unused ticket upon new request and every 90 days from the date of the last ticketed segment 95% of the time.	GDS surveillance, monitoring the unused ticket report and customer feedback.
Perform CBA Reconciliation-**Army/DoD Agencies**	1.9.36 ***Attachment 7***	95% of the time, accurately perform CBA reconciliation.	Customer feedback and QAE reports.
Perform CBA Reconciliation- **Air Force**	1.9.36 ***Attachment 7***	95% of the time, accurately perform CBA reconciliation.	Customer feedback and QAE reports.

Performance Objective	Section	Performance Threshold Standard	Method of Surveillance
Submit CBA Reconciliation Report Package(s) -**Army/DoD Agencies**	1.9.36 ***Attachment 7***	Required report package(s) are delivered on time 95% of the time.	Customer feedback and QAE reports.
Submit CBA Reconciliation Report Package(s)-**Air Force**	1.9.36 ***Attachment 7***	Required report package(s) are delivered on time 95% of the time.	Customer feedback and QAE reports.
Provide assistance for all travel documents that use GTR/LOPA as a form a payment.	1.9.39 ***Attachment 13***	Accurate documentation must be provided 95% of the time.	Customer feedback and QAE reports.
Book new or change confirmed **individual travel** requests for travel within 72 hours in one (1) hour of receipt of the request. Book new or change confirmed **individual travel** requests for travel beyond 72 hours within one (1) business day of receipt of the request.	1.10.1	Travel requests are processed timely and accurately 95% of the time.	Periodic surveillance and customer feedback.
Book new or change confirmed **group travel** requests for travel within 72 hours in one (1) business day of receipt of the request. Book new or change confirmed **group travel** requests for travel beyond 72 hours within three (3) business days.	1.10.2	Travel requests are processed timely and accurately 95% of the time.	Periodic surveillance and customer feedback.

Performance Objective	Section	Performance Threshold Standard	Method of Surveillance
Process urgent PNRs within one (1) hour. Process non-urgent PNRs and cancelled PNRs within one (1) business day. Process Ticketed PNRs immediately.	1.10.1 (a), (b), (c) ***Attachment 2 – United States Forces Korea (USFK) TMC Orientation and User Guide***	Travel requests are processed timely and accurately 95% of the time.	Periodic surveillance and customer feedback.
Provide Transition Plan	1.12	100% of the time, transition plan is provided NLT 10 calendar days after contract award and NLT 90 calendar days prior to contract expiration.	COR to review transition plan.
Provide MIS Reports	1.13.1 1.13.1.1	Required report(s) are delivered on time and without errors 95% of the time.	Periodic surveillance and customer feedback.
Provide GDS Terminal(s)/Equipment Installation, LAN and/or GDS Web Account Access Credentials	1.14.1 **Table 2**	95% of the time, GDS installation is completed NLT 14 calendar days after service start date.	Periodic surveillance, customer feedback and confirmation emails.
Provide Government GDS training	1.14.6	95% of the time, GDS training is provided NLT 30 calendar days after service start date.	Periodic surveillance, customer feedback and confirmation emails.
Provide refresher Government GDS training	1.14.8	95% of the time annual GDS refresher training is provided.	Periodic surveillance, customer feedback and confirmation emails.
Develop Customer Satisfaction Survey and provide to travelers for feedback.	1.19.2	90% Customer satisfaction at least 85% of the time.	Periodic surveillance, customer feedback and survey responses.

1.21 SERVICE LEVEL INCENTIVE/DISINCENTIVE

Criteria and examples for incentive, disincentive, and regular (non-incentive) pricing can be found in ***Attachment 14- United States Forces Korea (USFK) Service Level Incentive and Disincentive Language Examples*.**

1.22 TMC DATA REQUIREMENTS

See ***Attachment 3 – United States Forces Korea (USFK) - TMC Data Requirements Guide***

1.23 TMC SITE DATA LOCATIONS

See ***Attachment 6 – United States Forces Korea (USFK) - TMC Site Data Location Identification Spreadsheet***

1.24 PERIOD OF PERFORMANCE

The performance period of this contract will be one (1) base period and four (4) one-year option periods, which if exercised, will extend the term of the task order for a possible total length of five (5) years. A ninety (90) day transition period shall occur during the Base Period from date of award until the date TMC transaction services can be provided. The transition period can be no longer than ninety (90) days and is incorporated into the Base Period of performance.

1.25 TYPE OF CONTRACT

The Government contemplates award of a single award, Firm Fixed-Price contract resulting from this RFP.

1.26 PLACE OF PERFORMANCE

All work, meetings, and project planning activities shall be performed in accordance with Section 1.15 of the PWS. The Contractor shall provide staffing at on-site locations in Government-owned facilities listed in ***Table 3 – United States Forces Korea (USFK) On-site Staffing.***

1.27 RECOGNIZED FEDERAL HOLIDAYS

New Year's Day
Birthday of Martin Luther King Jr.
President's Day
Memorial Day
Juneteenth National Independence Day
Independence Day
Labor Day

Columbus Day
Veterans Day
Thanksgiving Day
Christmas Day

1.27.1 Host Nation Holidays are:

*Chuseok (Korean Thanksgiving)

*Sol Nar (Lunar New Year)

The above *Korean Holidays are usually three days in duration. These three days may or may not include weekends. The contractor shall submit a proposed work schedule to the COR and QAE for approval by the CO.

1.27.2 Observance of Legal Holidays and Days of Government Closure-OnSite Contractor Employees

Performance requires contractor employees of the prime contractor or any subcontractor, affiliate, partner, joint venture, or team member with which the contractor is associated, including consultants engaged by any of these entities, to have access to, physical entry into, and to the extent authorized, mobility within, a Federal facility.

The Government may close and or deny contractor access to a Federal facility for a portion of a business day or longer due to any one of the following events:

- Federal public holidays for federal employees in accordance with 5 U.S.C. 6103.
- Fires, floods, earthquakes, unusually severe weather to include snow storms, tornadoes and hurricanes.
- Occupational safety or health hazards.
- Any other reason

In such events, contractor employees may be denied access to a Federal facility, in part or in whole, to perform work required by the contract. Contractor personnel already present at a Federal facility during such events may be required to leave the facility.

- In all instances, where contractor employees are denied access or required to vacate a Federal facility, in part or in whole, the contractor shall be responsible to ensure contractor personnel working under the contract comply. If the circumstances permit, the CO will provide direction to the contractor, which could include continuing on-site performance during the Federal facility closure period. In the absence of such direction, the contractor shall exercise sound judgment to minimize unnecessary contract costs and performance impacts by, for example, performing required work off-site if possible or reassigning personnel to other activities if appropriate.

- The contractor shall be responsible for monitoring when the Federal facility becomes accessible and shall resume contract performance as required by the contract.
- For the period that Federal facilities were not accessible to contractor employees, the CO may:
  - Adjust the contract performance or delivery schedule for a period equivalent to the period the Federal facility was not accessible.
  - Forego the work.
  - Reschedule the work by mutual agreement of the parties, or
  - Consider properly documented request for equitable adjustment, claim, or any other remedy pursuant to the terms and conditions of the contract.

1.28 KEY PERSONNEL

Key personnel will be evaluated as part of the award, per the requirements of Section 1.18.2 of the PWS. Accordingly, the Contractor agrees to assign to this contract those key persons whose resumes were submitted with the proposal necessary to fulfill the requirements of the contract. The CO shall be in agreement with the proposed individuals designated as key personnel throughout the course of the contract.

Requests for replacement shall include a detailed resume containing a description of position duties and qualifications, information about the qualifications of the individual(s) proposed, and any additional information requested by the CO in sufficient detail to permit the CO to evaluate the impact on the work the Contractor is obligated to perform hereunder.

Contractor proposals to move any key personnel off the contract shall be submitted to the CO in writing at least thirty (30) days in advance of proposed move(s) and are subject to the CO's agreement to the proposed replacements.

1.28.1 SUBSTITUTION OF KEY PERSONNEL

Individuals proposed and accepted as key personnel for this contract are expected to remain designated to the contract. Substitutions will be allowed only when the Government specifically agrees to the substitution in writing. All proposed substitutes of key personnel must have qualifications and salaries similar to that of the person initially proposed by the Contractor (the burden of illustrating this comparison shall be the Contractor's and evaluated and accepted by the Government).

The Contractor shall notify the CO within 30 calendar days after the occurrence of any of these events and shall submit the key personnel function/position, name, telephone number, and email address to the CO at least thirty (30) business days prior to making any permanent substitutions.

The Contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the CO. The burden of illustrating this comparison shall be the Contractor's. The CO, working with the DTMO Program Managers, will inform the Contractor if the proffered resumes meet the contract Key Personnel requirements.

Proposed substitutes must possess qualifications outlined in 1.18.2, as well as satisfying any minimum standards set forth elsewhere in the RFQ. After receipt of a requested change and all required information, the CO shall approve or disapprove any proposed substitution, in writing, within ten (10) business days.

1.29 CONDUCT OF CONTRACTOR PERSONNEL

All Contractor personnel providing services under this contract must conduct themselves so that their dealings and actions in performance of the contract are above reproach in every respect. Accordingly, Contractor personnel must not allow themselves to be put in a situation where a conflict of interest may arise or justifiably might be suspected by reason of accepting entertainment, gifts, or favors of any kind or by any other action that would result in financial profit to themselves or which could influence or be interpreted as influencing the strict impartiality that must prevail in all business relationships where the public interest is involved. Further, Contractor personnel shall be cautious of acceptance of outside employment or other outside activity if that employment would give rise to a real or apparent conflict of interest situation.

The Contractor shall proceed promptly with performance resulting from the technical direction issued by the COR. If, in the opinion of the Contractor, any direction of the COR, or his/her designee, exceeds the limitations set forth in the COR's delegation of authority letter issued by the Contracting Officer, the Contractor shall immediately notify the Contracting Officer no later than the next Government workday.

(iv) Date(s) and place(s) of delivery and acceptance and f.o.b. point.

1.30 DELIVERABLES

The draft and final deliverables and all associated data and other material deemed relevant by the GSA Contracting Officer generated by the Contractor in the performance of this contract are the property of the U.S. Government and cannot be used, reproduced, or retained by the Contractor. All data formats, and documentation will be given to the Government by the Contractor during and at the end of this contract. The Contractor shall not release any information without the written consent of the CO. Any request for information related to the contract presented to the Contractor must be submitted in writing to the CO for approval. Hyperlinks and/or Uniform Resources

Locators (URLs) (i.e., beginning with “http:” or “https:”) shall not be used when submitting deliverable reports.

1.30.1 DELIVERABLES / DELIVERY SCHEDULE

The Contractor shall provide the following deliverables, (Per the Deliverables **Table 4**).

Table 4. DELIVERABLES

Deliverable Title	Section	Due Date/ Format
Employee listing location(s)/installation(s) contractor personnel listing	1.7.3.4.1	Submit within 10 calendar days of contract award via contractor-generated email to the COR a current listing of employees that includes a list of names, location of performance, and clearance requirements of all company employees assigned to this effort.
Employee listing for personnel security investigations	1.7.3.8.2	Submit a request and list of contractor personnel for security investigations to the QAE for coordination with the DoD Government Security Office list NLT 15 business days prior to the service start date.
Employee listing for personnel requiring entry to on-site locations	1.7.3.8.5	With a 60-day advance notification for a site requested staffed office by the CO. The contractor shall submit a list of all contractor personnel requiring entry to on-site staffed locations/installations to the QAE and the COR NLT 15 calendar days prior to the contract modification date.
Confirmation email of outgoing contractor personnel installation/base access identification card(s)	1.7.3.19.1 1.7.3.19.2	Submit confirmation via contractor-generated email to the QAE and the COR within three (3) business days of turning in the outgoing employee’s access badge/identification card.
Security Incident Report (Suspected or Confirmed)	1.7.3.24.6 1.7.3.24.7 1.7.3.24.8	Submit in accordance with DFARS 252.204-7012 security incident reporting forms within 24 hours following a reported security incident; and within one (1) hour for a security incident involving Government PII. Report incident to the CO, COR and QAE.

Required Security List and Letter of Attestation Training (Certificates of Completion)	1.7.3.25.2	Submit Microsoft Excel list of Contractor and subcontractor Personnel Listing required to complete the annual Government Security training NLT 30 calendar days after the service start date with an updated Microsoft Excel file format list to be provided to the COR annually and anytime staff changes. Submit a Letter of Attestation signed by an authoritative source to the Contracting Offer Representative (COR) via contractor generated email no later than 30 calendar days after the contract start date. The Contractor shall provide the COR with an updated listing when any employee's status or information changes no later than the end of the current month. i
Branch/Bridge access between the Contractor PCCs/SIDs and the Government (DTMO) PCCs/SIDs for TMC data transfer and validation	1.8.7(a) 1.12.3.3 **Attachment 3 – United States Forces Korea (USFK) TMC Data Requirements Guide**	Establish Branch/Bridge access NLT 15 calendar days prior to the service start date and provide confirmation via contractor-generated email to the COR within 24 hours after completion.
Branch/Bridge access between the Contractor PCCs/SIDs and the Government-Designated Help desk PCCs/SIDs	1.8.7(b) 1.12.3.4	Open Branch/Bridge access NLT seven (7) calendar days prior to the service start date and provide confirmation via contractor-generated email to the COR within 24 hours after completion.
Branch/Bridge access between the Contractor PCCs/SIDs and the DoD OBT PCCs/SIDs for TMC data transfer and validation	1.8.7(c). 1.12.3.2	Establish Branch/Bridge access NLT 15 calendar days prior to the service start date and provide confirmation via contractor-generated email to the COR within 24 hours after completion.
Branch/Bridge access between the Contractor PCCs/SIDs and the Travel Daily Reporting PCCs/SIDs for TMC data transfer and validation	1.8.7(d)	Establish Branch/Bridge access NLT 15 calendar days prior to the service start date and provide confirmation via contractor-generated email to the COR within 24 hours after completion.
Government Designated help-desk registration	1.8.8	Submit confirmation via contractor-generated email to the COR NLT 15 calendar days prior to the service start date.
In-Transit Passenger Visibility	1.8.11	Submit via contractor-generated email to the

		COR within one (1) hour upon request by the Government.
Telephone Reporting System Account Access Credentials	1.8.17	Provide Account Access Credentials for read-only access to Telephone Reporting System via email to COR and PM NLT calendar 90 days after Contract Award
CBA/UC Reconciliation Report Package(s) – **Army/DoD Agencies**	1.9.36	Submit reconciliation report package(s) to the Travel Management Office (TMO) NLT five (5) business days after receipt of the billing file from the charge card vendor in accordance with Attachment 7 - USFK ARMY Part_2_CBARs Reconciliation Process System.
CBA/UC Reconciliation Report Package(s) – **Air Force**	1.9.36	Submit reconciliation report package(s) to the Travel Management Office (TMO) NLT five (5) business days after receipt of the billing file from the charge card vendor in accordance with Attachment 7 - USFK USAF Part 1 USAF CBA Reconciliation Process
Dedicated group travel email address	1.10.2(b)	Submit to the COR NLT 15 calendar days prior to the service start date via contractor-generated email a dedicated group email address to receive group travel requests
Transition Plan	1.12.1.1	Submit initial transition plan via contractor-generated email to the COR by the proposal due date. Submit a modified plan to the COR via contractor-generated email NLT ten (10) calendar days after contract award. In addition, another modified plan shall be submitted to the COR seven (7) calendar days prior to the service start date. Submit Phase-out plan updates to the COR NLT 90 calendar days prior to the contract expiration date.
Phase-Out Plan	1.12.2.1	Submit updated Phase-out transition plan to the COR via contractor-generated email NLT 90 calendar days prior to the contract expiration date. Phase-out plan shall include milestones and POC responsible for GDS-to-GDS data migration/transfer, PNR conversions applicable to all DoD OBT, TMC Assist, Non-ARC PNRs and air and bus group bookings/reservations.
Phase-Out contact information for travelers in travel status	1.12.2.4	Submit contact information to the COR and QAE via contractor-generated email NLT 30 calendar days prior to contract expiration date for

		travelers in travel status and in need of support to include changes, cancelations, and refunds.
Phase-Out contact information for unused ticket refunds	1.12.2.10	Provide contact information for travelers to request unused ticket refunds after contract expiration, (e.g., phone number, email address, etc.) via contractor-generated email to the COR and QAE NLT 30 calendar days prior to the contract expiration date.
Confirmation of GDS-to-GDS data migration/transfer	1.12.2.14.4	Submit confirmation via contractor-generated email to the COR within 24 hours after completion of the GDS-to-GDS data migration/transfer.
Phase-In requested sites/locations for observation	1.12.3.6.1	Provide a list of requested on-sites/locations to be visited to the COR via contractor-generated email NLT 30 calendar days after the contract start date. On-site observation date(s) and time(s) shall be coordinated with the COR.
Phase-in contact information	1.12.3.6.2	Provide listing in Microsoft Excel file format via contractor-generated email to the COR NLT 30 calendar days after contract award. Listing shall include all telephone, fax numbers and email addresses delineated for each site/location. An updated listing shall be submitted to the COR for any phone, fax numbers and email address revisions NLT 15 calendar days prior to revision taking effect.
Implementation Materials	1.12.3.9	Submit to the COR electronically NLT 30 calendar days prior to the scheduled workgroup implementation meeting.
Travel Daily Reporting	1.13.2.2	Submit PNRs via continuous live queue transfer and data elements in Accordance with **Attachment 3 – United States Forces Korea (USFK) TMC Data Requirements Guide.**
TMC Monthly Reporting	1.13.3.1	Submit TMC monthly data in accordance with **Attachment 3 – United States Forces Korea (USFK) TMC Data Requirements Guide** via SCP NLT the15th calendar day after the end of each month.
Premium Class Validation Reporting	1.13.4.1	Submit Premium Class Validation Analysis to the COR via SCP five (5) business days after receipt of the Government's validation request in accordance with **Attachment 3 – United States Forces Korea (USFK) TMC Data Requirements Guide.**

Unused Ticket Report(s)	1.13.5.1 1.12.2.11	Submit report(s) monthly in Microsoft Excel file format via SCP to the Service or Agency Headquarters, QAE and the COR NLT the 7th calendar day after the end of each month. Submit monthly to the QAE and COR via SCP, for 180 calendar days after contract expiration.
Expired Ticket Report(s)	1.13.6.1	Submit report(s) monthly in Microsoft Excel file format via SCP to the QAE and COR NLT the 7th calendar day after the end of each month.
Telephone Report(s)	1.13.7.1	Submit report(s) in Microsoft Excel file format via contractor-generated email to the COR NLT the 7th calendar day after the end of each month and reflect data from the previous month. Each location shall be listed on the report with 0 (zero) when the location has no phone data to report. The consolidation report(s) shall include call data for both prime and subcontractors, delineated by site/location and for both business hours and after business hours.. Ensure that call data for each site/location shall be separated, with totals and calculation formulas provided.
Workload Data Report	1.13.8.1	Submit report(s) monthly in Microsoft Excel file format via contractor-generated email to the Service and Agency Headquarters and the COR delineated by site/location NLT the 7th calendar day after the end of the month. Submit consolidated report(s) to the COR NLT the 15th calendar day after the end of the fiscal year (e.g. October 15th). The report(s) shall include the previous twelve months of fiscal year data and delineated by all servicing locations.
Phase-Out Non-ARC Reservation Report	1.13.9.1	Submit report(s) in Microsoft Excel file format via contractor-generated email to the COR seven (7) calendar days prior to contract expiration and again 24 hours prior to the contract expiration date.
Phase-In Un-ticketed DoD OBT and Non-DoD OBT PNR Report	1.13.10.1	Submit report(s) in Microsoft Excel pipe delimited .csv file format via contractor-generated email to the COR NLT 6:00p.m. ET on day of transition following receipt from the incumbent contractor.
		Submit consolidated report(s) delineated by site/location to the COR via contractor-

Phase-Out GDS Record Report	1.13.11.1	generated email seven (7) calendar days prior to the contract expiration date and again 24 hours prior to the contract expiration date.
International Airline Commission Revenue Report (applicable to MSF only)	1.13.12.1	Submit report(s) monthly in Microsoft Excel file format via contractor-generated email to the Services or Agency Headquarters and the COR NLT the 7th calendar day after the end of each month.
Daily Sales Summary Report(s)	1.13.13.1	Submit or provide access to daily report(s) via automation or in Microsoft Excel file format via SCP to the QAE. The consolidated monthly report(s) shall be provided to the QAE, the COR and the Services and Agency Headquarters NLT the 7th calendar day after the end of each month reflecting data from the previous month. Report(s) shall be delineated for each site/location and include a summary for each site/location.
Unbilled Transaction Report(s)	1.13.14.1	Submit report(s) monthly in Microsoft Excel file format via SCP to the QAE NLT the 7th calendar after the end of each month. The report shall include each payment mechanism obtaining un-reconciled transactions (debits and credits) for each CBA/UC.
Itemized Activity Report(s)	1.13.15.1	Submit report(s) monthly in Microsoft Excel file format via SCP to the Service or Agency Headquarters, QAE and the COR NLT the 7th calendar day after the end of each month delineated by site/location.
Commercial Lodging Revenue Report(s)	1.13.16.1	Submit report(s) monthly in Microsoft Excel file format to the COR via contractor-generated email NLT the 15th calendar day after the end of each month.
Air Mobility Command Patriot Express (AMC/PE) Report(s)	1.13.17.1	Submit report(s) monthly via SCP to the Service and Agency Headquarters, QAE and the COR NLT the 7th calendar day after the end of each month and reflect travel performed during the previous month.
CBA/Unit Card Daily Obligation Sales and Refund Report(s)	1.13.18.1	Submit report(s) daily in Microsoft Excel file format via contractor-generated email to the Service or Agency Headquarters and QAE for each site/location.
GDS Terminal(s) / Equipment Installation, LAN and/or GDS		Submit confirmation to the COR via contractor-generated email of successful installation or

Web Account Access Credentials Installation/Access	1.14.1 Table 2	web access NLT 14 calendar days after the service start date for locations listed in Table 2.
Government GDS training	1.14.6	Submit confirmation to the COR via contractor-generated email NLT five (5) calendar days after training completion.
Refresher Government GDS training	1.14.8	Submit confirmation via contractor-generated email to the COR NLT five (5) calendar days of annual refresher training completion.
Quality Control Plan (QCP)	1.19.1	Submit QCP to the CO by the proposal due date. Changes based on the Government's review after award shall be submitted to the COR via contractor-generated email within 15 calendar days.
Customer Satisfaction Survey	1.19.2	Submit survey form via contractor-generated email to the COR for approval NLT 15 calendar days after contract award.
Customer Satisfaction Survey Results	1.19.2	Submit survey responses result report(s) monthly via contractor-generated email to the COR NLT the 5th calendar day following the end of each month.
Establish email address for receiving Contractor Data errors and validations	**Attachment 3 – United States Forces Korea (USFK) TMC Data Requirements Guide – Section 2**	Submit via contractor-generated email to the COR NLT 15 calendar days prior to the service start date.
Customer Number List (DK/CA)	**Attachment 3 – United States Forces Korea (USFK) TMC Data Requirements Guide – Section 3**	Submit list in Microsoft Excel file format spreadsheet to the COR via contractor-generated email NLT 15 calendar days prior to the service start date and updates five (5) business days prior to implementing changes.
TMC Site Data Location Spreadsheet	**Attachment 3 – United States Forces Korea (USFK) TMC Data Requirements Guide – Section 4**	Submit final Site ID listing to the COR via contractor- generated email NLT 15 calendar days prior to the service start date and updates submitted five (5) business days prior to implementing changes.

TMC Data Requirements Testing	**Attachment 3 – United States Forces Korea (USFK)** **TMC Data Requirements Guide – Section 6**	Participate in Travel Daily testing NLT seven (7) calendar days prior to the service start date.

1.31 METHOD OF DELIVERY

The Contractor shall deliver all reports, plans, products, etc. listed in ***Section 1.30.1 United States Forces Korea (USFK) - Deliverable / Delivery Schedule, Table 4 - Deliverables*** of the PWS above to the designated Point of Contact (POC) according to the delivery schedule. All deliverables shall meet the requirements as described in this PWS in clear, concise, well-written language.

1.32 INSPECTION AND ACCEPTANCE

The COR for this contract is a Government official who has been delegated specific technical, functional and oversight responsibilities for this contract. The COR does not have the authority to change the terms of the contract—that authority solely resides with the CO. The designated COR will perform inspection and acceptance of services to be provided under this task order. The COR will notify the Contractor of deliverable acceptance or provide comments in writing within ten (10) Government workdays of receipt of a deliverable or within such other reasonable time frame as agreed upon by the Contractor and Government. Within ten (10) Government workdays of receipt of the written comments, the Contractor shall re-submit the final deliverable to the COR and CO, if necessary. The Contractor shall be allowed five (5) Government workdays for one (1) re-submission of deliverables. The Contractor may reference incorporated FAR Clause 52.212-4(a) for additional inspection/ acceptance terms and conditions.

1.33 INVOICING PROCEDURES

Invoices are authorized for payment upon the Government's receipt and acceptance of deliverables specified in the contract and the receipt of a valid invoice. Invoices, to be proper and payable, must include the following information:

1. Name and address of the Contractor
2. Invoice date and number
3. Contract Number and/or Order Number

4. IPP Document Number

5. Project Title

6. Description of the services provided including; contract line items number(s), quantity, unit of measure, unit price and extended price of the item(s) delivered

7. Period of service and/or dates that services were provided

8. Name and address of official to whom payment is to be sent

9. Name, title, and phone number of person to be notified in event of defective invoice, and

10. Taxpayer Identification Number (TIN). The Contractor shall include its TIN on the invoice.

11. Open Market Items. The Contractor shall include the following statement if open market items were awarded under the contract: ***"This invoice contains open market items which we have identified on specified line items. See FAR 8.402(f)."***

    The Contractor shall submit an original invoice for payment to GSA Financial Operations & Disbursement Division. The Contractor will submit original invoices electronically via the Invoice Processing Platform (IPP) system.

    Electronic Submission: The IPP system, implemented by the General Services Administration (GSA), is a web-based application that allows vendors to create and process their invoices electronically (paperless) and track the status of payments made by GSA, and allows customers to view billing and payment information.

    Any vendor participating in the IPP program must have a valid Unique Entity Identifier and must be registered in the System for Award Management (SAM) database at: https://www.sam.gov/SAM/ prior to registering in IPP.

    GSA sales and Industrial Funding Fee (IFF) shall be reported as the total Management Service Fee plus any additional services/fees rendered as the subtotal. Any additional or optional services shall be annotated on a separate line item. IFF at the rate of 0.75% will be calculated from this subtotal of the Management Service Fee plus any additional services/fees rendered. Any reductions shall be applied and reported on a separate line item for the final total due on the invoice.

    This is a requirements contract for USFK TMC services.
    All estimates of future transaction amounts are estimates and not guaranteed.

    The vendor must ensure that their SAM registration remains active at all times.

1. A duplicate invoice with supporting documentation is sent to the COR and CO identified in the contract award, who shall confirm deliveries or performance made against the invoiced line items to ensure that the correct amounts have been billed and documents

any price reductions. The COR shall then sign the invoice and complete the Receiving Report to authorize the GSA's payment office to process payment of the invoices.

a. Copies of invoices shall be emailed to the COR's designated at award.

b. Copies of invoices shall be emailed to the designated Contracting Officer atamber.forehand-hughes@gsa.gov.

Please Note: Failure to send both copies could delay your payment.

In those cases where the paying office is other than GSA, the invoice/paying office will be as specified in the order. One additional copy of each invoice, with supporting documentation, shall be submitted to the address as designated in the order. Invoices for final payment must be identified and submitted when tasks have been completed and no further charges are to be incurred. These close-out invoices, or a written notification that final invoicing has been completed, must be submitted to the ordering agency within 30 days of contract completion. A copy of the written acceptance of task completion must be attached to final invoices. If the Contractor requires an extension of the 30-day period, a request with supporting rationale must be received prior to the end of the 30-day period.

1.34 MEETINGS

1.34.1 POST-AWARD KICKOFF MEETING

Within fifteen (15) business days of contract award, the Government will consult with the Contractor before deciding on the location, date/time of a post-award kickoff meeting. The Contractor shall not unreasonably withhold agreement.

1.34.2 IMPLEMENTATION WORKGROUP MEETING

The Contractor shall participate in five (5) virtual or in-person Government conducted implementation work group meetings, during the implementation period over a two (2) or three (3) day period. Dates and locations to be determined after award.

1.35 METHOD OF PAYMENT

An Individually Billed Account (IBA), Centrally Billed Account (CBA) or Unit Card (UC) may be used for payment of required Point of Sale (POS) transaction type services. The Optional Form (OF) 1169, U.S. Government Transportation Request (GTR) may be used to procure transportation services when Centrally Billed Accounts (CBAs) or Individually Billed Accounts (IBAs) or Unit Cards IUC) of the Government's charge card company are not used. In certain operational circumstances, remote/contingency locations Local Payment of Airlines (LOPA) billing procedures shall be used. GTR and LOPA shall be prepared, processed and distributed in accordance with Appendix L of the Defense Transportation Regulation (DTR), 4500.9-R Part I, Passenger Movement.

In accordance with DoD procedures/protocols, applicable billing information and accounting data will be provided by an authorized individual from DoD to the Travel Management Company (TMC) in support of this contract. For optional supplies, services

and reports, funding (if necessary) will be provided to the Contractor with the execution of a formal contract modification.

(END OF SECTION 1)

SECTION 2 – CONTRACT ADMINISTRATION DATA

2.0 GOVERNMENT POINT(S) OF CONTACT

A GSA CO and the COR will perform contract administration of the awarded contract. The COR shall be capable of providing all technical assistance and clarification required for the performance of this effort.

a. CONTRACTING OFFICER (CO)
Name: Amber Forehand-Hughes
Phone: 771-223-5112
Email: amber.forehand-hughes@gsa.gov

b. CONTRACTING OFFICER REPRESENTATIVE (COR)

Name:
Phone:
Email:

c. ALTERNATE CONTRACTING OFFICER REPRESENTATIVE (COR)

Name:
Phone:
Email:

(v) A list of solicitation provisions that apply to the acquisition.

3.1 PROVISIONS INCORPORATED BY FULL TEXT

52.204-24 REPRESENTATION REGARDING CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT (NOV 2021)

The Offeror shall not complete the representation at paragraph (d)(1) of this provision if the Offeror has represented that it "does not provide covered telecommunications equipment or services as a part of its offered products or services to the Government in the performance of any contract, subcontract, or other contractual instrument" in paragraph (c)(1) in the provision at 52.204-26, Covered Telecommunications Equipment or Services—Representation, or in paragraph (v)(2)(i) of the provision at 52.212-3, Offeror Representations and Certifications-Commercial Products or Commercial Services. The Offeror shall not complete the representation in paragraph (d)(2) of this provision if the Offeror has represented that it "does not use covered telecommunications equipment or services, or any equipment, system, or service that uses covered telecommunications equipment or services" in paragraph (c)(2) of the provision at 52.204-26, or in paragraph (v)(2)(ii) of the provision at 52.212-3.

(a) *Definitions*. As used in this provision—

Backhaul, covered telecommunications equipment or services, critical technology, interconnection arrangements, reasonable inquiry, roaming, and substantial or essential component have the meanings provided in the clause 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment.

(b) *Prohibition*. (1) Section 889(a)(1)(A) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2019, from procuring or obtaining, or extending or renewing a contract to procure or obtain, any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. Nothing in the prohibition shall be construed to—

(i) Prohibit the head of an executive agency from procuring with an entity to provide a service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(ii) Cover telecommunications equipment that cannot route or redirect user data traffic or cannot permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(2) Section 889(a)(1)(B) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2020, from entering into a contract or extending or renewing a contract with an entity that uses any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. This prohibition applies to the use of covered telecommunications equipment or services, regardless of whether that use is in performance of work under a Federal contract. Nothing in the prohibition shall be construed to—

(i) Prohibit the head of an executive agency from procuring with an entity to provide a service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(ii) Cover telecommunications equipment that cannot route or redirect user data traffic or cannot permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(c) *Procedures*. The Offeror shall review the list of excluded parties in the System for Award Management (SAM) (https://www.sam.gov) for entities excluded from receiving federal awards for "covered telecommunications equipment or services".

(d) *Representation*. The Offeror represents that—

(1) It □ will, □ will not provide covered telecommunications equipment or services to the Government in the performance of any contract, subcontract or other contractual instrument resulting from this solicitation. The Offeror shall provide the additional disclosure information required at paragraph (e)(1) of this section if the Offeror responds "will" in paragraph (d)(1) of this section; and

(2) After conducting a reasonable inquiry, for purposes of this representation, the Offeror represents that—

It □ does, □ does not use covered telecommunications equipment or services, or use any equipment, system, or service that uses covered telecommunications equipment or services. The Offeror shall provide the additional disclosure information required at paragraph (e)(2) of this section if the Offeror responds "does" in paragraph (d)(2) of this section.

(e) *Disclosures*. (1) Disclosure for the representation in paragraph (d)(1) of this provision. If the Offeror has responded "will" in the representation in paragraph (d)(1) of this provision, the Offeror shall provide the following information as part of the offer:

(i) For covered equipment—

(A) The entity that produced the covered telecommunications equipment (include entity name, unique entity identifier, CAGE code, and whether the entity was the original equipment manufacturer (OEM) or a distributor, if known);

(B) A description of all covered telecommunications equipment offered (include brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); and

(C) Explanation of the proposed use of covered telecommunications equipment and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(1) of this provision.

(ii) For covered services—

(A) If the service is related to item maintenance: A description of all covered telecommunications services offered (include on the item being maintained: Brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); or

(B) If not associated with maintenance, the Product Service Code (PSC) of the service being provided; and explanation of the proposed use of covered telecommunications services and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(1) of this provision.

(2) Disclosure for the representation in paragraph (d)(2) of this provision. If the Offeror has responded "does" in the representation in paragraph (d)(2) of this provision, the Offeror shall provide the following information as part of the offer:

(i) For covered equipment—

(A) The entity that produced the covered telecommunications equipment (include entity name, unique entity identifier, CAGE code, and whether the entity was the OEM or a distributor, if known);

(B) A description of all covered telecommunications equipment offered (include brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); and

(C) Explanation of the proposed use of covered telecommunications equipment and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(2) of this provision.

(ii) For covered services—

(A) If the service is related to item maintenance: A description of all covered telecommunications services offered (include on the item being maintained: Brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); or

(B) If not associated with maintenance, the PSC of the service being provided; and explanation of the proposed use of covered telecommunications services and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(2) of this provision.

(End of provision)

52.212-3 Offeror Representations and Certifications-Commercial Products and Commercial Services. (OCT 2025)

NOTE: This provision is incorporated by reference in offeror's MAS contracts, and included in full text and applicable to any "open market" items that are proposed in response to this solicitation.

The Offeror shall complete only paragraph (b) of this provision if the Offeror has completed the annual representations and certification electronically in the System for Award Management (SAM) accessed through https://www.sam.gov. If the Offeror has not completed the annual representations and certifications electronically, the Offeror shall complete only paragraphs (c) through (v) of this provision.

(a) *Definitions*. As used in this provision—

Covered telecommunications equipment or services has the meaning provided in the clause 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment.

Economically disadvantaged women-owned small business (EDWOSB) concern means a small business concern that is at least 51 percent directly and unconditionally owned by, and the management and daily business operations of which are controlled by, one or more women who are citizens of the United States and who are economically disadvantaged in accordance with 13 CFR part 127, and the concern is certified by SBA or an approved third-party certifier in accordance with 13 CFR 127.300. It automatically qualifies as a women-owned small business eligible under the WOSB Program.

Forced or indentured child labor means all work or service—

(1) Exacted from any person under the age of 18 under the menace of any penalty for its nonperformance and for which the worker does not offer himself voluntarily; or

(2) Performed by any person under the age of 18 pursuant to a contract the enforcement of which can be accomplished by process or penalties.

Highest-level owner means the entity that owns or controls an immediate owner of the offeror, or that owns or controls one or more entities that control an immediate owner of the offeror. No entity owns or exercises control of the highest level owner.

Immediate owner means an entity, other than the offeror, that has direct control of the offeror. Indicators of control include, but are not limited to, one or more of the following: ownership or interlocking management, identity of interests among family members, shared facilities and equipment, and the common use of employees.

Inverted domestic corporation, means a foreign incorporated entity that meets the definition of an inverted domestic corporation under 6 U.S.C. 395(b), applied in accordance with the rules and definitions of 6 U.S.C. 395(c).

Manufactured end product means any end product in product and service codes (PSCs) 1000-9999, except—

(1) PSC 5510, Lumber and Related Basic Wood Materials;

(2) Product or Service Group (PSG) 87, Agricultural Supplies;

(3) PSG 88, Live Animals;

(4) PSG 89, Subsistence;

(5) PSC 9410, Crude Grades of Plant Materials;

(6) PSC 9430, Miscellaneous Crude Animal Products, Inedible;

(7) PSC 9440, Miscellaneous Crude Agricultural and Forestry Products;

(8) PSC 9610, Ores;

(9) PSC 9620, Minerals, Natural and Synthetic; and

(10) PSC 9630, Additive Metal Materials.

Place of manufacture means the place where an end product is assembled out of components, or otherwise made or processed from raw materials into the finished product that is to be provided to the Government. If a product is disassembled and reassembled, the place of reassembly is not the place of manufacture.

Predecessor means an entity that is replaced by a successor and includes any predecessors of the predecessor.

Reasonable inquiry has the meaning provided in the clause 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment.

Restricted business operations means business operations in Sudan that include power production activities, mineral extraction activities, oil-related activities, or the production of military equipment, as those terms are defined in the Sudan Accountability and Divestment Act of 2007 (Pub. L. 110-174). Restricted business operations do not include business operations that the person (as that term is defined in Section 2 of the Sudan Accountability and Divestment Act of 2007) conducting the business can demonstrate—

(1) Are conducted under contract directly and exclusively with the regional government of southern Sudan;

(2) Are conducted pursuant to specific authorization from the Office of Foreign Assets Control in the Department of the Treasury, or are expressly exempted under Federal law from the requirement to be conducted under such authorization;

(3) Consist of providing goods or services to marginalized populations of Sudan;

(4) Consist of providing goods or services to an internationally recognized peacekeeping force or humanitarian organization;

(5) Consist of providing goods or services that are used only to promote health or education; or

(6) Have been voluntarily suspended."Sensitive technology"—

Sensitive technology—

(1) Means hardware, software, telecommunications equipment, or any other technology that is to be used specifically—

(i) To restrict the free flow of unbiased information in Iran; or

(ii) To disrupt, monitor, or otherwise restrict speech of the people of Iran; and

(2) Does not include information or informational materials the export of which the President does not have the authority to regulate or prohibit pursuant to section 203(b)(3)of the International Emergency Economic Powers Act (50 U.S.C. 1702(b)(3)).

Service-disabled veteran-owned small business (SDVOSB) concern means a small business concern—

(1)

(i) Not less than 51 percent of which is owned and controlled by one or more service-disabled veterans or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more service-disabled veterans; and

(ii) The management and daily business operations of which are controlled by one or more service-disabled veterans or, in the case of a service-disabled veteran with permanent and severe disability, the spouse or permanent caregiver of such veteran; or

(2) A small business concern eligible under the SDVOSB Program in accordance with 13 CFR part 128 (see subpart 19.14).

(3) *Service-disabled veteran*, as used in this definition, means a veteran as defined in 38 U.S.C. 101(2), with a disability that is service connected, as defined in 38 U.S.C. 101(16), and who is registered in the Beneficiary Identification and Records Locator Subsystem, or successor system that is maintained by the Department of Veterans Affairs' Veterans Benefits Administration, as a service-disabled veteran.

Service-disabled veteran-owned small business (SDVOSB) concern eligible under the SDVOSB Program means an SDVOSB concern that—

(1) Effective January 1, 2024, is designated in the System for Award Management (SAM) as certified by the Small Business Administration (SBA) in accordance with 13 CFR 128.300; or

(2) Has represented that it is an SDVOSB concern in SAM and submitted a complete application for certification to SBA on or before December 31, 2023.

Service-disabled veteran-owned small business (SDVOSB) Program means a program that authorizes contracting officers to limit competition, including award on a sole-source basis, to SDVOSB concerns eligible under the SDVOSB Program.

Small business concern—

(1) Means a concern, including its affiliates, that is independently owned and operated, not dominant in its field of operation, and qualified as a small business under the criteria in 13 CFR part 121 and size standards in this solicitation.

(2) *Affiliates*, as used in this definition, means business concerns, one of whom directly or indirectly controls or has the power to control the others, or a third party or parties control or have the power to control the others. In determining whether affiliation exists, consideration is given to all appropriate factors including common ownership, common management, and contractual relationships. SBA determines affiliation based on the factors set forth at 13 CFR 121.103.

Small disadvantaged business concern, consistent with 13 CFR 124.1001, means a small business concern under the size standard applicable to the acquisition, that—

(1) Is at least 51 percent unconditionally and directly owned (as defined at 13 CFR 124.105) by—

(i) One or more socially disadvantaged (as defined at13 CFR 124.103) and economically disadvantaged (as defined at 13 CFR 124.104) individuals who are citizens of the United States; and

(ii) Each individual claiming economic disadvantage has a net worth not exceeding the threshold at 13 CFR 124.104(c)(2) after taking into account the applicable exclusions set forth at 13 CFR124.104(c)(2); and

(2) The management and daily business operations of which are controlled (as defined at 13.CFR 124.106) by individuals, who meet the criteria in paragraphs (1)(i) and (ii) of this definition.

Subsidiary means an entity in which more than 50 percent of the entity is owned—

(1) Directly by a parent corporation; or

(2) Through another subsidiary of a parent corporation

Successor means an entity that has replaced a predecessor by acquiring the assets and carrying out the affairs of the predecessor under a new name (often through acquisition or merger). The term "successor" does not include new offices/divisions of the same company or a company that only changes its name. The extent of the responsibility of the successor for the liabilities of the predecessor may vary, depending on State law and specific circumstances.

Veteran-owned small business concern means a small business concern—

(1) Not less than 51 percent of which is owned and controlled by one or more veterans (as defined at 38 U.S.C. 101(2)) or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more veterans; and

(2) The management and daily business operations of which are controlled by one or more veterans.

Women-owned business concern means a concern which is at least 51 percent owned by one or more women; or in the case of any publicly owned business, at least 51 percent of its stock is owned by one or more women; and whose management and daily business operations are controlled by one or more women

Women-owned small business concern means a small business concern—

(1) That is at least 51 percent owned by one or more women; or, in the case of any publicly owned business, at least51 percent of the stock of which is owned by one or more women; and

(2) Whose management and daily business operations are controlled by one or more women.

Women-owned small business (WOSB) concern eligible under the WOSB Program (in accordance with 13 CFR part 127), means a small business concern that is at least 51 percent directly and unconditionally owned by, and the management and daily business operations of which are controlled by, one or more women who are citizens of the United States, and the concern is certified by SBA or an approved third-party certifier in accordance with 13 CFR 127.300.

(b)

(1) *Annual Representations and Certifications*. Any changes provided by the Offeror in paragraph (b)(2) of this provision do not automatically change the representations and certifications in SAM.

(2) The offeror has completed the annual representations and certifications electronically in SAM accessed through http://www.sam.gov. After reviewing SAM information, the Offeror verifies by submission of this offer that the representations and certifications currently posted electronically at FAR 52.212-3, Offeror Representations and Certifications-Commercial Products and Commercial Services, have been entered or updated in the last 12 months, are current, accurate, complete, and applicable to this solicitation (including the business size standard(s) applicable to the NAICS code(s) referenced for this solicitation), at the time this offer is submitted and are incorporated in this offer by reference (see FAR 4.1201), except for paragraphs ___.

[*Offeror to identify the applicable paragraphs at (c) through (v) of this provision that the offeror has completed for the purposes of this solicitation only, if any.*

These amended representation(s) and/or certification(s) are also incorporated in this offer and are current, accurate, and complete as of the date of this offer.

Any changes provided by the offeror are applicable to this solicitation only, and do not result in an update to the representations and certifications posted electronically on SAM.]

(c) Offerors must complete the following representations when the resulting contract is for supplies to be delivered or services to be performed in the United States or its outlying areas, or when the contracting officer has applied part 19 in accordance with 19.000(b)(1)(ii). Check all that apply.

(1) *Small business concern*. The offeror represents as part of its offer that—

(i) It □ is, □ is not a small business concern; or

(ii) It □ is, □ is not a small business joint venture that complies with the requirements of 13 CFR 121.103(h) and 13 CFR 125.8(a) and (b).
[*The offeror shall enter the name and unique entity identifier of each party to the joint venture:* _____.]

(2) *Veteran-owned small business concern*. [*Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision*.] The offeror represents as part of its offer that it □ is, □ is not a veteran-owned small business concern.

(3) *SDVOSB concern.* [*Complete only if the offeror represented itself as a veteran-owned small business concern in paragraph (c)(2) of this provision.*]
The offeror represents that it □ is, □ is not an SDVOSB concern.

(4) *SDVOSB concern joint venture eligible under the SDVOSB Program*.
The offeror represents that it □ is, □ is not an SDVOSB joint venture eligible under the SDVOSB Program that complies with the requirements of 13 CFR 128.402. [*Complete only if the offeror represented itself as an SDVOSB concern in paragraph (c)(3) of this provision.*] [*The offeror shall enter the name and unique entity identifier of each party to the joint venture:* _____.]

(5) *Small disadvantaged business concern. [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.]* The offeror represents that it □ is, □ is not a small disadvantaged business concern as defined in 13 CFR 124.1001.

(6) *Women-owned small business concern*. [*Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision*.] The offeror represents that it □ is, □ is not a women-owned small business concern.

(7) *WOSB joint venture eligible under the WOSB Program.* The offeror represents that it □ is, □ is not a joint venture that complies with

the requirements of 13 CFR 127.506(a) through (c). [*The offeror shall enter the name and unique entity identifier of each party to the joint venture:* _____.]

(8) *Economically disadvantaged women-owned small business (EDWOSB) joint venture.* The offeror represents that it □ is, □ is not a joint venture that complies with the requirements of 13 CFR 127.506(a) through (c). [*The offeror shall enter the name and unique entity identifier of each party to the joint venture:* _____.]

Note to paragraphs (c)(9) and (10): Complete paragraphs (c)(9) and (10) only if this solicitation is expected to exceed the simplified acquisition threshold.

(9) *Women-owned business concern (other than small business concern*). [*Complete only if the offeror is a women-owned business concern and did not represent itself as a small business concern in paragraph (c)(1) of this provision*.]
The offeror represents that it □ is a women-owned business concern.

(10) *Tie bid priority for labor surplus area concerns*. If this is an invitation for bid, small business offerors may identify the labor surplus areas in which costs to be incurred on account of manufacturing or production (by offeror or first-tier subcontractors) amount to more than 50 percent of the contract price:_____

(11) *HUBZone small business concern*. [*Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision*.]
The offeror represents, as part of its offer, that–

(i) It □ is, □ is not a HUBZone small business concern listed, on the date of this representation, as having been certified by SBA as a HUBZone small business concern in the Dynamic Small Business Search and SAM, and will attempt to maintain an employment rate of HUBZone residents of 35 percent of its employees during performance of a HUBZone contract (see 13 CFR 126.200(e)(1)); and

(ii) It □ is, □ is not a HUBZone joint venture that complies with the requirements of 13 CFR 126.616(a) through (c). [*The offeror shall enter the name and unique entity identifier of each party to the joint venture:* _____.]
Each HUBZone small business concern participating in the HUBZone joint venture shall provide representation of its HUBZone status.

(d) Representations required to implement provisions of Executive Order 11246-

(1) Previous contracts and compliance. The offeror represents that-

(i) It □ has, □ has not participated in a previous contract or subcontract subject to the Equal Opportunity clause of this solicitation; and

(ii) It □ has, □ has not filed all required compliance reports.

(2) *Affirmative Action Compliance*. The offeror represents that-

(i) It □ has developed and has on file, □ has not developed and does not have on file, at each establishment, affirmative action programs required by rules and regulations of the Secretary of Labor (41 CFR parts 60-1 and 60-2), or

(ii) It □ has not previously had contracts subject to the written affirmative action programs requirement of the rules and regulations of the Secretary of Labor.

(e) *Certification Regarding Payments to Influence Federal Transactions (31 http://uscode.house.gov/ U.S.C. 1352)*. (Applies only if the contract is expected to exceed $200,000.) By submission of its offer, the offeror certifies to the best of its knowledge and belief that no Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress on his or her behalf in connection with the award of any resultant contract. If any registrants under the Lobbying Disclosure Act of 1995 have made a lobbying contact on behalf of the offeror with respect to this contract, the offeror shall complete and submit, with its offer, OMB Standard Form LLL, Disclosure of Lobbying Activities, to provide the name of the registrants. The offeror need not report regularly employed officers or employees of the offeror to whom payments of reasonable compensation were made.

(f) *Buy American Certificate*. (Applies only if the clause at Federal Acquisition Regulation (FAR) 52.225-1, Buy American-Supplies, is included in this solicitation.)

(1)

(i) The Offeror certifies that each end product, except those listed in paragraph (f)(2) of this provision, is a domestic end product and that each domestic end product listed in paragraph (f)(3) of this provision contains a critical component.

(ii) The Offeror shall list as foreign end products those end products manufactured in the United States that do not qualify as domestic end products. For those foreign end products that do not consist wholly or predominantly of iron or steel or a combination of both, the Offeror shall also indicate whether these foreign end products exceed 55 percent domestic content, except for those that are COTS items. If the percentage of the domestic content is unknown, select “no”.

(iii) The Offeror shall separately list the line item numbers of domestic end products that contain a critical component (see FAR 25.105).

(iv) The terms “commercially available off-the-shelf (COTS) item,” “critical component,” “domestic end product,” "end product," "foreign end product," and

"United States" are defined in the clause of this solicitation entitled "Buy American-Supplies."

(2) Foreign End Products:

Line Item No.	Country of Origin	Exceeds 55% domestic cont
a. _____	b. _____	c. _____
d. _____	e. _____	f. _____
g. _____	h. _____	i. _____

[*List as necessary*]

(3) Domestic end products containing a critical component:

Line Item No. ____

[*List as necessary*]

(4) The Government will evaluate offers in accordance with the policies and procedures of FAR part 25.

(g)

(1) *Buy American-Free Trade Agreements-Israeli Trade Act Certificate*. (Applies only if the clause at FAR 52.225-3, Buy American-Free Trade Agreements-Israeli Trade Act, is included in this solicitation.)

(i)

(A) The Offeror certifies that each end product, except those listed in paragraph (g)(1)(ii) or (iii) of this provision, is a domestic end product and that each domestic end product listed in paragraph (g)(1)(iv) of this provision contains a critical component.

(B) The terms "Bahraini, Moroccan, Omani, Panamanian, or Peruvian end product," "commercially available off-the-shelf (COTS) item," "critical component,"

"domestic end product," "end product," "foreign end product," "Free Trade Agreement country," "Free Trade Agreement country end product," "Israeli end product," and "United States" are defined in the clause of this solicitation entitled "Buy American-Free Trade Agreements-Israeli Trade Act."

(ii) The Offeror certifies that the following supplies are Free Trade Agreement country end products (other than Bahraini, Moroccan, Omani, Panamanian, or Peruvian end products) or Israeli end products as defined in the clause of this solicitation entitled "Buy American-Free Trade Agreements-Israeli Trade Act."

Free Trade Agreement Country End Products (Other than Bahraini, Moroccan, Omani, Panamanian, or Peruvian End Products) or *Israeli End Products*:

Line Item No.	Country of Origin
j. _____	k. _____
l. _____	m. _____
n. _____	o. _____

[*List as necessary*]

(iii) The Offeror shall list those supplies that are foreign end products (other than those listed in paragraph (g)(1)(ii) of this provision) as defined in the clause of this solicitation entitled "Buy American-Free Trade Agreements-Israeli Trade Act." The Offeror shall list as other foreign end products those end products manufactured in the United States that do not qualify as domestic end products. For those foreign end products that do not consist wholly or predominantly of iron or steel or a combination of both, the Offeror shall also indicate whether these foreign end products exceed 55 percent domestic content, except for those that are COTS items. If the percentage of the domestic content is unknown, select “no”.

Other Foreign End Products:

Line Item No.	Country of Origin	Exceeds 55% domestic conte
p. _____	q. _____	r. _____
s. _____	t. _____	u. _____
v. _____	w. _____	x. _____

[List as necessary]

(iv) The Offeror shall list the line item numbers of domestic end products that contain a critical component (see FAR 25.105).

Line Item No. ____

[List as necessary]

(v) The Government will evaluate *offers* in accordance with the policies and procedures of FAR part 25.

(2) *Buy American-Free Trade Agreements-Israeli Trade Act Certificate, Alternate II*. If Alternate II to the clause at FAR 52.225-3 is included in this solicitation, substitute the following paragraph (g)(1)(ii) for paragraph (g)(1)(ii) of the basic provision:

(g)(1)(ii) The offeror certifies that the following supplies are Israeli end products as defined in the clause of this solicitation entitled “Buy American—Free Trade Agreements—Israeli Trade Act”:

Israeli End Products:

Line Item No.
y. _____

Line Item No.
z. _____
aa. _____

[*List as necessary*]

(3) *Buy American-Free Trade Agreements-Israeli Trade Act Certificate, Alternate III*. If Alternate III to the clause at 52.225-3 is included in this solicitation, substitute the following paragraphs (g)(1)(i)(B) and (g)(1)(ii) for paragraphs (g)(1)(i)(B) and (g)(1)(ii) of the basic provision:

(g)(1)(i)(B) The terms “Korean end product”, “commercially available off-the-shelf (COTS) item,” “critical component,” “domestic end product,” “end product,” “foreign end product,” “Free Trade Agreement country,” “Free Trade Agreement country end product,” “Israeli end product,” and “United States” are defined in the clause of this solicitation entitled “Buy American—Free Trade Agreements—Israeli Trade Act.”

(g)(1)(ii) The Offeror certifies that the following supplies are Korean end products or Israeli end products as defined in the clause of this solicitation entitled “Buy American—Free Trade Agreements—Israeli Trade Act”:

Korean End Products or Israeli End Products:

Line Item No.	Country of Origin
bb. _____	cc. _____
dd. _____	ee. _____
ff. _____	gg. _____

[*List as necessary*]

(4) *Trade Agreements Certificate*. (Applies only if the clause at FAR 52.225-5, Trade Agreements, is included in this solicitation.)

(i) The offeror certifies that each end product, except those listed in paragraph (g)(4)(ii) of this provision, is a U.S.-made or designated country end product, as defined in the clause of this solicitation entitled "Trade Agreements."

(ii) The offeror shall list as other end products those end products that are not U.S.-made or designated country end products.

Other End Products:

Line Item No.	Country of Origin
hh. _____	ii. _____
jj. _____	kk. _____
ll. _____	mm. _____

[*List as necessary*]

(iii) The Government will evaluate offers in accordance with the policies and procedures of FAR part 25. For line items covered by the WTO GPA, the Government will evaluate offers of U.S.-made or designated country end products without regard to the restrictions of the Buy American statute. The Government will consider for award only offers of U.S.-made or designated country end products unless the Contracting Officer determines that there are no offers for such products or that the offers for such products are insufficient to fulfill the requirements of the solicitation.

(h) *Certification Regarding Responsibility Matters (Executive Order 12689*). (Applies only if the contract value is expected to exceed the simplified acquisition threshold.) The offeror certifies, to the best of its knowledge and belief, that the offeror and/or any of its principals–

(1) □ Are, □ are not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency;

(2) □ Have, □ have not, within a three-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, state or local government contract or subcontract; violation of Federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, violating Federal criminal tax laws, or receiving stolen property;

(3) □ Are, □ are not presently indicted for, or otherwise criminally or civilly charged by a Government entity with, commission of any of these offenses enumerated in paragraph (h)(2) of this clause; and

(4) □ Have, □ have not, within a three-year period preceding this offer, been notified of any delinquent Federal taxes in an amount that exceeds the threshold at 9.104-5(a)(2) for which the liability remains unsatisfied.

(i) Taxes are considered delinquent if both of the following criteria apply:

(A) *The tax liability is finally determined*. The liability is finally determined if it has been assessed. A liability is not finally determined if there is a pending administrative or judicial challenge. In the case of a judicial challenge to the liability, the liability is not finally determined until all judicial appeal rights have been exhausted.

(B) *The taxpayer is delinquent in making payment*. A taxpayer is delinquent if the taxpayer has failed to pay the tax liability when full payment was due and required. A taxpayer is not delinquent in cases where enforced collection action is precluded.

(ii) *Examples*.

(A) The taxpayer has received a statutory notice of deficiency, under I.R.C. §6212, which entitles the taxpayer to seek Tax Court review of a proposed tax deficiency. This is not a delinquent tax because it is not a final tax liability. Should the taxpayer seek Tax Court review, this will not be a final tax liability until the taxpayer has exercised all judicial appeal rights.

(B) The IRS has filed a notice of Federal tax lien with respect to an assessed tax liability, and the taxpayer has been issued a notice under I.R.C. §6320 entitling the taxpayer to request a hearing with the IRS Office of Appeals contesting the lien filing, and to further appeal to the Tax Court if the IRS determines to sustain the lien filing. In the course of the hearing, the taxpayer is entitled to contest the underlying tax liability because the taxpayer has had no prior opportunity to contest the liability. This is not a delinquent tax because it is not a final tax liability. Should the taxpayer seek tax court review, this will not be a final tax liability until the taxpayer has exercised all judicial appeal rights.

(C) The taxpayer has entered into an installment agreement pursuant to I.R.C. §6159. The taxpayer is making timely payments and is in full compliance with the agreement terms. The taxpayer is not delinquent because the taxpayer is not currently required to make full payment.

(D) The taxpayer has filed for bankruptcy protection. The taxpayer is not delinquent because enforced collection action is stayed under 11 U.S.C. §362 (the Bankruptcy Code).

(i) *Certification Regarding Knowledge of Child Labor for Listed End Products (Executive Order 13126). [The Contracting Officer must list in paragraph (i)(1) any end products being acquired under this solicitation that are included in the List of Products Requiring Contractor Certification as to Forced or Indentured Child Labor, unless excluded at 22.1503(b).]*

(1) *Listed end products.*

Listed End Product	Listed Countries of Origi
nn. _____	oo. _____
pp. _____	qq. _____

(2) *Certification. [If the Contracting Officer has identified end products and countries of origin in paragraph (i)(1) of this provision, then the offeror must certify to either (i)(2)(i) or (i)(2)(ii) by checking the appropriate block.]*

☐ (i) *The* offeror *will not supply any* end product *listed in paragraph (i)(1) of this provision that was mined, produced, or manufactured in the corresponding country as listed for that product.*

☐ (ii) *The* offeror may *supply an* end product *listed in paragraph (i)(1) of this provision that was mined, produced, or manufactured in the corresponding country as listed for that product. The* offeror *certifies that it has made a good faith effort to determine whether forced or indentured child labor was used to mine, produce, or manufacture any such end product furnished under this contract. On the basis of those efforts, the* offeror *certifies that it is not aware of any such use of child labor.*

(j) *Place of manufacture.* (Does not apply unless the solicitation is predominantly for the acquisition of manufactured end products.) For statistical purposes only,

the offeror shall indicate whether the place of manufacture of the end products it expects to provide in response to this solicitation is predominantly-

(1) □ In the United States (Check this box if the total anticipated price of offered end products manufactured in the United States exceeds the total anticipated price of offered end products manufactured outside the United States); or

(2) □ Outside the United States.

(k) *Certificates regarding exemptions from the application of the Service Contract Labor Standards* (Certification by the offeror as to its compliance with respect to the contract also constitutes its certification as to compliance by its subcontractor if it subcontracts out the exempt services.) [*The contracting officer is to check a box to indicate if paragraph (k)(1) or (k)(2) applies.*]

☐ (1) *Maintenance, calibration, or repair of certain equipment as described in FAR* 22.1003-4(c)(1). The offeror □ does □ does not certify that–

(i) The items of equipment to be serviced under this contract are used regularly for other than Governmental purposes and are sold or traded by the offeror (or subcontractor in the case of an exempt subcontract) in substantial quantities to the general public in the course of normal business operations;

(ii) The services will be furnished at prices which are, or are based on, established catalog or market prices (see FAR 22.1003-4(c)(2)(ii)) for the maintenance, calibration, or repair of such equipment; and

(iii) The compensation (wage and fringe benefits) plan for all service employees performing work under the contract will be the same as that used for these employees and equivalent employees servicing the same equipment of commercial customers.

☐ (2) *Certain services as described in FAR* 22.1003-4(d)(1). The offeror □ does □ does not certify that-

(i) The services under the contract are offered and sold regularly to non-Governmental customers, and are provided by the offeror (or subcontractor in the case of an exempt subcontract) to the general public in substantial quantities in the course of normal business operations;

(ii) The contract services will be furnished at prices that are, or are based on, established catalog or market prices (see FAR 22.1003-4(d)(2)(iii));

(iii) Each service employee who will perform the services under the contract will spend only a small portion of his or her time (a monthly average of less than 20 percent of the available hours on an annualized basis, or less than 20 percent of

available hours during the contract period if the contract period is less than a month) servicing the Government contract; and

(iv) The compensation (wage and fringe benefits) plan for all service employees performing work under the contract is the same as that used for these employees and equivalent employees servicing commercial customers.

(3) If paragraph (k)(1) or (k)(2) of this clause applies–

(i) If the offeror does not certify to the conditions in paragraph (k)(1) or (k)(2) and the Contracting Officer did not attach a Service Contract Labor Standards wage determination to the solicitation, the offeror shall notify the Contracting Officer as soon as possible; and

(ii) The Contracting Officer may not make an award to the offeror if the offeror fails to execute the certification in paragraph (k)(1) or (k)(2) of this clause or to contact the Contracting Officer as required in paragraph (k)(3)(i) of this clause.

(l) *Taxpayer Identification Number (TIN) (* 26 U.S.C. 6109, 31 U.S.C. 7701). (Not applicable if the offeror is required to provide this information to the SAM to be eligible for award.)

(1) All offerors must submit the information required in paragraphs (l)(3) through (l)(5) of this provision to comply with debt collection requirements of 31 U.S.C. 7701(c) and 3325(d), reporting requirements of 26 U.S.C. 6041, 6041A, and 6050M, and implementing regulations issued by the Internal Revenue Service (IRS).

(2) The TIN may be used by the Government to collect and report on any delinquent amounts arising out of the offeror's relationship with the Government (31 U.S.C. 7701(c)(3)). If the resulting contract is subject to the payment reporting requirements described in FAR 4.904, the TIN provided hereunder may be matched with IRS records to verify the accuracy of the offeror's TIN.

(3) *Taxpayer Identification Number (TIN)*.

☐TIN: _____.

☐TIN has been applied for.

☐TIN is not required because:

☐Offeror is a nonresident alien, foreign corporation, or foreign partnership that does not have income effectively connected with the conduct of a trade or business in the United States and does not have an office or place of business or a fiscal paying agent in the United States;

☐Offeror is an agency or instrumentality of a foreign government;

☐Offeror is an agency or instrumentality of the Federal Government.

(4) *Type of organization*.

☐Sole proprietorship;

☐Partnership;

☐Corporate entity (not tax-exempt);

☐Corporate entity (tax-exempt);

☐Government entity (Federal, State, or local);

☐Foreign government;

☐International organization per 26 CFR1.6049-4;

☐Other _____.

(5) *Common parent*.

☐Offeror is not owned or controlled by a common parent;

☐Name and TIN of common parent:

Name _____ .

TIN ____ .

(m) *Restricted business operations in Sudan*. By submission of its offer, the offeror certifies that the offeror does not conduct any restricted business operations in Sudan.

(n) Prohibition on Contracting with Inverted Domestic Corporations.

(1) Government agencies are not permitted to use appropriated (or otherwise made available) funds for contracts with either an inverted domestic corporation, or a subsidiary of an inverted domestic corporation, unless the exception at 9.108-2(b) applies or the requirement is waived in accordance with the procedures at 9.108-4.

(2) *Representation*. The Offeror represents that–

(i) It □ is, □ is not an inverted domestic corporation; and

(ii) It □ is, □ is not a subsidiary of an inverted domestic corporation.

(o) Prohibition on contracting with entities engaging in certain activities or transactions relating to Iran.

(1) The offeror shall e-mail questions concerning sensitive technology to the Department of State at CISADA106@state.gov.

(2) *Representation and Certifications*. Unless a waiver is granted or an exception applies as provided in paragraph (o)(3) of this provision, by submission of its offer, the offeror-

(i) Represents, to the best of its knowledge and belief, that the offeror does not export any sensitive technology to the government of Iran or any entities or individuals owned or controlled by, or acting on behalf or at the direction of, the government of Iran;

(ii) Certifies that the offeror, or any person owned or controlled by the offeror, does not engage in any activities for which sanctions may be imposed under section 5 of the Iran Sanctions Act; and

(iii) Certifies that the offeror, and any person owned or controlled by the offeror, does not knowingly engage in any transaction that exceeds the threshold at FAR 25.703-2(a)(2) with Iran's Revolutionary Guard Corps or any of its officials, agents, or affiliates, the property and interests in property of which are blocked pursuant to the International Emergency Economic Powers Act (et seq.) (see OFAC's Specially Designated Nationals and Blocked Persons List at https://www.treasury.gov/resource-center/sanctions/SDN-List/Pages/default.aspx).

(3) The representation and certification requirements of paragraph (o)(2) of this provision do not apply if-

(i) This solicitation includes a trade agreements certification (*e.g.*, 52.212-3(g) or a comparable agency provision); and

(ii) The offeror has certified that all the offered products to be supplied are designated country end products.

(p) *Ownership or Control of Offeror*. (Applies in all solicitations when there is a requirement to be registered in SAM or a requirement to have a unique entity identifier in the solicitation).

(1) The Offeror represents that it □ has or □ does not have an immediate owner. If the Offeror has more than one immediate owner (such as a joint venture), then the Offeror shall respond to paragraph (2) and if applicable, paragraph (3) of this provision for each participant in the joint venture.

(2) If the Offeror indicates "has" in paragraph (p)(1) of this provision, enter the following information:

Immediate owner CAGE code: _____.

Immediate owner legal name: _____.

(Do not use a "doing business as" name)

Is the immediate owner owned or controlled by another entity: □ Yes or □ No.

(3) If the Offeror indicates "yes" in paragraph (p)(2) of this provision, indicating that the immediate owner is owned or controlled by another entity, then enter the following information:

Highest-level owner CAGE code: _____.

Highest-level owner legal name: _____.

(*Do not use a "doing business as" name*)

(q) *Representation by Corporations Regarding Delinquent Tax Liability or a Felony Conviction under any Federal Law.*

(1) As required by sections 744 and 745 of Division E of the Consolidated and Further Continuing Appropriations Act, 2015 (Pub. L. 113-235), and similar provisions, if contained in subsequent appropriations acts, The Government will not enter into a contract with any corporation that–

(i) Has any unpaid Federal tax liability that has been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability, where the awarding agency is aware of the unpaid tax liability, unless an agency has considered suspension or debarment of the corporation and made a determination that suspension or debarment is not necessary to protect the interests of the Government; or

(ii) Was convicted of a felony criminal violation under any Federal law within the preceding 24 months, where the awarding agency is aware of the conviction, unless an agency has considered suspension or debarment of the corporation and made a

determination that this action is not necessary to protect the interests of the Government.

(2) The Offeror represents that–

(i) It is □ is not □ a corporation that has any unpaid Federal tax liability that has been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability; and

(ii) It is □ is not □ a corporation that was convicted of a felony criminal violation under a Federal law within the preceding 24 months.

(r) *Predecessor of Offeror.* (Applies in all solicitations that include the provision at 52.204-16, Commercial and Government Entity Code Reporting.)

(1) The Offeror represents that it □ is or □ is not a successor to a predecessor that held a Federal contract or grant within the last three years.

(2) If the Offeror has indicated "is" in paragraph (r)(1) of this provision, enter the following information for all predecessors that held a Federal contract or grant within the last three years (if more than one predecessor, list in reverse chronological order):

Predecessor CAGE code: (or mark "Unknown").

Predecessor legal name:_____.

(*Do not use a "doing business as" name*).

(s) [Reserved].

(t) *Public Disclosure of Greenhouse Gas Emissions and Reduction Goals*. Applies in all solicitations that require offerors to register in SAM (12.301(d)(1)).

(1) This representation shall be completed if the Offeror received $7.5 million or more in contract awards in the prior Federal fiscal year. The representation is optional if the Offeror received less than $7.5 million in Federal contract awards in the prior Federal fiscal year.

(2) Representation. [Offeror to check applicable block(s) in paragraph (t)(2)(i) and (ii)].

(i) The Offeror (itself or through its immediate owner or highest-level owner) □ does, □ does not publicly disclose greenhouse gas emissions, i.e., makes available on a publicly accessible website the results of a greenhouse gas inventory,

performed in accordance with an accounting standard with publicly available and consistently applied criteria, such as the Greenhouse Gas Protocol Corporate Standard.

(ii) The Offeror (itself or through its immediate owner or highest-level owner) □ does, □ does not publicly disclose a quantitative greenhouse gas emissions reduction goal, i.e., make available on a publicly accessible website a target to reduce absolute emissions or emissions intensity by a specific quantity or percentage.

(iii) A publicly accessible website includes the Offeror's own website or a recognized, third-party greenhouse gas emissions reporting program.

(3) If the Offeror checked "does" in paragraphs (t)(2)(i) or (t)(2)(ii) of this provision, respectively, the Offeror shall provide the publicly accessible website(s) where greenhouse gas emissions and/or reduction goals are reported:_____.

(u)

(1) In accordance with section 743 of Division E, Title VII, of the Consolidated and Further Continuing Appropriations Act, 2015 (Pub. L. 113-235) and its successor provisions in subsequent appropriations acts (and as extended in continuing resolutions), Government agencies are not permitted to use appropriated (or otherwise made available) funds for contracts with an entity that requires employees or subcontractors of such entity seeking to report waste, fraud, or abuse to sign internal confidentiality agreements or statements prohibiting or otherwise restricting such employees or subcontractors from lawfully reporting such waste, fraud, or abuse to a designated investigative or law enforcement representative of a Federal department or agency authorized to receive such information.

(2) The prohibition in paragraph (u)(1) of this provision does not contravene requirements applicable to Standard Form 312 (Classified Information Nondisclosure Agreement), Form 4414 (Sensitive Compartmented Information Nondisclosure Agreement), or any other form issued by a Federal department or agency governing the nondisclosure of classified information.

(3) *Representation*. By submission of its offer, the Offeror represents that it will not require its employees or subcontractors to sign or comply with internal confidentiality agreements or statements prohibiting or otherwise restricting such employees or subcontractors from lawfully reporting waste, fraud, or abuse related to the performance of a Government contract to a designated investigative or law enforcement representative of a Federal department or agency authorized to receive such information (*e.g.*, agency Office of the Inspector General).

(v) *Covered Telecommunications Equipment or Services-Representation.* Section 889(a)(1)(A) and section 889 (a)(1)(B) of Public Law 115-232.

(1) The Offeror shall review the list of excluded parties in the System for Award Management (SAM) (https://www.sam.gov) for entities excluded from receiving federal awards for "covered telecommunications equipment or services".

(2) The Offeror represents that–

(i) It □ does, □ does not provide covered telecommunications equipment or services as a part of its offered products or services to the Government in the performance of any contract, subcontract, or other contractual instrument.

(ii) After conducting a reasonable inquiry for purposes of this representation, that it □ does, □ does not use covered telecommunications equipment or services, or any equipment, system, or service that uses covered telecommunications equipment or services.

(End of Provision)

52.204-26 COVERED TELECOMMUNICATIONS EQUIPMENT OR SERVICES-REPRESENTATION (OCT 2020)

(a) *Definitions.* As used in this provision, "covered telecommunications equipment or services" and "reasonable inquiry" have the meaning provided in the clause 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment.

(b) *Procedures.* The Offeror shall review the list of excluded parties in the System for Award Management (SAM) (https://www.sam.gov) for entities excluded from receiving federal awards for "covered telecommunications equipment or services".

(c)(1) *Representation.* The Offeror represents that it □ does, □ does not provide covered telecommunications equipment or services as a part of its offered products or services to the Government in the performance of any contract, subcontract, or other contractual instrument.

(2) After conducting a reasonable inquiry for purposes of this representation, the offeror represents that it □ does, □ does not use covered telecommunications equipment or services, or any equipment, system, or service that uses covered telecommunications equipment or services.

(End of provision)

Alternate I (Feb 2024). As prescribed in 12.301 (b)(2), add the following paragraph (c)(12) to the basic provision:

(12) (Complete if the offeror has represented itself as disadvantaged in paragraph (c)(5) of this provision.)

□ Black American.

□ Hispanic American.

□ Native American (American Indians, Eskimos, Aleuts, or Native Hawaiians).

□ Asian-Pacific American (persons with origins from Burma, Thailand, Malaysia, Indonesia, Singapore, Brunei, Japan, China, Taiwan, Laos, Cambodia (Kampuchea), Vietnam, Korea, The Philippines, Republic of Palau, Republic of the Marshall Islands, Federated States of Micronesia, the Commonwealth of the Northern Mariana Islands, Guam, Samoa, Macao, Hong Kong, Fiji, Tonga, Kiribati, Tuvalu, or Nauru).

□ Subcontinent Asian (Asian-Indian) American (persons with origins from India, Pakistan, Bangladesh, Sri Lanka, Bhutan, the Maldives Islands, or Nepal).

□ Individual/concern, other than one of the preceding.

(End of Provision)

52.217-5 Evaluation of Options (JUL 1990)

Except when it is determined in accordance with FAR 17.206(b) not to be in the Government's best interests, the Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. Evaluation of options will not obligate the Government to exercise the option(s).

(End of provision)

FAR 52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of a solicitation provision may be accessed electronically at this/these address(es):
https://www.acquisition.gov/browse/index/far

FAR 52.240-1	Prohibition on Unmanned Aircraft Systems Manufactured or Assembled by American Security Drone Act-Covered Foreign Entities	NOV 2024

DFARS 252.203-7005	Representation Relating to Compensation of Former DoD Officials	SEP 2022
DFARS 252.204-7008	Compliance with Safeguarding Covered Defense Information Controls	OCT 2016
DFARS 252.204-7016	Covered Defense Telecommunications Equipment or Services--Representation	DEC 2019
DFARS 252.204-7017	Prohibition on the Acquisition of Covered Defense Telecommunications Equipment or Services--Representation	MAY 2021
DFARS 252.204-7019	Notice of NIST SP 800-171 DoD Assessment Requirements	NOV 2023
DFARS 252.215-7008	Only One Offer	DEC 2022
DFARS 252.215-7013	Supplies and Services Provided by Nontraditional Defense Contractors	JAN 2023
DFARS 252.225-7055	Representation Regarding Business Operations with the Maduro Regime	MAY 2022

(End of provision)

(vi) A list of contract clauses that apply to the acquisition (see 12.205(b)).

3.2 CLAUSES INCORPORATED BY FULL TEXT

52.212-5 Contract Terms and Conditions Required To Implement Statutes or Executive Orders - Commercial Products and Commercial Services. (MAY 2024)

(a) The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clauses, which are incorporated in this contract by reference, to implement provisions of law or Executive orders applicable to acquisitions of commercial products and commercial services:

(1) 52.203-19, Prohibition on Requiring Certain Internal Confidentiality Agreements or Statements (JAN 2017) (section 743 of Division E, Title VII, of the Consolidated and

Further Continuing Appropriations Act, 2015 (Pub. L. 113-235) and its successor provisions in subsequent appropriations acts (and as extended in continuing resolutions)).

(2) 52.204-23, Prohibition on Contracting for Hardware, Software, and Services Developed or Provided by Kaspersky Lab Covered Entities (DEC 2023) (Section 1634 of Pub. L. 115-91).

(3) 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment. (NOV 2021) (Section 889(a)(1)(A) of Pub. L. 115-232).

(4) 52.209-10, Prohibition on Contracting with Inverted Domestic Corporations (NOV 2015).

(5) 52.232-40, Providing Accelerated Payments to Small Business Subcontractors (MAR 2023) (31 U.S.C. 3903 and 10 U.S.C. 3801).

(6) 52.233-3, Protest After Award (AUG 1996) (31 U.S.C. 3553).

(7) 52.233-4, Applicable Law for Breach of Contract Claim (OCT 2004) (Public Laws 108-77 and 108-78 (19 U.S.C. 3805 note)).

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial products and commercial services:

[*Contracting Officer check as appropriate*.]

___(1) 52.203-6, Restrictions on Subcontractor Sales to the Government (JUN 2020), with *Alternate I* (NOV 2021) (41 U.S.C. 4704 and 10 U.S.C. 4655).

___(2) 52.203-13, Contractor Code of Business Ethics and Conduct (NOV 2021) (41 U.S.C. 3509)).

___(3) 52.203-15, Whistleblower Protections under the American Recovery and Reinvestment Act of 2009 (JUN 2010) (Section 1553 of Pub. L. 111-5). (Applies to contracts funded by the American Recovery and Reinvestment Act of 2009.)

___(4) 52.203-17, Contractor Employee Whistleblower Rights (NOV 2023) (41 U.S.C. 4712); this clause does not apply to contracts of DoD, NASA, the Coast Guard, or applicable elements of the intelligence community—see FAR 3.900(a).

___(5) 52.204-10, Reporting Executive Compensation and First-Tier Subcontract Awards (JUN 2020) (Pub. L. 109-282) (31 U.S.C. 6101 note).

___(6) [Reserved].

___(7) 52.204-14, Service Contract Reporting Requirements (OCT 2016) (Pub. L. 111-117, section 743 of Div. C).

___(8) 52.204-15, Service Contract Reporting Requirements for Indefinite-Delivery Contracts (OCT 2016) (Pub. L. 111-117, section 743 of Div. C).

_X_ (9) 52.204-27, Prohibition on a ByteDance Covered Application (JUN 2023) (Section 102 of Division R of Pub. L. 117-328).

_X_ (10) 52.204-28, Federal Acquisition Supply Chain Security Act Orders—Federal Supply Schedules, Governmentwide Acquisition Contracts, and Multi-Agency Contracts. (DEC 2023) (Pub. L. 115–390, title II).

___(11) (i) 52.204-30, Federal Acquisition Supply Chain Security Act Orders—Prohibition. (DEC 2023) (Pub. L. 115–390, title II).

___(ii) Alternate I (DEC 2023) of 52.204-30.

_X_ (12) 52.209-6, Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment. (NOV 2021) (31 U.S.C. 6101 note).

___(13) 52.209-9, Updates of Publicly Available Information Regarding Responsibility Matters (OCT 2018) (41 U.S.C. 2313).

___(14) [Reserved].

___(15) 52.219-3, Notice of HUBZone Set-Aside or Sole-Source Award (OCT 2022) (15 U.S.C. 657a).

_X_ (16) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (OCT 2022) (if the offeror elects to waive the preference, it shall so indicate in its offer) (15 U.S.C. 657a).

___(17) [Reserved]

___(18) (i) 52.219-6, Notice of Total Small Business Set-Aside (NOV 2020) (15 U.S.C. 644).

___(ii) Alternate I (MAR 2020) of 52.219-6.

___(19) (i) 52.219-7, Notice of Partial Small Business Set-Aside (NOV 2020) (15 U.S.C. 644).

___(ii) Alternate I (MAR 2020) of 52.219-7.

___(20) 52.219-8, Utilization of Small Business Concerns (FEB 2024) (15 U.S.C. 637(d)(2) and (3)).

___(21) (i) 52.219-9, Small Business Subcontracting Plan (SEP 2023) (15 U.S.C. 637(d)(4)).

___(ii) Alternate I (NOV 2016) of 52.219-9.

___(iii) Alternate II (NOV 2016) of 52.219-9.

___(iv) Alternate III (JUN 2020) of 52.219-9.

___(v) Alternate IV (SEP 2023) of 52.219-9.

___(22) (i) 52.219-13, Notice of Set-Aside of Orders (MAR 2020) (15 U.S.C. 644(r)).

___(ii) Alternate I (MAR 2020) of 52.219-13.

___(23) 52.219-14, Limitations on Subcontracting (OCT 2022) (15 U.S.C. 637s).

___(24) 52.219-16, Liquidated Damages—Subcontracting Plan (SEP 2021) (15 U.S.C. 637(d)(4)(F)(i)).

___(25) 52.219-27, Notice of Set-Aside for, or Sole-Source Award to, Service-Disabled Veteran-Owned Small Business (SDVOSB) Concerns Eligible Under the SDVOSB Program (FEB 2024) (15 U.S.C. 657f).

_X_ (26) (i) 52.219-28, Post Award Small Business Program Representation (FEB 2024) (15 U.S.C. 632(a)(2)).

___(ii) Alternate I (MAR 2020) of 52.219-28.

___(27) 52.219-29, Notice of Set-Aside for, or Sole-Source Award to, Economically Disadvantaged Women-Owned Small Business Concerns (OCT 2022) (15 U.S.C. 637(m)).

__(28) 52.219-30, Notice of Set-Aside for, or Sole-Source Award to, Women-Owned Small Business Concerns Eligible Under the Women-Owned Small Business Program (OCT 2022) (15 U.S.C. 637(m)).

___(29) 52.219-32, Orders Issued Directly Under Small Business Reserves (MAR 2020) (15 U.S.C. 644(r)).

___(30) 52.219-33, Nonmanufacturer Rule (SEP 2021) (15U.S.C. 637(a)(17)).

_X_ (31) 52.222-3, Convict Labor (JUN 2003) (E.O.11755).

___(32) 52.222-19, Child Labor-Cooperation with Authorities and Remedies (FEB 2024).

___(33) 52.222-21, Prohibition of Segregated Facilities (APR 2015).

_X_ (34) (i) 52.222-26, Equal Opportunity (SEP 2016) (E.O.11246).

___(ii) Alternate I (FEB 1999) of 52.222-26.

___(35) (i) 52.222-35, Equal Opportunity for Veterans (JUN 2020) (38 U.S.C. 4212).

___(ii) Alternate I (JUL 2014) of 52.222-35.

_X_ (36) (i) 52.222-36, Equal Opportunity for Workers with Disabilities (JUN 2020) (29 U.S.C. 793).

___(ii) Alternate I (JUL 2014) of 52.222-36.

___(37) 52.222-37, Employment Reports on Veterans (JUN 2020) (38 U.S.C. 4212).

___(38) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (DEC 2010) (E.O. 13496).

_X_ (39) (i) 52.222-50, Combating Trafficking in Persons (NOV 2021) (22 U.S.C. chapter 78 and E.O. 13627).

___(ii) Alternate I (MAR 2015) of 52.222-50 (22 U.S.C. chapter 78 and E.O. 13627).

___(40) 52.222-54, Employment Eligibility Verification (MAY 2022) (Executive Order 12989). (Not applicable to the acquisition of commercially available off-the-shelf items or certain other types of commercial products or commercial services as prescribed in FAR 22.1803.)

___(41) (i) 52.223-9, Estimate of Percentage of Recovered Material Content for EPA–Designated Items (May 2008) (42 U.S.C. 6962(c)(3)(A)(ii)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

___(ii) Alternate I (MAY 2008) of 52.223-9 (42 U.S.C. 6962(i)(2)(C)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

___(42) 52.223-11, Ozone-Depleting Substances and High Global Warming Potential Hydrofluorocarbons (MAY 2024) (42 U.S.C. 7671, *et seq.*).

___(43) 52.223-12, Maintenance, Service, Repair, or Disposal of Refrigeration Equipment and Air Conditioners (MAY 2024) (42 U.S.C. 7671, *et seq.*).

___(44) 52.223-20, Aerosols (MAY 2024) (42 U.S.C. 7671, *et seq.*).

___(45) 52.223-21, Foams (MAY 2024) (42 U.S.C. 7671, *et seq.*).

___(46) 52.223-23, Sustainable Products and Services (MAY 2024) (E.O. 14057, 7 U.S.C. 8102, 42 U.S.C. 6962, 42 U.S.C. 8259b, and 42 U.S.C. 7671l).

X (47) (i) 52.224-3 Privacy Training (JAN 2017) (5 U.S.C. 552 a).

___(ii) Alternate I (JAN 2017) of 52.224-3.

___(48) (i) 52.225-1, Buy American-Supplies (OCT 2022) (41 U.S.C. chapter 83).

___(ii) Alternate I (OCT 2022) of 52.225-1.

___(49) (i) 52.225-3, Buy American-Free Trade Agreements-Israeli Trade Act (NOV 2023) (19 U.S.C. 3301 note, 19 U.S.C. 2112 note, 19 U.S.C. 3805 note, 19 U.S.C. 4001 note, 19 U.S.C. chapter 29 (sections 4501-4732), Public Law 103-182, 108-77, 108-78, 108-286, 108-302, 109-53, 109-169, 109-283, 110-138, 112-41, 112-42, and 112-43.

___(ii) Alternate I [Reserved].

___(iii) Alternate II (DEC 2022) of 52.225-3.

___(iv) Alternate III (FEB 2024) of 52.225-3.

___(v) Alternate IV (Oct 2022) of 52.225-3.

___(50) 52.225-5, Trade Agreements (NOV 2023) (19 U.S.C. 2501, *et seq*., 19 U.S.C. 3301 note).

___(51) 52.225-13, Restrictions on Certain Foreign Purchases (FEB 2021) (E.O.'s, proclamations, and statutes administered by the Office of Foreign Assets Control of the Department of the Treasury).

___(52) 52.225-26, Contractors Performing Private Security Functions Outside the United States (Oct 2016) (Section 862, as amended, of the National Defense Authorization Act for Fiscal Year 2008; 10 U.S.C. Subtitle A, Part V, Subpart G Note).

___(53) 52.226-4, Notice of Disaster or Emergency Area Set-Aside (Nov 2007) (42 U.S.C. 5150).

___(54) 52.226-5, Restrictions on Subcontracting Outside Disaster or Emergency Area (NOV 2007) (42 U.S.C. 5150).

___(55) 52.226-8, Encouraging Contractor Policies to Ban Text Messaging While Driving (MAY 2024) (E.O. 13513).

___(56) 52.229-12, Tax on Certain Foreign Procurements (FEB 2021).

___(57) 52.232-29, Terms for Financing of Purchases of Commercial Products and Commercial Services (NOV 2021) (41 U.S.C. 4505, 10 U.S.C. 3805).

___(58) 52.232-30, Installment Payments for Commercial Products and Commercial Services (NOV 2021) (41 U.S.C. 4505, 10 U.S.C. 3805).

_X_ (59) 52.232-33, Payment by Electronic Funds Transfer-System for Award Management (OCT2018) (31 U.S.C. 3332).

___(60) 52.232-34, Payment by Electronic Funds Transfer-Other than System for Award Management (Jul 2013) (31 U.S.C. 3332).

___(61) 52.232-36, Payment by Third Party (MAY 2014) (31 U.S.C. 3332).

___(62) 52.239-1, Privacy or Security Safeguards (AUG 1996) (5 U.S.C. 552a).

___(63) 52.242-5, Payments to Small Business Subcontractors (JAN 2017) (15 U.S.C. 637(d)(13)).

___(64) (i) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (NOV 2021) (46 U.S.C. 55305 and 10 U.S.C. 2631).

___(ii) Alternate I (APR 2003) of 52.247-64.

___(iii) Alternate II (NOV 2021) of 52.247-64.

(c) The Contractor shall comply with the FAR clauses in this paragraph (c), applicable to commercial services, that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial products and commercial services:

[*Contracting Officer check as appropriate.*]

_X_ (1) 52.222-41, Service Contract Labor Standards (AUG 2018) (41 U.S.C. chapter67).

_X_ (2) 52.222-42, Statement of Equivalent Rates for Federal Hires (MAY 2014) (29 U.S.C. 206 and 41 U.S.C. chapter 67).

___(3) 52.222-43, Fair Labor Standards Act and Service Contract Labor Standards-Price Adjustment (Multiple Year and Option Contracts) (AUG 2018) (29 U.S.C. 206 and 41 U.S.C. chapter 67).

___(4) 52.222-44, Fair Labor Standards Act and Service Contract Labor Standards-Price Adjustment (May 2014) (29U.S.C.206 and 41 U.S.C. chapter 67).

___(5) 52.222-51, Exemption from Application of the Service Contract Labor Standards to Contracts for Maintenance, Calibration, or Repair of Certain Equipment-Requirements (May 2014) (41 U.S.C. chapter 67).

__(6) 52.222-53, Exemption from Application of the Service Contract Labor Standards to Contracts for Certain Services-Requirements (MAY 2014) (41 U.S.C. chapter 67).

_X_ (7) 52.222-55, Minimum Wages for Contractor Workers Under Executive Order 14026 (JAN 2022).

_X_ (8) 52.222-62, Paid Sick Leave Under Executive Order 13706 (JAN 2022) (E.O. 13706).

___(9) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations (Jun 2020) (42 U.S.C. 1792).

(d) *Comptroller General Examination of Record*. The Contractor shall comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, as defined in FAR 2.101, on the date of award of this contract, and does not contain the clause at 52.215-2, Audit and Records-Negotiation.

(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor's directly pertinent records involving transactions related to this contract.

(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR subpart 4.7,

Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.

(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.

(e) (1) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c), and (d) of this clause, the Contractor is not required to flow down any FAR clause, other than those in this paragraph (e)(1), in a subcontract for commercial products or commercial services. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause-

(i) 52.203-13, Contractor Code of Business Ethics and Conduct (NOV 2021) (41 U.S.C. 3509).

(ii) 52.203-17, Contractor Employee Whistleblower Rights (NOV 2023) (41 U.S.C. 4712).

(iii) 52.203-19, Prohibition on Requiring Certain Internal Confidentiality Agreements or Statements (Jan 2017) (section 743 of Division E, Title VII, of the Consolidated and Further Continuing Appropriations Act, 2015 (Pub. L. 113-235) and its successor provisions in subsequent appropriations acts (and as extended in continuing resolutions)).

(iv) 52.204-23, Prohibition on Contracting for Hardware, Software, and Services Developed or Provided by Kaspersky Lab Covered Entities (DEC 2023) (Section 1634 of Pub. L. 115-91).

(v) 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment. (NOV 2021) (Section 889(a)(1)(A) of Pub. L. 115-232).

(vi) 52.204-27, Prohibition on a ByteDance Covered Application (JUN 2023) (Section 102 of Division R of Pub. L. 117-328).

(vii) (A) 52.204–30, Federal Acquisition Supply Chain Security Act Orders—Prohibition. (DEC 2023) (Pub. L. 115–390, title II).

(B) Alternate I (DEC 2023) of 52.204–30.

(viii) 52.219-8, Utilization of Small Business Concerns (FEB 2024) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds the applicable threshold specified in FAR 19.702(a) on the date of subcontract award, the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.

(ix) 52.222-21, Prohibition of Segregated Facilities (APR 2015).

(x) 52.222-26, Equal Opportunity (SEP 2015) (E.O.11246).

(xi) 52.222-35, Equal Opportunity for Veterans (JUN 2020) (38 U.S.C. 4212).

(xii) 52.222-36, Equal Opportunity for Workers with Disabilities (JUN 2020) (29 U.S.C. 793).

(xiii) 52.222-37, Employment Reports on Veterans (JUN 2020) (38 U.S.C. 4212).

(xiv) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (DEC 2010) (E.O. 13496). Flow down required in accordance with paragraph (f) of FAR clause 52.222-40.

(xv) 52.222-41, Service Contract Labor Standards (AUG 2018) (41 U.S.C. chapter 67).

(xvi) (A) 52.222-50, Combating Trafficking in Persons (NOV 2021) (22 U.S.C. chapter 78 and E.O 13627).

(B) Alternate I (MAR 2015) of 52.222-50 (22 U.S.C. chapter 78 and E.O. 13627).

(xvii) 52.222-51, Exemption from Application of the Service Contract Labor Standards to Contracts for Maintenance, Calibration, or Repair of Certain Equipment-Requirements (May 2014) (41 U.S.C. chapter 67).

(xviii) 52.222-53, Exemption from Application of the Service Contract Labor Standards to Contracts for Certain Services-Requirements (MAY 2014) (41 U.S.C. chapter 67).

(xix) 52.222-54, Employment Eligibility Verification (MAY 2022) (E.O. 12989).

(xx) 52.222-55, Minimum Wages for Contractor Workers Under Executive Order 14026 (JAN 2022).

(xxi) 52.222-62, Paid Sick Leave Under Executive Order 13706 (JAN 2022) (E.O. 13706).

(xxii) (A) 52.224-3, Privacy Training (Jan 2017) (5 U.S.C. 552a).

(B) Alternate I (JAN 2017) of 52.224-3.

(xxiii) 52.225-26, Contractors Performing Private Security Functions Outside the United States (OCT 2016) (Section 862, as amended, of the National Defense Authorization Act for Fiscal Year 2008; 10 U.S.C. Subtitle A, Part V, Subpart G Note).

(xxiv) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations (JUN 2020) (42 U.S.C. 1792). Flow down required in accordance with paragraph (e) of FAR clause 52.226-6.

(xxv) 52.232-40, Providing Accelerated Payments to Small Business Subcontractors (Mar 2023) (31 U.S.C. 3903 and 10 U.S.C. 3801). Flow down required in accordance with paragraph (c) of 52.232-40.

(xxvi) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (NOV 2021) (46 U.S.C. 55305 and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247-64.

(2) While not required, the Contractor may include in its subcontracts for commercial products and commercial services a minimal number of additional clauses necessary to satisfy its contractual obligations.

(End of clause)

52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within thirty (30) days of the contract expiration date.

(End of Clause)

52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

The Government may extend the term of this contract by written notice to the Contractor within the period of performance of this contract; provided that the Government gives

the Contractor a preliminary written notice of its intent to extend at least thirty (30) days before the contract expires. The preliminary notice does not commit the Government to an extension.

(a) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(b) The total duration of this contract, including the exercise of any options under this clause, shall not exceed sixty (60) months or five (5) years.

(End of clause)

FAR 52.222-42 STATEMENT OF EQUIVALENT RATES FOR FEDERAL HIRES (MAY 2014)

In compliance with the Service Contract Labor Standards statute and the regulations of the Secretary of Labor (29 CFR Part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332.

This Statement is for Information Only: It is not a Wage Determination

Employee Class	Monetary Wage -- Fringe Benefits
GS 7, Step 1	$24.18*-- $6.57 - $8.93
GS 9, Step 1	$29.57*-- $8.04 - $10.92
GS 11, Step 1	$35.78*-- $9.73 - $13.21
GS 12, Step 1	$42.89*-- $11.67 - $15.83
GS 13, Step 1	$51.00*-- $13.87 - $18.83
GS 14, Step 1	$60.27*-- $16.39 - $22.25

*Rest of United States locality pay

(End of clause)

(End of clause)

FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at

this/these address(es): https://www.acquisition.gov/browse/index/far

52.232-18	Availability of Funds	APR 1984
52.252-2	Clauses Incorporated by Reference	FEB 1998
DFARS 252.201-7000	Contracting Officer's Representative	DEC 1991
DFARS 252.203-7000	Requirements Relating to Compensation of Former DoD Officials	SEP 2011
DFARS 252.203-7002	Requirement to Inform Employees of Whistleblower Rights	DEC 2022
DFARS 252.203-7003	Agency Office of the Inspector General	AUG 2019
DFARS 252.204-7000	Disclosure of Information	OCT 2016
DFARS 252.204-7003	Control of Government Personnel Work Product	APR 1992
DFARS 252.204-7004	DoD Antiterrorism Awareness Training for Contractors	JAN 2023
DFARS 252.204-7012	Safeguarding Covered Defense Information and Cyber Incident Reporting	MAY 2024
DFARS 252.204-7015	Notice of Authorized Disclosure of Information for Litigation Support	JAN 2023
DFARS 252.204-7018	Prohibition on the Acquisition of Covered Defense Telecommunications Equipment or Services	JAN 2023
DFARS 252.205-7000	Provision of Information to Cooperative Agreement Holders	JUN 2023
DFARS 252.209-7004	Subcontracting with Firms that are Owned or Controlled by the Government of a Country that is a State Sponsor of Terrorism	MAY 2019
DFARS 252.222-7002	Compliance with Local Labor Laws (Overseas)	JUN 1997
DFARS 252.222-7005	Prohibition on Use of Nonimmigrant Aliens--Guam	SEP 1999
DFARS 252.223-7006	Prohibition on Storage, Treatment, and Disposal of Toxic or Hazardous Materials--Basic	SEP 2014

DFARS 252.225-7012	Preference for Certain Domestic Commodities	APR 2022
DFARS 252.225-7041	Correspondence in English	JUN 1997
DFARS 252.225-7043	Antiterrorism/Force Protection for Defense Contractors Outside the United States	JUN 2015
DFARS 252.225-7048	Export-Controlled Items	JUN 2013
DFARS 252.232-7008	Assignment of Claims (Overseas)	JUN 1997
DFARS 252.232-7010	Levies on Contract Payments	DEC 2006
DFARS 252.233-7001	Choice of Law (Overseas)	JUN 1997
DFARS 252.237-7010	Prohibition on Interrogation of Detainees by Contractor Personnel	JAN 2023
DFARS 252.239-7001	Information Assurance Contractor Training and Certification	JAN 2008
DFARS 252.243-7001	Pricing of Contract Modifications	DEC 1991
DFARS 252.243-7002	Requests for Equitable Adjustment	DEC 2022
DFARS 252.244-7000	Subcontracts for Commercial Products or Commercial Services	NOV 2023
DFARS 252.245-7003	Contractor Property Management System Administration	APR 2012
DFARS 252.245-7005	Management and Reporting of Government Property	JAN 2024

FAR 52.252-6 AUTHORIZED DEVIATIONS IN CLAUSES (NOV 2020)

(a) The use in this solicitation or contract of any Federal Acquisition Regulation (48 CFR Chapter 1) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the date of the clause.

(b) The use in this solicitation or contract of any *DFARS* (48 CFR *Chapter 2*) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the regulation.

(End of clause)

DFARS 225.7401 Contracts Requiring Performance or Delivery in a Foreign Country.

(a) If an acquisition requires performance of work in a foreign country by contractor personnel other than host country personnel, or delivery of items to a Unified Combatant Command designated operational area, follow the procedures at PGI 225.7401(a) (DFARS/PGI view).

(b) For work performed in Germany, eligibility for logistics support or base privileges of contractor employees is governed by U.S.-German bilateral agreements. Follow the procedures in Army in Europe Regulation 715-9, available at http://www.eur.army.mil/g1/content/CPD/docper.html.

(c) For work performed in Japan or Korea , see PGI 225.7401(c) (DFARS/PGI view) for information on bilateral agreements and policy relating to contractor employees in Japan or Korea

(End of clause)

Custom Clause #1: Invited Contractor or Technical Representative Status Under U.S. – Republic Of Korea (ROK)

Invited Contractor (IC) and Technical Representative (TR) status shall be governed by the U.S.-ROK Status of Forces Agreement (SOFA) as implemented by United States Forces Korea (USFK) Reg 700-19, which can be found under the ―publications‖ tab on the US Forces Korea homepage http://www.usfk.mil

(a) Definitions. As used in this clause—

"U.S. – ROK Status of Forces Agreement" (SOFA) means the Mutual Defense Treaty between the Republic of Korea and the U.S. of America, Regarding Facilities and Areas and the Status of U.S. Armed Forces in the Republic of Korea, as amended

Combatant Commander" means the commander of a unified or specified combatant command established in accordance with 10 U.S.C. 161. In Korea, the Combatant Commander is the Commander, United States Pacific Command.

"United States Forces Korea" (USFK) means the subordinate unified command through which US forces would be sent to the Combined Forces Command fighting components.

"Commander, United States Forces Korea" (COMUSK) means the commander of all U.S. forces present in Korea. In the Republic of Korea, COMUSK also serves as Commander, Combined Forces Command (CDR CFC) and Commander, United Nations Command (CDR UNC).

"USFK, Assistant Chief of Staff, Acquisition Management" (USFK/FKAQ) means the principal staff office to USFK for all acquisition matters and administrator of the U.S.-ROK SOFA as applied to US and Third Country contractors under the Invited Contractor (IC) and Technical Representative (TR) Program (USFK Reg 700-19).

"Responsible Officer" (RO) means a senior DOD employee (such as a military E5 and above or civilian GS-7 and above), appointed by the USFK Sponsoring Agency (SA),

who is directly responsible for determining and administering appropriate logistics support for IC/TRs during contract performance in the ROK.

(b) IC or TR status under the SOFA is subject to the written approval of USFK, Assistant Chief of Staff, Acquisition Management (FKAQ), Unit #15237, APO AP 96205-5237.
(c) The contracting officer will coordinate with HQ USFK/FKAQ, IAW FAR 25.8, and USFK Reg 700-19. FKAQ will determine the appropriate contractor status under the SOFA and notify the contracting officer of that determination.
(d) Subject to the above determination, the contractor, including its employees and lawful dependents, may be accorded such privileges and exemptions under conditions and limitations as specified in the SOFA and USFK Reg 700-19. These privileges and exemptions may be furnished during the performance period of the contract, subject to their availability and continued SOFA status. Logistics support privileges are provided on an as-available basis to properly authorized individuals. Some logistics support may be issued as Government Furnished Property or transferred on a reimbursable basis.
(e) The contractor warrants and shall ensure that collectively, and individually, its officials and employees performing under this contract will not perform any contract, service, or other business activity in the ROK, except under U.S. Government contracts and that performance is IAW the SOFA.
(f) The contractor's direct employment of any Korean-National labor for performance of this contract shall be governed by ROK labor law and USFK regulation(s) pertaining to the direct employment and personnel administration of Korean National personnel.
(g) The authorities of the ROK have the right to exercise jurisdiction over invited contractors and technical representatives, including contractor officials, employees and their dependents, for offenses committed in the ROK and punishable by the laws of the ROK. In recognition of the role of such persons in the defense of the ROK, they will be subject to the provisions of Article XXII, SOFA, related Agreed Minutes and Understandings. In those cases in which the authorities of the ROK decide not to exercise jurisdiction, they shall notify the U.S. military authorities as soon as possible. Upon such notification, the military authorities will have the right to exercise jurisdiction as is conferred by the laws of the U.S.
(h) Invited contractors and technical representatives agree to cooperate fully with the USFK Sponsoring Agency (SA) and Responsible Officer (RO) on all matters pertaining to logistics support and theater training requirements. Contractors will provide the assigned SA prompt and accurate reports of changes in employee status as required by USFK Reg 700-19.
(i) Theater Specific Training. Training Requirements for IC/TR personnel shall be conducted in accordance with USFK Reg 350-2 Theater Specific Required Training for all Arriving Personnel and Units Assigned to, Rotating to, or in Temporary Duty Status to USFK. IC/TR personnel shall comply with requirements of USFK Reg 350-2.
(j) Except for contractor air crews flying Air Mobility Command missions, all U.S. contractors performing work on USAF classified contracts will report to the nearest Security Forces Information Security Section for the geographical area where the contract is to be performed to receive information concerning local security requirements.

(k) Invited Contractor and Technical Representative status may be withdrawn by USFK/FKAQ upon:

(1) Completion or termination of the contract.

(2) Determination that the contractor or its employees are engaged in business activities in the ROK other than those pertaining to U.S. armed forces.

(3) Determination that the contractor or its employees are engaged in practices in contravention to Korean law or USFK regulations.

(l) It is agreed that the withdrawal of invited contractor or technical representative status, or the withdrawal of, or failure to provide any of the privileges associated therewith by the U.S. and USFK, shall not constitute grounds for excusable delay by the contractor in the performance of the contract and will not justify or excuse the contractor defaulting in the performance of this contract. Furthermore, it is agreed that withdrawal of SOFA status for reasons outlined in USFK Reg 700-19, Chapter 2-6 shall not serve as a basis for the contractor filing any claims against the U.S. or USFK. Under no circumstance shall the withdrawal of SOFA Status or privileges be considered or construed as a breach of contract by the U.S. Government.

(m) Support.

(1) Unless the terms and conditions of this contract place the responsibility with another party, the COMUSK will develop a security plan to provide protection, through military means, of Contractor personnel engaged in the theater of operations when sufficient or legitimate civilian authority does not exist.

(2)(i) All Contractor personnel engaged in the theater of operations are authorized resuscitative care, stabilization, hospitalization at level III military treatment facilities, and assistance with patient movement in emergencies where loss of life, limb, or eyesight could occur. Hospitalization will be limited to stabilization and short-term medical treatment with an emphasis on return to duty or placement in the patient movement system.

(ii) When the Government provides medical or emergency dental treatment or transportation of Contractor personnel to a selected civilian facility, the Contractor shall ensure that the Government is reimbursed for any costs associated with such treatment or transportation.

(iii) Medical or dental care beyond this standard is not authorized unless specified elsewhere in this contract.

(3) Unless specified elsewhere in this contract, the Contractor is responsible for all other support required for its personnel engaged in the theater of operations under this contract.

(n) Compliance with laws and regulations. The Contractor shall comply with, and shall ensure that its personnel supporting U.S Armed Forces in the Republic of Korea as specified in paragraph (b)(1) of this clause are familiar with and comply with, all applicable—

(1) United States, host country, and third country national laws;

(2) Treaties and international agreements;

(3) United States regulations, directives, instructions, policies, and procedures; and

(4) Orders, directives, and instructions issued by the COMUSK relating to force protection, security, health, safety, or relations and interaction with local nationals. Included in this list are force protection advisories, health advisories, area (i.e. ―off-limits‖), prostitution and human trafficking and curfew restrictions.

(o) Vehicle or equipment licenses. IAW USFK Regulation 190-1, Contractor personnel shall possess the required licenses to operate all vehicles or equipment necessary to perform the contract in the theater of operations. All contractor employees/dependents must have either a Korean driver's license or a valid international driver's license to legally drive on Korean roads

(p) Evacuation.

(1) If the COMUSK orders a non-mandatory or mandatory evacuation of some or all personnel, the Government will provide assistance, to the extent available, to United States and third country national contractor personnel.

(2) Non-combatant Evacuation Operations (NEO).

(i) The contractor shall designate a representative to provide contractor personnel and dependents information to the servicing NEO warden as required by direction of the Responsible Officer.

(ii) If contract period of performance in the Republic of Korea is greater than six months, non emergency essential contractor personnel and all IC/TR dependents shall participate in at least one USFK sponsored NEO exercise per year.

(q) Next of kin notification and personnel recovery.

(1) The Contractor shall be responsible for notification of the employee-designated next of kin in the event an employee dies, requires evacuation due to an injury, or is missing, captured, or abducted.

(2) In the case of missing, captured, or abducted contractor personnel, the Government will assist in personnel recovery actions in accordance with DOD Directive 2310.2, Personnel Recovery.

(3) IC/TR personnel shall accomplish Personnel Recovery/Survival, Evasion, Resistance and Escape (PR/SERE) training in accordance with USFK Reg 525-40, Personnel Recovery Procedures and USFK Reg 350-2 Theater Specific Required Training for all Arriving Personnel and Units Assigned to, Rotating to, or in Temporary Duty Status to USFK.

(r) Mortuary affairs. Mortuary affairs for contractor personnel who die while providing support in the theater of operations to U.S. Armed Forces will be handled in accordance with DOD Directive 1300.22,
Mortuary Affairs Policy and Army Regulation 638-2, Care and Disposition of Remains and Disposition of Personal Effects.
(s) USFK Responsible Officer (RO). The USFK appointed RO will ensure all IC/TR personnel complete all applicable training as outlined in this clause.

(End of clause)

Custom Clause #2: Continuance of Performance During Any State of Emergency in the Republic of Korea (ROK)

Invited Contractor (IC) and Technical Representative (TR) status shall be governed by the U.S.-ROK Status of Forces Agreement (SOFA) as implemented by United States Forces Korea (USFK) Reg 700-19, which can be found under the ―publications‖ tab on the US Forces Korea homepage http://www.usfk.mil

(a) Definitions. As used in this clause—

"U.S. – ROK Status of Forces Agreement" (SOFA) means the Mutual Defense Treaty between the Republic of Korea and the U.S. of America, Regarding Facilities and Areas and the Status of U.S. Armed Forces in the Republic of Korea, as amended

"Combatant Commander" means the commander of a unified or specified combatant command established in accordance with 10 U.S.C. 161. In Korea, the Combatant Commander is the Commander, United States Pacific Command.

"United States Forces Korea" (USFK) means the subordinate unified command through which US forces would be sent to the Combined Forces Command fighting components.

COMUSK means the commander of all U.S. forces present in Korea. In the Republic of Korea, COMUSK also serves as Commander, Combined Forces Command (CDR CFC) and Commander, United Nations Command (CDR UNC).

"USFK, Assistant Chief of Staff, Acquisition Management" (USFK/FKAQ) means the principal staff office to USFK for all acquisition matters and administrator of the U.S.-ROK SOFA as applied to US and Third Country contractors under the Invited Contractor (IC) and Technical Representative (TR) Program (USFK Reg 700-19).

"Responsible Officer" (RO) means A senior DOD employee (such as a military E-5 and above or civilian GS-7 and above), appointed by the USFK Sponsoring Agency (SA), who is directly responsible for determining and administering appropriate logistics support for IC/TRs during contract performance in the ROK.

"Theater of operations" means an area defined by the combatant commander for the conduct or support of specified operations.

"Uniform Code of Military Justice" means 10 U.S.C. Chapter 47

(b) General.

(1) This clause applies when contractor personnel deploy with or otherwise provide support in the theater of operations (specifically, the Korean Theater of Operations) to U.S. military forces deployed/located outside the United States in—

(i) Contingency operations;

(ii) Humanitarian or peacekeeping operations; or

(iii) Other military operations or exercises designated by the Combatant Commander.

(2) Contract performance in support of U.S. military forces may require work in dangerous or austere conditions. The Contractor accepts the risks associated with required contract performance in such operations. The contractor will require all its employees to

acknowledge in writing that they understand the danger, stress, physical hardships and field living conditions that are possible if the employee deploys in support of military operations.

(3) Contractor personnel are not combatants and shall not undertake any role that would jeopardize their status. Contractor personnel shall not use force or otherwise directly participate in acts likely to cause actual harm to enemy armed forces.

(c) Support.

(1) Unless the terms and conditions of this contract place the responsibility with another party, the COMUSK will develop a security plan to provide protection, through military means, of Contractor personnel engaged in the theater of operations when sufficient or legitimate civilian authority does not exist.

(2)(i) All Contractor personnel engaged in the theater of operations are authorized resuscitative care, stabilization, hospitalization at level III military treatment facilities, and assistance with patient movement in emergencies where loss of life, limb, or eyesight could occur. Hospitalization will be limited to stabilization and short-term medical treatment with an emphasis on return to duty or placement in the patient movement system.

(ii) When the Government provides medical treatment or transportation of Contractor personnel to a selected civilian facility, the Contractor shall ensure that the Government is reimbursed for any costs associated with such treatment or transportation.

(iii) Medical or dental care beyond this standard is not authorized unless specified elsewhere in this contract.

(3)Unless specified elsewhere in this contract, the Contractor is responsible for all other support required for its personnel engaged in the theater of operations under this contract.

(d) Compliance with laws and regulations. The Contractor shall comply with, and shall ensure that its personnel supporting U.S Armed Forces in the Republic of Korea as specified in paragraph (b)(1) of this clause are familiar with and comply with, all applicable—

(1) United States, host country, and third country national laws;

(i) The Military Extraterritorial Jurisdiction Act may apply to contractor personnel if contractor personnel commit crimes outside the United States.

(ii) Under the War Crimes Act, United States citizens (including contractor personnel) who commit war crimes may be subject to federal criminal jurisdiction.

(iii) When Congress formally declares war, contractor personnel authorized to accompany the force may be subject to the Uniform Code of Military Justice.

(2) Treaties and international agreements;

(3) United States regulations, directives, instructions, policies, and procedures; and

(4) Orders, directives, and instructions issued by the COMUSK relating to force protection, security, health, safety, or relations and interaction with local nationals.

Included in this list are force protection advisories, health advisories, area (i.e. —off-limits‖), prostitution and human trafficking and curfew restrictions.

(e) Pre-deployment/departure requirements. The Contractor shall ensure that the following requirements are met prior to deploying/locating personnel in support of U.S. military forces in the Republic of Korea. Specific requirements for each category may be specified in the statement of work or elsewhere in the contract.

(1) All required security and background checks are complete and acceptable.

(2) All contractor personnel meet the minimum medical screening requirements and have received all required immunizations as specified in the contract. In the Republic of Korea, all contractor employees subject to this clause shall comply with the same DoD immunization requirements applicable to Emergency Essential DoD civilians—INCLUDING ANTHRAX IMMUNIZATION. The Government will provide, at no cost to the Contractor, any Korean theater-specific immunizations and/or medications not available to the general public.

(3) Contractor personnel have all necessary passports, visas, and other documents required to enter and exit a theater of operations and have a Geneva Conventions identification card from the deployment center or CONUS personnel office—if, applicable.

(4) Country and theater clearance is obtained for contractor personnel. Clearance requirements are in DOD Directive 4500.54, Official Temporary Duty Abroad, DOD 4500.54-G, DOD Foreign Clearance Guide, and USFK Reg 1-40, United States Forces Korea Travel Clearance Guide. Contractor personnel are considered non-DOD personnel traveling under DOD sponsorship.

(f) Processing and departure points. Deployed contractor personnel shall—

(1) Under contingency conditions or under other conditions as specified by the Contracting Officer, process through the deployment center designated in the contract, prior to deploying. The deployment center will conduct deployment processing to ensure visibility and accountability of contractor personnel and to ensure that all deployment requirements are met;

(2) Use the point of departure and transportation mode directed by the Contracting Officer; and

(3) If processing through a deployment center, process through a Joint Reception Center (JRC) upon arrival at the deployed location. The JRC will validate personnel accountability, ensure that specific theater of operations entrance requirements are met, and brief contractor personnel on theater-specific policies and procedures.

(g) Personnel data list.

(1) The Contractor shall establish and maintain with the designated Government official a current list of all contractor personnel that deploy with or otherwise provide support in the theater of operations to U.S. military forces as specified in paragraph (b)(1) of this clause. The Synchronized Predeployment and Operational Tracker (SPOT) is the designated automated system to use for this effort. This accountability requirement is separate and distinct from the personnel accountability requirement listed in the U.S–

ROK SOFA's Invited Contractor/Technical Representative Program (as promulgated in USFK Regulation 700-19).

(2) The Contractor shall ensure that all employees on the list have a current DD Form 93, Record of Emergency Data Card, on file with both the Contractor and the designated Government official.

(h) Contractor personnel.

(1) The Contracting Officer may direct the Contractor, at its own expense, to remove and replace any contractor personnel who jeopardize or interfere with mission accomplishment or who fail to comply with or violate applicable requirements of this clause. Contractors shall replace designated personnel within 72 hours, or at the Contracting Officer's direction. Such action may be taken at the Government's discretion without prejudice to its rights under any other provision of this contract, including the Termination for Default clause.

(2) The Contractor shall have a plan on file showing how the Contractor would replace employees who are unavailable for deployment or who need to be replaced during deployment. The Contractor shall keep this plan current and shall provide a copy to the Contracting Officer and USFK Sponsoring Agency (see USFK Reg 700-19) upon request. The plan shall—

(i) Identify all personnel who are subject to U.S. or Republic of Korea military mobilization;

(ii) Identify any exemptions thereto;

(iii) Detail how the position would be filled if the individual were mobilized; and

(iv) Identify all personnel who occupy a position that the Contracting Officer has designated as mission essential.

(i) Military clothing and protective equipment.

(1) Contractor personnel supporting a force deployed outside the United States as specified in paragraph (b)(1) of this clause are prohibited from wearing military clothing unless specifically authorized in writing by the COMUSK. If authorized to wear military clothing, contractor personnel must wear distinctive patches, arm bands, nametags, or headgear, in order to be distinguishable from military personnel, consistent with force protection measures and the Geneva Conventions.

(2) Contractor personnel may wear military-unique organizational clothing and individual equipment (OCIE) required for safety and security, such as ballistic, nuclear, biological, or chemical protective clothing.

(3) The deployment center, the Combatant Commander, or the Sponsoring Agency shall issue OCIE and shall provide training, if necessary, to ensure the safety and security of contractor personnel.

(4) The Contractor shall ensure that all issued OCIE is returned to the point of issue, unless otherwise directed by the Contracting Officer.

(j) Weapons.

(1) If the Contractor requests that its personnel performing in the theater of operations be authorized to carry weapons, the request shall be made through the Contracting Officer to the COMUSK. The COMUSK will determine whether to authorize in-theater contractor personnel to carry weapons and what weapons will be allowed.

(2) The Contractor shall ensure that its personnel who are authorized to carry weapons—

(i) Are adequately trained;

(ii) Are not barred from possession of a firearm by 18 U.S.C. 922; and

(iii) Adhere to all guidance and orders issued by the COMUSK regarding possession, use, safety, and accountability of weapons and ammunition.

(iv) The use of deadly force by persons subject to this clause shall be made only in self-defense, except:

(v) Persons subject to this clause who primarily provide private security are authorized to use deadly force only as defined in the terms and conditions of this contract in accordance with USFK regulations and policies (especially, USFK Regulation 190-50).

(vi) Liability for the use of any weapon by persons subject to this clause is solely the responsibility of the individual person and the contractor.

(3) Upon redeployment or revocation by the COMUSK of the Contractor's authorization to issue firearms, the Contractor shall ensure that all Government-issued weapons and unexpended ammunition are returned as directed by the Contracting Officer.

(k) Evacuation.

(1) In the event of a non-mandatory evacuation order, unless authorized in writing by the Contracting Officer, the Contractor shall maintain personnel on location sufficient to meet obligations under this contract.

(l) Theater Specific Training. Training Requirements for IC/TR personnel shall be conducted in accordance with USFK Reg 350-2 Theater Specific Required Training for all Arriving Personnel and Units Assigned to, Rotating to, or in Temporary Duty Status to USFK.

(m) USFK Responsible Officer (RO). The USFK appointed RO will ensure all IC/TR personnel complete all applicable training as outlined in this clause.

(n) Changes. In addition to the changes otherwise authorized by the Changes clause of this contract, the Contracting Officer may, at any time, by written order identified as a change order, make changes in Government-furnished facilities, equipment, material, services, or site. Any change order issued in accordance with this paragraph shall be subject to the provisions of the Changes clause of this contract.

(o) Subcontracts. The Contractor shall incorporate the substance of this clause, including this paragraph, in all subcontracts that require subcontractor personnel to be available to deploy with or otherwise provide support in the theater of operations to U.S. military forces deployed/stationed outside the United States in—

(1) Contingency operations;

(2) Humanitarian or peacekeeping operations; or

(3) Other military operations or exercises designated by the Combatant Commander.

(p) The Contracting Officer will discern any additional GFE, GFP or logistical support necessary to facilitate the performance of the enhanced requirement or necessary for the protection of contractor personnel. These items will be furnished to the Contractor at the sole discretion of the Contracting Officer and may be provided only on a reimbursable basis.

(END OF SECTION 3)

SECTION 4 – OTHER TERMS AND CONDITIONS

4.0 ORGANIZATIONAL CONFLICT OF INTEREST

The Contractor shall notify the CO immediately whenever it becomes aware of any actual or potential Organizational Conflict of Interest (OCI) as defined in FAR Subpart 9.5 and shall promptly submit a plan to the CO to avoid or mitigate any such OCI. The Contractor's mitigation plan will be determined to be acceptable solely at the discretion of the CO and in the event the CO unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the CO may affect other remedies as he or she deems necessary, including prohibiting the Contractor from participation in subsequent contracted requirements which may be affected by the OCI. The Contractor must protect any proprietary information received in performance of this contract from unauthorized use or disclosure for as long as it remains proprietary and refrain from using the information for any purpose other than performance under the contract.

Any potential conflict of interest issues will be considered prior to award of the work to be performed.

4.1 CONTRACTOR EMPLOYEES

The Contractor shall ensure that Contractor personnel identify themselves as Contractors when attending meetings, answering Government telephones, providing any type of written correspondence, or working in situations where their actions could be construed as official Government acts.

4.2 CONTRACTING OFFICER'S REPRESENTATIVE (COR)

The COR is designated by the Contracting Officer to perform technical liaison between the Contractor's management and the Contracting Officer in routine technical matters constituting general program direction within the scope of the contract. Under NO circumstances is the COR authorized to effect any changes in the work required under this contract whatsoever, or enter into any agreement that has the effect of changing the terms and conditions of this contract or that causes the Contractor to incur any costs.

In addition, the COR will NOT supervise, direct, or control Contractor employees. Notwithstanding this provision, to the extent that Contractor accepts any direction that constitutes a change to this contract without prior written authorization of the Contracting Officer, costs incurred in connection therewith are incurred at the sole risk of the Contractor, and if involved under this contract will be disallowed.

On all matters that pertain to the contract terms, the Contractor must communicate with the Contracting Officer. Whenever, in the opinion of the Contractor, the COR requests efforts beyond the terms of the contract, the Contractor shall so advise the Contracting

Officer. If the COR persists and there still exists a disagreement as to the proper contractual coverage, the Contracting Officer will be notified immediately, preferably in writing.

4.3 UNAUTHORIZED COMMITMENT

In no event shall any understanding or agreement between the Contractor and any Government employee other than the Contracting Officer on this contract be effective or binding upon the Government. All such actions must be formalized by a proper contractual document executed by an appointed Contracting Officer. The Contractor is hereby put on notice that in the event a Government employee other than the Contracting Officer directs a change in the work to be performed or increases the scope of the work to be performed, it is the Contractor's responsibility to make inquiry of the Contracting Officer before making the change. **Payments will not be made without being authorized by an appointed Contracting Officer with the legal authority to bind the Government**.

4.4 QUALITY ASSURANCE

The Government intends to utilize a Quality Assurance Surveillance Plan (QASP) (Attachment 5) to monitor the quality of the Contractor's performance. The QASP provides a means for evaluating whether the Contractor is meeting the performance standards/quality levels identified in the contract throughout the contract period of performance. The oversight provided in the contract and QASP will help to ensure that service levels reach and maintain the required levels throughout the contract term.

Further, the QASP provides the COR with a proactive way to avoid unacceptable or deficient performance, and provides verifiable input for the required Past Performance Information Assessments. The QASP will be finalized within ten (10) business days following award and a copy provided to the Contractor after award. The QASP is a living document and may be updated by the Government as necessary, but it will not be an attachment to the contract award.

4.5 GOVERNMENT FURNISHED EQUIPMENT (GFE) / INFORMATION (GFI) / FACILITIES

4.5.1 GOVERNMENT FURNISHED EQUIPMENT / INFORMATION / PROPERTY

The Contractor shall maintain a detailed inventory accounting system for Government furnished equipment/material or Contractor-acquired-government owned property (CAP). The inventory accounting system must specify, as a minimum: product description (make, model), Government tag number, date of receipt, name of recipient, location of receipt, current location, purchase cost (if CAP) and contract/order number under which the equipment is being used. The Contractor shall either: a) attach an updated inventory report to each monthly progress report, or b) certify that the inventory has been updated and is available for Government review. In either case the Contractor's inventory listing must be available for Government review within one (1)

business day of COR request.

4.5.2 GOVERNMENT FACILITIES

Unless directly related to this contract, the Contractor and any employees or consultant of the Contractor are prohibited from using U.S. Government facilities (such as office space or equipment) or
U.S. Government clerical or technical personnel in the performance of the services not specified in the contract. The Government will provide access to Government controlled facilities, equipment, and materials for daily business use of staff called for under this contract.

4.6 SPECIAL CONTRACT REQUIREMENTS

4.6.1 CONTRACTOR MANPOWER REPORTING

The Contractor shall report ALL Contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the DTMO via a secure data collection site. The Contractor is required to complete all required data fields using the following web address: https://sam.gov/entity-reporting. Reporting data will be for the labor year executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While data may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year, unless a later date is otherwise authorized by the Office of the Under Secretary of Defense (Personnel and Readiness). Contractors may direct questions to the help desk at https://www.sam.gov/SAM/.

4.6.2 TASK ORDER REPORTING

The Contractor shall develop and maintain a database that includes at a minimum:

a. The contract number;

b. Agency/organization name;

c. Estimated dollar volume of the contract;

d. Agency/organization point of contact; and

e. The address, telephone/facsimile numbers, and e-mail address for the point of contact. Within five (5) business days of a request from GSA, the Contractor shall provide a current report of the agency/organization program data.

4.6.3 SALES DATA REPORTING

The Contractor shall submit quarterly sales data associated with this contract at https://srp.fas.gsa.gov/ under Schedule 561510, Travel Agent Service at the 0.75% rate of Total Sales reported.

Sales Data for this contract shall also be reported quarterly to the GSA Contracting Officer. Data shall include the following:

Vendor Name	Contract #	SIN	Sales Reported	IFF Remitted	IFF Remittance Date

The data report shall be prepared in a commercial format readable in Microsoft Excel and emailed to the Contracting Officer with a copy to onthego@gsa.gov and travel.programs@gsa.gov by the 30th calendar day (or the next business day if the due date is on a weekend or Federal holiday) after each completed Government quarter. The subject of each email shall contain the following: [Contractor Name] [Contract No.] [Quarterly TMC Vendor Report] [Reporting Period]. Negative reports are required.

4.6.4 SERVICE CONTRACT LABOR STANDARDS ACT (SCLA)

Department of Labor Wage Determinations - The contractor shall comply with the prevailing wage determination incorporated into their GSA MAS contract for the contractor's proposed place of performance. The contractor must identify any proposed labor categories that are subject to the Service Contract Act (SCA) and ensure they are paid wages equal to or greater than the corresponding prevailing rates from the applicable local wage determination.

Wage Determinations for locations with staffed offices identified in Table 3 - On Site Staffing are included as ***Attachment 16 - USMC Worldwide Service Contract Labor Standards Wage Determinations***. Additional Wage Determinations may be added at contract award based on the awardee's staffed location(s).

4.7 STATUS OF FORCES AGREEMENTS (SOFA)

In consultation with the servicing legal advisor, the Technical Point of Contact will inform the contractor of the existence of all relevant SOFAs and other similar documents and provide copies upon request. The contractor shall be responsible for obtaining all necessary legal advice concerning the content, meaning, application, etc. of any applicable SOFAs, and similar agreements. The contractor shall adhere to all relevant

provisions of the applicable SOFAs and other similar related agreements.

Invited Contractor (IC) and Technical Representative (TR) status shall be governed by the various SOFA implemented by U.S. Forces in a variety of theaters (e.g., South Korea, Italy, and Germany). The contractor shall coordinate with the Government to satisfy all requirements by the governing regulations for the specified theater. The contractor shall do the initial research into the requirements and inform the Government as to what the requirements are to travel into theater. It is agreed that the withdrawal of IC or TR status, or the withdrawal of, or failure to provide any of the privileges associated therewith by the U.S. shall not constitute grounds for excusable delay by the contractor in the performance of the contract and will not justify or excuse the contractor defaulting in the performance of this contract. Furthermore, withdrawal of SOFA status for any reason shall not serve as a basis for the contractor filing any claims against the U.S.

(END OF SECTION 4)

(vii) The date, time, and place for receipt of offer and point of contact.

SECTION 5 – PROPOSAL PREPARATION INSTRUCTIONS

5.0 PROPOSAL SUBMISSION INSTRUCTIONS

The Government is seeking a contractor to provide travel management services with performance-based pricing incentives/disincentives. The contract includes a base period and multiple option years.

All proposals shall be submitted electronically through onthego@gsa.gov, ATTN: Amber Forehand-Hughes, with a copy to amber.forehand-hughes@gsa.gov and Joey Yu, joey.yu@gsa.gov.

Proposals are due 4 PM ET July 17, 2026.

Any questions received in response to this Request for Proposal will be answered via amendment. Questions must be received prior to July 8, 2026.

5.1 Submittal Instructions:

Offerors are required to provide the following information:

OFFEROR DETAILS:

COMPANY NAME:
ADDRESS:
UEI:
BUSINESS SIZE: (UNDER NAICS 561510)
BUSINESS NATIONALITY:

PRIMARY POINT OF CONTACT:

NAME:
TITLE:
TELEPHONE NO.:
EMAIL ADDRESS:

ALTERNATE POINT OF CONTACT:

NAME:
TITLE:
TELEPHONE NO.:
EMAIL ADDRESS:

5.1.1 PNR Validation

5.1.1.1 Complete and submit Attachment 1, USFK PNR Validation Configuration Worksheet by July 10, 2026 2026 and send it to: onthego@gsa.gov, ATTN: Amber Forehand-Hughes, with a copy to amber.forehand-hughes@gsa.gov and Joey Yu, joey.yu@gsa.gov.

5.1.2 Technical and Performance Capability:

5.1.2.1 Provide a Past Performance Summary of a maximum of three (3) recent and relevant projects. “Recent” in regard to this RFP means within the last 3 years of the date proposals are due. “Relevant” in regard to this RFP means of similar size, magnitude, and complexity. Affiliated past performance is expected to exhibit the same NAICS as this requirement. The Past Performance Summary is limited to a page per project, 12 pt font, Times New Roman, not to exceed 3 pages. Send the Past Performance Summary to: onthego@gsa.gov, ATTN: Amber Forehand-Hughes, with a copy to amber.forehand-hughes@gsa.gov and Joey Yu, joey.yu@gsa.gov. The Past Performance Summary must identify the following details for each recent and relevant project provided:

- Project name & contract number
- Contract value & performance dates **(include % of work and contract value your company completed, if performance was at a subcontractor level on the project provided)**
- Customer contact info (name, phone, email)
- Work description & your roles
- Results achieved (include SLA performance)
- How its similar to this requirement

Provide a fully completed CPARS for each project. If a CPARS is not available, please have the associated customer complete a past performance questionnaire (PPQ) (Attachment 4) and send them directly to Amber Forehand-Hughes (amber.forehand-hughes@gsa.gov), with a copy to Joey Yu (joey.yu@gsa.gov) by the date proposals are

due. Please note, it is your responsibility to follow up with customers to ensure these are received by the Contracting Officer by the due date. The Government may send courtesy follow-up emails to customers, but it is not the Government's responsibility for any PPQs not received. Please note, failure to submit any required information or documentation (including CPARS and/or PPQs) to substantiate your past performance information in response to this solicitation by the deadline could result in the offer being found to be ineligible for award.

5.1.2.2 The Government may consider any available information (including, but not limited to, available CPARS data when assessing relevant experience. Provide the following as required by the date proposals are due:

-Transition Plan (1.12.1)

-Quality Control Plan (1.19.1)

-Personnel Workforce Plan (1.18.2 and Attachment 12)

-Cybersecurity Letter of Attestation (1.7.3.24.4)

5.1.2.3 Present your technical approach via a not-to-exceed a two (2) hour oral presentation at a day and time designated by the Contracting Officer. An hour and a half (1.5) will be allocated to the offeror's presentation, with thirty minutes following for a Government question and answer session. Oral presentations are expected to be scheduled July 20-31, 2026. Briefings will be conducted between **0900-1200 EST**, will be conducted virtually, and will be recorded/transcribed. Your presentation must clearly address:

A. Service Delivery Plan

1. Walk us through the full lifecycle of a travel reservation, from a request initiated in the DoD OBT and TMC Assist, to ticketing, changes, cancellation, and unused ticket management.

2. Provide your step by step process when handling travel for all disruptions. e.g. Business and after hours.

3. Explain your unused ticket management and traveler/authorizing official notification process.

4. Describe your approach to handling travel surges.

5. Describe how you will maintain 24/7/365 customer service and consistently meet required service levels.

6. Provide your step by step process for handling Korean Rail Transactions and ticketing.

B. Transition & Implementation:

1. Describe your steps detailing all related processes and milestones for transition and implementation.

2. What previous similar transitions have you led? If there were challenges, how did you address them.

3. How will you import DoD travel records from the incumbent TMC without interruption?

4. What are the three biggest risks in transitioning DoD travel operations and how will you mitigate them?

5. Describe how communication will occur between your transition team, GSA and DTMO.

.**C. Performance Management Approach**

1. Describe your process for producing the monthly reports and the tools utilized. (e.g. PWS Section 1.13).

2. Explain how your system meets the Security Requirements (i.e. protecting CUI and PII etc. in non-federal systems).

3. Describe how you validate the accuracy of travel transaction data submitted on the official monthly reports to GSA and DoD.

4. Describe your incident response procedures if travel data is compromised, including timelines and notification steps.

5. Explain your telephone reporting system capabilities.

A briefing deck should accompany your oral presentation and may not exceed 16 slides/pages in total and will be incorporated into any award. **The briefing deck is due at the time of proposal submission. The slides presented during the oral presentation must match the briefing deck provided at the time of proposal submission.**

5.1.3 Price: Using Attachment 10, submit your POS (Per Transaction) Pricing Model for the base, and each option year:

- In the narrative tab of Attachment 10, explain your pricing methodology and demonstrate your understanding of the incentive/disincentive structure.
- The total evaluated price used for award will be calculated by adding the total price for all services of the base period and all option years (including FAR 52.217-8 in the final

option period as described in the paragraph below). The evaluation of options does not obligate the Government to exercise the option(s).

- The price evaluation will include the Government's unilateral option to extend services for an additional period up to six months under FAR 52.217-8; Option to Extend Services. The evaluation will consider the possibility that the option can be exercised at the end of any performance period for any length no longer than the total of six months. For this price evaluation, the Government will assume the price of any exercised option to extend services under FAR 52.217-8 will be at the same rates as those in effect under the contract at the time of exercise. As such, the Government will take one half of the average of the base and each option period price to evaluate the potential FAR 52.217-8. The Government will add this amount to the total proposed price for all services of the base period and all option years to determine a total overall evaluated price if this option is exercised. Evaluation of the FAR 52.217-8 option clause does not obligate the Government to exercise the option clause.

A complete proposal shall include the following:

Received by the Government on July 17, 2026

- **A PNR Validation submittal**

Received by the Government a week prior to the due date of proposals

- **A completed SF1449 and acknowledgement of amendments**
- **A Cover Sheet**
- **A Past Performance Summary**
- **A maximum of three (3) CPARS or PPQs**
- **A Transition Plan**
- **A Quality Control Plan**
- **A Personnel Workforce Plan**
- **CyberSecurity Letter of Attestation**
- **A (not to exceed) 16-slide/page oral presentation slide deck**
- **An Attachment 10 Pricing Model**

(END OF SECTION 5)

SECTION 6 – EVALUATION CRITERIA

6.0 BASIS FOR AWARD

Award of this contract will be made on a best-value basis to the Korean firm exhibiting the best value to the Government in accordance with Revolutionary Federal Acquisition Regulation (FAR) Overhaul Part 12, and Part 15, as well as supplemental RFO Agency Deviations for the DoD, Defense Federal Acquisition Regulation Supplement (DFARS) 215, and DFARS PGI 215.

- Proposals are ineligible for award if they fail TMC PNR Validation.(Pass/Fail) (Attachment 1)
- Technical and performance capability weigh more than price, but as confidence ratings for technical and performance capability converge, price may become more important to the best value determination
- Award will be made to a single eligible offeror with the proposal that represents the best value to the Government as determined by the Contracting Officer. In making this determination, the Contracting Officer will consider trade-offs between technical and performance capability and price.
- Offerors are ineligible for award if they are not a Korean firm.
- Final evaluation based on selected pricing methodology MSF or POS pricing model at award)

The Government maintains flexibility to ensure the best value selection.

6.1 Evaluation Criteria:

6.1.1 TMC PNR Validation (Attachment 1): Validation testing confirms the DoD OBT ability to exchange a PNR with the TMC. It is evaluated on a pass or fail basis. You must pass to be considered for an award.

6.1.2 Technical and Performance Capability: The Government will look for past performance data, automated reporting capabilities, how the Offeror will ensure 24/7 coverage and attainment of service level agreement standards, and quality control processes. Note: the Government may consider its own experience with an Offeror and may use other available past performance information/sources.

The Government will evaluate how confident we are that the TMC can consistently achieve the required performance standards using the following confidence rating scale:

(“Offeror’s proposal” in the following definitions refers to all aspects of the proposal and include oral presentations and associated question and answer session.)

- High Confidence: Offeror’s proposal demonstrates an exceptional understanding of requirements, is little to no risk, and is highly likely to exceed requirements in

performance.

- Significant Confidence: Offeror's proposal demonstrates a strong understanding of requirements, has low risk, and is likely to meet or exceed requirements in performance.

- Satisfactory Confidence: Offeror's proposal demonstrates an adequate understanding of requirements; moderate risk may exist but is likely to meet requirements in performance with normal Government oversight.

- Limited Confidence: Offeror's proposal demonstrates a marginal understanding of requirements, has moderate to high risk, and there are concerns regarding the ability to meet requirements in performance.

- No Confidence: Offeror's proposal fails to demonstrate understanding of requirements, is high risk, and has major deficiencies or evidence of unsuccessful performance.

Price Evaluation Criteria: Best Value Determination

The Government will evaluate price using the offeror's completed Exhibit 10, looking at total evaluated price over the period of performance.

In accordance with RFO 12.204, the Contracting Officer must determine the price to be fair and reasonable. The Contracting Officer will utilize RFO 15.404-1 Price analysis. techniques to evaluate the proposals received and determine fair and reasonable pricing. The Contracting Officer intends to utilize RFO "15.404-1(b)(1) Comparison of proposed prices received in response to the RFP," "(2) Comparison of the proposed prices to historical prices paid, whether by the Government or other than the Government, for the same or similar items," "(4) Comparison with competitive published price lists," and "(5) Comparison of proposed prices with independent Government cost estimates."

Best value will consider whether or not the proposing firm is Korean, whether or not the firm was able to pass PNR validation, its technical and performance capability confidence rating, and price.

(END OF SECTION 6)

SECTION 7 - LIST OF ATTACHMENTS

7.0 ATTACHMENT A – STANDARD FORM (SF) 1449

All Offerors shall complete Blocks 12, 17a, 17b, 30a, 30b and 30c of Attachment A – Standard Form 1449.

7.1 ADDITIONAL ATTACHMENTS

Attachment 1 – USFK - PNR Validation Configuration Worksheet
Attachment 2 – USFK - TMC Orientation and User Guide
Attachment 3 – USFK - TMC Data Requirements Guide
Attachment 4 – USFK - Past Performance Questionnaire
Attachment 5 – USFK - Quality Assurance Surveillance Plan (QASP)
Attachment 6 – USFK - TMC Site Data Location Identification Spreadsheet
Attachment 7 - USFK - USAF Part 1 USAF CBA Reconciliation Process
Attachment 7 - USFK - ARMY Part_2_CBARs Reconciliation Process System
Attachment 8 – USFK - Historical Workload Data FY21-FY25
Attachment 9 – USFK - GATES Instructions
Attachment 10 – USFK - Pricing Model
Attachment 11 – USFK - Workload Data Report Example Template
Attachment 12 – USFK - Personnel Workforce Plan Example Template
Attachment 13 – USFK - Government Transportation Request (GTR) Local Payment of Airlines (LOPA) Instructions
Attachment 14 – USFK – Incentive/Disincentive Language and Examples

(END OF SECTION 7)