

See why we're different

Concierge Class
TRAVEL SERVICE

CONTRACTOR: NATIONAL TRAVEL SERVICE, INC
SUITE 100 CHASE TOWER
707 VIRGINIA STREET EAST
CHARLESTON, WV 25301-2796

CONTRACT NUMBER: GS33F0009N

SCHEDULE TITLE: TRAVEL SERVICES SOLUTIONS
PRODUCT SERVICE CODE: V999
DUNS#: 082251521
CONTRACT PERIOD: SEPTEMBER 30, 2003 – SEPTEMBER 29, 2018
BUSINESS SIZE: OTHER THAN SMALL BUSINESS

CONTRACT ADMINISTRATOR: ANN HOSKINS
PHONE NUMBER: 304-357-0808 EXT 1233
FAX NUMBER: 304-343-5059
WEBSITE: [HTTP://WWW.NATIONALTRAVEL.COM](http://www.nationaltravel.com)

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Transaction A – Airline Reservation Included

Transaction B – Car and Hotel Included



FULL

SERVICE: NATIONAL TRAVEL PRESENTS GOVERNMENT CLASS SERVICE, INCLUDING “ONE WORLD - ONE FEE” which provides additional services without the extra charges that most TMCs charge. The “ONE WORLD – ONE FEE” program encompasses all the emergency services travelers rely on, 24-hour support and intervention, and access to National Travel’s concierge desk, travel MIS and reconciliation services. Government Class Service is the epitome of travel management. This renowned niche provides travelers with the most efficient array of services on a global 24-365 basis. Simply known as “Government Class”, this extension of Concierge Class combines all of the products and services that put National Travel on the map 40 years ago.

The Government Class Service consists of instant, electronic (online) itineraries and an automated invoice system, in addition to:

- No Surcharge for After-Hour Service
- 24-Hour Emergency Assistance
- Automated Invoice System (AIRS)
- Alternate Airport Origin and Destination Options
- Code Share Disclosures
- Connecting City Analysis and Connecting Time Suggestions
- Lost Ticket Application
- Airline Check-in Assistance
- Seat Assignment Monitoring and Seat Purchases
- Frequent Flyer Membership Support
- Lowest Logical Airfare Guarantee
- Automated Quality Control System Monitoring (improved seat assignment, lowest airfare, and quality reservation checks)
- Priority Seat Assignments
- Baggage Tracking Assistance
- Hotel/Rental Car Vendor Notification (alerting traveler’s delays to avoid cancellations and “no-show” charges)
- Refunds and Reissue of Tickets, Cancelled Flight Assistance
- Nonrefundable Database and Unused Ticket Tracking

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- En Route/Special Assistance Services
 - Traveler's Rights Advisement
 - Lost ID or Passport Assistance
 - Rental Car Assistance
 - Hotel Overbooking Assistance
 - Weather Condition Warnings and Updates
 - Special Needs/Disabilities Assistance

- Quick Change Service
 - Travelers en route may need to change flights for specific reasons. National Travel will not charge a fee for a quick change to the itinerary.
 - This service includes a reissuance of an airline ticket if a traveler misses a flight, changes a flight due to business or personal considerations, or changes/cancels a hotel, rental car, or airline reservation.



SPECIAL SERVICES INTERNATIONAL

- Passport and VISA Assistance/Procurement
- International Currency Transaction
- Travel 42 Reporting
 - Professionally written destination guides and hotel reviews from more than 120 global correspondents just for travel professionals. These reviews and inspections give factual, descriptive insights of destinations, hotels, cruise ships, and many other venues.
- Complete Review of Itinerary by Senior, International staff
- Country Briefing Protocol
- Monitoring of Flights/Airport Processing Times
- International Black Car Reservations with Interpreter
- Rail Schedules, Ferry Reservations
- Independent Airfare Rate Review for Multi-Stop Itineraries
- International Meet-and-Greet Reservations
- International Cell Phone Rental (usage charges apply)
- Duty of Care provides continuous connection with international travelers.
 - CDC Bulletins, State Bulletins, Embassy Locations
 - In-House Monitoring, Passengers Traveling by Airplane

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MOBILE APP WITH TAILORED COMPANY POLICY & CUSTOM TRAVELER PROFILE

- Inclusions:
 - Receive Flight Messages within the App Regarding Flight Status
 - An expense-recording device syncs automatically to gather data from air, car, and hotel reservations. While on a trip, travelers can take photos of receipts and then email those receipts to finance.
 - Direct Messaging to Agents or Concierge
 - Mobile Boarding Passes, Upgrade Seat Assignments, Purchase Seats
 - International Location GPS, Embassy, Airport Layouts/Club Locations



FLIGHT STATS SERVICE:

- FlightStats provides comprehensive flight and trip data services to assist in real time with delays, cancellations, gate changes, and other travel alerts.
- Travelers will receive an automated message notification if there are any flight interruptions on their itinerary.
- The traveler has the option to call National Travel for assistance.

PRICING:

Transaction A – Domestic Full Service - \$28.00

Transaction A – International Full Service - \$34.00

Transaction B – Domestic Full Service - \$8.00

Transaction B – International Full Service - \$8.00

SELF SERVICE:

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National Travel's online booking system provides Government airfare, FedRooms hotel rates, and Government rate rental car reservations. This unique dashboard has quality control measures and a messaging feature to provide travelers with up-to-date travel policy alerts, preferred carriers, and other travel related information.

- Access to All Major Airlines, Rental Car Vendors, and Hotel Chains
- GSA Per Diem and FedRooms Rates
- Hotel Amenities and Room Information
- Disclosure of Cancellation Policies
- Rental Car Rates and Gas Policies, Insurance, Drop Charges
- Rental Car Locations and Hours of Operation
- Quality Review on All Reservations
- Schedule Change Monitoring
- Nonrefundable Database and Unused Ticket Tracking

PRICING:

Transaction A Domestic Self Service – \$18.50

Transaction A International Self Service - \$18.50

Transaction B Domestic Self Service - \$5.00

Transaction B International Self Service – \$5.00

FULFILLMENT ONLY:

- Instant Electronic Confirmation Itineraries
- Automated Invoice System (AIRS)
- View Trip Online Itinerary Retrieval
- Code Share Disclosures

PRICING:

Transaction A Domestic Fulfillment Only - \$12.00

Transaction A International Fulfillment Only - \$12.00*

Transaction B Domestic Fulfillment Only - \$12.00

Transaction B International Fulfillment Only - \$12.00*

AGENT INTERVENTION: Never higher than the full service, "One World - One Fee"

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PRICING:

Transaction A Agent Intervention Domestic - \$18.00

Transaction A Agent Intervention International - \$18.00

TICKETING

Overnight Ticket Deliver - \$7.56/per delivery

Paper Ticket Fee (Issuance of a paper ticket) - \$3.02/per ticket

Satellite Ticket Printer (Ticket printer on customer ticket premises) - \$201.51/per month

MEETINGS

Customized Online Meeting Registration - \$1914.36/per setup

Meeting Planning Services - \$35.26/per attendee

On-Site Meeting Coordinator - \$453.40/per day

EVENT MANAGEMENT:

- National Travel plans the perfect event, in addition to securing ground transportation in advance for travelers attending a specific event
- Add-On Option-Charter Aircraft Services (worldwide)
 - National Travel will provide a minimum of two quotes within 60 minutes of the request.
 - Group Support/Ground Transportation Service to and from Fix-Based Operator
 - In-flight Catering Options
 - Escort to/from Destination
 - Ground Coordinator
 - \$75.00 Domestic Charters
 - \$200.00 International Charters

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VENUE SOURCING

Venue Sourcing - \$25.00/per hour

ROOM BLOCK MANAGEMENT

Room Block Management - \$12.00/per attendee

LODGING SURVEYS

Lodging Surveys - \$25.00/per hour

PREFERRED SUPPLIER PROGRAM

Preferred Supplier Program - \$25.00/per hour

RFP DEVELOPMENT

RFP Development - \$25.00/per report

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TERMS & CONDITIONS:

1. Table of awarded special item number with appropriate cross reference to item descriptions and awarded prices:

<u>SIN</u>	-	<u>Description</u>
599	-	Contract Support Items
1000	-	
599 2	-	Travel Agent Services
599 3	-	Lodging Negotiations and Management Services

2. Maximum order per SIN:

<u>SIN</u>	-	<u>Maximum Order</u>
599 2	-	\$999,999.00
599 1000	-	\$999,999.00
599 3	-	\$999,999.00

3. Minimum Order:

\$50.00

4. Geographic Coverage:

Global

5. Points of Production: N/A

6. Quantity Discounts:

7. Prompt Payment Terms:

8. Government Purchase Cards Accepted Above the Micro-Purchase Threshold: Yes

9. Government Purchase Cards Accepted At or Below the Micro-Purchase Threshold: Yes

10. Foreign Items: N/A

11. Time of Delivery: 0 Days Delivered (after receipt of order)

12. Expedited Delivery: N/A

13. Overnight and Two-Day Delivery: N/A

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14. Urgent Requirements: N/A

15. FOB points:

Alaska: Worldwide

Continental US: Worldwide

Hawaii: Worldwide

Puerto Rico: Worldwide

16. Ordering Address:

National Travel, Inc.

Ann Hoskins

707 Virginia Street East

Suite 100

Charleston, WV 25301

USA

Ph: 304-357-0801

Fax: 304-343-5059

annah@nationaltravel.com

17. Ordering Procedures: N/A

18. Payment Addresses:

National Travel, Inc.

Ann Hoskins

707 Virginia Street East

Suite 100

Charleston, WV 25301

USA

Ph: 304-357-0801

Fax: 304-343-5059

annah@nationaltravel.com

19. Warranty Provision: N/A

20. Terms and Conditions of Government Purchase Card Acceptance: N/A



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21. Terms and Conditions of Repair Parts: N/A
22. Terms and Conditions for Any Other Services: N/A
23. Terms and Conditions of Rental, Maintenance, and Repair: N/A
24. Terms and Conditions of Installation: N/A
25. List of Service and Distribution Points: N/A
26. List of Participating Dealers: N/A
27. Preventative Maintenance: N/A
28. Special Attributes (such as environmental attributes): N/A
29. Section 508 Compliance Information: N/A
30. Data Universal Number System (DUNS) Number: 082251521