

**SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS**  
**OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30**

1 REGISTRATION NUMBER: 2113203FIN011  
 PAGE OF: 1 64  
 3 CONTRACT NO: GS-33F-Y0026  
 4 AWARD EFFECTIVE DATE: HSTS01-13-F-FIN011  
 5 SOLICITATION NUMBER: [ ]  
 6 SOLICITATION ISSUE DATE: [ ]

7 FOR SOLICITATION INFORMATION CALL: Michael Cahero  
 8 TELEPHONE NUMBER (on contract only): 571227 (b)(6)  
 9 OFFER DUE DATE (LOCAL TIME): [ ]

10 THIS ACQUISITION IS:  
 SMALL BUSINESS  
 HUBZONE SMALL BUSINESS  
 SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS  
 UNRESTRICTED OR  
 WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN OWNED SMALL BUSINESS PROGRAM  
 ECONOMICALLY DISADVANTAGED WOMEN-OWNED SMALL BUSINESS (EDWOSB)  
 (8)(A)  
 SET ASIDE: [ ] % FOR: [ ]  
 NAICS: [ ]  
 SIZE STANDARD: [ ]

11 DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED: [ ] SEE SCHEDULE  
 12 DISCOUNT TERMS: Net 30  
 13a THIS CONTRACT IS A RATED ORDER UNDER DFARS (15 CFR 700): [ ]  
 13b RATING: [ ]  
 14 METHOD OF SOLICITATION: [ ] RFQ [ ] IPB [ ] RFP

15 DELIVER TO: CODE TSA14  
 FINANCE & ADMINISTRATION  
 701 S 12TH STREET  
 ARLINGTON VA 20598  
 16 ADMINISTERED BY: CODE 01  
 HUMAN CAPITAL & FINANCE  
 701 S 12th St  
 Arlington VA 20598

17a CONTRACTOR/OFFEROR: CODE 867262263  
 FACILITY CODE: [ ]  
 18a PAYMENT WILL BE MADE BY: CODE TSA1

CONCUR TECHNOLOGIES INCORPORATED  
 Attn: (b)(6)  
 18400 NE UNION HILL RD  
 REIDMONT WA 986523332  
 18b SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED: [ ] SCL ADDENDUM  
 05 Coast Guard Financial Center  
 TSA Commercial Invoices  
 P.O. Box 4111  
 Chesapeake VA 23321-4111

TELEPHONE NO: (b)(6)  
 17b CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER

19 ITEM NO	20 SCHEDULE OF SUPPLIES/SERVICES	21 QUANTITY	22 UNIT	23 UNIT PRICE	24 AMOUNT
	Tax ID Number: 21-1608052 DCNS Number: 867262263 The purpose of Task Order HSTS01-13-P-FIN011 against GSA Contract GS-33F-Y00026 is to provide end-to-end travel management services. Concur Technologies' price proposal and questions and answers in response to the solicitation dated May 16, 2013 are hereby incorporated into the task order by reference. Delivery: 06/03/2014 Continued ... (Use Reverse and/or Attach Additional Sheets as Necessary)				

25 ACCOUNTING AND APPROPRIATION DATA: See schedule  
 26 TOTAL AWARD AMOUNT (For Govt Use Only): \$1,339,841.22

127a SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED: [ ] ARE [ ] ARE NOT ATTACHED  
 127b CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED: [ ] ARE [ ] ARE NOT ATTACHED

28 CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED.  
 29 AWARD OF CONTRACT: [ ] OFFER DATE: [ ] YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:

30a SIGNATURE OF OFFEROR/CONTRACTOR: [Signature]  
 31 UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER): [Signature]

30b NAME AND TITLE OF SIGNER (Type or print): James A. Lucier, SUP  
 30c DATE SIGNED: 5/28/13  
 31b NAME OF CONTRACTING OFFICER (Type or print): Tsabel Roman-Cogswell  
 31c DATE SIGNED: 5/20/2013

19. ITEM NO	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
00005AD	Period of Performance: 05/28/2013 to 06/03/2027 Base Period - Service Level D (with Training Option 2)  Not To Exceed (NTE) CLIN Total - (b)(4) (b)(4)  Accounting Info: 5TS123A000D2013HQA010GE000077006400644FTX-64040000 00000000-2510-TSA DIRECT-DEF. TASK-D Funded: (b)(4)	(b)(4)	JB	(b)(4)	(b)(4)
00009	Base Period Optional CLIN - Supplemental Training Services Award - June 3, 2014  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
00011	Base Period Optional CLIN - Custom Report Development - Report Authoring Course  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
00015	Base Period Optional CLIN - Reimbursable Travel  Continued ...	1	JB	50,000.00	0.00

32a. QUANTITY IN COLUMN 21 HAS BEEN

RECEIVED   
  INSPECTED   
  ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: \_\_\_\_\_

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE		32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE		
32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE			32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE		
			32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE		
33. SHIP NUMBER	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT		37. CHECK NUMBER
<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL			<input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL		
38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY			
41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT			42a. RECEIVED BY (Print)		
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER		41c. DATE	42b. RECEIVED AT (Location)		
			42c. DATE REC'D (YY/MM/DD)		42d. TOTAL CONTAINERS

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CONCUR TECHNOLOGIES INCORPORATED

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	NTE CLIN TOTAL - \$50,000.00 50,000 Units * \$1.00 = \$50,000.00 (Option Line Item)				
00017A	Base Period - Software for Profile Management through Mass Uploading/Updating Functionality  NTE CLIN Total - (b)(4) (b)(4)  Accounting Info: 5TS123A00002013RQA010GE000077006400644FIN-64040000 00000000-2510-TSA DIRECT-DEF. TASK-D Funded: (b)(4)	(b)(4)	JB	(b)(4)	(b)(4)
00017B	Base Period - Software for Profile Management through Mass Uploading/Updating Functionality  NTE CLIN Total - (b)(4) (b)(4)  Accounting Info: 5TS134A00002013RQA010GE000077006400644FIN-64040000 00000000-2510-TSA DIRECT-DEF. TASK-D Funded: (b)(4)		JB		(b)(4)
00019A	Base Period Optional CLIN - Supplemental Customer Service - Enhancements  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
00019B	Base Period Optional CLIN - Supplemental Customer Service - Venue Sourcing  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
00029	Option Period 1 - Supplemental Training June 4, 2015 - June 3, 2016  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
	Continued ...				

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 CONCUR TECHNOLOGIES INCORPORATED

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
00039A	Option Period 1 - Supplemental Customer Service - Venue Sourcing  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)	(b)(4)	JB	(b)(4)	0.00
00039B	Option Period 1 - Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2015 - June 3, 2016  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)	(b)(4)	JB	(b)(4)	0.00
00049	Option Period 2 - Supplemental Training June 4, 2019 - June 3, 2020  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
00059A	Option Period 2 - Supplemental Customer Service - Venue Sourcing  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
00059B	Option Period 2 - Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2019 - June 3, 2020  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
00069	Option Period 3 - Supplemental Training June 4, 2023 - June 3, 2024  NTE CLIN Total - (b)(4) Continued ...		JB		0.00

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NAME OF OFFEROR OR CONTRACTOR  
 CONCUR TECHNOLOGIES INCORPORATED

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	(b)(4) (Option Line Item)	(b)(4)		(b)(4)	
00079A	Option Period 3 - Supplemental Customer Service - Venue Sourcing  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
00079B	Option Period 3 - Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2023 - June 3, 2024  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
10009	Base Period Optional CLIN - Supplemental Training Services Optional - June 4, 2014 - June 3, 2015  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		ER		0.00
10019	Base Period Optional CLIN - Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) Optional - June 4, 2014 - June 3, 2015.  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
10029	Option Period 1 - Supplemental Training June 4, 2016 - June 3, 2017  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
10039	Option Period 1 - Supplemental Customer Service - Continued ...		JB		0.00

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NAME OF OFFEROR OR CONTRACTOR  
 CONCUR TECHNOLOGIES INCORPORATED

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2016 - June 3, 2017  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)	(b)(4)		(b)(4)	
10049	Option Period 2 - Supplemental Training June 4, 2020 - June 3, 2021  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
10059	Option Period 2 - Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2020 - June 3, 2021  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
10069	Option Period 3 - Supplemental Training June 4, 2024 - June 3, 2025  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
10079	Option Period 3 - Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2024 - June 3, 2025  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
20029	Option Period 1 - Supplemental Training June 4, Continued ...		JB		0.00

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NAME OF OFFEROR OR CONTRACTOR  
 CONCUR TECHNOLOGIES INCORPORATED

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	2017 - June 3, 2018  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)	(b)(4)		(b)(4)	
20039	Option Period 1 - Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2017 - June 3, 2018  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
20049	Option Period 2 - Supplemental Training June 4, 2021- June 3, 2022  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
20059	Option Period 2 - Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2021- June 3, 2022  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
20069	Option Period 3 - Supplemental Training June 4, 2025 - June 3, 2026  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
20079	Option Period 3 - Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) Continued ...		JB		0.00

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NAME OF OFFEROR OR CONTRACTOR  
 CONCUR TECHNOLOGIES INCORPORATED

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	June 4, 2025 - June 3, 2026  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)	(b)(4)		(b)(4)	
30029	Option Period 1 - Supplemental Training June 4, 2018 - June 3, 2019  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
30039	Option Period 1 - Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2018 - June 3, 2019  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
30049	Option Period 2 - Supplemental Training June 4, 2022- June 3, 2023  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
30059	Option Period 2 - Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2022- June 3, 2023  NTE CLIN Total - (b)(4) (b)(4) (Option Line Item)		JB		0.00
30069	Option Period 3 - Supplemental Training June 4, 2026 - June 3, 2027  NTE CLIN Total - (b)(4) (b)(4) Continued ...		JB		0.00

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NAME OF OFFEROR OR CONTRACTOR  
 CONCUR TECHNOLOGIES INCORPORATED

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
30079	(Option Line Item)  Option Period 3 - Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2026 - June 3, 2027	(b)(4)	JB	(b)(4)	0.00
	NTE CLIX Total - (b)(4) (b)(4)				
	(Option Line Item)  The total amount of award: \$14,499,427.82. The obligation for this award is shown in box 26.				



# Transportation Security Administration

## ETS2 Task Order

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**SECTION I – PRICING SCHEDULE**

CLIN	DESCRIPTION	ESTIMATED NUMBER OF UNITS	UNIT OF ISSUE	TYPE OF FEE	UNIT PRICE	TOTAL PRICE
0005AD	Service Level D (with Training Option 2)	(b)(4)		NTE	(b)(4)	(b)(4)
00009	Supplemental Training Services (from Award to June 3, 2014)			NTE		
10009	Supplemental Training Services - Optional - (June 4, 2014 to June 3, 2015)			NTE		
00011	Custom Report Development (from Award to June 3, 2014)			NTE		
00015	Reimbursable Travel			NTE		
00017	Software for Profile Management through Mass Uploading/Updating Functionality (from Award to June 3, 2015)			FFP		
00019	Supplemental Customer Service - Enhancements			NTE		
00019	Supplemental Customer Service – Venue Sourcing			NTE		
10019	Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) Optional - June 4, 2014 - June 3, 2015.			NTE		

CLIN	DESCRIPTION	ESTIMATED NUMBER OF UNITS	UNIT OF ISSUE	TYPE OF FEE	UNIT PRICE	TOTAL PRICE
00029	Supplemental Training Services (June 4, 2015 to June 3, 2016)	(b)(4)		NTE	(b)(4)	(b)(4)
10029	Supplemental Training Services (June 4, 2016 to June 3, 2017)			NTE		
20029	Supplemental Training Services (June 4, 2017 to June 3, 2018)			NTE		
30029	Supplemental Training Services (June 4, 2018 to June 3, 2019)			NTE		
00039	Supplemental Customer Service – Venue Sourcing			NTE		
00039	Supplemental Customer Service - Dedicated Tier 1			NTE		

	Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2015 - June 3, 2016				
10039	Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2016 - June 3, 2017	(b)(4)	NTE	(b)(4)	(b)(4)
20039	Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2017 - June 3, 2018				
30039	Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(6) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2018 - June 3, 2019				

CLIN	DESCRIPTION	ESTIMATE D NUMBER OF UNITS	UNIT OF ISSUE	TYPE OF FEE	UNIT PRICE	TOTAL PRICE
00049	Supplemental Training Services (June 4, 2019 to June 3, 2020)	(b)(4)		NTE	(b)(4)	(b)(4)
10049	Supplemental Training Services (June 4, 2020 to June 3, 2021)			NTE		
20049	Supplemental Training Services (June 4, 2021 to June 3, 2022)			NTE		
30049	Supplemental Training Services (June 4, 2022 to June 3, 2023)			NTE		

00059	Supplemental Customer Service – Venue Sourcing	(b)(4)	NTE	(b)(4)	(b)(4)
00059	Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2019 - June 3, 2020		NTE		
10059	Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2020 - June 3, 2021		NTE		
20059	Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2021- June 3, 2022		NTE		
30059	Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2022- June 3, 2023		NTE		

CLIN	DESCRIPTION	ESTIMATED NUMBER OF UNITS	UNIT OF ISSUE	TYPE OF FEE	UNIT PRICE	TOTAL PRICE
00069	Supplemental Training Services (June 4, 2023 to June 3, 2024)	(b)(4)		NTE	(b)(4)	(b)(4)
10069	Supplemental Training Services (June 4, 2024 to June 3, 2025)			NTE		
20069	Supplemental Training Services (June 4, 2025 to June 3, 2026)			NTE		
30069	Supplemental Training Services (June 4, 2026 to June 3, 2027)			NTE		
00079	Supplemental Customer Service – Venue Sourcing			NTE		
00079	Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is \$288.08. The price in the TSA Unit Price column reflects the			NTE		

	discount off the Master Contract rate extended to TSA.) June 4, 2023 - June 3, 2024	(b)(4)		(b)(4)	(b)(4)
10079	Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2024 - June 3, 2025		NTE		
20079	Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2025 - June 3, 2026		NTE		
30079	Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) June 4, 2026 - June 3, 2027		NTE		

<b>TOTAL VALUE OF TASK ORDER INCLUDING OPTION PERIODS</b>	<b>\$14,499,427.82</b>
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**Period of Performance**

The resulting Task Order shall have a period of performance from date of award through the base period which ends on June 3, 2015. Thereafter, period of performance for each Base Year and/or Option Periods shall be 365 days, which will be exercised at the unilateral option of the Government in accordance with FAR 52.217-9.

Base Period:	Date of Award	-	June 3, 2015
Option Period 1:	June 4, 2015	-	June 3, 2019
Option Period 2:	June 4, 2019	-	June 3, 2023
Option Period 3:	June 4, 2023	-	June 3, 2027

## SECTION II – STATEMENT OF WORK

All requirements in Section C of Master Contract GS-33F-Y0026 and modifications thereafter shall be applicable to this Task Order.

### 1) Background - General

The Transportation Security Administration (TSA) plans to award a Tailored Task Order that includes line items identified under the General Services Administration's (GSA) ETS2 Master Contract with Concur Technologies, Inc. The task order award will result in the provision of an end-to-end travel management service (as described herein and by the GSA Master Contract) that is owned, hosted and operated via a secure web-portal environment by a commercial vendor.

TSA's current electronic travel service (ETS1) will expire in November 2013. However, TSA plans to extend services with the current vendor to allow sufficient time for migration to ETS2. The purpose of this procurement action and Request for Quote (RFQ) is to acquire follow-on service and support necessary to transition from ETS1 and its vendors to Concur Technologies, Inc., the newly contracted electronic travel service (ETS2) and its associated vendors.

Specifically, TSA seeks the following:

- Continuity of service between ETS1 and ETS2
- An end-to-end travel management system
- Online portal accessible from the internet and mobile devices

The ETS2 project is founded on the President's E-Gov initiative and the related commitment to employ the latest technology over the next fifteen years to create a more efficient and effective Federal Government travel service. ETS2 is a collaborative, inter-agency initiative whose purpose is to realize operational effectiveness, cost savings and increased service to the Federal traveler through a common automated and integrated approach to managing Federal Government travel functions.

TSA's unique requirements have been identified and are presented within this RFQ. TSA expects an overall end-to-end solution that provides the "best-value" for our specified requirements during the contracted period of performance. The various functions of official travel and travel management will be provided online using processes and procedures consistent with the Federal Travel Regulations (FTR) and related policies. Travel functions will include, but may not be limited to, the following:

- Travel planning and cost estimating
- Travel creation and approval workflow documentation
- Reservation and fulfillment services
- Filing, processing and workflow approval of travel claims
- Interfacing with TSA's financial system for obligation and payment of travel expenses
- Interfacing with TSA's financial system for personnel profile information
- Reporting and data exchange

The services rendered by Concur shall include, but may not be limited to:

- Federal travel processes and travel management expertise
- Web-based reservation service
- Implementation and integration planning and support
- Travel workflow creation with protected user roles
- Customer support (including ETS2 functional and technical support for related integration issues, as well as assistance with travel arrangements)
- Specialized and unique TSA travel requirements incorporated into this RFQ

## **2) Agency Travel Environment and Other Information**

### **A. Background: Current Travel Environment and E-Travel Service Information**

#### **Overview**

TSA is a large, geographically dispersed agency that under the Aviation Transportation Security Act (ATSA) currently adheres, with some exceptions, to the Federal Aviation Administration Travel Policy (FAATP) and the Department of State Standardized Regulations (DSSR). Beginning in fiscal year 2014, TSA expects to transition to the Federal Travel Regulations (FTR). TSA currently uses FedTraveler, a Hewlett Packard (HP) application, as its ETS1 vendor, with CWT SATO Travel as its embedded travel management center (TMC).

#### **Current Travel Environment**

TSA employs approximately 65,000 personnel within a structure of 19 Program Offices, 120 airport offices and 22 offices overseas. The Agency's mission requires that employees travel locally and domestically within the continental United States (CONUS), outside of the continental United States (OCONUS) and internationally to at least 132 countries within North America, South America, Europe, Africa, Middle East and Asia.

Due to TSA's mission, approximately 30 percent of TSA employees travel in any fiscal year, often with minimal advanced notice and to multiple destinations within a single trip. Periodically, this mission-related travel also involves complex arrangements requiring individual TMC assistance. The agency does not allow travel advances.

During the ETS2 project, 65,000 ETS1 (FedTraveler) user profiles will need to be transferred to the ETS2 system with one or more workflow roles. Currently, TSA has the following designated roles within FedTraveler:

- Traveler = 65,000
- Alternate Preparer = 5,100
- Approver = 2,500
- Funds Certifier = 300
- Local System Administrator = 1,400
- Global System Administrator = 100

In fiscal year 2012, the Agency obligated approximately \$193,000,000 for temporary duty travel; approximately \$21,000,000 of this amount was for international travel. This resulted in an estimated 130,000 vouchers being processed. Of these, approximately 5,650 were for local travel.

TSA utilizes a variety of travel types including: invitational, non-federal sponsored, long term, blanket (limited and unlimited) and emergency travel. In fiscal year 2012, TSA issued approximately 2,500 blanket travel authorizations. TSA's current business process relies heavily on Alternate Preparers. TSA utilizes dynamic and conditional routing in specific circumstances requiring special or higher level approval in both the authorization and vouchering processes. Allowable billing payment methods for individual transaction and service fees will include the employee Government Travel Card (individually billed account (IBA)) or an agency Government Travel Card (centrally billed account (CBA)). At present, TSA has approximately 28,000 active IBA cards and 47 CBA cards. In fiscal year 2014, TSA will be transitioning to a new GSA Smart Pay 2 vendor.

TSA also utilizes the services of a Travel Management Center (TMC) for venue sourcing and room block management. TSA deploys surge forces to support airport screening operations during emergencies, seasonal demands, or other circumstances requiring additional staffing. During fiscal year 2012, TSA deployed over 4,000 personnel in support of 145 events. The number of personnel deployed per event ranges from 15 to 500. In 2012, 1,754 personnel were deployed in support of security-related operational requirements, providing over 41,000 days of support.

#### **Current e-Travel Service Environment**

As mentioned above, TSA currently uses FedTraveler as our ETS1 vendor, with CWT SATO Travel as its embedded travel TMC, which utilizes "Get There" as the online booking engine (OBE) to plan, reserve, and authorize travel. TSA's Core Accounting System (CAS), of which Oracle Federal Financials is a component, is hosted and serviced by the United States Coast Guard's Finance Center (USCG FINCEN). TSA expects to transition to a new financial system service provider at some point during the task order; this new system is likely to be an Oracle Federal Financials iteration.

TSA uses the National Finance Center (NFC) Payroll System as its payroll provider. NFC payroll data is used to create traveler profiles for new employees and to automatically deactivate profiles of separated employees.

#### **B. Special Agency Travel Requirements**

The contractor shall provide the following services and features indicated in accordance with the requirements found in the GSA Master Contract:

##### **1. Paper Tickets – CLIN 0003**

TSA expects electronic ticketing as the default ticketing option for all common carriers that support the issuance of electronic tickets. However, TSA requires the timely delivery of paper tickets to the traveler when an electronic ticket is not available. Charges for delivery for paper tickets will be billed to the same form of payment as the ticket. In fiscal year 2012, TSA procured eight (8) paper tickets.

2. CBA Reconciliation -- Priced Separately under Interface Development -- CLIN 0013

Contractor shall deliver a monthly Credit Card Reconciliation Report for each CBA ETS2 air and rail ticket, lodging and fee transaction to each customer/cardholder. This report will be delivered no earlier than the end of each billing cycle and no later than five business days after the billing cycle ends. This report shall follow formats offered to commercial/corporate travel service customers, to include sufficient transactional detail including but not necessarily limited to: travel authorization number, traveler name, ticket number, and debit/credit amount, and date of the transaction as necessary to properly associate charges with tracked expenses by the Government. If the Contractor can provide the above information via the travel authorization and voucher service (TAVS) application, it would be preferred.

3. Software for Profile Management through Mass Uploading/Updating Functionality – CLIN 0017

In order to complete mass updates of travel profile information in the event of a reorganization or other event requiring updates to many traveler profiles, TSA will purchase the Contractor's software for ETS2 profile management.

4. Contractor shall provide interface services under Custom Interface Development and Interface Testing – CLIN 0013.

Contractor will perform data element mapping between TSA's legacy travel system, ETS1/FedTraveler and their system, as outlined in GSA SOW C.8.6.

5. Per GSA SOW C.5.1.1, TSA will want to test any proposed changes, modifications or upgrades as discussed in this section and in relation to the software development lifecycle (SDLC) process. Testing includes but is not limited to, testing of the contractor's interface.

6. Contractor shall provide a single point-of-contact for implementation management who will work with the agency transition manager and the incumbent ETS1 Contractor as needed to coordinate a smooth transition. Meetings with contractor implementation manager shall be no less than weekly during the implementation phase and no less than bi-weekly after implementation.

7. Per GSA SOW C.4.2.25.2 and C.11.2, TSA wants the ability to modify the Contractor's "HELP" files.

In addition, the contractor shall provide other services as indicated throughout this RFQ.

**C. Travel Vouchers**

Temporary duty and local travel vouchers are currently processed using FedTraveler. After completing travel or at predetermined time intervals for personnel on blanket travel authorizations and long-term travel, the traveler prepares and submits a travel voucher which is routed through the approval chain. The current system supports multiple trips on a single voucher against a blanket travel authorization even if the employee makes multiple trips from their permanent duty station. This allows for employees who travel frequently to voucher for a period of time rather than vouchering for every trip. Additional information regarding this process can be found in Section III. ETS2 Vendor Requirements. TSA does not currently offer split disbursement to the travel card vendor, but will make this a requirement at a future time.

**D. Agency Financial and Human Resource Systems**

TSA’s goal is to leverage the current interface and staging table environments to the greatest extent possible. (See Attachment C: Overview of Current Financial System Architecture.) TSA understands that this may require services billable under Interface Development – CLIN 0013.

TSA currently uses the Core Accounting System (CAS) which is hosted at the United States Coast Guard (USCG) Finance Center (FINCEN) for all financial transactions, including the posting of travel authorizations and vouchers. FINCEN provides accounting and finance support, including travel voucher and invoice payment services to TSA and is also responsible for managing and maintaining the day-to-day financial systems maintenance/operations (for both production and test environments).

A summary of the financial and payroll system requirements are provided in the following table:

System Name	Vendor/ In House	Environment	Database	Interface Needed
Oracle Federal Financials	USCG FINCEN	Unix	Oracle	Two-way Batch
National Finance Center (NFC) Bi-Weekly Examination Analysis and Reporting (BEAR) File/File Transfer Integrated (FTI) Human Resource (HR) Interface Staging Table	USCG FINCEN	Unix	Oracle	One-way Batch

*Specific System Requirements*

1. Financial System (Oracle Federal Financials and feeder systems)
  - (a) The Contractor shall build a daily outbound batch file interface for travel authorizations/vouchers from ETS2 to CAS. The financial system batch files should be delivered/received daily based on normal business days. The batch files should be sent/received in compliance with DHS network security requirements.
  - (b) The Contractor shall data map to a GELCO file format, a file format previously used by IBM’s TESERV.
  - (c) The Contractor shall provide a secure mechanism for transferring files. A virtual private network (VPN) may be used to transfer these files. TSA/ FINCEN currently uses a VPN to facilitate file transfers for FedTraveler. The Contractor is not required to use a VPN if an alternate is proposed. Services related to customizing the VPN may be billed under CLIN 0010 – Supplemental Security Services.
  - (d) The Contractor’s travel system shall provide a method for securing personally identifiable information to include travelers’ social security numbers if used. If social security numbers are not used by the Contractor’s travel system, the travel and financial systems must provide a method for mapping a unique traveler identification number (ID) (included in the travel system) to the traveler’s social security number in the financial system in order to provide accurate reimbursements to travelers.
  - (e) The Contractor shall provide a method of signifying that the final voucher associated with a multi-trip and/or blanket travel authorization has been submitted. The current

system has a two-way batch file interface that receives a daily inbound batch file from CAS with status updates and sends a status file to the travel system.

- (f) The Contractor will provide requirements gathering, data mapping, testing and script development services for items, including but not limited to: 1.(a) – 1.(e).
  - (g) In the event of an over or under payment to the traveler, the current financial interface is customized to either 1) generate a negative amount voucher amendment in the travel system for an overpayment, which generates a transaction that establishes a receivable in the financial system and triggers collection efforts; or 2) provides a method allowing the traveler to submit additional vouchers if an underpayment occurs.
  - (h) The Contractor will describe its standard data output file and its capability to support interfaces to TSA's financial system and HR system. TSA requires the Contractor to work with the USCG FINCEN, in accordance with DHS system development lifecycle (SDLC), to support the development of an interface between the financial/HR systems and the ETS2 system.
  - (i) TSA will require the Contractor to provide TSA and USCG FINCEN with the technical and standard data input/output requirements within 14 business days of the task order award.
2. Human Resource/Payroll System (NFC BEAR File/FTI HR Staging Table)
- (a) The Contractor shall accept a bi-weekly inbound batch file for Federal employees and traveler profile information.
  - (b) The Contractor shall provide a bi-weekly email confirmation that the file has been received and the status of the data transfer.
  - (c) The Contractor shall provide a secure mechanism for transferring files. A virtual private network (VPN) may be used to transfer these files. TSA/ FINCEN currently uses a VPN to facilitate file transfers for FedTraveler. The Contractor is not required to use a VPN if an alternate is proposed. Services related to customizing the VPN may be billed under CLIN 0010 -- Supplemental Security Services.
  - (d) The Contractor will provide requirements gathering, data mapping, testing and script development services for items, including but not limited to: 2.(a) – 2.(c).
  - (e) The Contractor shall provide a method for creating and deactivating other traveler profiles for but not limited to: invitational travelers, contractors/auditors, emergency travelers.
3. TSA will be migrating to a new financial system within the next three years. The contractor will provide support to assist TSA in this transition. It is expected that the ETS2 contractor will be required to create a data interface for a future system that has not yet been identified. This new financial system is likely to be an Oracle Federal Financials iteration.

#### **E. Agency Security Information**

Both the Agency and the ETS2 vendor will designate a Security Point of Contact after Task Order award.

1. Interconnection Security Agreement

Interconnections between DHS and non-DHS IT systems shall be established only through controlled interfaces and via approved service providers. The controlled interfaces shall be accredited at the highest security level of information on the network. Connections with other Federal agencies shall be documented based on interagency agreements; memoranda of understanding/agreement, service level agreements or interconnection service agreements.

Interconnection Security Agreements (ISAs) shall be reissued every three (3) years or whenever any significant changes have been made to any of the interconnected systems. ISAs shall be reviewed and updated as needed as a part of the annual Federal Information Security Management Act (FISMA) self-assessment.

2. Data Stored/Processed at Contractor Site

Unless otherwise directed by TSA, any storage of data must be contained within the resources allocated by the Contractor to support TSA and may not be on systems that are shared with other commercial or government clients.

3. Security Policy

All services, hardware and/or software provided under this task order must be compliant with DHS 4300A DHS Sensitive System Policy Directive, DHS 4300A Sensitive Systems Handbook, TSA Management Directive (MD) 1400.3 Information Technology Security Policy, TSA IT Security Policy Handbook and Technical Standards.

4. Data Security

The Contractor shall be responsible for the security of: 1) all data that is generated by the contractor on behalf of TSA, 2) TSA data transmitted by the contractor, and 3) TSA data otherwise stored or processed by the contractor, regardless of who owns or controls the underlying systems while that data is under the contractor's control. All TSA data, including but not limited to personally identifiable information (PII), sensitive security information (SSI), sensitive but unclassified (SBU), and critical infrastructure information (CII), shall be protected according to DHS and TSA security policies and mandates.

5. Disposition of Government Resources

At the expiration of the contract, the contractor shall return all TSA information and IT resources provided to the contractor during the contract, and provide a certification that all assets containing or used to process TSA information have been sanitized in accordance with the TSA MD 1400.3, TSA IT Security Policy Handbook and Technical Standards. The contractor shall certify in writing that sanitization or destruction has been performed. Sanitization and destruction methods are outlined in the NIST Special Publication 800-88 Guidelines for Media Sanitization. The contractor shall email signed proof of sanitization to the COR. In addition, the contractor shall provide a master asset inventory list that reflects all assets, government furnished equipment (GFE) or non-GFE that were used to process TSA information.

## **F. Planned Agency Migration to ETS2**

### **1. Deployment (Migration) Schedule**

TSA intends to award a task order to Concur Technologies, Inc., the selected GSA ETS2 vendor by *April 26, 2013*. It is anticipated that ETS2 deployment and implementation will begin on *April 29, 2013* and will progress, as described below, through *October 27, 2014*. TSA expects to migrate the entire agency all at once; TSA will complete a “big bang” implementation. TSA is interested in compressing this timeline and targeting a Go-Live date of May 1, 2014.

### **2. Standard Implementation**

TSA anticipates that it will need Standard Implementation Services (Service Level D CLIN 0005AD) which includes, “Load of up to 120,000 user profiles, 72 training classes for each user role, training delivery for at least 3,600 users (minimum 1,440 classes), 18 months of dedicated implementation support.”

The objective of Standard Implementation (CLIN 0005AD) is to make ETS2 fully ready for deployment throughout the TSA. The development of the Standard Implementation project plan should not take longer than 30 days; the deployment of the ETS2 solution should be completed no later than May 1, 2014. Standard Implementation is the process through which TSA and the Contractor create and install the logistical apparatus necessary for use of ETS2. These can include and may not be limited to: preparations for the online booking engine; accommodation of the current TMC, if necessary; loading user profiles; preparing training classes and providing just-in-time training as needed; and advertising and marketing ETS2 and working together to functionally review and develop financial and human resources system interfaces.

Standard Implementation Services shall ensure a smooth transition from TSA’s current travel management service system and/or internal process to ETS2. During implementation the Contractor shall:

- (a) Work cooperatively with TSA and its incumbent travel management service contractor, Hewlett Packard, to coordinate the implementation/transition schedule,
- (b) Leverage exportable data from the incumbent travel management contractor’s system in mutually agreed upon formats(s),
- (c) Transition pending travel reservations and/or tickets, if applicable, and
- (d) Support TSA’s travelers during the transition.

### **3. Training**

TSA recognizes that system training will be critical for a successful implementation. As part of the Standard Implementation the contractor should develop and implement a training plan that prepares TSA personnel to effectively utilize the system. It is estimated that approximately 25,000 individuals will have active user profiles and will require training in the various system roles. The training should be delivered in a phased approach with key agency personnel being trained early in the process (60 days prior to Go-Live date) and the end users being trained with a just-in-time manner (30 days prior to Go-Live date). All

training materials should be customized to reflect agency-specific configuration and travel scenarios.

TSA has a broad variety of travelers and a highly diverse workforce spread throughout the U.S. and abroad. One of the principal goals of the training must be to make users self-sufficient and capable of booking travel via the online portal. The Contractor's trainers will need to have: 1) expert knowledge of the Contractor travel management system user functionality, 2) a basic understanding of the FTR and TSA's travel policies, and 3) recognition of the diversity and capabilities of TSA's employees. The training content, focus and examples used must be directly applicable to TSA. The trainers must master TSA vernacular, have a fundamental understanding of TSA's mission and organizational structure.

While TSA is not directly linking the Contractor's performance to increases in the online adoption rate, TSA expects that through training and help desk support, the online adoption rate will steadily improve over the course of this task order. TSA's current ETS1 online adoption rate is 48%. Based on TSA's complexity of travel, TSA has an online adoption rate goal of reaching at least 70% by 12 months after the Go-Live date.

TSA intends to have all training (except for the Cognos Business Intelligence Software and Reporting training) conducted via instructor-led training sessions delivered by webcast, utilizing contractor facilities. Webcast training will be recorded for future use by TSA. TSA also requires computer-based, self-taught training sessions using online training tools. TSA does not intend to have any instructor-led on-site classroom training other than the Cognos Business Intelligence training.

TSA will require post-implementation training for new employees and/or current employees who are assigned to a position that requires them to perform ETS2 processes that they have not been previously trained to perform. TSA envisions this training will primarily be accomplished through computer-based training and the use of previously recorded webcast training. However, instructor-led webcast training sessions may be required.

Below are specific training requirements for the Contractor:

- (a) As part of the training plan the Contractor shall provide:
  - (i) Monthly report of training attendance for each user role.
  - (ii) Results of training evaluation surveys.
  - (iii) Training materials must reflect TSA business processes, practices, and system configuration.
  - (iv) Fees related to additional training customizations may be included in Supplemental Training Services – CLIN 0009.
- (b) TSA will procure five Cognos training classes for six people each; fees for additional classes should be proposed by the Contractor.

#### 4. Help Desk and User Support

TSA requires a dedicated Tier One help desk, procured under Technical Help Desk Tier One – CLIN 0012AA and subsequent option period CLINs. The help desk shall provide services to support users with functional and technical issues for all identified user roles.

TSA has a broad variety of travelers and a highly diverse workforce spread throughout the U.S. and abroad. The Contractor's help desk staff will need to have 1) Expert knowledge of the Contractor travel management system user functionality, 2) A basic understanding of the FTR and TSA's travel policies, and 3) Recognition of the diversity and capabilities of our employees. The help desk staff must master TSA vernacular, have a fundamental understanding of TSA's mission and organizational structure.

The Contractor shall recommend a staffing level during and after the implementation phase based on their experience with businesses/agencies of TSA's size and complexity that will ensure TSA receives appropriate customer response times. TSA envisions one of the principle roles of the help desk is to make ETS2 system users self-sufficient by providing them how-to instructions in the use of the system and in the creation and completion of documents. Thus, as users become more self-sufficient in the use of the system it is expected that the required help desk staffing level will be reduced.

#### **G. Travel Management Center (TMC) Strategy**

TSA plans to use Concur's Embedded Travel Management Center (ETMC), ADTRAV, for reservation and fulfillment services. Concur shall provide online and agent-assisted support for all aspects of official travel and travel management with processes and procedures consistent with applicable travel regulations and policies, as well as transitional implementation and ongoing account management services and training. TSA's current TMC services are provided by FedTraveler's embedded TMC, CWT SATO Travel.

End-user profiles are now maintained in FedTraveler and will be imported into Concur's system during implementation. Currently 48% of travel arrangements are completed through FedTraveler's online booking engine, GetThere. In most cases domestic and foreign reservations are not complex; however, travel within multi-segmented obscure regions throughout Eastern Europe, Africa, Asia, India, and third world countries can be complex and may require international rate desk assistance. TSA also has international travel that originates and terminates outside the continental United States (OCONUS). TSA may have the need for Group Travel arrangements, which will be booked using the embedded TMC.

##### 1. ETS2 Reservation and Fulfillment Services – CLIN 0001

TSA reserves the right to exercise the option to procure additional series under CLIN 0001 and subsequent option year CLINs under this task order or to procure future TMC services outside the ETS2 contract, requiring Concur to accommodate the new TMC.

##### 2. International Rate Desk – CLIN 0004

TSA will require international rate desk services, CLIN 004 and subsequent option year CLINs. In FY12, TSA completed 2,002 international trips, however, not all of these international trips required rate desk assistance. This number excludes the Federal Air Marshal mission-related travel.

3. Very Important Person (VIP) Travel Services -- CLIN 0007AA

VIP/Executive Travel Agent Services – TSA will require enhanced reservation support for the agency’s designated executive travelers. Currently there are 20 VIP/executive travelers who travel approximately 300 times per year.

4. Nonemergency After Hours TMC Service – CLIN 0008AA

TSA requires the services of travel representatives for nonemergency travel planning and reservations outside of the Master Contract’s stated hours or on a 24 hour/365 day basis.

5. Issuance of Tickets for Security Testing at Airport Terminals

The contractor must allow TSA to purchase approximately 30 airline tickets per month for the purposes of conducting tests at various airport terminals. This includes the ability for TSA to select and ticket airline travel for a TSA employee (covert traveler) to conduct tests at an airport’s terminal. The TSA employee will not actually complete the travel so the ticket must be refunded to TSA after the organization has completed its tests. Below is a list of specific requirements:

- (a) The contractor shall research airport checkpoint locations and airline gates to assist the TSA Special Operations team with testing logistics at targeted airports.
- (b) The contractor shall make, issue, and refund airline tickets for testing.
- (c) The contractor shall manage and utilize covert traveler information for test purposes.
- (d) The contractor shall provide test leaders with ticket information for each test, to include:
  - (i) Test flight and time
  - (ii) Tester name (covert traveler)
  - (iii) Government Travel Card used
  - (iv) Record locators
  - (v) Ticket price
- (e) The cost of tickets and fulfillment service fees will be charged to the testing unit’s Centrally Billed Account (CBA).

6. Venue Sourcing and Room Block Management

The TSA National Deployment Office (NDO) deploys Transportation Security Officers (TSOs) to support airport screening operations during emergencies, seasonal demands, or other circumstances requiring more staffing resources than are regularly available. These TSA employees will travel from many different locations to one location. TSA NDO currently completes this activity through the Travel Management Center (TMC).

The two required services are:

- Venue Sourcing: Ability to research up to three hotels in one or more cities; conduct hotel/room contract negotiations; and provide matrix reporting of results (does not include negotiations/contracting for meeting space, audio visual, food, beverage or

transportation).

- Room Block Management: Management of lodging accommodations for incoming and/or outgoing travelers for new and/or existing reservations.

#### *Venue Sourcing Details*

- (a) TSA will initiate Venue Sourcing work by sending the Contractor an email with the details of the travel. If it is emergency travel, TSA will follow up with a phone call and confirm the arrangements, in writing, within five (5) business days.
- (b) Research is required if/when TSA has not deployed to a city within three (3) months of a deployment request.
- (c) If a deployment request is submitted for a location used within three (3) months of the date of the request, research is not required and the contractor will provide the results of the previous research.
- (d) The contractor will negotiate with hotel properties to secure the lowest possible room rate that is equal to or less than per diem as established by the Government.
- (e) After the selection of a hotel property by TSA, the contractor will provide the hotel with information regarding the form of payment, the tax exemption form, and any other documents required to secure lodging accommodations.
- (f) The contractor must provide the results of the request in a format similar to but not limited to Attachment A: Venue Room Sourcing Report.
- (g) For non-emergency situations, the results of this search must be provided to TSA on or before the fifth (5th) business day following the date of the request.
- (h) For emergency situations, results must be provided on or before the sixth (6th) hour following the request without regard to time of day.
- (i) In emergency and/or high volume deployments, the contractor must be able to adequately support deployments for increased staffing.
- (j) The contractor must maintain results of venue sourcing requests for 12 months after the date they were received by TSA.
- (k) Support for Emergency Venue Sourcing requests will need to be available 24 hours/day, 7 days per week; requests will need to be addressed immediately (within six (6) hours or less of receiving the request) regardless of time of day.
- (l) All Venue Sourcing requests will be in accordance with Federal Acquisition Regulation (FAR) 31.205-51 (expenses for alcoholic beverages are unallowable).

#### *Room Block Management Details*

- (a) The contractor must ensure that a sufficient number of rooms are reserved for the number of officers deployed.

- (b) The contractor must provide rooming lists to the hotel (TSA will provide spreadsheet list when 10 or more TSA travelers are deploying to the same location); please see Attachment B: Room Block Report for a sample.
- (c) The contractor must provide the form of payment, tax-exempt form, and other documents required to secure lodging.
- (d) To minimize room charges, the contractor must monitor room usage as travelers leave or cancel, and advise the hotel of changes.
- (e) The contractor must provide Excel spreadsheets showing traveler information and related lodging charges.
- (f) The contractor must ensure that Room Block Management fees are charged one time, per person, upon deployment into the location.
- (g) The contractor must notify the hotel to send an invoice to the requesting Program Office to facilitate reconciliation of the Centrally Billed Account (CBA).

#### 7. TMC Reports

TSA will require numerous monthly TMC reports to be delivered electronically, no later than ten (10) business days after the end of the previous month. The actual report formats and data fields will be determined during implementation.

- (a) Premium Class Transportation – Listing of premium class transportation accommodations procured at Government expense; to include the name of the traveler, reason code, itinerary, and cost.
- (b) Contract City Pair (CCP) Exception Reporting – Listing of travelers who did not select an available CCP fare to include itinerary, reason code for nonuse, cost, and CCP fare cost.
- (c) Non-Refundable Tickets – Listing of non-refundable tickets purchased to include name of traveler, itinerary, and cost.
- (d) Unused Non-Refundable Tickets – Current listing of unused non-refundable tickets to include name of traveler, carrier, original value, penalty/exchange fee, remaining value and expiration date.
- (e) Fly America Act (Exception Reporting) – Listing of travelers who used a foreign air carrier to include name of traveler, reason code, itinerary and cost.
- (f) Agent Assisted Call Report – Listing of travelers calling the TMC to include data on type of call (i.e. routine, after hours or emergency), date, time, duration, and fees.
- (g) VIP Services – Listing of travelers, date, time, duration and fees.

#### H. Supplemental Services

##### 1. Supplemental Training Services – CLIN 0009

As discussed in Section F.3., Training,

- (a) TSA intends to customize computer-based training courses.
  - (b) TSA will require post-implementation training.
2. Custom Report Development – CLIN 0011
- (a) The Contractor shall assist in the creation of custom reports and the modification of standard reports to meet TSA’s operational and analytical reporting requirements.
    - (i) In addition to the fields listed in GSA SOW Attachment 14, TSA requires a field that delineates between domestic and international travel based on the traveler’s destination to facilitate external data call requests.
  - (b) The system must continuously allow the Government to add and delete access to data.
  - (c) The ETS2 shall have the ability to provide the reports in commonly available file formats such as MS Word (.doc), Excel (.xls), Adobe Acrobat (.pdf), MS Access (.accdb) and comma delimited (.csv).
3. Technical Help Desk Tier One – CLIN 0012AA
- Below are specific Contractor requirements:
- In addition to the help desk staffing requirement, TSA requires the following:
- (a) Contractor help desk staff must attend a one-day live in-person training session on TSA business processes, organizational overview, and TSA travel policy.
  - (b) Help desk staff must work off-site.
  - (c) A report detailing call, email, and live chat metrics shall be provided to TSA on a monthly basis. Metrics will be determined upon task order award.
4. Supplemental Customer Service – CLIN 0019
- TSA will be purchasing supplemental customer service to assist with the following areas:
- Implementation support for communications and change management needs
  - Transition support, working with the ETS1 vendor and FINCEN to ensure smooth transition
  - Assistance with mass uploading and validation of accounting codes (Section III.A.1.c)
- 3) ETS2 Vendor Requirements**
1. **Master GSA Contract End-to-End ETS2 and Support**
    1. TSA PreCheck Program Requirements (Government-Wide)
      - (a) Known Traveler Number (KTN) should be included in the passenger’s itinerary and carried to the boarding pass.
  2. System Workflow Capabilities:
    - (a) Administration Substantiality

- (i) It is essential that the Contractor's system maintain a detailed record of all configuration changes.
- (b) Scope of Permissions
- (i) Granting Access and Rights to the System
 

The system should maintain a detailed record of access granted to all users and the roles assigned. The record should at a minimum indicated the access and rights granted; to whom they were granted; who granted them; and the date and time they were granted.
  - (ii) User Profile Information and Flexibilities
 

The system should provide for user accounts and traveler profile information to be uploaded through the HR one-way interface (details are provided in Section D. Agency Financial and Human Resource Systems and below under Interfaces).
  - (iii) Deactivation of User Accounts
 

The system should support the automated deactivation of user accounts based on data uploaded through the HR one-way interface (details are provided in Section D. Agency Financial and Human Resource Systems and below under Interfaces).
  - (iv) User profile information is required to be uploaded through the HR one-way interface (details are provided in Section D. Agency Financial and Human Resource Systems and below under Interfaces).
- (c) Accounting Codes
- The contractor's system should be able to support the approximately 7,500 lines of accounting used to track travel expenditures.
- (i) Mass Upload – TSA requires the contractor to assist with the uploading of new accounting codes (lines of accounting) to the travel system at the end of each fiscal year (September 1<sup>st</sup>) in preparation of the new fiscal year (October 1<sup>st</sup>).
  - (ii) Validation – TSA requires that the contractor's system provide a way to validate that account codes added in preparation for a new fiscal year are complete and accurate. TSA currently validates the accounting codes sent for authorizations and vouchers in a Staging Table before they transfer into the financial system.
  - (iii) Configuration – The contractor shall assist linking the line of accounting automatically to designated individual(s) that will certify the funds.
  - (iv) Modification – The contractor shall assist with modifying or adding new account codes to the travel system throughout the year.

### 3. Authorizations and Vouchering

#### (a) No-Cost Travel Authorizations

The system should support "no-cost" travel authorizations, which allow a single travel order to be created at the beginning of the quarter or fiscal year with a \$0.00 cost or funded amount. Once this authorization is approved, the system allows the traveler

to create multiple vouchers against the authorization. This system should not require any additional sub-authorizations to be created before allowing the vouchers to be processed. TSA processed approximately 2,500 “no-cost” travel authorizations in FY 2012.

(b) Multiple Trips on a Single Voucher

The system should support multiple trips on a single voucher filed against an open blanket travel authorization to allow employees who travel frequently to voucher for a period of time rather than vouchering for each trip. This functionality is critical in order for TSA to ensure mission success and to ease the administrative burden on travelers, approving officials and administrative staff.

When performing mission related travel, the Federal Air Marshals (FAMs) travel under a Limited Open Travel Authorization (LOTA), also known as a blanket travel authorization. Due to the sheer volume of mission related travel, submitting a travel voucher for each trip is neither practical nor an efficient use of TSA resources. See Attachment D: Business Requirements for Multi-Trip Vouchers for additional background information explaining the business reasons and travel vouchering process for the submission of multiple trip vouchers.

Concur is requested to provide an estimate of the cost and time required to develop this functionality and any associated cost of modifying and testing the financial interface if required.

(c) Allocation of Per Diem

The system should be configurable to automatically allocate costs to default lines of accounting when domestic and foreign travel is claimed on the same voucher.

(d) Mass or Automatic De-obligation of Travel Funds

The system shall support mass or automatic de-obligation of travel funds based on agency-specific criteria. The travel system shall transmit “final” or closing notification to the financial system so that residual travel funds are released or de-obligated.

(e) Customization of Purpose Codes

TSA has a requirement to add and track additional travel “purpose” codes as subsets of the travel purpose codes identified in the GSA Solicitation, Attachment 10.

4. Interfaces

(a) Current Integration Requirement

- (i) Financial System – TSA has an interface that generates and processes authorizations and vouchers electronically via a feeder system into Oracle Federal Financials, a component of the CAS or TSA’s financial system. This interface exchanges travel authorization, travel expense, negative voucher and standard voucher information. If ETS2 requires information from TSA’s financial system, TSA requires that the Contractor provide information on functionality and interface specifications of ETS2. The Contractor will need to work with USCG FINCEN in accordance with DHS system development lifecycle (SDLC) to develop,

test and implement this requirement. See Section D, Agency Financial and Human Resource Systems for more information.

- (ii) Human Resource System – TSA uses a File Transfer Integrated (FTI) Human Resources (HR) Interface Records staging table that receives a Bi-weekly Examination Analysis and Reporting (BEAR) file from NFC that include all TSA payroll data. The Contractor is required to provide information to the USCG FINCEN on functionality and interface specifications of ETS2 for the travel profile and federal employee information. The Contractor will need to work with USCG FINCEN in accordance with DHS system development lifecycle (SDLC) to develop, test and implement this requirement.

- (b) The Contractor shall provide a finalized requirements and scope 90 days after task order award.
- (c) The Contractor shall provide milestone plan for report(s) development and delivery 30 days after contract award.
- (d) Future Modernization Requirement

As mentioned in Section D, Agency Financial and Human Resource Systems, TSA will be modernizing the current financial system over the next three years and in the future would like to have the travel system fully integrated into the financial system with real-time online posting of travel authorizations, vouchers, and payment to the general ledger. These requirements are dependent on the new financial system’s ability to provide such services.

**2. Task Order Deliverables**

In addition to the deliverables identified in the Master Contract to be delivered to ordering agencies, the Agency would like the Contractor to deliver:

#	Deliverable	Due Date	Deliverable Recipient (include contact information)	Deliverable Format	Reference (specify Contract Data Requirements List (CDRL), attachments, etc.)
	Venue Sourcing Selection	5 business days after the request or 6 hours after the request in emergency situations	TSA COR and requesting TSA Program Office	MS Excel	Attachment A

#	Deliverable	Due Date	Deliverable Recipient (include contact information)	Deliverable Format	Reference (specify Contract Data Requirements List (CDRL), attachments, etc.)
	Venue Sourcing Status Report	Bi-weekly	TSA COR and requesting TSA Program Office utilizing venue sourcing	MS Word	
	Room Block Management Status Report	Monthly and/or 5 business days after room block management services in a deployment location end	TSA COR and requesting TSA Program Office	MS Excel	Attachment B
	Functional and technical overview of ETS2	Within 14 days of contract award	TSA COR	Any format capable of providing overview	
	Technical and standard data input/output specifications	Within 14 days of contract award	TSA COR	Any format capable of meeting requirement	
	Finalized requirements and scope document	90 days after contract award	TSA COR	Any format capable of meeting requirement	
	Milestone plan for integration and interface development	30 days after contract award	TSA	MS Project	
	A report detailing call, email and live chat metrics	Monthly, on or about the 10 <sup>th</sup> of the month following	TSA COR and TSA Program Manager	Any format capable of meeting requirement	

\*Final deliverable schedule to be determined once project plan and timeline are established during Government/contractor meetings.

**3. Support of Agency Migration to ETS2**

Given the information provided in this RFQ, the Contractor will describe the type and level of services they will provide to fully implement its ETS2 solution within the Agency by May 1, 2014. The Agency hereby requests that the contractor discuss in their response how the contractor will integrate "Lessons Learned" regarding implementation of other ETS2 services.

This discussion shall include, but may not be limited to:

- The anticipated schedule for a "kick off" meeting
- Development and delivery of the Implementation Plan that addresses and includes:
  - Risks and risk mitigation
  - Interconnectivity Agreement development and review by GSA as well as the MOU with the Agency
- Key personnel assigned to the Agency
- Training - The contractor shall provide:
  - Sample Training Guides or User Help items
  - Examples of trainer qualifications and other past performance items
  - How the training will facilitate online booking and fulfillment
- Interfaces
- Change Management Support
- Communication Support

**1) SERVICE LEVEL AGREEMENTS**

The following Service Level Agreements are anticipated:

<b><i>Desired Outcomes</i></b>	<b><i>Required Services</i></b>	<b><i>Performance Standards</i></b> <i>(Completeness, Cost, Reliability, Accuracy, Timeliness, Quality)</i>	<b><i>Acceptable Quality Level (AQL)</i></b> <i>(Deviation from Performance Standard)</i>	<b><i>Quality Assurance Surveillance Plan (QASP) Monitoring Method</i></b>	<b><i>Incentives/Disincentives</i></b>
<b>Implementation</b> ETS2 meets and complies with defined requirements, is effectively managed and is fully functional.	Execute/perform all required tasks according to agency task orders.	All required milestones and deliverables will be achieved within agreed-on schedule as specified in Project Schedule, Task Order, Implementation Plans and/or Agency Migration Plans.	No deviation without COR approval.	Review of monthly status report, vendor SLA performance metrics and Quarterly Program Reviews.	None

<b>Desired Outcomes</b>	<b>Required Services</b>	<b>Performance Standards</b> <i>(Completeness, Cost, Reliability, Accuracy, Timeliness, Quality)</i>	<b>Acceptable Quality Level (AQL)</b> <i>(Deviation from Performance Standard)</i>	<b>Quality Assurance Surveillance Plan (QASP) Monitoring Method</b>	<b>Incentives/Disincentives</b>
<b>Interfaces</b> ETS2 data is of high quality and is fully integrated with business systems.	Develop and maintain interfaces between ETS2 and appropriate agency systems.	All ETS2 interfaces shall be developed and maintained such that there is no loss in data accuracy or completeness, achieved on budget and schedule as specified in Integration Agreement and specification documents.	All identified interface deficiencies shall be corrected within agreed-on timeframes with no data corruption.	Review of agency feedback on data quality and monthly status report and performance metrics.	None
<b>Training</b> Customer needs and requirements are leveraged to the maximum extent possible to support program outcomes and goals.	Effective instructor-led and computer-based training fully prepares agency personnel to use online self-service.	98% of all instructor-led training courses during implementation held as scheduled.  Agency-administered survey results indicate an 80% rating of the training as "good."	70% of staff uses online self-service as measured in the twelve months following implementation.	COR review of monthly status report, vendor SLA performance metrics and Quarterly Program Reviews.	None

### SECTION III – SUPPLEMENTAL CLAUSES

The terms and conditions of the GSA Master Contract are hereby incorporated into this RFQ and will be incorporated into any resulting Task Order. The following clauses are hereby added to the task order. In the event that any of these clauses conflict with the GSA Federal Supply Schedule contract, the Federal Supply Schedule shall take precedence.

#### **52.232-18 AVAILABILITY OF FUNDS (APR 1984)**

Funds are not presently available for this contract. The Government's obligation under this contract is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are made available to the Contracting Officer for this contract and until the Contractor receives notice of such availability, to be confirmed in writing by the Contracting Officer.

#### **G. 5200.243.001 CONTRACTING OFFICER (CO)**

The Contracting Officer is the only person authorized to make any changes, approve any changes in the requirements of this contract, issue orders, obligate funds and authorize the expenditure of funds, and notwithstanding any term contained elsewhere in this contract, such authority remains vested solely in the Contracting Officer. (For further information, the Contracting Officer is a federal government employee who is specifically authorized and appointed in writing under specified agency procedures and granted the authority to enter into, administer, and/or terminate contracts and make related determinations and findings.) In the event, the Contractor makes any changes at the direction of any person other than the Contracting Officer, the change will be considered to have been without authority and no adjustment will be made in the contract price to cover any increase in costs incurred as a result thereof.

The following Primary Contracting Officer is assigned to this contract. Alternate Contracting Officers may be assigned:

TSA Contracting Officer:

NAME: Isabel Roman-Cogswell

PHONE NUMBER: 571-227-(b)(6)

EMAIL: (b)(6)

#### **G.5200. 242.001 CONTRACTING OFFICER'S REPRESENTATIVE (COR) AND TECHNICAL MONITORS**

1. The principle role of the COR is to support the Contracting Officer in managing the contract. This is done through furnishing technical direction within the confines of the contract, monitoring performance, ensuring requirements are met within the terms of the contract, and maintaining a strong relationship with the Contracting Officer. As a team the Contracting Officer and COR must ensure that program requirements are clearly communicated and that the agreement is performed to meet them. The principle role of the Technical Monitor (TM) is to support the COR on all work orders, tasks, deliverables and actions that require immediate attention relating to the approved scope and obligated funding of the contract action.

2. The Contracting Officer hereby designates the individual(s) named below as the Contracting Officer's Representative(s) and Technical Monitor(s). Such designations(s) shall specify the scope and limitations of the authority so delegated.

TSA CORs:

NAME: My Nguyen

PHONE NUMBER: 571-227-

(b)(6)

EMAIL: (b)(6)

3. The COR(s) and TM(s) may be changed at any time by the Government without prior notice to the Contractor, but notification of the change, including the name and phone number of the successor COR, will be promptly provided to the Contractor by the Contracting Officer in writing.

4. The responsibilities and limitations of the COR are as follows:

- The COR is responsible for the technical aspects of the project and technical liaison with the Contractor. The COR is also responsible for the final inspection and acceptance of all reports and such other responsibilities as may be specified in the contract.
- The COR may designate assistant COR(s) to act for him/her by naming such assistant in writing and transmitting a copy of such designation through the Contracting Officer to the Contractor.
- The COR will maintain communications with the Contractor and the Contracting Officer. The COR must report any observed fraud, waste, or opportunities to improve performance of cost efficiency to the Contracting Officer.
- The COR will immediately alert the Contracting Officer to any possible Contractor deficiencies or questionable practices so that corrections can be made before the problems become significant.
- The COR is not authorized to make any commitments or otherwise obligate the Government or authorize any changes which affect the contract's price, terms or conditions. Any Contractor request for changes shall be referred to the Contracting Officer directly or through the COR. No such changes shall be made without the expressed prior authorization of the Contracting Officer.
- The COR is not authorized to direct the Contractor on how to perform the work.
- The COR is not authorized to issue stop-work orders. The COR may recommend the authorization by the Contracting Officer to issue a stop work order, but the Contracting Officer is the only official authorized to issue such order.
- The COR is not authorized to discuss new proposed efforts or encourage the Contractor to perform additional efforts on an existing contract or order.

5. The responsibilities and limitations of the TM are as follows:

- Coordinating with the COR on all work orders, task, deliverables and actions that require immediate attention relating to the approved scope and obligated funding of the contract action.
- Monitoring the Contractor's performance in relation to the technical requirements of the assigned functional area of the contract to ensure that the Contractor's performance is strictly within the contract's scope and obligated funding.
- Ensuring that all recommended changes in any work under the contract are coordinated and submitted in writing to the COR for consideration.
- Informing the COR if the Contractor is not meeting performance, cost, schedule milestones.

- Performing technical reviews of the Contractor's proposals as directed by the COR.
- Performing acceptance of the Contractor's deliverables as directed by the COR.
- Reporting any threats to the health and safety of persons or potential for damage to Government property or critical national infrastructure which may result from the Contractor's performance or failure to perform the contract's requirements.

**G.4202.242.002 "SUBMISSION OF INVOICES - Commercial"**

(a) Background: The Transportation Security Administration (TSA) partners with the United States Coast Guard Finance Center for financial services in support of TSA operations, including the payment of contractor invoices. Therefore, all contractor invoices must be submitted to, and will be paid by, the U.S. Coast Guard Finance Center (FinCen).

(b) Invoice Submission Method: Invoices may be submitted via facsimile, U.S. Mail, or email. Contractors shall utilize ONLY ONE method per invoice submission. The submission information for each of the methods is as follows in order of preference:

- 1) Facsimile number is: 757-413-7314  
The facsimile number listed above shall be used by contractors for ORIGINAL invoice submission only. If facsimile submission is utilized, contractors shall not submit hard copies of invoices via the U.S. mail. It is the responsibility of the contractor to verify that invoices are received, regardless of the method of submission used. Contractors may inquire regarding the receipt of invoices by contacting the U.S. Coast Guard Finance Center via the methods listed in subparagraph (d) of this clause.
- 2) U.S. Mail:  
United States Coast Guard Finance Center  
TSA Commercial Invoices  
P.O. Box 4111  
Chesapeake, VA 23327-4111
- 3) Email Invoices:  
*FIN-SMB-TSAInvoices@uscg.mil or www.fincen.uscg.mil*

(c) Invoice Process: Upon receipt of contractor invoices, FinCen will electronically route invoices to the appropriate TSA Contracting Officer's Technical Representative and/or Contracting Officer for review and approval. Upon approval, the TSA will electronically route the invoices back to FinCen. Upon receipt of certified invoices from an Authorized Certifying Official, FinCen will initiate payment of the invoices.

*Note for discounts offered:*

Discounts on invoices. If desired, the Contractor should offer discounts directly upon the invoice submitted, clearly specifying the terms of the discount. Contractors can structure discounted amounts for payment for any time period less than the usual thirty day payment period specified under Prompt Payment requirements; however the Contractor should not structure terms for payment of net amounts invoiced any sooner than the standard period required under FAR Subpart 32.9 regarding prompt payments for the specified deliverables under contract.

Discounts offered after invoice submission. If the Contractor should wish to offer a discount on a specific invoice after its submission for payment, the Contractor should submit a letter to the Finance Center identifying the specific invoice for which a discount is offered and specify the exact terms of the discount offered and what time period the Government should make payment by in order to receive the discount. The Contractor should clearly indicate the contract number, invoice number and date, and the specific terms of the discount offered. Contractors should not structure terms for net amount payments any sooner than the standard period required under FAR Subpart 32.9 regarding prompt payments for the specified deliverables under contract.

(d) Payment Status: Contractors may inquire on the payment status of an invoice by any of the following means:

(1) Via the internet: <https://www.fincen.uscg.mil>

Contacting the FinCen Customer Service Section via telephone at 1-800-564-5504 or (757) 523-6940 (Voice Option #1). The hours of operation for the Customer Service line are 8:00 AM to 5:00 PM Eastern Time, Monday through Friday. However, the Customer Service line has a voice-mail feature that is available 24 hours per day, 7 days per week.

(2) Via the Payment Inquiry Form: <https://www.fincen.uscg.mil/secure/payment.htm>

(e) Invoice Elements: Invoices will automatically be rejected if the information required in subparagraph (a)(2) of the Prompt Payment Clause, contained in this Section of the Contract, including EFT banking information, Taxpayer Identification Number (TIN), and DUNS number are not included in the invoice. All invoices must clearly correlate invoiced amounts to the corresponding contract line item number and funding citation. The Contractor shall work with the Government to mutually refine the format, content and method of delivery for all invoice submissions during the performance of the Contract.

(f) Supplemental Invoice Documentation: Contractors shall submit all supplemental invoice documentation (e.g. copies of subcontractor invoices, travel vouchers, etc) necessary to approve an invoice along with the original invoice. The Contractor invoice must contain the information stated in the Prompt Payment Clause in order to be received and processed by FinCen. Supplemental invoice documentation required for review and approval of invoices may, at the written direction of the Contracting Officer, be submitted directly to either the Contracting Officer, or the Contracting Officer's Technical Representative. Note for "time-and-material" type contracts: The Contractor must submit the following statement with each invoice for labor hours invoiced under a "time-and-materials" type contract, order, or contract line item: "The Contractor hereby certifies in accordance with paragraph (c) of FAR 52.232-7, that each labor hour has been performed by an employee (prime or subcontractor) who meets the contract's specified requirements for the labor category invoiced."

(g) Additional Invoice Preparation Instructions for Software Development and/or Hardware. The Contractor shall clearly include a separate breakdown (by CLIN) for any software development activities (labor costs, subcontractor costs, etc) in accordance with Federal Accounting Standards Advisory Board Statement of Federal Financial Accounting Standards Number 10 (Preliminary design costs, Development costs and post implementation costs) and

cite payment terms. The contractor shall provide make and model descriptions as well as serial numbers for purchases of hardware and software (where applicable.)

(h) Frequency of Invoice Submission: Monthly submission for prior month approved services.

#### **TSA SPECIAL CONTRACT REQUIREMENTS (February 2012)**

##### **H. 5200.231.001 TRAVEL AND PER DIEM**

The Contractor shall be reimbursed for travel costs associated with this contract. The reimbursement for those costs shall be as follows:

- Travel subsistence reimbursements will be authorized under the rates and conditions under the Federal Travel Regulations.
- Per diem will be reimbursed, at actual costs, not to exceed, the per diem rates set forth in the Federal Travel Regulations prescribed by General Services Administration and when applicable, Standardized Regulations Section 925 – Maximum Travel Per Diem Allowances for Foreign Areas – prescribed by the Department of State.
- Travel of more than 10 hours, but less than 24 hours, when no lodging is required, per diem shall be one-half of the Meals and Incidental Expenses (M&IE) rate applicable to the locations of temporary duty assignment. If more than one temporary duty point is involved, the allowance of one-half of the M&IE rate is prescribed for the location where the majority of the time is spent performing official business. The per diem allowance shall not be allowed when the period of official travel is 10 hours or less during the same calendar day.
- Airfare costs in excess of the lowest rate available, offered during normal business hours are not reimbursable.
- All reimbursable Contractor travel shall be authorized through the issuance of a task order executed by the Contracting Officer.

Local Travel Costs will not be reimbursed under the following circumstances:

- Travel at Government installations where Government transportation is available
- Travel performed for personal convenience/errands, including commuting to and from work; and
- Travel costs incurred in the replacement of personnel when such replacement is accomplished for the Contractor's or employee's convenience.

##### **H.5200.224.001 DISCLOSURE OF INFORMATION**

Information furnished by the Contractor under this contract may be subject to disclosure under the Freedom of Information Act (FOIA). Therefore, all items that are confidential to business, or contain trade secrets, proprietary, or personally-identifiable information must be clearly marked.

Any information made available to the Contractor by the Government must be used only for the purpose of carrying out the requirements of this contract and must not be divulged or made

known in any manner to any person except as may be necessary in the performance of the contract.

In performance of this contract, the Contractor assumes responsibility for protection of the confidentiality of Government records and information and must ensure that all work performed by its Subcontractor(s) shall be under the supervision of the Contractor or the Contractor's employees.

#### **H.5200.205.001 PUBLICITY AND DISSEMINATION OF CONTRACT INFORMATION**

Publicity releases or commercial advertising in connection with or referring to this contract or effort shall not be made by the Contractor unless prior written approval has been received from the Contracting Officer.

The Contractor shall not publish, permit to be published, or distribute for public consumption, any information, oral or written, concerning the results or conclusions made pursuant to the performance of this contract, without the prior written consent of the Contracting Officer. Two copies of any material proposed to be published or distributed shall be submitted to the Contracting Officer.

A minimum of five full business days' notice is required for requests made in accordance with this provision.

#### **H.5200.244.001 INTERRELATIONSHIP OF ASSOCIATE CONTRACTORS**

The TSA may enter into contractual agreements with other Contractors (i.e., "Associate Contractors") in order to fulfill requirements separate from the work to be performed under this contract, yet having a relationship to performance under this contract. It is expected that contractors working under TSA contracts will have to work together under certain conditions in order to achieve a common solution for TSA. The Contractor may be required to coordinate with other such Contractor(s) through the cognizant Contracting Officer (CO) and/or designated representative in providing suitable, non-conflicting technical and/or management interface and in avoidance of duplication of effort. Information on deliverables provided under separate contracts may, at the discretion of the TSA and/or other Government agencies, be provided to such other Contractor(s) for the purpose of such work.

Where the Contractor and an associate Contractor fail to agree upon action to be taken in connection with their respective responsibilities, each Contractor shall promptly bring the matters to the attention of the cognizant CO and furnish the Contractor's recommendations for a solution. The Contractor shall not be relieved of its obligations to make timely deliveries or be entitled to any other adjustment because of failure of the Contractor and its associate to promptly refer matters to the CO or because of failure to implement CO directions.

Where the Contractor and Associate Contractors are required to collaborate to deliver a service; the Government will designate, in writing and prior to the definition of the task, to both Contractors, a "lead Contractor" for the project. In these cases the Associate Contractors shall also be contractually required to coordinate and collaborate with the Contractor. TSA will facilitate the mutual execution of Non-Disclosure Agreements.

Compliance with this Special Contract Requirement is included in the contract price and shall not be a basis for equitable adjustment.

#### **H.5200.237.001 NON-PERSONAL SERVICES**

“Personal services” are those in which contractor personnel would appear to be, in effect, Government employees via the direct supervision and oversight by Government employees. No personal services shall be performed under this contract. No Contractor employee will be directly supervised by a Government employee. All individual Contractor employee assignments, and daily work direction, shall be given by the applicable employee supervisor of the Contractor. If the Contractor believes any Government action or communication has been given that would create a personal services relationship between the Government and any Contractor employee, the Contractor shall promptly notify the Contracting Officer of this communication or action.

The Contractor shall not perform any inherently Governmental actions as defined by FAR 7.500. No Contractor employee shall hold him or herself out to be a Government employee, agent, or representative. No Contractor employee shall state orally or in writing at any time that he or she is acting on behalf of the Government. In all communications in connection with this contract, Contractor employees shall identify themselves as Contractor employees and specify the name of the company for which they work. In all communications with other Government Contractors in connection with this contract, the Contractor employee shall state that they have no authority to in any way change any contract and that if the other Contractor believes this communication to be a direction to change their contract, they should notify the Contracting Officer for that contract and not carry out the direction until a clarification has been issued by the Contracting Officer.

The Contractor shall ensure that all of its employees working on this contract are informed of the substance of this clause. Nothing in this special contract requirement shall limit the Government’s rights in any way under any other term of the contract, including those related to the Government’s right to inspect and accept the services to be performed under this contract. The substance of this special contract requirement shall be included in all subcontracts at any tier.

#### **H.5200.209.001 CONTRACTOR RESPONSIBILITIES**

The Contractor shall provide all management, administrative, clerical, and supervisory functions required for the effective and efficient performance of this contract.

The Government shall not be liable for any injury to the Contractor’s personnel or damage to the Contractor’s property unless such injury or damage is due to negligence on the part of the Government and is recoverable under the Federal Torts Claims Act, or pursuant to another Federal statutory authority.

A smooth and orderly transition between the Contractor and a predecessor or successor Contractor is necessary to ensure minimum disruption to vital Government business. The Contractor shall cooperate fully in the transition.

The Contractor shall adhere to the same professional and ethical standards of conduct required of Government personnel. The Contractor shall not:

Discuss with unauthorized persons any information obtained in the performance of work under this contract.

Conduct business not directly related to this contract on Government premises.

Use computer systems and/or other Government facilities for company or personal business other than work related; or

Recruit on Government premises or otherwise act to disrupt official Government business.

#### **H.5200.203.001 QUALIFICATIONS OF EMPLOYEES**

The Contracting Officer may require dismissal from work under this contract and/or removal of access to government facilities, property, information and/or information systems of those employees which the Contracting Officer deems contrary to the public interest or inconsistent with the best interest of national security.

#### **H.5200.209.002 NON-DISCLOSURE AGREEMENTS**

Non-Disclosure Agreements are required to be signed by all Contractor personnel when their role requires them to come into contact with Sensitive But Unclassified, Government procurement sensitive information, and/or other sensitive information, or proprietary business information from other Contractors (e.g., cost data, plans, and strategies). The recipient certifies in writing that they will take the necessary steps to prevent the unauthorized disclosure and use of information. The Contracting Officer will provide the prescribed non-disclosure forms as necessary to the Contractor when circumstances warrant.

#### **H.5200.237.002 OBSERVANCE OF LEGAL HOLIDAYS, OTHER ABSENCES, AND NECESSARY CONTRACT PERFORMANCE OFFSITE**

The Government observes the following holidays:

- New Year's Day
- Martin Luther King Birthday
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day
- Inauguration Day (Washington, DC metropolitan area)

In addition to the days designated as holidays, the Government observes also the following days:

- Any other day designated by Federal Statute, and
- Any other day designated by Executive Order, and
- Any other day designated by President's Proclamation, such as extreme weather conditions.

When the Government grants excused absence to its employees in a specific location, assigned Contractor personnel at that same location may also be dismissed. The Contractor agrees to continue to provide sufficient personnel to perform critical tasks already in operation or scheduled, and shall be guided by the instructions issued by the Contracting Officer or the Contracting Officer's Technical Representative. Observance of such holidays by Government personnel shall not be a reason for the Contractor to request an extension of the period of performance, or entitlement of compensation except as set forth within the contract.

In the event the Contractor's personnel work during the holiday or other excused absences, they may be compensated by the Contractor, however, no form of holiday or other premium compensation will be considered either as a direct or indirect cost, other than their normal compensation for the time worked. For cost reimbursable and time and material (T&M) contracts, the government will only consider as direct and/or indirect costs those efforts actually performed during the holiday or excused absences in the event contractor personnel are not dismissed. This provision does not preclude reimbursement for authorized overtime work if applicable to this contract.

Otherwise, the management responsibility for contractor functions approved by the Contracting Officer for offsite work, in the event of inaccessibility of federal workplaces are the sole responsibility of the contractor. The contractor may propose telework or other solutions when critical work is required, however, the Contractor is solely responsible for any cost differential in performance, all liabilities that may be due to performance at an alternate location and all resources necessary to complete such performance.

In the event of an actual emergency, the Contracting Officer may direct the contractor to change work hours or locations or institute tele-work, utilize personal protective equipment or other mandated items.

#### **H.5200.205.002 ADVERTISING OF AWARD**

The contractor shall not refer to contract awards in commercial advertising in such a manner as to state or imply that the product or service provided is endorsed or preferred by the Federal Government or is considered by the Government to be superior to other products or services.

#### **H.5200.204.001 MAJOR BREACH OF SAFETY OR SECURITY**

(a) Safety is the freedom from those conditions that can cause death, injury, occupational illness, damage to or loss of equipment or property, or damage to the environment. Safety is essential to TSA and compliance with safety standards and practices is a material part of this contract. A major breach of safety may constitute a breach of contract that entitles the Government to exercise any of its rights and remedies applicable to material parts of this agreement, including termination for default. A major breach of safety must be related directly to the work on the agreement. A major breach of safety is an act or omission of the Contractor that consists of an accident, incident, or exposure resulting in a fatality, serious injury, or mission failure; or in damage to equipment or property equal to or greater than \$1 million; or in any "willful" or "repeat" violation cited by the Occupational Safety and Health Administration (OSHA) or by a state agency operating under an OSHA approved plan.

(b) Security is the condition of safeguarding against espionage, sabotage, crime (including computer crime), or attack. A major breach of security may constitute a breach of contract that entitles the Government to exercise any of its rights and remedies applicable to material parts of this agreement, including termination for default. A major breach of security may occur on or off Government installations, but must be related directly to the work on the agreement. A major breach of security is an act or omission by the Contractor that results in compromise of classified information or sensitive security information or sensitive but unclassified information, including contractor proprietary information, illegal technology transfer, workplace violence resulting in criminal conviction, sabotage, compromise or denial of information technology services, equipment or property damage from vandalism greater than \$250,000, or theft greater than \$250,000.

NOTE: Breach of Security for the purposes of this definition should not be confused with breach of security in screening operations.

(c) In the event of a major breach of safety or security, the Contractor shall report the breach to the Contracting Officer. If directed by the Contracting Officer, the Contractor shall conduct its own investigation and report the results to the Government. The Contractor shall cooperate with the Government investigation, if conducted.

#### **H.5200.237.004 CONTRACTOR STAFF TRAINING**

The contractor shall provide fully trained and experienced personnel. Training of contractor personnel shall be performed by the contractor at its expense, except as directed by the Government through written authorization by the Contracting Officer to meet special requirements peculiar to the contract. Training includes attendance at seminars, symposia or user group conferences. Training will not be authorized for the purpose of keeping contractor personnel abreast of advances in the state-of-the-art or for training contractor employees on equipment, computer languages and computer operating systems that are available on the commercial market or required by a contract. This includes training to obtain or increase proficiency in word processing, spreadsheets, presentations, and electronic mail.

#### **H.5200.209.003 EMPLOYEE TERMINATION**

The contractor shall notify the Contracting Officer and the Contracting Officer's Technical Representative within 48 hours when an employee performing work under this contract who has been granted access to government information, information systems, property, or government facilities access terminates employment, no longer is assigned to the contract, or no longer requires such access. The contractor shall be responsible for returning, or ensuring that employees return, all DHS/TSA -issued contractor/employee identification, all other TSA or DHS property, and any security access cards to Government offices issued by a landlord of commercial space.

#### **H.5200.203.002 STANDARDS OF CONDUCT AND RESTRICTIONS**

The contractor shall adhere to the same professional and ethical standards of conduct required of Government personnel. Personnel performing work under this contract shall not:

- Solicit new business while performing work under the contract;
- Conduct business other than that which is covered by this contract during periods paid by the Government;
- Conduct business not directly related to this contract on Government premises;
- Use Government computer systems or networks, and/or other Government facilities for company or personal business;
- Recruit on Government premises or otherwise act to disrupt official Government business.

#### **H.5200.241.001 ELECTRONIC AND INFORMATION TECHNOLOGY TO ACCOMMODATE USERS WITH DISABILITIES (SECTION 508 OF THE REHABILITATION ACT)**

Section 508 of the Rehabilitation Act prohibits federal agencies from procuring, developing, maintaining, or using electronic and information technology (EIT) that is inaccessible to people with disabilities. The applicable standards in Section 508 of the Rehabilitation Act, as amended,

shall apply to this contract and any items, or services covered by or provided in connection with this requirement. The Contractor shall provide items and services that comply with Section 508 requirements and the Electronic and Information Accessibility Standards at 36 CFR Part 1194.

**H.5200.237.005 NOTIFICATION OF PERSONNEL CHANGES**

The Contractor shall notify the Contracting Officer's Technical Representative (COR) in writing of any changes needed in building, information systems, or other information access requirements for its employees in order to meet contract requirements not later than one day after any personnel changes occur. This includes name changes, resignations, terminations, and transfers to other Contractors. The Contractor shall provide the following information to the COR: full name, social security number, effective date, and reason for change.

**H.5200.237.006 SUBSTITUTION OF KEY PERSONNEL**

The Contractor shall notify the Contracting Officer (CO) and the Contracting Officer's Technical Representative (COR) prior to making any changes in Key Personnel. No changes in Key Personnel will be made unless the Contractor can demonstrate that the qualifications of prospective replacement personnel are equal to or better than the qualifications of the Key Personnel being replaced or otherwise meet the standards applicable in the contract. All proposed substitutes shall have qualifications equal to or higher than the qualifications of the person to be replaced. The CO shall be notified in writing of any proposed substitution at least fifteen (15) days, or forty-five (45) days if either a background investigation for building or information system access and/or a security clearance (due to classified contract requirements that relate specifically to personnel) must be obtained to meet the contract's requirements, in advance of the proposed substitution. Such notification from the contractor shall include:

- (a) an explanation of the circumstances necessitating the substitution;
- (b) a complete resume of the proposed substitute; and
- (c) any other information requested by the CO to enable him/her to judge whether or not the contractor is maintaining the same high quality of personnel that provided the partial basis for award.

The CO and COR will evaluate substitution requests and promptly notify the Contractor of his/her approval or disapproval in writing. All disapprovals will require resubmission of another substitution within 15 calendar days by the Contractor.

**H.5200.224.001 CONTROLLED UNCLASSIFIED INFORMATION DATA PRIVACY AND PROTECTION**

The Contractor shall be responsible for the security of: i) all data that is generated by the contractor on behalf of the Government ii) Government data transmitted by the contractor, and iii) Government data otherwise stored or processed by the contractor, regardless of who owns or controls the underlying systems while that data is under the contractor's control. All Government data, including but not limited to Personal Identifiable Information (PII), Sensitive Security Information (SSI), and Sensitive But Unclassified (SBU), and/or Critical Infrastructure Information (CII), shall be protected according to Department of Homeland Security information security policies and mandates.

At the expiration of the contract, the contractor shall return all Government information and IT resources provided to the contractor during the contract.

The contractor must satisfy requirements to work with and safeguard Sensitive Security Information (SSI), and Personally Identifiable Information (PII). All support personnel must understand and rigorously follow all applicable DHS Component Agency's requirements, policies, and procedures for safeguarding SSI and PII. Contractor personnel will be required to complete online training for SSI, Informational Security and Privacy training, if required by the DHS Component Agency

The Contractor, and those operating on its behalf, shall adhere to the requirements of the non-disclosure agreement unless authorized in writing by the Contracting Officer.

The Government will identify IT systems transmitting unclassified/SSI information that will require protection based on a risk assessment as applicable. If encryption is required, the following methods are acceptable for encrypting sensitive information:

- a. Products Advanced Encryption Standard (AES) algorithms that have been validated under FIPS 140-2.
- b. National Security Agency (NSA) Type 2 or Type 1 encryption.
- c. Public Key Infrastructure (PKI) (see paragraph 5.5.2.1 of the Department of Homeland Security (DHS) IT Security Program Handbook (DHS Management Directive (MD) 4300A) for Sensitive Systems).

The contractor shall maintain data control according to the applicable DHS Component Agency's security level of the data. Data separation will include the use of discretionary access control methods, VPN encryption methods, data aggregation controls, data tagging, media marking, backup actions, and data disaster planning and recovery. Contractors handling PII must comply with TSA MD 3700.4 if applicable.

Users of Government IT assets shall adhere to all system security requirements to ensure the confidentiality, integrity, availability, and non-repudiation of information under their control. All users accessing Government IT assets are expected to actively apply the practices specified in the TSA Information Technology Security Policy (ITSP) Handbook, Chapter 3, Section 6, Privacy and Acceptable Use, or similar DHS Component Agency's guidance or policy.

The contractor shall comply with the all data disposition requirements stated in the applicable DHS Component Agency's Information Security Policy. For all TSA orders the contractor shall comply with Information Security Policy Handbook Chapter 3, Section 17 Computer Data Storage Disposition, as well as TSA Management Directive 3700.4.

#### **H.5201.209.001 SUITABILITY DETERMINATION FOR CONTRACTOR EMPLOYEES**

All contractor employees seeking to provide services to TSA under a TSA contract are subject to a suitability determination to assess whether their initial employment or continued employment on a TSA contract protects or promotes the efficiency of the agency. TSA, by and through the Office of Security, Personnel Security Division (PerSec), will allow a contractor employee to commence work on a TSA contract only if a review of the contractor employee's preliminary background check is favorable. Contractor employees with unfavorable preliminary background checks will not be allowed to work on a TSA contract.

A suitability determination involves the following three phases:

Phase 1: Enter On Duty Suitability Determination: a review of a contractor employee's consumer credit report, criminal history records, and submitted security forms to determine, to the extent possible, if the contractor employee has bad debt and/or criminal offenses and/or falsification issues that would prohibit employment as a TSA contractor. This determination will include verification of citizenship for contractor employees born outside of the United States. A favorable Enter On Duty Suitability Determination is not a final suitability determination; rather, it is a preliminary review of external data sources that allows the contractor employee to commence work prior to the required background investigation being completed.

When an contractor employee is deemed suitable to commence work on a TSA contract, TSA PerSec will notify the appropriate Contracting Officer's Technical Representative (COTR) of the favorable determination. Similar notifications will be sent when an contractor employee has not passed the preliminary background check and has been deemed unsuitable.

Phase 2: Background Investigation: Once the contractor employee commences work on a TSA contract, TSA PerSec will process all submitted security forms to determine whether the contractor has previously been the subject of a federal background investigation sufficient in scope to meet TSA minimum investigative requirements. Contractor employees who have a federal investigation sufficient in scope will immediately be processed for final suitability adjudication. Those contractor employees who do not have a previous federal background investigation sufficient in scope will be scheduled for the appropriate level background investigation through the submission of their security forms to the Office of Personnel Management (OPM).

Phase 3: Final Suitability Adjudication: TSA PerSec will complete the final suitability determination after receipt, review, and adjudication of the completed OPM background investigation. The final suitability determination is an assessment made by TSA PerSec to determine whether there is reasonable expectation that the continued employment of the TSA contractor will or will not protect or promote the efficiency of the agency. An unfavorable final suitability determination will result in a notification to the COTR that the contractor employee has been deemed unsuitable for continued contract employment and that he/she shall be removed from the TSA contract.

#### **H.2400.224.001 SECURITY OF SYSTEMS HANDLING PERSONALLY IDENTIFIABLE INFORMATION AND PRIVACY INCIDENT REPONSE**

(a) Definitions.

"Breach" (may be used interchangeably with "Privacy Incident") as used in this clause means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar situation where persons other than authorized users, and for other than authorized purpose, have access or potential access to Personally Identifiable Information, in usable form whether physical or electronic.

"Personally Identifiable Information (PII)" as used in this clause means any information that permits the identity of an individual to be directly or indirectly inferred, including any other information that is linked or linkable to that individual regardless of whether the individual is a citizen of the United States, legal permanent resident, or a visitor to the United States.

Examples of PII include: name, date of birth, mailing address, telephone number, Social Security Number (SSN), email address, zip code, account numbers, certificate/license numbers, vehicle identifiers including license plates, uniform resource locators (URLs), Internet protocol addresses, biometric identifiers (e.g., fingerprints), photographic facial images, or any other unique identifying number or characteristic, and any information where it is reasonably foreseeable that the information will be linked with other information to identify the individual.

“Sensitive Personally Identifiable Information (Sensitive PII)” as used in this clause is a subset of Personally Identifiable Information, which if lost, compromised or disclosed without authorization, could result in substantial harm, embarrassment, inconvenience, or unfairness to an individual. , Complete social security numbers (SSN), alien registration numbers (A-number) and biometric identifiers (such as fingerprint, voiceprint, or iris scan) are considered Sensitive PII even if they are not coupled with additional PII. Additional examples include any groupings of information that contains an individual’s name or other unique identifier plus one or more of the following elements:

- (1) Driver’s license number, passport number, or truncated SSN (such as last 4 digits)
- (2) Date of birth (month, day, and year)
- (3) Citizenship or immigration status
- (4) Financial information such as account numbers or Electronic Funds Transfer Information
- (5) Medical Information
- (6) System authentication information such as mother’s maiden name, account passwords or personal identification numbers (PIN)

Other Personally Identifiable information may be “sensitive” depending on its context, such as a list of employees with less than satisfactory performance ratings or an unlisted home address or phone number. In contrast, a business card or public telephone directory of agency employees contains Personally Identifiable Information but it is not sensitive.

Sensitive PII have higher impact ratings for purposes of privacy incident handling.

(b) Systems Access. Work to be performed under this contract requires the handling of Sensitive PII. The contractor shall provide the Government access to, and information regarding its systems, when requested by the Government, as part of its responsibility to ensure compliance with security requirements, and shall otherwise cooperate with the Government in assuring compliance with such requirements. Government access shall include independent validation testing of controls, system penetration testing by the Government, Federal Information Security Management Act (FISMA) data reviews, and access by agency Inspectors General for its reviews.

(c) Systems Security. In performing its duties related to management, operation, and/or access of systems containing Sensitive PII under this contract, the contractor, its employees and subcontractors shall comply with applicable security requirements described in DHS Sensitive System Publication 4300A or any replacement publication and rules of conduct as described in TSA MD 3700.4-

In addition, use of contractor-owned laptops or other media storage devices to process or store PII is prohibited under this contract until the contractor provides, and the

contracting officer in coordination with CISO approves, written certification by the contractor that the following requirements are met:

- (1) Laptops employ encryption using a NIST Federal Information Processing Standard (FIPS) 140-2 or successor approved product;
- (2) The contractor has developed and implemented a process to ensure that security and other applications software are kept current;
- (3) Mobile computing devices utilize anti-viral software and a host-based firewall mechanism;
- (4) When no longer needed, all removable media and laptop hard drives shall be processed (i.e., sanitized, degaussed, or destroyed) in accordance with DHS security requirements.
- (5) The contractor shall maintain an accurate inventory of devices used in the performance of this contract;
- (6) Contractor employee annual training and rules of conduct/behavior shall be developed, conducted/issued, and acknowledged by employees in writing. Training and rules of conduct shall address at minimum:
  - (i) Authorized and official use;
  - (ii) Prohibition against use of personally-owned equipment to process, access, or store Sensitive PII;
  - (iii) Prohibition against access by unauthorized users and unauthorized use by authorized users; and
  - (iv) Protection of Sensitive PII;
- (7) All Sensitive PII obtained under this contract shall be removed from contractor-owned information technology assets upon termination or expiration of contractor work. Removal must be accomplished in accordance with DHS Sensitive System Publication 4300A, which the contracting officer will provide upon request. Certification of data removal will be performed by the contractor's Project Manager and written notification confirming certification will be delivered to the contracting officer within 15 days of termination/expiration of contractor work.

(d) Data Security. Contractor shall limit access to the data covered by this clause to those employees and subcontractors who require the information in order to perform their official duties under this contract. The contractor, contractor employees, and subcontractors must physically secure Sensitive PII when not in use and/or under the control of an authorized individual, and when in transit to prevent unauthorized access or loss. When Sensitive PII is no longer needed or required to be retained under applicable Government records retention policies, it must be destroyed through means that will make the Sensitive PII irretrievable.

The contractor shall only use Sensitive PII obtained under this contract for purposes of the contract, and shall not collect or use such information for any other purpose without the prior written approval of the contracting officer. At expiration or termination of this contract, the contractor shall turn over all Sensitive PII obtained under the contract that is in its possession to the Government.

(e) Breach Response. The contractor agrees that in the event of any actual or suspected breach of PII (i.e., loss of control, compromise, unauthorized disclosure, access for an unauthorized purpose, or other unauthorized access, whether physical or electronic), it shall immediately, and in no event later than one hour of discovery, report the breach to the contracting officer, the Contracting Officer's Technical Representative (COTR), and the TSA Director of Privacy Policy & Compliance (TSAprivacy@dhs.gov). The contractor is responsible for positively verifying that notification is received and acknowledged by at least one of the foregoing Government parties.

(f) Personally Identifiable Information Notification Requirement. The contractor has in place procedures and the capability to promptly notify any individual whose Sensitive PII was, or is reasonably believed to have been, breached, as determined appropriate. The method and content of any notification by the contractor shall be coordinated with, and subject to the prior approval of the Government, based upon a risk-based analysis conducted by the Government in accordance with DHS Privacy incident Handling Guidance. Notification shall not proceed unless the Government has determined that: (1) notification is appropriate; and (2) would not impede a law enforcement investigation or jeopardize national security.

Subject to Government analysis of the breach and the terms of its instructions to the contractor regarding any resulting breach notification, a method of notification may include letters to affected individuals sent by first class mail, electronic means, or general public notice, as approved by the Government. At minimum, a notification should include: (1) a brief description of how the breach occurred; (2) a description of the types of personal information involved in the breach; (3) a statement as to whether the information was encrypted or protected by other means; (4) steps an individual may take to protect themselves; (5) what the agency is doing, if anything, to investigate the breach, to mitigate losses, and to protect against any further breaches; and (6) point of contact information identifying who affected individuals may contact for further information.

In the event that a PII breach occurs as a result of the violation of a term of this contract by the contractor or its employees, the contractor shall, as directed by the contracting officer and at no cost to the Government, take timely action to correct or mitigate the violation, which may include providing notification and/or other identity protection services to affected individuals for a period not to exceed 12 months from discovery of the breach. Should the Government elect to provide and/or procure notification or identity protection services in response to a breach, the contractor will be responsible for reimbursing the Government for those expenses.

(g) Pass-Through of Security Requirements to Subcontractors. The contractor agrees to incorporate the substance of this clause, its terms and requirements, in all subcontracts under this contract, and to require written subcontractor acknowledgement of same. Violation by a subcontractor of any provision set forth in this clause will be attributed to the contractor.

#### **H-0403.241.001 SPECIAL INFORMATION TECHNOLOGY CONTRACT SECURITY REQUIREMENTS**

(a) Identification Badges. All Contractor employees shall be required to obtain and wear TSA identification badges when working in TSA facilities.

(b) Computer Access Agreement. All Contractor employees (users, managers, and operators of the TSA network) must sign TSA Form 1403, Computer Access Agreement. A copy of which shall be provided to the TSA contracting officer's technical representative for retention for the duration of the contract.

(c) Personnel Security.

(1) Privileged access users are individuals who have access to an information technology (IT) system with privileges of Administrator or above and have access to sensitive network infrastructure data. Privileged access users will be appropriately screened on entry into the privileged access position and the initial screening shall be refreshed every two years,

(2) Individuals terminating voluntarily or involuntarily from a Contractor performing under contract at TSA must have an exit briefing, conducted by a supervisory or management-level employee of the Contractor in order to identify and explain their post-employment responsibilities to the TSA.

(3) Records of exit interviews will be signed and maintained by the Contractor as part of the individual employment record for a period of not less than two years following the termination of the individual's employment.

(4) The Contractor shall notify the Contracting Officer's Technical Representative and the Contracting Officer with proposed personnel changes. Written confirmation is required. This includes, but is not limited to, name changes, resignations, terminations, and reassignments to another contract.

(5) The Contractor shall notify the TSA, in writing of any requested change in access requirements for its employees no later than one day after any personnel changes occur. This includes name changes, resignations, terminations, and transfers to other company engagements. The Contractor shall provide the following information to TSA: full name, social security number, effective date, and reason for change.

(6) The Contracting Officer must approve all personnel replacements. Estimated completion of the necessary background investigation for employee access to government facilities and information systems is approximately 30 days from the date the completed forms are received (and acknowledged as complete) in the Security Programs Division.

(7) Failure of any Contractor personnel to pass a background investigation, without timely substitution that meets the contracts requirements, may be grounds for termination of the contract.

(d) Non-Disclosure Agreements.

(1) All TSA contractor employees and consultants must execute a DHS Form 11000-6, Sensitive But Unclassified Information Non-Disclosure Agreement (NDA) upon initial assignment to TSA and before being provided access to TSA "sensitive and/or mission critical information." The original NDA will be provided to the TSA contracting officer's technical representative for retention for the duration of the contract.

(2) The Contractor, and those operating on its behalf, shall adhere to the requirements of the non-disclosure agreement unless otherwise authorized in writing by the Contracting Officer.

(e) Performance Requirements.

(1) The Contractor shall not be liable for any injury to Government personnel or damage to Government property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

(2) Contracting Officer's Technical Representative (COTR) and IT Security Division shall conduct reviews to ensure that the security requirements in the contract are implemented and enforced.

**H.5200.207.001 CONTRACT STATUS REVIEW**

a. Background. Prompt, accurate data gathering, analysis and reporting enables both the Contractor and the Government to make sound decisions relating to performance under the contract. While the Contractor is solely responsible for performance, the Government wishes to

be informed on all actions under the contract that affect compliance with contract cost, performance or schedule compliance.

b. Reporting Content. The Contractor shall provide information according to the slides included in the Contractor In-Process Status Review template that is attached to this contract. A matrix describing each slide and its reporting requirements follows.

<b>Slide title</b>	Task Status
<b>Requirement for contractor's reporting</b>	The contractor shall summarize the major tasks under the contract and assign a status to those tasks that will indicate, in accordance with an established color scheme, the nature of the performance and the risks associated with its completion.

<b>Slide title</b>	Deliverables
<b>Requirement for contractor's reporting</b>	The contractor shall identify each major deliverable under the contract and identify the required delivery date and those activities that the contractor has identified as critical to meet that delivery date.

<b>Slide title</b>	Costs (Breakdown by Tasks or Total Costs)
<b>Requirement for contractor's reporting</b>	The contractor shall report the anticipated projected costs in their cumulative total over the life of the contract and plot those costs against total cumulative actual costs as they occur through the contract's period of performance.

<b>Slide title</b>	Schedule
<b>Requirement for contractor's reporting</b>	The contractor shall report each item under the contract's schedule with the planned and actual dates for deliveries identified.

<b>Slide title</b>	Upcoming Events
<b>Requirement for contractor's reporting</b>	The contractor shall identify significant upcoming events as planned under or related to the contract that relate to contract performance.

<b>Slide title</b>	Quality Control
<b>Requirement for contractor's reporting</b>	The contractor shall report all items of performance related to established Quality Assurance Surveillance Plans and/or Service Level Agreements. The contractor should identify the description of the goal, the actual nature of the particular measure and the standard applied, and whether and the extent to which the goal was met, exceeded, or missed.

<b>Slide title</b>	Human Resources/Staffing
<b>Requirement for contractor's reporting</b>	The contractor should include the elements as listed on the slide, with particular attention devoted to the extent to which the key personnel identified under the contract (by their positions) are actually filled and performing or what exact activities are underway to hire suitable candidates for performance.

<b>Slide title</b>	Risks
<b>Requirement for contractor's reporting</b>	The contractor shall report each risk area earlier identified (either a red or yellow status item, anticipated cost overrun or late deliverable) and provide an assessment of the risks to the contract performance if the item is not capable of being remedied in time to attain the required contract performance.
<b>Slide title</b>	Review of Action Items from Previous IPR
<b>Requirement for contractor's reporting</b>	The contractor shall report all action items as listed or identified during previous reviews along with their status and all significant factors that may affect their completion.
<b>Slide title</b>	Trend Analysis
<b>Requirement for contractor's reporting</b>	The contractor should report sustained or anticipated patterns of cost, schedule or technical performance and how these relate to the contract's requirements.
<b>Slide title</b>	Small Business Performance/Execution of Small Business Subcontracting Plan
<b>Requirement for contractor's reporting</b>	The contractor shall report on the achievement of small business subcontracting goals.
<b>Slide title</b>	Review of Action Items from this IPR
<b>Requirement for contractor's reporting</b>	The contractor should track action items generated during the specific review and be able to categorize them.
<b>Slide title</b>	If Software Development
<b>Requirement for contractor's reporting</b>	The contractor shall report all relevant items related to software development per the chart.
<b>Slide title</b>	If Help Desk or Call Center
<b>Requirement for contractor's reporting</b>	The contractor shall report the total number of calls to any contractor help desk established under the contract. The contractor should categorize the calls, provide a summary of the time taken to resolve categories of calls, and should present a discussion of the response rates to calls and the time taken to close help desk calls.
<b>Slide title</b>	Time and Materials CLIN
<b>Requirement for contractor's reporting</b>	The contractor shall report all items on the chart in order to explain the actual status of the contract.
<b>Slide title</b>	Firm-Fixed Price CLIN
<b>Requirement for contractor's reporting</b>	The contractor should discuss delivery schedule compliance.

<b>Slide title</b>	Incremental Funding
<b>Requirement for contractor's reporting</b>	The contractor shall report exactly when additional funding may be required under an incrementally funded contract.

c. Reporting Method. The Contractor shall convene a meeting, located at the mutual convenience of the Contractor and Government that will include the Contractor's principal managers directing contract performance in which to explain the information presented in the attached slides. All persons identified as contractor "key personnel" in the attached contract will present the information contained in or related to their particular area of the contract status reporting template. The Government's Contracting Officer, Contracting Officer's Technical Representative, the Program Manager and other relevant Government personnel will attend. The Contractor should be able both to present information called for on the slide templates as well as questions from the Government related to them. During the course of the contract, this status reporting process is expected to generate action items for the contractor to address, and the status and progress of resolving each action item must be addressed at each meeting.

d. Reporting Frequency. The Contractor shall report the template information on a monthly/bi-monthly/quarterly/semi-annual (*choose the appropriate frequency*) basis. The contractor shall deliver a copy of the final prepared charts for the required briefing to the COTR and Contracting Officer not later than two business days prior to the scheduled meeting.

e. Additional Requirements. The Government may, at its discretion, require additional items to be reported through the course of the contract and will provide additional instructions concerning such.

f. The effort required to gather data, report such, and conduct the required reporting process is included in the total price of this contract, and no activity related to these required status reports will be available for any further adjustment under the contract.

**52.233-2 SERVICE OF PROTEST (SEP 2006)**

(a) Protests, as defined in section 31.101 of the Federal Acquisition Regulation, that are filed directly with an agency, and copies of any protests that are filed with the Government Accountability Office (GAO) shall be served on the Contracting Officer (addressed as follows) by obtaining written and dated acknowledgment of receipt from:

Department of Homeland Security  
 Transportation Security Administration  
 Office of Acquisition TSA-25  
 Attn: Isabel Roman-Cogswell  
 601 South 12th Street  
 Arlington, VA 20598-6025

(b) The copy of any protest shall be received in the office designated above within one day of filing a protest with the GAO.

**3052.204-71 CONTRACTOR EMPLOYEE ACCESS. (SEP 2012)**

(a) *Sensitive Information*, as used in this clause, means any information, which if lost, misused, disclosed, or, without authorization is accessed, or modified, could adversely affect the national or homeland security interest, the conduct of Federal programs, or the privacy to which individuals are entitled under section 552a of title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense, homeland security or foreign policy. This definition includes the following categories of information:

(1) Protected Critical Infrastructure Information (PCII) as set out in the Critical Infrastructure Information Act of 2002 (Title II, Subtitle B, of the Homeland Security Act, Public Law 107-296, 196 Stat. 2135), as amended, the implementing regulations thereto (Title 6, Code of Federal Regulations, Part 29) as amended, the applicable PCII Procedures Manual, as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the PCII Program Manager or his/her designee);

(2) Sensitive Security Information (SSI), as defined in Title 49, Code of Federal Regulations, Part 1520, as amended, "Policies and Procedures of Safeguarding and Control of SSI," as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the Assistant Secretary for the Transportation Security Administration or his/her designee);

(3) Information designated as "For Official Use Only," which is unclassified information of a sensitive nature and the unauthorized disclosure of which could adversely impact a person's privacy or welfare, the conduct of Federal programs, or other programs or operations essential to the national or homeland security interest; and

(4) Any information that is designated "sensitive" or subject to other controls, safeguards or protections in accordance with subsequently adopted homeland security information handling procedures.

(b) "Information Technology Resources" include, but are not limited to, computer equipment, networking equipment, telecommunications equipment, cabling, network drives, computer drives, network software, computer software, software programs, intranet sites, and internet sites.

(c) Contractor employees working on this contract must complete such forms as may be necessary for security or other reasons, including the conduct of background investigations to determine suitability. Completed forms shall be submitted as directed by the Contracting Officer. Upon the Contracting Officer's request, the Contractor's employees shall be fingerprinted, or subject to other investigations as required. All Contractor employees requiring recurring access to Government facilities or access to sensitive information or IT resources are required to have a favorably adjudicated background investigation prior to commencing work on this contract unless this requirement is waived under Departmental procedures.

(d) The Contracting Officer may require the Contractor to prohibit individuals from working on the contract if the Government deems their initial or continued employment contrary to the

public interest for any reason, including, but not limited to, carelessness, insubordination, incompetence, or security concerns.

(e) Work under this contract may involve access to sensitive information. Therefore, the Contractor shall not disclose, orally or in writing, any sensitive information to any person unless authorized in writing by the Contracting Officer. For those Contractor employees authorized access to sensitive information, the Contractor shall ensure that these persons receive training concerning the protection and disclosure of sensitive information both during and after contract performance.

(f) The Contractor shall include the substance of this clause in all subcontracts at any tier where the subcontractor may have access to Government facilities, sensitive information, or resources.

**3052.215-70 KEY PERSONNEL OR FACILITIES (DEC 2003)**

(a) The personnel or facilities specified below are considered essential to the work being performed under this contract and may, with the consent of the contracting parties, be changed from time to time during the course of the contract by adding or deleting personnel or facilities, as appropriate.

(b) Before removing or replacing any of the specified individuals or facilities, the Contractor shall notify the Contracting Officer, in writing, before the change becomes effective. The Contractor shall submit sufficient information to support the proposed action and to enable the Contracting Officer to evaluate the potential impact of the change on this contract. The Contractor shall not remove or replace personnel or facilities until the Contracting Officer approves the change.

The Key Personnel or Facilities under this Contract:

(specify key personnel or facilities)

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**H.5201.204.001 PERSONNEL ACCESS**

All Contractor personnel requiring unescorted access to TSA facilities, information systems, or information will be subject to the security procedures set forth in this contract.

**H.5201.242.001 PERIOD OF PERFORMANCE FOR CONTRACTS REQUIRING EMPLOYEE BACKGROUND CHECKS**

The period of performance begins 60 days after Task Order award to allow for the Enter On Duty Suitability Determination. A contract modification shall be executed to revise the period of performance if the determination process is completed earlier.

**52.224-2 PRIVACY ACT (APR 1984)**

(a) The Contractor agrees to—

(1) Comply with the Privacy Act of 1974 (the Act) and the agency rules and regulations issued under the Act in the design, development, or operation of any system of records on individuals to accomplish an agency function when the contract specifically identifies—

(i) The systems of records; and

(ii) The design, development, or operation work that the contractor is to perform;

(2) Include the Privacy Act notification contained in this contract in every solicitation and resulting subcontract and in every subcontract awarded without a solicitation, when the work

statement in the proposed subcontract requires the redesign, development, or operation of a system of records on individuals that is subject to the Act; and

(3) Include this clause, including this paragraph (3), in all subcontracts awarded under this contract which requires the design, development, or operation of such a system of records.

(b) In the event of violations of the Act, a civil action may be brought against the agency involved when the violation concerns the design, development, or operation of a system of records on individuals to accomplish an agency function, and criminal penalties may be imposed upon the officers or employees of the agency when the violation concerns the operation of a system of records on individuals to accomplish an agency function. For purposes of the Act, when the contract is for the operation of a system of records on individuals to accomplish an agency function, the Contractor is considered to be an employee of the agency.

(c)(1) "Operation of a system of records," as used in this clause, means performance of any of the activities associated with maintaining the system of records, including the collection, use, and dissemination of records.

(2) "Record," as used in this clause, means any item, collection, or grouping of information about an individual that is maintained by an agency, including, but not limited to, education, financial transactions, medical history, and criminal or employment history and that contains the person's name, or the identifying number, symbol, or other identifying particular assigned to the individual, such as a fingerprint or voiceprint or a photograph.

(3) "System of records on individuals," as used in this clause, means a group of any records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual.

## **I. ATTACHMENTS**

Attachment A: Venue Sourcing Report Example

Attachment B: Room Block Report Example

Attachment C: Overview of Current Financial Systems Architecture

Attachment D: Business Requirements – Multi-trip Voucher





**Attachment B**

Example – Room Block Source List

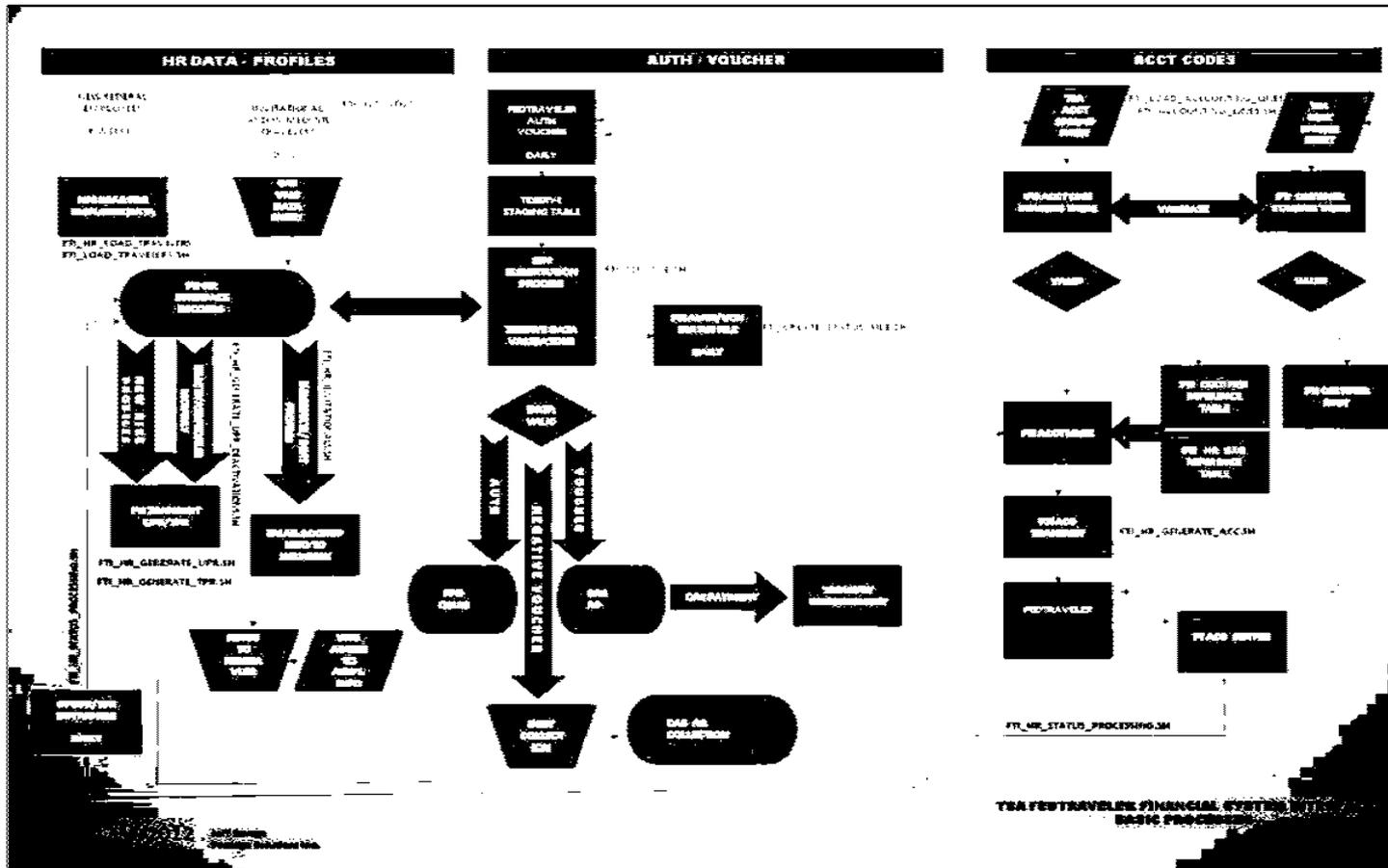
City, State – FYXX Per Diem is \$XXX.XX				
Hotel	Dates	Rates	Meeting room	Other Concessions

Attachment C

Overview of Current Financial System Architecture

GELCO – Authorizations and Vouchers ONLY

FTI – FedTraveler Interface (custom tables and procedures created specifically to interface with FedTraveler)



## Attachment D

### Business Requirements - Multi-Trip Voucher

#### **Background**

The primary mission of TSA's Office of Law Enforcement (OLE) is to detect, deter and/or disrupt criminal or terrorist threats to our Nation's civil aviation system. In doing so, OLE employs a proven, risk-based concept of operations (CONOPS) to deploy thousands of highly trained Federal Air Marshals (FAMs) on U.S. air carriers operating throughout the United States and abroad. In order to ensure mission success, OLE requires certain system modifications to the ETS2 system.

#### **Multiple Trip Voucher**

TSA MD 1000.6, *Temporary Duty Travel*, requires travelers using a Limited Open Travel Authorization (LOTA), or blanket travel authorization, to submit a travel voucher at least once every 30 days from the inception of the LOTA period. A LOTA is an authorization that enables travelers to take multiple trips on official business. Given the sheer volume of flights covered by the FAMs and related required Government travel required to perform this mission, submitting a travel voucher every 30 days, as prescribed by the TSA MD, may not be practical or cost efficient for the traveling FAM. Use of such procedures would be administratively prohibitive and could significantly hinder critical flight coverage operations which can shift daily or even hourly based on real time intelligence, critical incidents, or other factors. Submitting a voucher after every flight or Remain Overnight Mission (RON) is also not practical nor cost efficient for OLE/FAMS/TSA/DHS.

To ensure critical operational flexibility and efficiency within its flight coverage mission, OLE uses a single blanket travel authorization that covers each FAM. In line with this approach and to enforce appropriate cost controls, both in terms of number of hours devoted to the vouchering process and in transactional fees paid to the travel system service provider, FAMs are encouraged to bundle multiple trips into single voucher submissions that are submitted over the course of a fiscal year.

Current organizational "best business practice" encourages FAMs to submit travel vouchers for mission related travel approximately once every 14 days. The current ETS1 travel system, FedTraveler, allows FAMs to readily group multiple missions conducted over their bi-weekly mission schedule into one voucher package. In doing so, OLE eases the administrative burden on FAMs, their managers, and administrative staff. Without this capability, OLE's mission would be severely impacted.

#### **Calculating Per Diem**

Due to the complexity of FAM travel, the new travel system must also be capable of accurately calculating per diem for multiple trip vouchers and return trips home. This is especially important when multiple trips are created on one voucher. Please see the example of a mission schedule by Pay Period for more information.

#### **Default Accounting Lines**

FAMs are operating under a LOTA when they perform mission related travel. Due to the complexity of FAM mission travel covering both domestic and foreign locations the travel

system should be configurable to automatically allocate costs to different default lines of accounting when domestic and foreign travel is claimed on the same voucher.

**Example of Mission Schedule by Pay Period**

Date	Description	Per Diem (M&IE) Calculation
1/06	FAM departs Duty station of Washington Field Office (WFO) arrives at Philadelphia airport (PHL), returns less than 12 hours, mileage and tolls only	No per diem
1/07	FAM departs WFO arrives at Seattle airport (SEA), overnights	3/4 M&IE
1/08	FAM departs SEA arrives WFO	3/4 M&IE
1/09	FAM departs WFO arrives PHL & returns (Out & Back). The mission extends more than 12 hours.	3/4 M&IE
1/10	Regular Day Off (RDO)	No per diem
1/11	RDO	No per diem
1/12	FAM departs WFO arrives in Amsterdam, overnights	3/4 M&IE
1/13	FAM departs Amsterdam (AMS), arrives in Mumbai, overnights	Full M&IE
1/14	FAM departs Mumbai arrives AMS, overnights	Full M&IE
1/15	FAM departs AMS en route WFO at midnight	Full M&IE
1/16	FAM arrives WFO (after midnight on 1/15/13)	3/4 M&IE
1/17	RDO	No per diem
1/18	Training Day	No per diem
1/19	FAM departs WFO arrives in Los Angeles airport (LAX), overnights	3/4 M&IE
1/20	FAM departs LAX arrives WFO	3/4 M&IE

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1 57
2. AMENDMENT/MODIFICATION NO. P00001	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO. 2113203FIN062	5. PROJECT NO. (if applicable)
6. ISSUED BY OFFICE OF ACQUISITION 701 S 12TH STREET ARLINGTON VA 20598	CODE 20	7. ADMINISTERED BY (if other than Item 6) HUMAN CAPITAL & FINANCE 701 S 12th St Arlington VA 20598	CODE 01
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) CONCUR TECHNOLOGIES INCORPORATED Attn: (b)(5) 18400 NE UNION HILL RD REDMOND WA 980523332		(x) 9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
CODE 867262263	FACILITY CODE	X 10A. MODIFICATION OF CONTRACT/ORDER NO. GS-33F-Y0026 HSTS01-13-F-FIN011	10B. DATED (SEE ITEM 13) 05/28/2013

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended.  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)  
See Schedule

Net Increase:

(b)(4)

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) Mutual Agreement of the Contracting Parties

E. IMPORTANT: Contractor  is not.  is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

Tax ID Number: 91-1608052

DUNS Number: 867262263

The purpose of this modification is to fully fund CLIN0019A.

All other terms and conditions remain the same.

Discount Terms:

Net 30

Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) James A Lucier SVP	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Isabel Roman-Cogswell
15B. CONTRACTOR/OFFEROR  Signature of person authorized to sign	15C. DATE SIGNED 9/20/13
16B. UNITED STATES OF AMERICA  Signature of Contracting Officer	16C. DATE SIGNED 9/23/2013

NSN 7540-01-52-8070  
Previous edition unusable

STANDARD FORM 30 (REV. 10-03)  
Prescribed by GSA  
FACILIAN 00000000

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
 GS-33F-Y0026/HSTS01-13-F-FIN011/P00001

PAGE OF  
 2 57

NAME OF OFFEROR OR CONTRACTOR  
 CONCUR TECHNOLOGIES INCORPORATED

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Delivery Location Code: TSA14 FINANCE & ADMINISTRATION 701 S 12TH STREET Attn: MICHAEL BYROWSKY ARLINGTON VA 20598  Payment: US Coast Guard Financial Center TSA Commercial Invoices P.O. Box 4111 Chesapeake VA 23327-4111  Accounting Info: STS134A000D2013ITS010GE000077006400640CFO-64040000 00000000-2510-TSA DIRECT-DEF. TASK-D FOB: Destination Period of Performance: 05/28/2013 to 06/03/2027  Change Item 00019A to read as follows (amount shown is the total amount):				
00019A	Base Period Optional CLIN - Supplemental Customer Service - Enhancements	(b)(4)	JB	(b)(4)	(b)(4)
	NTE CLIN Total - (b)(4)				
	(b)(4)				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 2
2. AMENDMENT/MODIFICATION NO. P00002	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO. 2114PMDEAA014	5. PROJECT NO. (if applicable)
6. ISSUED BY OFFICE OF ACQUISITION 701 S 12TH STREET ARLINGTON VA 20598	CODE 20	7. ADMINISTERED BY (if other than item 6) HUMAN CAPITAL & FINANCE 701 S 12th St Arlington VA 20598	CODE 01
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) CONCUR TECHNOLOGIES INCORPORATED Attn: (b)(6) 18400 NE UNION HILL RD REDMOND WA 980523332		9A. AMENDMENT OF SOLICITATION NO. (x)	9B. DATED (SEE ITEM 11)
CODE 867262263 FACILITY CODE		10A. MODIFICATION OF CONTRACT/ORDER NO. GS-33F-0026 B81901-13-F-FIN011	10B. DATED (SEE ITEM 13) 05/28/2013

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers  is extended.  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)  
See Schedule Net Increase: (b)(4)

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(p).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) Mutual Agreement of the Contracting Parties

E. IMPORTANT: Contractor  is not  is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

Tax ID Number: 91-1608052

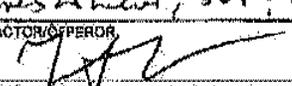
DUNS Number: 867262263

The purpose of this modification is to add funds to Supplemental Customer Services - Design and Development of Enhancements CLIN 0019.

The contractor shall provide design and development of the OLE/FAMS enhancement in accordance with the attached TSA OLE & FAMS requirement document version 1.4 dated December 16, 2013. The price and services associated with the design and development of the enhancement are based upon Funding Option one (1) of section 1.1.1.1 of Concur's revised quote version 1.4 dated January 24, 2014 which is incorporated by reference.

Continued ...

Except as provided herein, all terms and conditions of the document referenced in item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) James A. Hunt, SUPV GM	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Isabel Roman-Cogswell
15B. CONTRACTING OFFICER 	15C. DATE SIGNED 01/31/14
15D. UNITED STATES OF AMERICA	15E. DATE SIGNED 1/31/2014
(Signature of person authorized to sign)	(Signature of Contracting Officer)

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
GS-33F-Y0026/HSTS01-13-F-WIN011/P00002

PAGE OF  
2 2

NAME OF OFFEROR OR CONTRACTOR  
CONCUR TECHNOLOGIES INCORPORATED

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
00019	<p>All other terms and conditions remain the same.                      Delivery: 06/18/2014                      Discount Terms:                          Net 30                      Delivery Location Code: TSA40                      FEDERAL AIR MARSHALL SERVICE - HQ                      1900 ORACLE WAY, SUITE 500                      Attn: AMY E. FORD                      RESTON VA 20190</p> <p>Payment:                          US Coast Guard Financial Center                          TSA Commercial Invoices                          P.O. Box 4111                          Chesapeake VA 23327-4111</p> <p>Accounting info:                      5FAL44AG00D2014MAA01GGEG00G73006100617LEF-61070000                      0000000G-2510-TSA DIRECT-DEF. TASK-D                      FCB: Destination                      Period of Performance: 05/28/2013 to 06/03/2027</p> <p>Add Item 00019 as follows:</p> <p>CLIN 0019 Supplemental Customer Services - Design                      and Development of Enhancements.                      FFP</p>	(b)(4)	LT	(b)(4)	(b)(4)

2. AMENDMENT/MODIFICATION NO. 3. EFFECTIVE DATE 4. REQUISITION/PURCHASE REQ. NO. 5. PROJECT NO. (if applicable)  
 P00003 See Block 160 2114204FFIN021  
 6. ISSUED BY CODE 7. ADMINISTERED BY (if other than item 6) CODE  
 OFFICE OF ACQUISITION HUMAN CAPITAL & FINANCE  
 701 S 12TH STREET 701 S 12th St  
 ARLINGTON VA 20598 Arlington VA 20598

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) 9A. AMENDMENT OF SOLICITATION NO.  
 CONCUR TECHNOLOGIES INCORPORATED  
 Attn: (b)(6)  
 18400 NE UNION FLD. RD.  
 REDMOND WA 980523332  
 9B. DATED (SEE ITEM 10)  
 10A. MODIFICATION OF CONTRACT/ORDER NO.  
 03-33P-Y0026  
 HST001-13-F-FIND11  
 10B. DATED (SEE ITEM 10)  
 05/29/2013  
 CODE 667262263 FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS  
 The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers  is extended  is not extended.  
 Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or is voided, by one of the following methods: (a) By completing items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of his offer submitted; or (c) By separate letter or telegram which includes 3 references to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If in violation of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.  
 12. ACCOUNTING AND APPROPRIATION DATA (if required) Net Increase: \$15,000.00  
 See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.  
 CHECK ONE  
 A THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT/ORDER NO. IN ITEM 10A.  
 B THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14 PURSUANT TO THE AUTHORITY OF FAR 43.103(b).  
 C THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF \_\_\_\_\_  
 D OTHER (Specify type of modification and authority):  
 X Mutual Agreement of the Contracting Parties

E. IMPORTANT: Contractor  is not  is required to sign this document and return \_\_\_\_\_ copies to the issuing office.  
 14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)  
 Fax ID Number: 91-1608052  
 DUNS Number: 867262263  
 The purpose of this modification is to provide funds in the amount of \$15,000.00 to CLIN 0015A - Reimbursable Travel.

All other terms and conditions remain the same.  
 Discount Terms:  
 Net 30  
 Delivery Location Code: TSA14  
 FINANCE & ADMINISTRATION  
 701 S 12TH STREET  
 Continued ...

Except as provided herein, all terms and conditions of the document referenced in item 8A or 10A, as hereinafter changed, remain unchanged and in full force and effect.  
 15A. NAME AND TITLE OF SIGNER (Type or print) 15B. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)  
 James Alcorn Isabel Rodan Cogswell  
 15C. CONTRACTOR OFFICER 15C. DATE SIGNED 15E. UNITED STATES OF AMERICA 15E. DATE SIGNED  
 [Signature] 2/27/14 [Signature] 2/28/2014  
 Signature of person authorized to sign Signature of Contracting Officer

NAME OF OFFEROR OR CONTRACTOR  
CONCUR TECHNOLOGIES INCORPORATED

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>Attn: MICHAEL BYKOWSKY Arlington VA 20598</p> <p>Payment: US Coast Guard Financial Center TSA Commercial Invoices P.O. Box 4111 Chesapeake VA 23327-4111</p> <p>Accounting Info: 5TS145A000D2014HQA010GE000277006400644FIN-64040000 000G0000-2510-TSA DIRECT-DEF. TASK-D FOB: Destination Period of Performance: 05/28/2013 to 06/03/2027</p> <p>Add Item 00015A as follows:</p>				
00015A	<p>CLIN 0015A - Reimbursable Travel Base Period</p> <p>Delivery: 03/21/2014</p>	1	JB	15,000.00	15,000.00
00015	<p>Change Item 00015 to read as follows (amount shown is the total amount):</p> <p>Base Period Optional CLIN - Reimbursable Travel NTE CLIN Total = \$50,000.00 Obligated under CLIN 0015A = \$15,000.00 Balance to reach CLIN ceiling = \$35,000.00 Amount: \$35,000.00 (Option Line Item)</p>	1	JB	35,000.00	0.00

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1 3
2. AMENDMENT/MODIFICATION NO. PG0004	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO. 2114204FTN029	5. PROJECT NO. (If applicable)
6. ISSUED BY OFFICE OF ACQUISITION 701 S 12TH STREET ARLINGTON VA 20598	CODE 20	7. ADMINISTERED BY (If other than Item 6) HUMAN CAPITAL & FINANCE 701 S 12th St Arlington VA 20598	CODE 01
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) CONCUR TECHNOLOGIES INCORPORATED Attn: (b)(6) 18400 NE UNION HILL RD REDMOND WA 980523332		(x) 9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
CODE 867262263	FACILITY CODE	x 10A. MODIFICATION OF CONTRACT/ORDER NO. GS-33F-Y0026 HSTS01-13-F-FIN011	10B. DATED (SEE ITEM 13) 05/28/2013

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended,  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Increase:

(b)(4)

See Schedule

**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14. PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)
X	Mutual Agreement of the Contracting Parties

E. IMPORTANT: Contractor  is not,  is required to sign this document and return \_\_\_\_\_ 1 \_\_\_\_\_ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

Tax ID Number: 91-1608052

DUNS Number: 867262263

The purpose of this modification is to fully fund Optional CLIN10019 - Supplemental Customer Services Dedicated Tier 1 Support, deobligate funds from CLIN0019A Supplemental Customer Services - Enhancements and change the COR designation.

A. Optional CLIN10019 is hereby exercised. The period of performance of Optional CLIN10019 is June 4, 2014 to June 3, 2015. CLIN10019 is fully funded as indicated in line item 10019 of this modification.

B. Unexpended funds in the amount of (b)(4) from CLIN00019A - Supplemental Customer  
Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Isabel Roman-Cogswell	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		(Signature of Contracting Officer)	

NAME OF OFFEROR OR CONTRACTOR  
CONCUR TECHNOLOGIES INCORPORATED

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>Services - Enhancements are hereby deobligated. As a result, the obligation under CLIN0019A is hereby decreased from (b)(4) by (b)(4) to (b)(4)</p> <p>Concur Technologies (hereinafter called the Contractor) or his assignees, if any, the contractor upon payment of the said sum by the United States of America (hereinafter called the Government), does hereby remise, release, and discharge the Government, its officers, agents, and employees of and from all liabilities, obligations, claims, and demands whatsoever under or arising from CLIN0019A, except: specified claims in stated amounts or in estimated amounts where agreed upon between the contractor and the Government, as follows: None.</p> <p>C. The Contracting Officer's Representative (COR) identified in Section III, Contracting Officer's Representative (COR) and Technical Monitors, is changed to Michael Cooley, (b)(6) phone number 571-227 (b)(6)</p> <p>D. The total amount of funding obligated to date increases from (b)(4) by (b)(4) to (b)(4)</p> <p>All other terms and conditions are unchanged.</p> <p>Discount Terms: Net 30</p> <p>Payment: US Coast Guard Financial Center TSA Commercial Invoices P.O. Box 4111 Chesapeake VA 23327-4111</p> <p>FCB: Destination Period of Performance: 05/28/2013 to 06/03/2027</p> <p>Change Item 00019A to read as follows (amount shown is the total amount):</p>				
00019A	<p>Base Period Optional CLIN - Supplemental Customer Service - Enhancements</p> <p>Delivery Location Code: TSA14 FINANCE &amp; ADMINISTRATION 701 S 12TH STREET Attn: MICHAEL BYKOWSKY Continued ...</p>	(b)(4)	CB	(b)(4)	(b)(4)

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
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NAME OF OFFEROR OR CONTRACTOR  
 CONCUR TECHNOLOGIES INCORPORATED

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
10019	<p>ARLINGTON VA 20598                      Accounting Info:                      5TS134A009D2013ITS010GEC09C77006400640CFO-64040000                      00000000-2510-TSA DIRECT-DEF. TASK-D                      Funded: (b)(4)</p> <p>Change Item 10019 to read as follows (amount shown is the total amount):</p> <p>Base Period Optional CLIN - Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site) (The Master Contract rate is (b)(4) The price in the TSA Unit Price column reflects the discount off the Master Contract rate extended to TSA.) Optional - June 4, 2014 - June 3, 2015.</p> <p>NTE CLIN Total - (b)(4)</p> <p>(b)(4)</p> <p>Delivery Location Code: TSA14                      FINANCE &amp; ADMINISTRATION                      701 S 12TH STREET                      Attn: MICHAEL BYKOWSKY                      Arlington VA 20598                      Accounting Info:                      5TS145A009D2014ITS010GEC09C77006400640CFO-64040000                      00000000-2510-TSA DIRECT-DEF. TASK-D                      Funded: (b)(4)</p>	(b)(4)	CB	(b)(4)	(b)(4)

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE  
PAGE OF PAGES  
1 2

2. AMENDMENT/MODIFICATION NO. 3. EFFECTIVE DATE 4. REQUISITION/PURCHASE REQ. NO. 6. PROJECT NO. (if applicable)  
PO0005 Sec Block 16C 2413203FINO11

5. ISSUED BY CODE 7. ADMINISTERED BY (if other than item 6) CODE 01  
20

OFFICE OF ACQUISITION 701 S 12TH STREET ARLINGTON VA 20598  
HUMAN CAPITAL & FINANCE 701 S 12th St Arlington VA 20598

8. NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code)  
CONCUR TECHNOLOGIES INCORPORATED Attn: (b)(6) 18400 NE UNION HILL RD REDMOND WA 980523332

(x) 9A. AMENDMENT OF SOLICITATION NO.  
9B. DATED (SEE ITEM 11)

x 10A. MODIFICATION OF CONTRACT/ORDER NO. GS-33F-Y0026 HSTS01-13-F-FIN011 10B. DATED (SEE ITEM 13) 05/28/2013

CODE 867262263 FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended.  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) by completing items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) by acknowledging receipt of this amendment on each copy of the offer submitted; or (c) by separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)  
See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE  
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.  
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).  
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:  
D. OTHER (Specify type of modification and authority)  
X Mutual Agreement of the Contracting Parties

E. IMPORTANT: Contractor  is not.  is required to sign this document and return \_\_\_\_\_ 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible)  
Tax ID Number: 91-1608052  
DUNS Number: 867262263  
The purpose of this modification is to change de delivery date of the OLE/FAMS enhancement to December 31, 2014.

- The contractor shall provide Option A and Option B services from Concur's Mitigation Plan submitted on 4/11/2014 in accordance with the attached Concur Proposal to TSA for FAMS/OLE Enhancement Delay Version 3.0 dated May 9, 2014.
- The contractor shall provide a monthly report of all TSA voucher fees vs. FAMS voucher processing fees that were waived in accordance with the attached Concur Proposal to TSA for Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 8A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)  
James A. Lucier, SUP Isabel Roman-Cogswell  
15B. CONTRACTOR/OFFEROR 15C. DATE SIGNED 16B. UNITED STATES OF AMERICA 16C. DATE SIGNED  
(Signature of person authorized to sign) 5/14/14 (Signature of Contracting Officer) 5/15/2014

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
 GS-33F-Y0026/HSTS01-13-F-PIN011/P00005

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NAME OF OFFEROR OR CONTRACTOR  
 CONCUR TECHNOLOGIES INCORPORATED

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>FAMS/OLE Enhancement Delay Version 3.0 dated May 9, 2014.</p> <p>3. The contractor shall waive all FAMS &amp; OLE CGE voucher-processing fees (CLIN 0002AB) until December 31, 2014 or until the OLE/FAMS travel enhancement is promoted to the TSA CGE Production Environment in accordance with the attached Concur Proposal to TSA for FAMS/OLE Enhancement Delay Version 3.0 dated May 9, 2014.</p> <p>All other terms and conditions remain the same.                      Payment:                      US Coast Guard Financial Center                      TSA Commercial Invoices                      P.O. Box 4111                      Chesapeake VA 23327-4111                      Period of Performance: 05/28/2013 to 05/03/2027</p>				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1 CONTRACT ID CODE	PAGE OF PAGES
2 AMENDMENT/MODIFICATION NO	3 EFFECTIVE DATE	4 REQUISITION/PURCHASE REQ NO	5 PROJECT NO (if applicable)
500006	See Block 16C	2114204NDO003 / FIN048	
6 ISSUED BY	CODE	7 ADMINISTERED BY (if other than item 6)	CODE
OFFICE OF ACQUISITION 701 S 12TH STREET ARLINGTON VA 20598	20	HUMAN CAPITAL & FINANCE 701 S 12th St Arlington VA 20598	01
8 NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		(x) 9A AMENDMENT OF SOLICITATION NO	
TOMORR TECHNOLOGIES INCORPORATED Attn: (b)(6) 18400 NE UNION HILL RD REDMOND WA 980523332		9B DATED (SEE ITEM 11)	
9000 (b)(7)(C)(2)(3)		x 10A MODIFICATION OF CONTRACT/ORDER NO GC-33F-70326	
FACILITY CODE		10B DATED (SEE ITEM 13)	
		05/28/2013	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers is extended is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 6 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12 ACCOUNTING AND APPROPRIATION DATA (if required)

Net Increase:

(b)(4)

See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority): THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A
	B THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriate date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.133(b)
	C THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF
	D OTHER (Specify type of modification and authority)
X	Mutual Agreement of the Contracting Parties

IMPORTANT: Contractor is not X is required to sign this document and return \_\_\_\_\_ 1 \_\_\_\_\_ copies to the issuing office

14 DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible)

Fax ID Number: 91-1605052

DDM3 Number: 867262263

The purpose of this modification is:

- (1) To increase CLIN00198 not-to-exceed ceiling hours and add additional funds to CLIN00198 Supplemental Customer Service; Venue Sourcing/Room Block Management;
- (2) Increase dedicated Tier 3 Help Desk support for 90 days; and
- (3) Exercise CLIN0007 VDP Services.

Continued ...

Except as provided herein, all terms and conditions of the document referenced in item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A NAME AND TITLE OF SIGNER (Type or print)	15B NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
James A Lucas, SVP/CFM	Isabel Roman-Cogswell
15C CONTRACTOR OFFICER	15D UNITED STATES OF AMERICA
(Signature of person authorized to sign)	(Signature of Contracting Officer)
15E DATE SIGNED	15F DATE SIGNED
7/21/14	7/23/2014

NSN 7540-01-152-8570  
Previous edition unusable

STANDARD FORM 30 (REV. 10-03)  
Prescribed by GSA  
FAR (48 CFR) 53.243

NAME OF OFFEROR OR CONTRACTOR  
CONCUR TECHNOLOGIES INCORPORATED

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>(1) The estimated NOT-TO-Exceed number of hours of Supplemental Customer Service: Venue Sourcing/Room Block Management CLINs 0019B, 0039A, 0059A and 0079A is modified as follows:</p> <p>CLIN0019B - Base Period From (b)(4) To (b)(4)</p> <p>CLIN0039A - Option Period One From (b)(4) To (b)(4)</p> <p>CLIN0059A - Option Period Two From (b)(4) To (b)(4)</p> <p>CLIN0079A - Option Period Three From (b)(4) To (b)(4)</p> <p>Funding in the amount of (b)(4) for CLIN 0019B-Venue Sourcing / Room Block Management is obligated as indicated in line item 00019B1.</p> <p>(2) Funding in the amount of (b)(4) for CLIN 10019-Supplemental Customer Service-dedicated Tier 1 Help Desk support is obligated as indicated in line item 10019A. Concur shall provide two (2) experienced dedicated Tier 1 Help Desk support personnel for 90 days starting on or before July 28, 2014.</p> <p>(3) CLIN 0007 VIP Services (transaction base CLIN) is hereby exercised.</p> <p>The total amount of funding obligated to date increases from (b)(4) by (b)(4) to (b)(4).</p> <p>All other terms and conditions remain the same.</p> <p>Discount Terms: Net 30</p> <p>Payment: US Coast Guard Financial Center 153 Commercial Invoicing P.O. Box 4111 Chesapeake VA 23327-4111</p> <p>FOB: Destination Continued ...</p>				

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
GS-33F-Y0026/HSTSC:-13-P-FINC11/P00006

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NAME OF OFFEROR OR CONTRACTOR  
CONCOR TECHNOLOGIES INCORPORATED

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Period of Performance: 05/28/2013 to 06/03/2027	(b)(4)			
	Add Item 00007 as follows:				
00007	CLIN 0007 VIP Services (transaction base CLIN) is hereby exercised. (Not Separately Priced)		LT		0.00
	Change Item 00019B to read as follows (amount shown is the total amount):				
00019B	Base Period Optional CLIN - Supplemental Customer Service - Venue Sourcing		JB	0.00	0.00
	NET CLIN Total - (b)(4)				
	(b)(4)				
	Amount: 30.00 (Option Line Item)				
	Add Item 00019B1 as follows:				
00019B1	CLIN0019B Base Period Optional CLIN - Supplemental Customer Service - Venue Sourcing / Room Block Management		JB	(b)(4)	(b)(4)
	(b)(4)				
	Delivery Location Code: TSA39 OFFICE OF SECURITY OPERATIONS (OSO) 601 S 12TH ST EAST #5 Arling: STAN HARBELL Arling: VA 22556 Accounting Info: 5AW145A030020143WEC250X000025005900190NDO-560/5010 0000000-2123-TWA DIRECT-DEB, TASK D Funds: (b)(4)				
	Change Item 00039A to read as follows (amount shown is the total amount):				
00039A	Option Period 1 - Supplemental Customer Service - Venue Sourcing / Room Block Management		JB		0.00
	NET CLIN Total - (b)(4)				
	(b)(4)				
	Amount: (b)(4) (Option Line Item)				
	Change Item 00059A to read as follows (amount shown is the total amount):				
	Continued ...				

NAME OF OFFEROR OR CONTRACTOR  
**CONCUR TECHNOLOGIES INCORPORATED**

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
00059A	Option Period 2 - Supplemental Customer Service - Venue Sourcing / Room Block Management  NTE CLIN Total - (b)(4) (b)(4) Amount: (b)(4) (Option Line Item)  Change Item 00079A to read as follows (amount shown is the total amount):	(b)(4)	JB	(b)(4)	0.00
00079A	Option Period 3 - Supplemental Customer Service - Venue Sourcing / Room Block Management  NTE CLIN Total - (b)(4) (b)(4) Amount: (b)(4) (Option Line Item)  Add Item 10019A as follows:		JB		0.00
10019A	CLIN 10019 Supplemental Customer Service - Dedicated Tier 1 Support (Concur Site)  (b)(4)  Delivery Location Code: TSA14 FINANCE & ADMINISTRATION 701 S 12TH STREET ALEX: MICHAEL BYKORSKY ARLINGTON VA 22208 Accounting Info: 5TE145A000020141FNS010GE0000770064006500FO-64040000 00000000-2510-TSA STREET-BEF. TASK-D Funded: (b)(4)		JB		(b)(4)

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1 CONTRACT ID CODE	PAGE OF PAGES 1 2
2 AMENDMENT/MODIFICATION NO P00007	3 EFFECTIVE DATE See Block 16C	4 REQUISITION/PURCHASE REQ NO NA	5 PROJECT NO (If applicable)
6 ISSUED BY OFFICE OF ACQUISITION 701 S 12TH STREET ARLINGTON VA 20598	CODE 20	7 ADMINISTERED BY (If other than Item 6) HUMAN CAPITAL & FINANCE 701 S 12th St Arlington VA 20598	CODE 01
8 NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code) CONCUR TECHNOLOGIES INCORPORATED Attn: (b)(6) 18400 NE UNION HILL RD REDMOND WA 980523332		(x) 9A AMENDMENT OF SOLICITATION NO	9B DATED (SEE ITEM 11)
CODE 867262263	FACILITY CODE	x 10A MODIFICATION OF CONTRACT/ORDER NO CS-23P-Y0026 HSTS01-13-F-FIN011	10B DATED (SEE ITEM 13) 05/28/2013

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

The above numbered solicitation is amended as set forth in Item 11. The hour and date specified for receipt of Offers  is extended  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

**12. ACCOUNTING AND APPROPRIATION DATA (If required)**

See Schedule

**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

CHECK ONE	A THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT/ORDER NO. IN ITEM 10A
	B THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.102(b)
	C THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF
	D OTHER (Specify type of modification and authority)
X	Mutual Agreement of the Contracting Parties

E. IMPORTANT: Contractor  is not  is required to sign this document and return 1 copies to the issuing office

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible)**

Tax ID Number: 91-1608052

DUNS Number: 867262263

This modification modifies the FAMS/OLE enhancement implementation and the task order as indicated below:

1. The billing for CSINC019 - Supplemental Customer Services Design-Development of Enhancements shall occur only after TSA inspects and accepts the deliverable in the following milestones:

- Design 25% (already paid)
- Deliverable for testing and acceptance 75%

Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 3A or 10A, as heretofore changed, remains unchanged and in full force and effect

15A NAME AND TITLE OF SIGNER (Type or print) James Alcorn, SUPV GM	15B CONTRACTOR OFFICER 	15C DATE SIGNED 7/24/14	16A NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Isabel Roman-Cogswell	16B UNITED STATES OF AMERICA	16C DATE SIGNED 7/30/2014
15B SIGNATURE OF PERSON AUTHORIZED TO SIGN			16C SIGNATURE OF CONTRACTING OFFICER		

NSN 7540-01-152-8070  
Previous edition unusable

STANDARD FORM 30 (REV 10-83)  
Prescribed by GSA  
FAR (49 CFR) 53.213

NAME OF OFFEROR OR CONTRACTOR  
CONCUR TECHNOLOGIES INCORPORATED

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>If, after thirty days from Concur's delivery of the completed FAMS enhancement for testing and acceptance, TSA has not officially accepted or rejected the enhancement, the enhancement will be deemed accepted and Concur shall invoice for the same.</p> <p>2. Concur Technologies will provide, at its own expense, two (2) dedicated TSA vetted and experienced Customer Support Service personnel for 30 days starting July 7, 2014. The personnel will provide experienced call support for the field and provide system expertise to the current FAMS call center personnel specifically addressing the workaround Options A and B as well as any other questions. The positions shall be located in Reston.</p> <p>3. Concur Technologies shall provide the FAMS/OLE enhancement no later than December 31, 2014 in accordance with the Concur's Proposal to TSA for FAMS/OLE Enhancement Delay Version 3.0 dated May 9, 2014. FAMS/OLE personnel shall be properly trained in the use of the enhancement before enhancement is promoted to the TSA CGE Production Environment.</p> <p>4. It is reiterated that Concur Technologies shall waive all FAMS &amp; OLE CGE voucher-processing fees (CLIN 0002AB) until December 31, 2014 or until the OLE/FAMS travel enhancement is promoted to the TSA CGE Production Environment in accordance with Concur Technologies Proposal to TSA for FAMS/OLE Enhancement Delay Version 3.0 dated May 9, 2014.</p> <p>All other terms and conditions are unchanged.</p> <p>Payment:            US Coast Guard Financial Center            TSA Commercial Invoices            P.O. Box 4111            Chesapeake VA 23327-4111</p> <p>Period of Performance: 05/28/2013 to 06/03/2027</p>				

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1 CONTRACT ID CODE		PAGE OF PAGES	
2 AMENDMENT/MODIFICATION NO P00008		3 EFFECTIVE DATE 09/01/2014		4 REQUISITION/PURCHASE REQ NO 2114204FIN049	
5 PROJECT NO (If applicable)		6 ISSUED BY OFFICE OF ACQUISITION 701 S 12TH STREET ARLINGTON VA 20598		7 ADMINISTERED BY (If other than Item 6) HUMAN CAPITAL & FINANCE 701 S 12th St Arlington VA 20598	
8 NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code) CONCUR TECHNOLOGIES INCORPORATED Attn: (b)(6) 18400 NE UNION HILL RD REDMOND WA 980523332		9A AMENDMENT OF SOLICITATION NO		9B DATED (SEE ITEM 11)	
9C MODIFICATION OF CONTRACT/ORDER NO GS-33F-Y0026 HSTS01-13-F-FIN011		9D DATED (SEE ITEM 13) 05/28/2013		10A MODIFICATION OF CONTRACT/ORDER NO GS-33F-Y0026 HSTS01-13-F-FIN011	
10B DATED (SEE ITEM 13) 05/28/2013		10C DATED (SEE ITEM 13) 05/28/2013		10D DATED (SEE ITEM 13) 05/28/2013	
CODE 867262263		FACILITY CODE			

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12 ACCOUNTING AND APPROPRIATION DATA (If required)

Net Increase:

(b)(4)

See Schedule

**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

CHECK ONE	A THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A
	B THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES, such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b)
	C THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF
	D OTHER (Specify type of modification and authority)
X	Mutual Agreement of the Contracting Parties

6. IMPORTANT: Contractor  is not  is required to sign this document and return \_\_\_\_\_ 1 \_\_\_\_\_ copies to the issuing office.

14 DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UICF section headings, including solicitation/contract subject matter where feasible)

Tax ID Number: 91-1608052

DUNS Number: 867262263

The purpose of this modification is to (1) Increase On-site Service Administration and, (2) increase On-site Tier 1 Help Desk.

(1) Funding in the amount of (b)(4) for CLIN 0019 Supplemental Customer Service - On-site Service Administration is obligated as indicated in line items 0019C1 and 0019C2. Concur shall provide One (1) experienced On-site Service Administration support personnel for 12 months starting on September 1, 2014.

(2) Funding in the amount of (b)(4) for CLIN 0019 Supplemental Customer Service - On-site  
Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A NAME AND TITLE OF SIGNER (Type or print) James A. Lewis, Sr. GM		15B NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Michael Cabero	
15B CONTRACTOR OFFER NO. 1782		15C DATE SIGNED 9/27/14	
15D UNITED STATES OF AMERICA		15E DATE SIGNED 9/1/2014	
[Signature of person authorized to sign]		[Signature of Contracting Officer]	

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
GS-33F-Y0026/HSTS01-13-F-FIN011/P00008

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2 3

NAME OF OFFEROR OR CONTRACTOR  
CONCUR TECHNOLOGIES INCORPORATED

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>Tier 1 Help Desk is obligated as indicated in line items 0019C3 and 0019C4. Concur shall provide three (3) experienced on-site Tier 1 Help Desk support personnel for 12 months starting on September 1, 2014.</p> <p>The price and services associated with the On-site Service Administrator and On-site Tier 1 Help Desk are based upon Concur's revised quote version 3.0 dated August 20, 2014 which is incorporated by reference and made a material part of the contract.</p> <p>The total amount of funding obligated to date increases from (b)(4) by (b)(4) to (b)(4).</p> <p>All other terms and conditions remain the same. Discount Terms:     Net 30 Delivery Location Code: TSA14 FINANCE &amp; ADMINISTRATION 701 S 12TH STREET Attn: MICHAEL BYKOWSKY Arlington VA 20598</p> <p>Payment:     US Coast Guard Financial Center     TSA Commercial Invoices     P.O. Box 4111     Chesapeake VA 23327-4111 FOB: Destination Period of Performance: 05/28/2013 to 06/03/2027</p> <p>Add Item 00019C1 as follows:</p>				
00019C1	CLIN 0019 Supplemental Customer Service - On-site Service Administration (0019C1)	(b)(4)	JB	(b)(4)	(b)(4)
	<p>(b)(4)</p> <p>Accounting Info: 5AV145A00002014ADE010GR0000250066006600GS-66010002 C0000000-2510-(SA DIRECT-DEF. TASK-E Funded: (b)(4)</p> <p>Add Item 00019C2 as follows:</p> <p>Continued ...</p>				

CONTINUATION SHEET

REFERENCE NO OF DOCUMENT BEING CONTINUED  
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NAME OF OFFEROR OR CONTRACTOR  
 CONCUR TECHNOLOGIES INCORPORATED

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
00019C2	Additional funds to fully fund CLIN0019C1  Accounting Info: 5AV145A000D2014ADE020GE000025005900590BMO-59000000 00000000-2510-TSA DIRECT-DEF. TASK-D Funded: (b)(4)  Add Item 00019C3 as follows:	(b)(4)	JB	(b)(4)	
00019C3	CLIN 0019 Supplemental Customer Service - On-site Tier 1 Help Desk (0019C3)  (b)(4)  Accounting Info: 5AV145A000D2014ADE020GE000025005900590BMO-59000000 00000000-2510-TSA DIRECT-DEF. TASK-D Funded: (b)(4)  Add Item 00019C4 as follows:		JB		
00019C4	Additional funds to fully fund CLIN0019C3  Accounting Info: 5TS145A000D2014HQA010GE000077006400644FIN-64040000 00000000-2510-TSA DIRECT-DEF. TASK-D Funded: (b)(4)		JB		

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1 CONTRACT ID CODE	PAGE OF PAGES
2 AMENDMENT/MODIFICATION NO P00008	3 EFFECTIVE DATE 10/31/2014	4 REQUISITION/PURCHASE REQ NO 2115205FIN002	1 2
5 ISSUED BY OFFICE OF ACQUISITION 701 S 12TH STREET ARLINGTON VA 20598	6 CODE 20	7 ADMINISTERED BY (if other than item 6) HUMAN CAPITAL & FINANCE 701 S 12th St Arlington VA 20598	8 PROJECT NO. (if applicable)
8 NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) CONCUR TECHNOLOGIES INCORPORATED Attn: (b)(6) 18400 NE UNION HILL RD REDMOND WA 980523332		9A AMENDMENT OF SOLICITATION NO. <input checked="" type="checkbox"/>	9B DATED (SEE ITEM 11)
9 CODE 867262263	FACILITY CODE	10A MODIFICATION OF CONTRACT/ORDER NO GS-33F-Y0026 HSTS01-13-F-FIN011	10B DATED (SEE ITEM 13) 05/28/2013

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 9 and 10, and returning \_\_\_\_\_ copies of the amendment, (b) By acknowledging receipt of this amendment on each copy of the offer submitted, or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by value of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12 ACCOUNTING AND APPROPRIATION DATA (if required)  
See Schedule Net Decrease: (b)(4)

**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

CHECK ONE	A THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A
	B THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b)
	C THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D OTHER (Specify type of modification and authority) Mutual Agreement of the Contracting Parties

E. IMPORTANT: Contractor  is not  is required to sign this document and return \_\_\_\_\_ 1 \_\_\_\_\_ copies to the issuing office

**14 DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible)**

Tax ID Number: 91-1608052  
DUNS Number: 867262263  
The purpose of this modification is to:  
(1) reduce one (1) On-site Tier 1 Help Desk position and,  
(2) de-obligate funds from CLIN 0019.  
  
(1) The On-site Tier 1 Help Desk support acquired under P00008 is reduced from 3 FTEs to 2 FTEs.  
  
(2) Funding in the amount of (b)(4) for CLIN 0019 Supplemental Customer Service - On-site Tier 1 Help Desk is de-obligated as indicated in line item 0019C4.  
Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect

15A NAME AND TITLE OF SIGNER (Type or print) Jim Lucier, SVP & General Manager	16A NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Isabel Rouan-Coywell
15B CONTRACTING OFFICER 	16B UNITED STATES OF AMERICA 
15C DATE SIGNED 10/31/14	16C DATE SIGNED 11/4/2014



<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1 CONTRACT ID CODE		PAGE OF PAGES	
2 AMENDMENT/MODIFICATION NO P00010		3 EFFECTIVE DATE See Block 16C		4 REQUISITION/PURCHASE REQ NO NA	
5 PROJECT NO (if applicable)		6 ISSUED BY OFFICE OF ACQUISITION 701 S 12TH STREET ARLINGTON VA 20598		7 ADMINISTERED BY (if other than Item 6) HUMAN CAPITAL & FINANCE 701 S 12th St Arlington VA 20598	
8 NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) CONCUR TECHNOLOGIES INCORPORATED Attn: (b)(6) 13400 NE UNION HILL RD REDMOND WA 980523332		9A AMENDMENT OF SOLICITATION NO (x)		9B DATED (SEE ITEM 11)	
CODE 657262263		FACILITY CODE		9C MODIFICATION OF CONTRACT/ORDER NO GS-335-YC026 HSTS01-13-F-FEN011 10B DATED (SEE ITEM 13) 05/28/2013	

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers is extended  is not extended . Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 9 and 10, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference in the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

**12. ACCOUNTING AND APPROPRIATION DATA (if required)**

See Schedule

**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

CHECK ONE	A THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO IN ITEM 10A
	B THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation, date, etc.) SET FORTH IN ITEM 14 PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF FAR 52.212-4 Contract Terms and Conditions - Commercial Items (May 2014)
	D OTHER (Specify type of modification and authority)

**E. IMPORTANT:** Contractor  is not  is required to sign this document and return \_\_\_\_\_ 1 copies to the issuing office

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

Fax TO Number: 91-1608052

DUNS Number: 867262263

The purpose of this modification is to change the delivery date of the OLE/FAMS enhancement, change the Alternate Contracting Officer Representative designation and assign a Technical Monitor.

1) The new delivery date of the OLE/FAMS enhancement is 5/18/2015. As result, the language incorporated under modifications P00005 and P00007 is revised as follows:

a. The contractor shall provide Option A and Option B services from Concur's Mitigation Plan submitted on 4/11/2014 in accordance with Concur's Proposal to TSA for FAMS/OLE  
Continued ...

Except as provided herein, all terms and conditions of the document referenced in item 9A or 10A, as heretofore changed, remain unchanged and in full force and effect.

15A NAME AND TITLE OF SIGNER (Type or print) James A. Leair, SUPR GM		16A NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Brandon Finkle	
15B CONTRACTING OFFICER'S SIGNATURE 		16B UNITED STATES OF AMERICA 	
15C DATE SIGNED 12/22/14		16C DATE SIGNED 12/24/14	

NSN 7540-01-50-4070  
Previous edition unusable

STANDARD FORM 30 (REV. 10-83)  
Prescribed by GSA  
FAR (48 CFR) 53.225

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
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NAME OF OFFEROR OR CONTRACTOR  
 CONCUR TECHNOLOGIES INCORPORATED

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>Enhancement Delay Version 3.0 dated May 9, 2014.</p> <p>b. The contractor shall provide a monthly report of all TSA voucher fees vs. FAMS voucher processing fees that were waived in accordance with Concur's Proposal to TSA for FAMS/OLE Enhancement Delay Version 3.0 dated May 9, 2014.</p> <p>c. The contractor shall waive all FAMS &amp; OLE CGF voucher-processing fees (CJIN 0002AB) until May 18, 2015 or until the OLE/FAMS travel enhancement is promoted to the TSA CGF Production Environment in accordance with Concur's Proposal to TSA for FAMS/OLE Enhancement Delay Version 3.0 dated May 9, 2014. It is reiterated that FAMS/OLE personnel shall be properly trained in the use of the enhancement before enhancement is promoted to the TSA CGF Production Environment.</p> <p>2) The Alternate Contracting Officer's Representative is changed from Su Kim to Keith Warner, (b)(6) phone number 571-227-(b)(6)</p> <p>3) The Technical Monitor assigned to the Task Order is Christine Pitchford, (b)(6) 571-227-(b)(6)</p> <p>All other terms and conditions remain the same.                      Payment:                      US Coast Guard Financial Center                      TSA Commercial Invoices                      P.O. Box 4111                      Chesapeake VA 23327-4111                      Period of Performance: 05/28/2013 to 06/03/2015</p>				