| **CONTRACTOR:** | TRIPBAM, Inc.  
1701 N. Market Street, #350  
Dallas, Texas 75202  
Contract Number: 47QMCB19D000W |
| **Schedule Title:** | Travel Services Solutions |
| **Product Service Code:** | V231 |
| **DUNS#:** | 047210982 |
| **Contract Period:** | September 9, 2019 to September 8, 2024 |
| **Business Size:** | Small Business |
| **Contract Administrator:** | Brandt Schaars |
| **Phone Number:** | 833-874-7226 |
| **Web Site:** | www.TRIPBAM.com |

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage®, a menu-driven database system. The INTERNET address GSA Advantage® is: GSAAdvantage.gov

For more information on ordering from Federal Supply Schedules, visit fss.gsa.gov
Description of Service  
TRIPBAM, Inc.

This is a hotel rate assurance service for reports / analytics and rebooking services.

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION OF SERVICE</th>
<th>UNIT OF ISSUE</th>
<th>UNIT</th>
<th>RATE TO GSA PER TRANSACTION with IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>599-3</td>
<td>Hotel Rate Assurance Reports &amp; Analytics</td>
<td>Per transaction (per unique hotel booking)</td>
<td>Per unique booking</td>
<td>$1.01</td>
</tr>
<tr>
<td>599-3</td>
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The following terms apply to both SIN 599-3 and 599-99 offerings.

REPORTS AND ANALYTICS, $1.01
1. The Customer-Agency (Customer) is charged $1 for each unique hotel booking processed. “Unique” means a single stay at a single hotel for a single traveler. For each unique hotel booking provided by the Customer, the Diagram #1, attached, illustrates the process. Diagram #2 is a sample of key stats.

There is no minimum number of bookings required. This process is further detailed, here:

1.1 TRIPBAM receives the booking data from the Customer. These items are all captured from the passenger name record (PNR) locator. Data is passed from the data delivery partner (e.g., the travel management company (TMC)) to the TRIPBAM hotel application program interface (API) in secure mode. This information is passed directly to TRIPBAM from the Customer’s travel management company (TMC):

1. GDS (e.g. Sabre, Amadeus, etc.)
2. Room code (e.g. king, queen, suite, etc.)
3. Rate code (negotiated rate, commissionable rate, etc.)
4. Rate description (garden view, amenities included, etc.)
5. Check-in / check-out date
6. Hotel name
7. Hotel phone
8. Hotel City, state, Zip code, country#
TRIPBAM does not require Personal Identifiable Information (PII) to perform these services. The traveler’s name and email are not captured unless requested by Customer. Then if requested, the TRIPBAM must address the appropriate handling of PII, if any, at the ordering agency-level.

1.2 Customer establishes rules for the search and decides if it’s willing to accept any variance in exchange for additional savings. Regarding these setting options for savings, here are the most impactful changes that the Customer may make as part of shopping process “rules”:

1. Bed type: default is same bed-type or better. Can also be adjusted to allow a different bed-type.
2. Room type: allow change from a suite to a standard room or vice versa.
3. Amenities: changes in amenities included. Examples are: change in wi-fi, parking, breakfast.
4. Cancellation policy: allow a change in cancellation policy (e.g. 24 hour to 48 hour, same-day to 24 hour, etc.).

1.3 TRIPBAM automatically shops for lower rates based on the rules established as set out above. This step is done using TRIPBAM’s shopping engine and does not require input from the Customer.

1.4 When a lower rate is found, TRIPBAM will notify the Customer based on the Customer’s communication preference.

REBOOKING SERVICE, $2.52 per successful rebooking

Upon notification to the Customer, above, then the following occurs if the Customer purchases the rebooking option.

1. The Customer can decide to automatically accept lower rates based on the rules established in the earlier steps set out above.
2. The Customer can request the lower rate offers be sent to an individual for approval. This could be the traveler, the Customer’s own travel manager, or the Customer’s TMC.¹
3. If the lower rate is accepted, the new rate will be sent to either the Customer’s TMC or TRIPBAM’s automated rebooking service for fulfillment.

At Customer’s option, the TRIPBAM system acts as an automated travel agent and rebooks on behalf of the Customer’s own TMC. The Customer’s own TMC will remain the agency of record. There will be no difference to the traveler between the methods. TRIPBAM, like the Customer’s own TMC, shares the same data with the Customer’s travel desk.

MANUAL FULFILLMENT (no charge from TRIPBAM)

The Customer retains the option to have its own TMC agent manually to rebook the lower rate offer instead of TRIPBAM. With either process (the TMC manual or the TRIPBAM automatic rebooking), there will be no difference to the traveler between the two methods. TRIPBAM, like the Customer’s own TMC, shares the same data with the Customer’s travel desk.²

DATA RIGHTS (no charge from TRIPBAM)

Regarding data: all data will remain the property of the Customer. The Customer will be able to download data from the analytics portal at any time up to contract expiration. The Customer retains data use rights beyond expiration (along with visual design, format and layouts and spreadsheet contents) to any of its formatted download previous to its task order contract or procurement expiration. Diagram #2 is an example of what is available in the portal (in these redacted screenshot formats).

¹ On TRIPBAM’s observation, this process may incur additional fees with the TMC. These fees will vary by TMC and Customer.
² Please see footnote 1, here, above -- the same applies.
Diagram #1

Optimize Bookings – TRIPBAM’s Core Process

Starts with data capture, daily rate monitoring, access to discounts and automated rebooking

1. Capture bookings
2. Establish rules for search
3. Shop selected rates daily
4. Notify When Savings Found & Auto Rebook

Data, Analytics and Reporting

Diagram #2

Analytics

Key Statistics and Trends

- **% Offers**: 12%
- **% Rebated**: 62%
- **% Savings Realized**: 95%

- **Total Bookings Processed**: 21,453
- **Total Rebates Processed**: 3,200
- **Total Savings**: $223,931
- **Average Star Rate**: 2.55
- **Average Nights Stay**: 10
- **Average Nights Savings**: 25
- **Average Total Savings**: $70
1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

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1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.

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1c. Labor Category Description: Not applicable

2. Maximum order is $1,000,000 for all SINs

3. Minimum order is $100 for all SINs

4. Geographic coverage (delivery area): The 50 US States; Washington DC and US territories

5. Point(s) of production (city, county, and State or foreign country). Dallas, Texas

6. Discount from list prices or statement of net price. Rates reflect net prices to the Government

7. Quantity discounts. N/A

8. Prompt payment terms. Net 30. Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9a. Government purchase cards are accepted at or below the micro-purchase threshold.

9b. Government purchase cards are accepted or not accepted above the micro-purchase threshold.

10. Foreign items: N/A

11a. Time of delivery. 0 days (after receipt of order) 11b. Expedited Delivery. N/A

11c. Overnight and 2-day delivery. N/A
11d. Urgent Requirements. N/A

12. F.O.B. point(s). N/A, delivering service

13a. Ordering address(es).
TRIPBAM, INC.
1701 N. Market Street #350
Dallas, Texas 75202

13b. Ordering procedures: N/A

14. Payment address(es).
TRIPBAM, INC.
1701 N. Market Street #350
Dallas, Texas 75202

15. Warranty provision. N/A

16. Export packing charges, if applicable. N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). N/A

18. Terms and conditions of rental, maintenance, and repair (if applicable). N/A

19. Terms and conditions of installation (if applicable). N/A

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). N/A

20a. Terms and conditions for any other services (if applicable). N/A

21. List of service and distribution points (if applicable). N/A

22. List of participating dealers (if applicable). N/A

23. Preventive maintenance (if applicable). N/A

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). N/A

24b. Section 508 Compliance information: N/A

25/ Data Universal Number System (DUNS) number. 047210982

26. Registration in System for Award Management (SAM) database. Registration is active.