General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List

Schedule: Multiple Award Schedule - Travel

FSC: V999

DUNS Number: 082251521

Contract Number: GS-33F-0009N

Contract Period: September 30, 2018 - September 29, 2023
Option Period #3 (MOD PO-0032)

Contractors Name: National Travel, Inc.
Suite 100 Chase Tower
707 Virginia Street E.
Charleston, WV 25301-2796
POC: Ann Hoskins
Phone #: 304.357.0801 X1233
Toll Free: 800.624.8283
FAX #: 304.343.5059
Email: annh@nationaltravel.com

https://www.nationaltravel.com

Business Size Small Business

SIN 561510 Travel Agent Services
SIN 561510L Lodging Negotiations & Management Services
SIN ANCILLARY Ancillary Supplies & Services

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 of GSA Advantage! is: GSAAdvantage.gov
MAS Schedule Category – TRAVEL, SIN 561510

FULL SERVICE: NATIONAL TRAVEL PRESENTS GOVERNMENT CLASS SERVICE, INCLUDING “ONE WORLD - ONE FEE” which provides additional services without the extra charges that most TMCs charge. The “ONE WORLD – ONE FEE” program encompasses all the emergency services travelers rely on, 24-hour support and intervention, and access to National Travel’s concierge desk, travel MIS and reconciliation services.

Government Class Service is the epitome of travel management. This renowned niche provides travelers with the most efficient array of services on a global 24-365 basis. Simply known as “Government Class”, this extension of Concierge Class combines all of the products and services that put National Travel on the map more than 40 years ago.

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

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

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

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

SPECIAL SERVICES INTERNATIONAL

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

**MOBILE APP WITH TAILORED COMPANY POLICY & CUSTOM TRAVELER PROFILE**

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

**FLIGHT STATS SERVICE:**

- FlightStats provides comprehensive flight and trip data services to assist in real time with delays, cancellations, gate changes, and other travel alerts.
- Travelers will receive an automated message notification if there are any flight interruptions on their itinerary.
- The traveler has the option to call National Travel for assistance.
MAS Schedule Category – TRAVEL
SIN: 561510
Full Service Pricing:

Transaction A Air Rail Inclusive
- Domestic Full Service: $29.60
- International Full Service: $35.60

Transaction B Hotel/Car only: $6.55
Price applies to Domestic & International Transaction B

SELF SERVICE:

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

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

MAS Schedule Category – TRAVEL
SIN 561510
Self Service Pricing:

Transaction A – Air/Rail Inclusive: $20.10
Includes Domestic & International Self Service
Transaction B - Car/Hotel Only $3.53
Includes Domestic & International Self Service

FULFILLMENT ONLY: Applies to eTS2 reservations
- Instant Electronic Confirmation Itineraries
- Automated Invoice System (AIRS)
- View Trip Online Itinerary Retrieval
- Code Share Disclosures

MAS Schedule Category – TRAVEL
SIN 561510
Fulfillment Only Pricing:

Transaction A – Air/Rail Inclusive $13.60
Applies to fulfillment of eTS2 domestic & international transactions

Transaction B – Car/Hotel Only reservations $10.58
Applies to fulfillment of eTS2 domestic & international reservations

MAS Schedule Category – TRAVEL
SIN Ancillary Supplies and Services

Overnight Ticket Deliver - $7.56/per delivery
Paper Ticket Fee (Issuance of a paper ticket) - $3.02/per ticket
Satellite Ticket Printer (Ticket printer on customer ticket premises) - $201.51/per month

MEETINGS /Event Management

Customized Online Meeting Registration - $1914.36/per setup
Meeting Planning Services - $35.26/per attendee
On-Site Meeting Coordinator - $453.400/per day
MAS Schedule Category – TRAVEL
SIN 561599L – Lodging Negotiations & Management Services

VENUE SOURCING
Venue Sourcing - $25.00/per hour NTE $2000.00

ROOM BLOCK MANAGEMENT
Room Block Management – maintain rooming lists for group programs
Transaction A, Agent assisted, including Air/Rail $28.00 per transaction
Transaction B, Agent assisted, $12.00 per hotel reservation
Transaction B, Online Hotel $ 8.00 per hotel reservation

LODGING SURVEYS
Lodging Surveys - $25.00/per hour NTE $2000.00

PREFERRED SUPPLIER PROGRAM
Preferred Supplier Program - $25.00/per hour

RFP DEVELOPMENT
RFP Development - $25.00/per report

Mobile/Web Management System (per report) $5.95

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

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIN 561510</td>
<td>Travel Agent Services</td>
</tr>
<tr>
<td>SIN 561510L</td>
<td>Lodging Negotiations &amp; Management Services</td>
</tr>
<tr>
<td>SIN Ancillary</td>
<td>Ancillary Supplies and Services</td>
</tr>
</tbody>
</table>

1b. Identification of lowest price model number and lowest unit price for that model.
Ancillary Supplies and Services Paper Ticket Fee $3.02
1c. For those SINS proposing hourly rates, a description of all corresponding commercial job titles, experience, responsibility and education hourly rates for those employees or subcontractors who will perform services will be provided.

2. Maximum order per SIN:

<table>
<thead>
<tr>
<th>SIN</th>
<th>Maximum Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>561510</td>
<td>$1,000,000.00</td>
</tr>
<tr>
<td>561510L9</td>
<td>$1,000,000.00</td>
</tr>
<tr>
<td>Ancillary</td>
<td>$250,000.00</td>
</tr>
</tbody>
</table>

3. Minimum Order:
$50.00

4. Geographic Coverage:
Global

5. Points of Production: N/A

6. Discount from list prices or statement of net price. Prices include GSA IFF fee.

7. Quantity Discounts: N/A

8. Prompt Payment Terms: N/A

9. Foreign Items: N/A

10. Delivery
   10a. Time of Delivery: 0 Days Delivered (after receipt of order)
   10b. Expedited Delivery N/A
   10c. Overnight and 2 day delivery. N/A
   10d. Urgent Requirements. N/A

11. F.O.B. points:
   Alaska: Worldwide
   Continental US:
   Worldwide Hawaii:
   Worldwide
Puerto Rico: Worldwide

12. a. Ordering Address:

   National Travel, Inc.
   Ann Hoskins
   707 Virginia Street
   East Suite 100
   Charleston, WV
   25301 USA
   Ph: 304-357-0801
   Fax: 304-343-5059
   annh@nationaltravel.com

12b. Ordering Procedures: N/A

13. Payment Addresses:

   National Travel, Inc.
   707 Virginia Street
   East Suite 100
   Charleston, WV
   25301 USA
   Ph: 304-357-0801
   Fax: 304-343-5059
   POC: Joe Lambert

14. Warranty Provision: N/A

15. Export Packing charges, if applicable: N/A

16. Terms and Conditions of rental, maintenance and repair Parts: N/A
17. Terms and Conditions of Installation: N/A

18a. Terms and Conditions of repair parts, indicating date of parts price lists and any discounts from list prices. N/A

18b. Terms and Conditions for any other services N/A

19. List of Service and Distribution Points: N/A

20. List of Participating Dealers: N/A

21. Preventative Maintenance: N/A

22a. Special Attributes (such as environmental attributes): N/A

22b. If applicable, indicate Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services. N/A

23. Data Universal Number System (DUNS) Number: 082251521

24. Notification regarding registration in Systems for Award Management. SAM is current.