



Schedule

U.S. GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE

Authorized Federal Supply Schedule Price List

CONTRACTOR:

AMERICAN EXPRESS TRAVEL RELATED SERVICES COMPANY, INC.

200 VESEY STREET
NEW YORK, NY 102850002
Contract Number: GS33F0024P

Schedule Title : **Travel Services Solutions**
Product Service Code : **V999**
DUNS# : **077848968**
Contract Period : **May 21, 2004 - May 20, 2014**
Business Size : **Other than Small Business**

Contract Administrator : **JOHN ALTON**
Phone Number : **412-241-4160**
Fax Number : **412-871-3399**
Web Site : NONE

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.
<http://www.GSAAdvantage.gov>

For more information on ordering from Federal Supply Schedules, visit
<http://www.gsa.gov/portal/content/197989>

CONTRACTOR: AMERICAN EXPRESS TRAVEL RELATED SERVICES COMPAN- NY, INC. 200 VESEY STREET NEW YORK, NY 102850002	Schedule Title : Travel Services Solutions Product Service Code : V999 DUNS# : 077848968 Contract Period : May 21, 2004 - May 20, 2014 Business Size : Other than Small Business
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Awarded service information listed by Special Item Numbers (SINS):

SIN:599 2 - Travel Agent Services

Fulfillment Only eTS/DTS Domestic

Transaction:	A.B. Online E-Fulfillment Pricing
Domestic/International:	D
Full vs. Self Service:	S
Domestic vs. Foreign Based:	D
Unit of Issue:	Per Transaction
05/21/2013 – 05/20/2014:	\$5.00

Fulfillment only, eTS/DTS International

Transaction:	A.B. Online E-Fulfillment Pricing
Domestic/International:	I
Full vs. Self Service:	S
Domestic vs. Foreign Based:	D
Unit of Issue:	Per Transaction
05/21/2013 – 05/20/2014:	\$5.00

Full Service Air/Rail, Domestic

Transaction:	A. Traditional Full-Service Pricing
Domestic/International:	D
Full vs. Self Service:	F
Domestic vs. Foreign Based:	D
Unit of Issue:	Per Transaction
05/21/2013 – 05/20/2014:	\$28.00

Full Service Air/Rail, International

Transaction:	A. Traditional Full-Service Pricing
Domestic/International:	I
Full vs. Self Service:	F
Domestic vs. Foreign Based:	D
Unit of Issue:	Per Transaction
05/21/2013 – 05/20/2014:	\$50.00

Full Service Hotel/Car Only Domestic

Transaction:	B. Traditional Full-Service Pricing
Domestic/International:	D
Full vs. Self Service:	F
Domestic vs. Foreign Based:	D
Unit of Issue:	Per Transaction
05/21/2013 – 05/20/2014:	\$20.00

Full Service Hotel/Car Only International

Transaction:	B. Traditional Full-Service Pricing
Domestic/International:	I
Full vs. Self Service:	F
Domestic vs. Foreign Based:	D
Unit of Issue:	Per Transaction
05/21/2013 – 05/20/2014:	\$20.00

Self Service Air/Rail Domestic

Transaction:	A. Online E-Fulfillment Pricing
Domestic/International:	D
Full vs. Self Service:	S
Domestic vs. Foreign Based:	D
Unit of Issue:	Per Transaction
05/21/2013 – 05/20/2014:	\$6.50

Self Service Air/Rail International

Transaction:	A. Online E-Fulfillment Pricing
Domestic/International:	I
Full vs. Self Service:	S
Domestic vs. Foreign Based:	D
Unit of Issue:	Per Transaction
05/21/2013 – 05/20/2014:	\$6.50

Self Service Hotel/Car Domestic

Transaction:	B. Online E-Fulfillment Pricing
Domestic/International:	D
Full vs. Self Service:	S
Domestic vs. Foreign Based:	D
Unit of Issue:	Per Transaction
05/21/2013 – 05/20/2014:	\$6.50

Self Service Hotel/Car International

Transaction:	B. Online E-Fulfillment Pricing
Domestic/International:	I
Full vs. Self Service:	S
Domestic vs. Foreign Based:	D
Unit of Issue:	Per Transaction
05/21/2013 – 05/20/2014:	\$6.50

SIN:599 1000 - Contract Support Items

@Work Pre-Travel Reporting Air Volume Greater Than \$40M

Management Information Systems

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$35,000.00

@Work Pre-Travel Reporting Air Volume \$3M - \$10M

Management Information Systems

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$15,000.00

@Work Pre-Travel Reporting Air Volume \$10M - \$40M

Management Information Systems

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$25,000.00

@Work Pre-Travel Reporting Air Volume \$750K - \$3M

Management Information Systems

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$10,000.00

@Work Pre-Travel Reporting Air Volume Less Than \$750K

Management Information Systems

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$5,000.00

Access After-Hours

Specialized Travel Services

Overtime Rate:	-
Unit of Issue:	Per Call/ Per Itinerary
05/21/2013 – 05/20/2014:	\$25.00

Axis @ Work Post Travel Reporting Air Volume Greater Than \$40M

Management Information Systems

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$20,000.00

Axis @ Work Post Travel Reporting Air Volume \$3M - \$10M

Management Information Systems

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$7,500.00

Axis @ Work Post Travel Reporting Air Volume \$10M - \$40M

Management Information Systems

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$15,000.00

Axis @ Work Post Travel Reporting Air Volume \$750K - \$3M

Management Information Systems

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$2,500.00

Axis @ Work Post Travel Reporting Air Volume Less Than \$750K

Management Information Systems

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$250.00

Benchmarking Air Volume Greater Than \$40M

Management Information Systems

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$20,000.00

Benchmarking Air Volume \$3M - \$10M

Management Information Systems

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$7,500.00

Benchmarking Air Volume \$10M - \$40M

Management Information Systems

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$15,000.00

Benchmarking Air Volume \$750K - \$3M

Management Information Systems

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$2,500.00

Benchmarking Air Volume Less Than \$750K

Management Information Systems

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$250.00

Eco Reporting Air Volume Greater Than \$40M

Products/Services

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$6,000.00

Eco Reporting Air Volume \$3M - \$10M

Products/Services

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$2,500.00

Eco Reporting Air Volume \$10M - \$40M

Products/Services

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$4,000.00

Eco Reporting Air Volume \$750K - \$3M

Products/Services

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$1,200.00

Eco Reporting Air Volume Less Than \$750K

Products/Services

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$1,000.00

Fee Allocator

Settlement Services

Overtime Rate:	-
Unit of Issue:	Per Transaction
05/21/2013 – 05/20/2014:	\$2.00

Floater Coverage/Temporary Support - Range \$325 to \$525

Reservation Services and Technology

Overtime Rate:	-
Unit of Issue:	Per Hour
05/21/2013 – 05/20/2014:	\$525.00

International Fare Trax Team

Reservation Services and Technology

Overtime Rate:	-
Unit of Issue:	Per Occurrence
05/21/2013 – 05/20/2014:	\$35.00

Paper Ticket Delivery

Reservation Services and Technology

Overtime Rate:	-
Unit of Issue:	Per Delivery
05/21/2013 – 05/20/2014:	\$20.00

Portfolio Email Pre-Travel Global Reporting Air Volume \$3M - \$10M

Management Information Systems

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$5,000.00

Portfolio Email Pre-Travel Global Reporting Air Volume \$10M - \$40M

Management Information Systems

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$8,000.00

Portfolio Email Pre-Travel Global Reporting Air Volume \$750K - \$3M

Management Information Systems

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$3,000.00

Portfolio Email Pre-Travel Global Reporting Air Volume Greater Than \$40M

Management Information Systems

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$10,000.00

Portfolio Email Pre-Travel Global Reporting Air Volume Less Than \$750K

Management Information Systems

Overtime Rate:	-
Unit of Issue:	Per Year
05/21/2013 – 05/20/2014:	\$3,000.00

Pre-Paid Ticket Processing

Reservation Services and Technology

Overtime Rate:	-
Unit of Issue:	Per Transaction
05/21/2013 – 05/20/2014:	\$20.00

Ticket traX NR Air Volume \$3M to \$10M Historic Fee

Settlement Services

Overtime Rate:	-
Unit of Issue:	One Time Fee
05/21/2013 – 05/20/2014:	\$750.00

Ticket traX NR Air Volume \$3M to \$10M Monthly Fee

Settlement Services

Overtime Rate:	-
Unit of Issue:	Per Month
05/21/2013 – 05/20/2014:	\$400.00

Ticket traX NR Air Volume \$10M to \$25M Historic Fee

Settlement Services

Overtime Rate:	-
Unit of Issue:	One Time Fee
05/21/2013 – 05/20/2014:	\$1,000.00

Ticket traX NR Air Volume \$10M to \$25M Monthly Fee

Settlement Services

Overtime Rate:	-
Unit of Issue:	Per Month
05/21/2013 – 05/20/2014:	\$1,000.00

Ticket traX NR Air Volume \$25M to \$50M Historic Fee

Settlement Services

Overtime Rate:	-
Unit of Issue:	One Time Fee
05/21/2013 – 05/20/2014:	\$1,500.00

Ticket traX NR Air Volume \$25M to \$50M Monthly Fee

Settlement Services

Overtime Rate:	-
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Unit of Issue:	Per Month
05/21/2013 – 05/20/2014:	\$2,000.00

Ticket traX NR Air Volume \$50 Million or More Historic Fee

Settlement Services

Overtime Rate:	-
Unit of Issue:	One Time Fee
05/21/2013 – 05/20/2014:	\$2,500.00

Ticket traX NR Air Volume \$50 Million or More Monthly Fee

Settlement Services

Overtime Rate:	-
Unit of Issue:	Per Month
05/21/2013 – 05/20/2014:	\$2,500.00

Ticket traX NR Air Volume Up to \$3M Historic Fee

Settlement Services

Overtime Rate:	-
Unit of Issue:	One Time Fee
05/21/2013 – 05/20/2014:	\$500.00

Ticket traX NR Air Volume Up to \$3M Monthly Fee

Settlement Services

Overtime Rate:	-
Unit of Issue:	Per Month
05/21/2013 – 05/20/2014:	\$150.00

TrackPoint II Annual License Fee for More Than Two Users (Up to 5 Users)

Products/Services

Overtime Rate:	-
Unit of Issue:	Per Call/ Per Itinerary
05/21/2013 – 05/20/2014:	\$1.25

TrackPoint II Set Up Fee

Products/Services

Overtime Rate:	-
Unit of Issue:	Per Set Up
05/21/2013 – 05/20/2014:	\$3,000.00

TrackPoint II Transaction Fee

Products/Services

Overtime Rate:	-
Unit of Issue:	Per Call/ Per Itinerary

05/21/2013 – 05/20/2014:	\$1.00
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VIP Access After-Hours

Specialized Travel Services

Overtime Rate:	-
Unit of Issue:	Per Call/ Per Itinerary
05/21/2013 – 05/20/2014:	\$60.00

Terms and Conditions:

1. Table of awarded special item number(s) with appropriate cross reference to item descriptions and awarded price(s):

SIN	Description
599 2	Travel Agent Services
599 1000	Contract Support Items

2. Maximum order per SIN:

SIN	Maximum Order
599 2	\$1,000,000.00
599 1000	\$1,000,000.00

3. Minimum order:

\$50.00

4. Geographic Coverage:

WorldWide

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

n/a

6. Quantity Discounts:

7. Prompt payment terms:

0%-0 0%-0 NET 0

8. Government purchase cards accepted above the micro-purchase threshold:

No

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

No

10. Foreign Items:

n/a

11. Time of Delivery:

0 Days Delivered (after receipt of order)

12. Expedited Delivery:

n/a

13. Overnight and 2-Day Delivery:

n/a

14. Urgent requirements:

n/a

15. F.O.B. points:

- Alaska : G - Origin-freight prepaid by buyer from GBL
- Continental US : G - Origin-freight prepaid by buyer from GBL
- Hawaii : G - Origin-freight prepaid by buyer from GBL
- Puerto Rico : G - Origin-freight prepaid by buyer from GBL

16. Ordering Addresses:

1	John Alton n/a American Express 215 Elmore Road Pittsburgh, PA 15221 USA Ph:412-241-4160 Fax:412-871-3399 john.alton@aexp.com
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17. Ordering Procedures:

n/a

18. Payment Addresses:

1	n/a n/a n/a n/a n/a, n/a n/a n/a Ph:412-241-4160 Fax:412-871-3399 john.alton@aexp.com
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19. Warranty Provision:

n/a

20. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):

n/a

21. Terms and conditions of repair parts:

n/a

22. Terms and conditions for any other services:

n/a

23. Terms and conditions of rental, maintenance, and repair:

n/a

24. Terms and conditions of installation:

n/a

25. List of service and distribution points:

n/a

26. List of participating dealers:

n/a

27. Preventative maintenance:

n/a

28. Special attributes such as environmental attributes:

n/a

29. Section 508 compliance information:

n/a

30. Data Universal Number System (DUNS) number:

077848968



Lodging, Negotiations and Management Services for Federal Government Agencies American Express Schedule SIN 599-3

MARCH 2014



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American Express Travel Related Services Company, Inc. (“American Express”) is pleased to provide this proposal to U.S. General Services Administration. Due to the competitive nature of this proposal, the information contained herein is considered to be confidential, trade secret, proprietary and/or sensitive and shall not be copied, printed, or otherwise reproduced without the express written permission of American Express.

Unless extended upon mutual agreement between American Express and U.S. General Services Administration, the terms of this proposal will remain effective for a period of 90 days from the date of submission. This proposal is not a contract, nor does it imply a legally binding relationship between American Express and U.S. General Services Administration. All terms contained in this proposal including, but not limited to, any financial and operational terms, are subject to final review and negotiation. Notwithstanding the foregoing, this response is subject to the confidentiality terms contained herein.



Executive Summary

On behalf of the entire Global Business Consulting organization, thank you for the opportunity to submit a proposal modification for SIN 599-3 Lodging Negotiations and Management Services. The proposed services are submitted as a modification under the American Express Schedule SIN 599-3 as our introduction to a new approach which will assist the federal government in attaining lowest available rates, enhanced end user utilization and ease of tracking/reconciliation of program.

We sincerely value the impact decisions made by the Federal Government toward the future of the United States of America and are proud to support these initiatives. And, we understand how a Strategically Managed Hotel Program will support the government's most recent efforts to reduce travel expenses for 2013 and beyond. Our solutions lend themselves to this very goal. Through our offering, we provide a disciplined, enterprise-wide approach to managing the activities, processes, suppliers and data for the SIN 599-3 Lodging Negotiations and Management Services to achieve business objectives that deliver value in the form of **savings, supplier support, enhanced end user experience** and **effortless monitoring/reconciliation**.

We can deliver to the Federal Government a hotel offering with end-to-end servicing including expert sourcing, communication/marketing and ongoing monitoring, maintenance and reconciliation of the hotel program.

Stakeholder Benefits

SIN 599-3 Lodging Negotiations and Management Services

GSA	Hotel/Supplier	Government Traveler	TMCs
			
<ul style="list-style-type: none">› Drive adoption / compliance to 100%› Significant increase in ROI and Industrial Funding revenue› Enhanced program management through automated reconciliation	<ul style="list-style-type: none">› No need for duplicate work, squatter / counterfeit room rates to allow TMC's to earn commission.› Reduced cycle time as rates are negotiated at the chain level.› Higher levels of compliance with US Government.	<ul style="list-style-type: none">› Assured best rates via all TMC's› Ease of use› Satisfaction levels increase	<ul style="list-style-type: none">› Easy to book rates› Rates are commissionable, no need to go outside the program› Simple reporting requirements› Fully compliant with GSA

Below is our vision of this **new approach** and the phases involved to drive a success outcome.

PHASE I: SOURCING/NEGOTIATIONS

- 1) American Express will apply our **proven methodologies, global resources and leverage our supplier relations buying power** to provide a compliant worldwide hotel program which secures the best price/value at or below per diem rates which also include other government required requirements such as (e.g. Fire safe/FEMA certified, ADA compliant, cancellation policy of 4:00PM or later day of arrival, last room availability, amenities, etc.)
- 2) Once negotiated we will work with hoteliers to **load rates directly** with 100+ government approved travel agencies. This approach will ensure support from the agencies as they are now earning their commissions through their normal booking channels. This approach will also support enhanced utilization from the end users as they now can book hotel at the same time they are securing their airline tickets, no need to book hotel through separate portal.

PHASE II: SUPPLIER MARKETING/TRAVELER COMMUNICATIONS

- 1) Develop travel agency marketing campaign of the new program that ensures promotion of the SIN 599-3 Lodging Negotiations and Management Services negotiated rates from appointed government travel agencies by highlighting potential benefits, new easy booking process and their potential to increase revenue stream.
- 2) Design and deploy traveler communications that highlights ease of use and individual benefits such as (lower rates, included amenities, and additional traveler loyalty incentives)

Phase III: ONGOING PROGRAM MANAGEMENT AND DATA REQUIREMENTS

- 1) Establish process with appointed 100+ government travel agencies to provide periodic auditing results of participating hoteliers to ensure accuracy and availability of secured SIN 599-3 Lodging Negotiations and Management Services negotiated rates.
- 2) Establish process with appointed 100+ government travel agencies and credit card providers to secure monthly data feeds that will be integrated by American Express for delivery of required reporting.
 - a. **Agency Reporting (Domestic and International lodging shall be reported separately)** - Data elements shall include, but not be limited to, contract number, SIN, report period, property name, property address, city, state, zip code, totals by hotel rate code for: total number of transactions, total transaction amount (inclusive of taxes), total amount of taxes, total number of room nights, average length of stay.
 - b. **Government Wide Reporting (Domestic and International lodging shall be reported separately)** – Data elements shall include, but not be limited to, contract number, SIN, report period, property name, property address, city, state, zip code, totals by hotel rate code for: total number of transactions, total transaction amount (inclusive of taxes), total amount of taxes, total number of room nights, average length of stay.

Relevant Project Experience

American Express has provided hotel management solutions to customers since 2000. Our mission is to be the world's leading travel consulting provider by offering the most comprehensive hotel sourcing and ongoing management planning services globally. To achieve this mission, we will re-shape and set the pace for the hotel industry with our global network, deepest insight and leveraging our buying power with our supplier relations group.

Our portfolio of clients include many of the Fortune 500 companies and we have managed over \$28BB in hotel spend with client retention rate of 98%. Over the past five years we have driven over \$500M in incremental savings for our clients with an average ROI of 12:1. Our corporate clients enjoy an average lower daily rate of \$14 per night than non consulting clients.

Additionally our supplier relationship group has managed similar hotel programs such as the SIN 599-3 Lodging Negotiations and Management Services program which is more a "leveraged" buy across multiple hotel chains verses negotiating individual rates by property. Not only were they able to successfully negotiate "Best Available Rate (BAR) + discount with multiple chains, they have successfully loaded these rates through multiple agency locations and have built tracking and monitoring of utilization and savings results.

Also core to our values, like the Federal Government, is our commitment to developing mutually advantageous business relationships with small businesses and firms owned and operated by minorities, women and the physically challenged. As evidence of this commitment, our Global Business Services supplier relations division manages a formal supplier diversity program designed to provide opportunities for minority, women, physically challenged, veteran-owned and small businesses.

Pricing Defined

American Express Global Business Consulting is proud to support the development of SIN 599-3 Lodging Negotiations and Management Services program with the Federal Government.

We have provided categorized, hourly pricing for the roles required to manage your SIN 599-3 Lodging Negotiations and Management Services hotel program. Our pricing structure is tailored to the government and acts as a general guideline as to the types of resources and requirements that an organization may utilize within this hotel solution. However, our solutions are flexible and can be customized to fit your needs.

We have priced our hotel support services at an hourly rate by function; however, there are alternative pricing solutions that may offer greater cost savings to the government, but vary according to assumptions based on which approach and outsourced tasks are required. For example, a common service delivery model for our larger hotel clients is a dedicated team approach. For those clients who wish to outsource the end to end process with American Express we can provide a Direct Operating Expense (DOE) pricing model. The methodology is based on actual salary costs (or agreed upon cost per position) plus benefits. A percentage of all salary related costs is added for overhead (OH) and a management fee. Occasionally, OH costs are calculated as per head and the management fee may be initially calculated as percentage of salary related costs, but may be fixed based on range of volume, etc.

Alternative solutions like a dedicated team approach may include value added benefits such as ongoing program management to support the growth and adoption of the SIN 599-3 Lodging Negotiations and Management Services program and key linkage to technology solution for database management, reporting and transparency of data (or information management). We are also able to structure our solution through variable, on-demand resources or a hybrid configuration of dedicated and on-demand staff.

We operate within a transparent model, whether transactional or through a dedicated approach. We look forward to discussing your specific needs. Our goal is to partner with you in managing your hotel spend, realizing savings and compliance through centralized sourcing, expert contract negotiations, professional marketing /change management support and data integration. We welcome the opportunity to assess your specific needs and requirements to recommend the solution that best meets your goals and objectives.

The prices below are inclusive of the Industrial Funding Fee (IFF). American Express acknowledges that the Service Contract Act applies to SIN 599.3

Service Description	Unit of Issue	Commercial Rate	GSA Rate
Phase 1 - Sourcing/Negotiations	Per RFP	\$ 120.75	\$ 105.00
E2E Lodging Services			
Agreed upon Scope & Timeline			
Detailed Spend Analysis to include both Travel and Card			
Comprehensive Review			
Solicitation List			
RFP Administration			
Bid Evaluation			
Target Top 3,000 Properties			
Two Bid Evaluations with property level benchmarking			
Chain Deals			
Distribution of property acceptance/decline			
Rate Loading			
File Exports			
Production of Online Web Directory			
Wrap up meeting with custom impact analysis			
Auditing	Per Audit	\$ 12.50	\$ 10.75
Comprehensive Rate Audit			
Squatter Audit			
Phase 2 - Supplier Marketing/Traveler Communications	Per Hour	\$ 155.00	\$ 135.00
Manage and maintain daily operation			
Promote use of GSA Hotel program			
Development & deliver of marketing collateral			
Phase 3 - Data Ongoing Program Management & Data Reporting			
Implementation Build & Testing ¹	Once	\$ 110,000.00	\$ 95,000.00
Platform (Reporting) Maintenance	Monthly	\$ 4,600.00	\$ 4,000.00
Ongoing Performance Reporting - Analysis & Delivery of the following reports: Usage Report, Lodging Data, Inventory, Distribution Channel, Implementation Status, Performance Review, Benchmark Analysis, and Rate Channel Distribution	Quarterly Fee	\$ 22,000.00	\$ 19,000.00

¹Implementation is inclusive of 10 data feeds, each additional feed will be billed at one time implementation fee of \$3,000

Confidentiality Agreement

By viewing and/or reading this American Express Travel Related Services Company, Inc. (“American Express”) document, GSA (“Company”) acknowledges and agrees to comply with the following confidentiality obligations (“Obligations”):

- Company agrees to treat as confidential all information about American Express obtained by Company in connection with this proposal, related presentations and discussions (“Confidential Information”). Confidential information does not include information that: (i) becomes publicly available without Company’s fault or; (ii) developed by Company, without reference to or use of the Confidential Information.
- Without first obtaining written consent of American Express, Company will not disclose the Confidential Information to any third party, except that Company may only disclose Confidential Information to those of its employees and agents that require such material to evaluate this proposal and the potential business relationship, and for no other purpose.
- Notwithstanding the foregoing, Company may disclose Confidential Information to the extent that such disclosure is required by an order or a court or by any law or regulation: provided, however, that, where legally possible, Company will give prompt written notice of any such requirements to American Express. Company will cooperate with American Express, at American Express’ expense, with any reasonable efforts of American Express to avoid or minimize such disclosure.
- In the event of a breach or threatened breach of the Obligations by Company, Company will promptly give notice thereof to American Express and will take reasonable steps to enforce the Obligations, and American Express reserves all of its rights and remedies at law and equity in connection with such a breach.
- Company will indemnify American Express for all loss or damage to American Express caused by Company’s breach of these Obligations.
- No representative or warranty, express or implied, is made as to the accuracy or completeness of any information that is provided in this proposal.
- These Obligations will survive any expiration of this proposal.
- At any time and upon American Express’ request, Company agrees either to return or destroy the originals (and all copies) of such information, documents and/or materials which are in its possession or under its control.



Strategic Meetings Management Proposal for Federal Government Agencies American Express Schedule 599.99

MARCH 13, 2014

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Unless extended upon mutual agreement between American Express and U.S. General Services Administration, the terms of this proposal will remain effective for a period of 90 days from the date of submission. This proposal is not a contract, nor does it imply a legally binding relationship between American Express and U.S. General Services Administration. All terms contained in this proposal including, but not limited to, any financial and operational terms, are subject to final review and negotiation. Notwithstanding the foregoing, this response is subject to the confidentiality terms contained herein.



Executive Summary

On behalf of the entire American Express Meetings & Events organization, thank you for the opportunity to submit a proposal modification for Strategic Meetings Management services to the Federal Government. The proposed services are submitted as a modification under the American Express Schedule 599.99 Introduction to New Services/Products.

We sincerely value the impact of decisions made by the Federal Government toward the future of the United States of America and are proud to support its programs and initiatives. And, we understand how a Strategic Meetings Management (SMM) program will support the government's most recent efforts to reduce travel and meeting expenditures. Our solutions lend themselves to this very goal. Through our SMM offering, we provide a disciplined, enterprise-wide approach to managing the activities, processes, suppliers and data for meetings to achieve measurable business objectives that deliver value in the form of savings, risk mitigation and improved meeting experiences.

You will recognize quantifiable value through meetings expense optimization across 100 percent of your expenditure. In fact, over the past year, American Express has successfully assisted our largest, most strategic clients to achieve an average of **20 percent in measured cost savings through SMM processes** – a benefit we wish to share with the Federal Government.

We can deliver to the Federal Government a SMM offering with end-to-end servicing including expert sourcing, negotiation and contracting along with planning services and information management – all designed to reduce risk, optimize spend, and use spend related data to make strategic organizational decisions. We offer strategies for gaining visibility and transparency into meeting spend and, as adoption is driven to a SMM program, your agencies will realize the following benefits:

- Ability to leverage total spend for increased savings
- Clarity around spend categories
- Ability to produce meetings of comparable quality at a lower cost
- Reduce risk through standardized processes and checkpoints
- Provide clarity and policy to ensure compliance with government regulations
- Offer onsite or virtual resources to drive process efficiencies
- Efficiencies so that meeting owners have time to focus on the strategic aspects of their meeting
- Measurement of the value of each meeting or event

It is our hope to partner with the Federal Government to achieve your goals of cost reduction, savings, transparency and compliance while delivering on meeting objectives and attendee experience. As a strategic partner and through the benefit of our experience and shared best practices, we promise to deliver the following benefits:

- Savings through strategic procurement initiatives;
- Insight into your total meeting spend and data transparency;
- Tools to control your meetings expense management program; and
- Exceptional service delivery for event owners and attendees.

American Express is excited to support your efforts in generating cost savings, visibility into meetings spend and compliant program management.

Relevant Project Experience

American Express has provided meetings expense management solutions to customers since 1970. Our mission is to be the world's premier strategic meetings and event management provider by offering the most comprehensive meeting and event planning services globally. To achieve this mission, we will re-shape and set the pace for the meetings industry, offer the only global end-to-end meeting and event planning services and be a destination for top talent.

Over the past five years, our program has grown significantly. The two key areas that have expanded the most are our SMM offering and the global growth of our operations team, which has doubled in size. We maintain a global team of over 1,000 professionals dedicated to this business discipline, offering a broad spectrum of customer-focused meetings management solutions, experienced purchasing and planning consultants and innovative event management technology. Several of our professionals have also achieved and actively maintain industry certifications that include but are not limited to Certified Meeting Professional (CMP) designation and Strategic Meetings Management Certification (SMMC). We promote the advanced professional development of our staff at all levels and support those who wish to attain industry certifications in an effort to attract and retain top talent.

Our experts link critical processes along with data through our robust reporting capabilities to support the policy and compliance requirements of our customers. We do so by working closely with our clients to incorporate appropriate checkpoints into our sourcing, budget management and planning processes to support compliance while monitoring and tracking the appropriate data through exception reporting.

To facilitate greater insight into your meetings expense management program on both a micro and macro basis, we will provide event-level reporting as well as program-level reporting. Event-level reporting will capture the data relevant to a specific meeting or event and typically includes contract savings, attendee management and program savings reports. And, for a holistic view of your meetings expense management program, our account management team can provide aggregated reports across all events including spend analysis, preferred supplier usage, savings reports, service level metrics, benchmarking and incremental savings opportunities.

Additionally, for air reservations made through our American Express colleagues, your negotiated rates and fares, preferred supplier contracts and travel policy(ies) are documented in your company profile. This electronic profile is housed in a proprietary, centralized database that "feeds" all of our technology systems, including our automated quality control systems, counselor desktop tools and your online booking tool. This ensures that the options available to travelers—via both offline and online channels—comply with company policy and support your preferred supplier contracts. Because no reservation can be made without first consulting the company profile, policy compliance is assured. Regardless of where or when a reservation is made, counselors will have immediate access to this data.

Also core to our values, like the Federal Government, is our commitment to developing mutually advantageous business relationships with small businesses and firms owned and operated by minorities, women and the physically challenged. As evidence of this commitment, our Global Business Services division manages a formal supplier diversity program designed to provide opportunities for minority, women, physically challenged, veteran-owned and small businesses. Our team will work with government agencies during implementation to design a

plan around supporting MWBE meeting-related suppliers, incorporating the strategy into the meeting process. We also welcome the opportunity to support Contractor Team Arrangements (CTAs) and partner with approved suppliers on the GSA schedule to provide Strategic Meetings Management services to Federal Government agencies.

Supporting the Adoption of a SMM Program to Agency Employees

Once an agency has decided to use our services, we can work with the agency to craft messaging appropriate to your employees that will clearly communicate your meetings policy. Communication tactics range from electronic communications to in-person training. We can assist agencies in communicating a meetings process guide via your intranet, detailing the process of requesting and planning a meeting through American Express.

Once the policy has been communicated to all agency employees, our staff will also be trained to ensure we inform the government meeting owners of the policy and exception handling at every enquiry. Additionally, when sourcing for the agency, our Site Availability reports (delivered in conjunction with our sourcing activities) will designate those properties that are approved/preferred suppliers for the government. Management reports will show both preferred and non-preferred supplier usage which may be used to support policy compliance and change management initiatives.

Ultimately, our goal is to provide cost effective solutions for the government that allow for deeper visibility, oversight, efficiency and control over meetings and events spend, but still take into account safety, security and a flawless attendee experience.

Pricing

Pricing Defined

American Express Meetings & Events is proud to support the development of SMM solutions with the Federal Government.

We have provided categorized, hourly pricing for the roles required to manage a meetings and events program. Our pricing structure is tailored to the government and acts as a general guideline as to the types of resources and requirements that an organization may utilize within a Strategic Meetings Management solution. However, our solutions are flexible and are customized by client need, meeting requirements, meeting type and also the maturity of your meetings management program.

Though we have priced our meetings and events services at an hourly rate by function, there are alternative pricing solutions that may offer greater cost savings to the government, but vary according to assumptions based on meeting spend or volume of meetings. For example, a common service delivery model for our Strategic Meetings Management clients is a dedicated team approach. For those clients who have consolidated their meetings business through American Express, we typically operate within a Direct Operating Expense (DOE) pricing model. The foundation of SMM is transparency and this pricing model supports that philosophy. The methodology is based on actual salary costs (or agreed upon cost per position) plus benefits. A percentage of all salary related costs is added for overhead (OH) and a management fee. Occasionally, OH costs are calculated as per head and the management fee may be initially calculated as percentage of salary related costs, but may be fixed based on range of volume, etc.

Alternative solutions like a dedicated team approach may include value added benefits such as account management to support the growth and adoption of the program and key linkage to a meetings technology solution for database management, reporting and transparency of data (or information management). We are also able to structure our solution through variable, on-demand resources or a hybrid configuration of dedicated and on-demand staff.

We operate within a transparent model, whether transactional or through a dedicated approach. We look forward to discussing your needs as an agency. Our goal is to partner with you in managing your meeting spend, realizing savings and compliance through centralized sourcing, expert contract negotiations, professional meeting planning services and strategic account management support. We welcome the opportunity to assess each agency's specific needs and volume requirements to recommend the solution that best meets your process and financial requirements and objectives.

Pricing Descriptions

Labor Category	Federal Government Rate *	Unit
<i>Sourcing Manager</i>		
Level 1	\$50.00	Hour
Level 2	\$75.00	Hour
Level 3	\$100.00	Hour
Level 4	\$115.00	Hour
Level 5	\$125.00	Hour
<i>Meeting Manager</i>		
Level 1	\$50.00	Hour
Level 2	\$75.00	Hour
Level 3	\$100.00	Hour
Level 4	\$115.00	Hour
Level 5	\$125.00	Hour
<i>Data Coordinator</i>	\$55.00	Hour
<i>Information Manager</i>	\$87.00	Hour
<i>Reconciliation Specialist</i>	\$78.00	Hour
<i>Web Builder</i>		
Level 1	\$85.00	Hour
Level 2	\$125.00	Hour
*Includes Industrial Funding Fee rate of 0.75%		

Labor Category Descriptions

The following roles may be used in performing the tasks associated with meetings and events management.

Sourcing Manager	
Level 1	Up to 2 years experience; To research and develop client proposals with the direction of the Account Executives and the Sourcing Manager; To assist Sourcing Manager with administrative duties
Level 2	2 to 5 years experience; Ability to support meetings and events with up to 100 attendees
Level 3	5 years experience; Ability to support meetings and events up to 250 attendees
Level 4	5 to 10 years experience; Ability to support meetings and events up to 500 attendees
Level 5	7 to 10 years experience or more; Ability to support meetings and events up to 10,000 attendees or beyond and lead and mentor other Sourcing Managers
Basic Purpose	To function as the primary client liaison and lead for assigned programs; Negotiates critical program components based on knowledge of client requirements from initial request through contract completion and turnover; this includes recommending supplier and destination options and solutions; Proactively negotiates prices and contracts, and creates reasonable preliminary budgets; Communicates with Procurement Team and suppliers on a timely basis, information relative to travel program operations; Follows standard operating procedures for all sourcing activity
Computer Skills	<ul style="list-style-type: none"> • MS OFFICE – BEGINNER TO ADVANCED - Required • WINDOWS - INTERMEDIATE – Required • MEETING MANAGEMENT TECHNOLOGY TOOLS – INTERMEDIATE TO ADVANCED – Desired
Qualifications	<ul style="list-style-type: none"> • Minimum of 2 to 10 years experience in project, event or meeting management, at least 4 of which are in procurement required for Level 3 to 5 positions • Experiences in hotel buying required • Proven negotiation skills • Extensive domestic destination knowledge required, international preferred • Knowledge of travel supplier operations, overall capabilities/range of services • Program management system experience preferred, especially with an online sourcing tool • Experience with meetings management technology tools such as StarCite, Cvent, Cognos, proprietary solutions or equivalent highly preferred • Operations experience in hospitality industry or equivalent a plus • Prior successful experience in developing and maintaining key client and supplier relationships • Prior experience in effectively handling multiple projects/demands • Strong knowledge of program/event management and budget maintenance • Bachelor's degree preferred • Proven aptitude for technology and/or software solutions and analytical skills required • Ability to travel by airplane, boat, rail and/or car up to 30% of the time • CMP designation preferred • Prior experience in team leadership and/or mentoring experiences a plus

Meeting Manager	
Level 1	Up to 2 years experience; To Support the Meeting Management Team (Meeting Managers, Senior Meeting Managers, Project Account Managers and Operations Leadership) for assigned program deliverables; Work directly with them to develop and adhere to project timeline; Primary liaison for management of some support departments per assigned program (i.e., Attendee Management, Mail/Shipping department, etc)
Level 2	2 to 5 years experience; Ability to support meetings and events with up to 100 attendees
Level 3	5 years experience; Ability to support meetings and events up to 250 attendees
Level 4	5 to 10 years experience; Ability to support meetings and events up to 500 attendees
Level 5	7 to 10 years experience or more; Ability to support meetings and events up to 10,000 attendees or beyond and lead and mentor other Meeting Managers
Basic Purpose	To function as primary client liaison and lead for assigned programs; Manage corporate meetings and events through the implementation of strategy, delivery of objectives and execution of logistics, while effectively working with clients; Responsible for coordination of all program planning from post contract execution to final billing, while providing unparalleled levels of customer service on all travel programs; Work closely with client contact to understand and meet program objectives/outcomes
Computer Skills	<ul style="list-style-type: none"> • IMPACT - ADVANCED - Required • MS OFFICE – BEGINNER TO ADVANCED - Required • WINDOWS - INTERMEDIATE – Required • MEETING MANAGEMENT TECHNOLOGY TOOLS – INTERMEDIATE TO ADVANCED – Desired
Qualifications	<ul style="list-style-type: none"> • Minimum of 2 to 10 years experience in project, event or meeting management required • Extensive domestic destination knowledge required, international preferred • Strong knowledge of program/event management and budget maintenance • Prior successful experience in developing, managing and maintaining key client and supplier relationships • Operations experience in hospitality industry or equivalent a plus • Experience with meeting management technology tools highly preferred • Proven aptitude for technology and/or software solutions and analytical skills required • Experience with meetings management technology tools such as StarCite, Cvent, Cognos, proprietary solutions or equivalent highly preferred • Prior experience in effectively handling multiple projects/demands • Bachelor's degree preferred • Ability to travel by airplane, boat, rail and/or car • CMP designation preferred • Prior experience in team leadership and/or mentoring experiences a plus

Data Coordinator	
Years Experience Required	1-3
Basic Purpose	Manages data entry for meetings and events entered into meetings technology tools and provides elementary reporting of data for meeting stakeholders
Computer Skills	<ul style="list-style-type: none"> • MS OFFICE – BEGINNER TO INTERMEDIATE – Required • MS EXCEL – INTERMEDIATE – Required • MS APPLICATION SUITE – BEGINNER TO INTERMEDIATE – Desired • MEETING MANAGEMENT TECHNOLOGY TOOLS – BASIC TO INTERMEDIATE – Desired
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree preferred • Meetings and events industry experience preferred • Strong analytical skills and an aptitude for technology and/or software solution required • Knowledge of reporting tools such as Business Objects desired, but not required • Experience with meetings management technology tools such as StarCite, Cvent, Cognos, proprietary solutions or equivalent highly preferred

Information Manager	
Years Experience Required	5 to 10
Basic Purpose	Provides analytical and consultative services through delivery of insightful business intelligence regarding the overall customer's meeting activity; Ensures the accuracy and completeness of customer's meeting data entered into the meetings technology tools to provide reporting for Strategic Meetings Management client(s) and internal operations; The position is vital for managing meetings data across one or more SMM client's account; Client relies on this position to create periodic reporting packages necessary for its internal meetings business requirements. The position strongly communicates with meetings stakeholders at all levels in a consultative capacity
Computer Skills	<ul style="list-style-type: none"> • MS OFFICE – INTERMEDIATE TO ADVANCED – Required • MS EXCEL – ADVANCED – Required • MS APPLICATION SUITE - INTERMEDIATE – Desired • MEETING MANAGEMENT TECHNOLOGY TOOLS – ADVANCED – Preferred
Qualifications	<ul style="list-style-type: none"> • 5 to 10 or more years of combined meeting and event industry, hospitality, and/or information management experience highly preferred • Bachelor's degree required, with an emphasis in Business Administration or Information Technology preferred or equivalent experience • Strong analytical skills and an aptitude for technology and/or software solution required • Knowledge of reporting tools such as Business Objects desired, but not required • Experience with meetings management technology tools such as StarCite, Cvent, Cognos, proprietary solutions or equivalent highly preferred • Strong communication and presentation skills and ability to leverage tools such as MS Powerpoint and any other presentation solutions

Reconciliation Specialist	
Years Experience Required	5 to 10 years
Basic Purpose	Acts as the primary point of contact for account billing and budget reconciliation for a specific Strategic Meeting Management team that handles meetings and events of any size or value. Manages the handling, scheduling, and execution of payments between organization and meetings and events related suppliers and drives continuous improvement of the billing and payment process. Facilitates payment transactions using credit card, account payable, purchase order, and wire transfer platforms
Computer Skills	<ul style="list-style-type: none"> • MS OFFICE – INTERMEDIATE TO ADVANCED – Required • MS EXCEL – INTERMEDIATE TO ADVANCED – Required • MEETING MANAGEMENT TECHNOLOGY TOOLS – INTERMEDIATE TO ADVANCED – Preferred
Qualifications	<ul style="list-style-type: none"> • 5-10 or more years of Billing, Accounts Payables and/or Receivables experience with specific knowledge in tracking payments and invoices • Associate's or Bachelor's degree preferred or equivalent education in Billing, Financial Analysis, and/or Accounts Receivable • Working experience and/or proficiency with Corporate Account Reconciliation proprietary tools, FX International Payments, GMAX, and or equivalent is preferred. • Experience with meetings management technology tools such as StarCite, Cvent, Cognos, proprietary solutions or equivalent highly preferred • Experience with meetings and events vendor accounting procedures strongly preferred • Strong written and oral communication skills • Ability to multi-task on multiple projects simultaneously • Self-starter, motivator and problem-solver • Strong organizational and mathematical skills • Ability to interact with a large team of associates

Web Builder	
Level 1	2 to 5 years experience; Supports basic Web products with minimal creative elements
Level 2	5 or more years experience; Supports more complex Web products with high level of creative elements
Basic Purpose	Professionally develops visually effective and efficient Web and technology solutions and communication during the pre-sale and post-sale program phases through the analysis, planning and implementation of Web products which support the business objectives of the meetings and events organization
Computer Skills	<ul style="list-style-type: none"> • FLASH - INTERMEDIATE - Desired • HTML - INTERMEDIATE - Desired • IMPACT - ADVANCED - Desired • JSP - INTERMEDIATE - Desired • MS ACCESS - BEGINNER - Desired • MS APPLICATION SUITE - INTERMEDIATE - Required • MS EXCEL - INTERMEDIATE - Required • MS OUTLOOK - INTERMEDIATE - Required • MS POWERPOINT - INTERMEDIATE - Required • MS PROJECT - INTERMEDIATE - Desired • MS WORD - INTERMEDIATE - Required • ADOBE PHOTOSHOP - BEGINNER - Desired • ADOBE DREAMWEAVER – INTERMEDIATE - Required • SQL - INTERMEDIATE - Desired • VISIO - INTERMEDIATE - Desired • WEB TREND - INTERMEDIATE - Desired • WINDOWS - INTERMEDIATE - Required • XML - INTERMEDIATE – Desired • MEETING MANAGEMENT TECHNOLOGY TOOLS – ADVANCED – Required
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree preferred or equivalent educational experience in information technology and/or graphic or web design • Web development experience required • Understanding of client/server principles and Web products such as HTML and flash technology highly preferred • Meetings and event industry experience highly preferred • Understanding of Group Travel processes preferred • Highly proficient in meetings management technology tools such as StarCite, Cvent, Cognos, proprietary solutions or equivalent, especially for Level 2 position • Presentation experience preferred • Minimum of 2 years corporate experience preferred for Level 1 position • Graphic design experience highly preferred for Level 2 position

Confidentiality Agreement

By viewing and/or reading this American Express Travel Related Services Company, Inc. (“American Express”) document, U.S. General Services Administration (“Company”) acknowledges and agrees to comply with the following confidentiality obligations (“Obligations”):

- Company agrees to treat as confidential all information about American Express obtained by Company in connection with this proposal, related presentations and discussions (“Confidential Information”). Confidential information does not include information that: (i) becomes publicly available without Company’s fault or; (ii) developed by Company, without reference to or use of the Confidential Information.
- Without first obtaining written consent of American Express, Company will not disclose the Confidential Information to any third party, except that Company may only disclose Confidential Information to those of its employees and agents that require such material to evaluate this proposal and the potential business relationship, and for no other purpose.
- Notwithstanding the foregoing, Company may disclose Confidential Information to the extent that such disclosure is required by an order or a court or by any law or regulation: provided, however, that, where legally possible, Company will give prompt written notice of any such requirements to American Express. Company will cooperate with American Express, at American Express’ expense, with any reasonable efforts of American Express to avoid or minimize such disclosure.
- In the event of a breach or threatened breach of the Obligations by Company, Company will promptly give notice thereof to American Express and will take reasonable steps to enforce the Obligations, and American Express reserves all of its rights and remedies at law and equity in connection with such a breach.
- Company will indemnify American Express for all loss or damage to American Express caused by Company’s breach of these Obligations.
- No representative or warranty, express or implied, is made as to the accuracy or completeness of any information that is provided in this proposal.
- These Obligations will survive any expiration of this proposal.
- At any time and upon American Express’ request, Company agrees either to return or destroy the originals (and all copies) of such information, documents and/or materials which are in its possession or under its control.