



LORRAINE TRAVEL

Lorraine Travel LLC
377 Alhambra Circle
Coral Gables, Florida 33134-5003
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E-Mail: info@lorraine-travel.com
www.lorraine-travel.com



LORRAINE TRAVEL'S COMMITMENT TO GOVERNMENT TRAVEL MANAGEMENT

Lorraine Travel LLC, is a state certified Minority Business Enterprise (MBE) with a "small business" classification given its Hispanic, woman-ownership.

The firm is truly unique in the travel industry, having been in business for over 67 years. Founded in 1948 by John and Luisa Guiteras, it has remained under the same name, ownership and management all this time.

As one of the largest privately owned travel agencies in the State of Florida, its longevity is due in large part to the commitment of providing quality services at competitive prices. Over the years Lorraine Travel has earned a solid reputation for making an impact in the financial and quality service needs of many clients, both in the private and government sectors.

Large organizations recognize that Lorraine Travel has competitive advantages over other full-service agencies. For example, it counts on an exceptional staff of veteran travel professionals. Some staff have over 30 years of industry experience and 20 years tenure with the Company. This is notable in an industry that is plagued by high turnover and inexperienced staff.

Also, responsiveness is the key word of our relationship with its clients. The vertical integration of the firm's managerial resources provides speedy and accountable decisions and solutions for clients, without the frustrating poor customer service so typical of today's multi-layered and sometimes inaccessible management.

67 years of industry experience is evidence of its record of integrity and business ethics. The firm has been a member of ASTA, the American Society of Travel Agents, for over 50 years and stands proud of its history and record of integrity.

The wholly owned facility which houses its headquarters and subsidiaries is located in the heart of one of South Florida's most affluent areas (Coral Gables), just minutes from Miami International Airport. With over 8635 square feet, its facilities will allow the company to add more staff and equipment as volume growth warrants.

The firms' state-of-the-art technology and web-based reservations platform are only part of the multitude of resources they bring to the table for the benefit of its clients.

Its management and staff look forward to continued excellence in service to the Government.

FEDERAL SUPPLY SCHEDULE PRICE LIST

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>

Schedule Title: **Travel Service Solutions**

FSC Group, Part, and Section or Standard Industrial Group (as applicable):
FSC Group 599, NAICS 561510

FSC Class(es)/Product code(s) and/or Service Codes (as applicable):
599-2 (Travel Agent Services) and 599-1000 (Value Added/Contract Support Items)

Contract number: **GS-33F-0033R**

For more information on ordering visit:
<http://www.gsa.gov/portal/content/197989>

Contract Period: **06 / 24 / 2015 through 06 / 23 / 2020**

Contractor's name, address, and phone number (include toll free WATS number and fax number):

Lorraine Travel LLC
377 Alhambra Circle
Coral Gables, FL 33134-5003
Phone: (305) 466-4433
Toll Free Phone: (800) 666-8911
Fax: (305) 441-9444
Toll Free Fax: (800) 403-6903

Contractor's internet address/web site where schedule information can be found:
https://www.gsaadvantage.gov/ref_text/GS33F0033R/GS33F0033R.PDF

Business size: **Small, Hispanic woman-owned**

1a. **SIN 599-2 Travel Agent Services**
Commercial services for the provision of travel agent services, which includes but is not limited to: travel arrangement reservation, ticketing and traveler support for air, rail lodging, car rental and ancillary services (See SIN 599-1000).

SIN 599-1000 Contract Support Items
Ancillary services includes, but is not limited to: Delivery services, destination services, documentation, frequent flyer assistance, help desk, international services, invoicing, reconciliation, profile management, quality control, reporting, leisure travel services including arrangement, booking and ticketing.

1b. **Transaction A**
Refers to Air and/or Rail Ticket with or without Lodging and/or Car Rental Reservations.

Transaction B

Refers to Lodging and/or Car Rental Reservations only.

Self Service Transaction

Refers to a complete unchanged reservation made via a self-booking system.

N/C

Indicates “No Charge”.

| Item | Item Cost / Price | Note |
|---|-------------------|--|
| Price List SIN 599-2 Travel Agent Services <i>Prices Indicated below are inclusive of the 1.50 IFF.</i> | | |
| Purchase Incentive Ordering Agencies will be enrolled in special programs that award free tickets, upgrades, and high-level memberships in popular frequent flyer programs for qualifying city-pair purchases on participating carriers. Awards vary by volume and carrier mix. Adding the cumulative value of all perks can in many ways defray some if not most of the issuance fees associated with management of your travel account. | | |
| Domestic Transaction A | \$26.00 | |
| International Transaction A | \$30.00 | |
| Domestic Transaction B | \$10.00 | |
| International Transaction B | \$10.00 | |
| Self Service Domestic Trans A | \$ 7.00 | |
| Self Service International Trans A | \$ 7.00 | |
| Self Service Domestic Trans B | \$ 5.00 | |
| Self Service International Trans B | \$ 5.00 | |
| Value Added Services SIN 599-1000, Contract Support Items <i>The prices below are inclusive of the .75% IFF unless otherwise noted.</i> | | |
| Full-time Agent at a staffed location | \$31.00 per hour | (For on-sites established by Task-Order, where the Ordering Agency wishes to add a full-time agent) |
| U.S. Mail | \$.53 | First Class |
| Express Next Day | \$19.00 | |
| Express 2 nd Day | \$16.00 | |
| Express International | \$175.00 | |
| 24-Hour Emergency Service Center | \$20.00 | |
| Travel Document Copies / Research | \$ 5.00 | Beyond 60 days post trip. Charge is per request. |
| Leisure Travel Services | \$25.00 | Air, Rail, Tour Cruise, Car Rental and Hotel. <i>Fee does not include IFF, as these services do not involve official government travel.</i> |
| Travel Insurance | \$.01 | Automatic Airline flight insurance coverage provided w/purchased ticket. Added coverage available on request. |
| VIP Executive Services | \$.01 | Government VIP desk to provide special services and amenities. |
| Automated Tracking / Refund of Unused E-tickets | \$.01 | |
| Standard/Customized MIS Reports | \$.01 | |

| | | |
|-------------------------------------|--------|--|
| CBA Reconciliation | \$.01 | |
| Custom Online Travel Profile System | \$.01 | |
| Frequent Flier Program Assistance | \$.01 | Assistance with enrollment in said programs and general information of same will be provided. Tracking and use of frequent flyer mileage is left to the discretion of the individual traveler. |
| Visa Services | \$.01 | Visa assistance and information will be provided to all travelers. |
| TripCase | \$.01 | Program which provides traveler the ability to view, print, email and download to handheld device, calendar program, etc., their itinerary. |
| Online Travel Resource Information | \$.01 | |
| Destination Reports | \$.01 | These reports provide specific information on security and health advisories, address of the local US embassy, visa requirements, local business protocol and customs, what to eat and restaurant recommendations, business services, local transportation, local attractions, entertainment, cultural calendars, sightseeing information, and a general overview of the city or country, etc. |

- 1c. Proposing Hourly Rates: **Not Applicable**
2. Maximum order: **\$1,000,000**
3. Minimum order: **\$50.00**
4. Geographic coverage (delivery area): **Worldwide**
5. Point(s) of Production (City, County, and State or foreign Country):
Coral Gables, Dade County, Florida.
6. Quantity Discounts: **All prices listed are net. However, orders exceeding a total amount of \$1,000,000 would be eligible for a negotiated discount that would be at least \$1.00 off the net item cost listed for Domestic and/or International Transaction A under SIN 599-2.**
7. Prompt Payment Terms: **None**
- 8a. Government purchase cards are accepted at or below the micro-purchase threshold.
Yes
- 8b. Government purchase cards are accepted above the micro-purchase threshold.
Yes
9. Foreign Items: **Not Applicable**
- 10a. Time of Delivery: **As required by task order/ordering agency.**

- 10b. Expedited Delivery: **Items available for expedited delivery are noted in this price schedule, as quoted.**
- 10c. Overnight and 2-day delivery: **Overnight and 2nd day delivery are available. Rates are as quoted in this price schedule.**
- 10d. Urgent Requirements: **As required by task order/ordering agency.**
11. F.O.B. points: **Destination**
- 12a. Ordering Address: **Lorraine Travel LLC
377 Alhambra Circle
Coral Gables, FL 33134-5003
Email: Info@LorraineTravel.com**
- 12b. Ordering Procedures: **The ordering procedures, information on Blanket Purchase Agreements (BPA's) can be found on GSA at <http://www.gsa.gov/portal/content/199353>**
13. Payment Address: **Lorraine Travel LLC
377 Alhambra Circle
Coral Gables, FL 33134-5003**
12. Warranty Provision: **We will always offer the lowest applicable rates and fares, or we will reimburse the Government for the difference.**
13. Export packing charges, if applicable: **Not Applicable**
14. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): **Customer must provide a valid card number, name as it appears on the credit card, credit card billing address and expiration date.**
15. Terms and conditions of rental, maintenance, and repair, if applicable. **Not Applicable**
16. Terms and conditions of installation, if applicable. **Not Applicable**
17. Terms and conditions of repair parts indicating date of parts, price lists and any discounts from list prices, if applicable. **Not Applicable**
18. Terms and conditions for any other services, if applicable. **Not Applicable**
19. List of services and distribution points, if applicable. **Not Applicable**
20. List of participating dealers, if applicable. **Not Applicable**
21. Preventive maintenance, if applicable. **Not Applicable**
- 22a. Special attributes such as environmental attributes. **Not Applicable**
- 22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services, and show where full details can be

found. The EIT standards can be found at: www.Section508.gov/ . **Not Applicable**

23. Data Universal Number System (DUNS) number: **042560573**

Lorraine Travel is registered in SAM (System for Award Management).