## Authorized Federal Supply Schedule Price List

**CONTRACTOR:**

**TRANSCOR, INC.**

9310 Old Kings Rd S Ste 501  
Jacksonville, FL 32257-6178

Contract # GS-33F-024DA

| Schedule Title: **Travel Services Solutions**  
| Product Service Code: **561510 - Travel Agent Services**  
| **ANCILLARY - Ancillary Supplies and Services**  
| DUNS#: **154591630**  
| Contract Period: **July 12, 2016 - July 11, 2021**  
| Business Size: **Women Owned Small Business (WOSB)**  

**Contract Administrator:** Charles Speranzella  
Phone Number: **904-737-7500**  
Email Address: csperan@etranscor.com  
Web Site: [http://www.etranscor.com](http://www.etranscor.com)

For more information on ordering from Federal Supply Schedules, visit [http://www.gsa.gov/portal/content/197969](http://www.gsa.gov/portal/content/197969)
The Innovator in Travel Management

Transcor, Inc. is a Subchapter S, Florida Corporation, wholly owned by Ms. Johnnie Cordell Breed since 1974. Transcor, Inc. is a self-certified, woman-owned, small business in accordance with the guidelines promulgated by the Small Business Administration for NAICS 561510 and 561599. Transcor, Inc. has been serving the United States Government for over 41 years as an agent for surface transportation carriers, including AMTRAK, and for over 31 years as an airline reservation and ticketing agent. Transcor’s relationship with the U.S. Government is unique and has resulted in the Government receiving superior service, innovative and streamlined reservation, ticketing, reporting and payment processes at no additional cost. Transcor performs all of the U.S. Government sales, marketing, reservations, accounting and payment processing for the surface carriers it represents. Transcor, Inc. is the largest independent agent for Greyhound Lines, Inc., Trailways and their interlining affiliates. In addition to its 41 year agency relationship, Transcor also provides substantial software development, integration, web hosting, transaction and payment processing, as well as customer and technical support to Greyhound Lines, Inc., Trailways Inc., all of their interlining affiliated carriers and many independent carriers nationwide. Additionally, Transcor is in development of a reservation and ticketing system that will link Greyhound with AMTRAK for use at intermodal bus/train stations nationwide.

Transcor, Inc. is the primary provider of Military Recruit Applicant transportation services to all U.S. Recruiting Commands, including the National Guard, the Air National Guard and the U.S. Coast Guard. Presently, Transcor, Inc. provides air and ground transportation to 43 MEPS nationwide and Puerto Rico to support the military recruiting mission. In addition, Transcor, Inc. currently arranges ground transportation for 23 Military Entrance Processing Stations nationwide and Puerto Rico, as well as all scheduled service ground transportation for all U.S. Navy Passenger Transportation Offices (NAVPTOs) in the continental U.S.

Transcor, Inc. currently has 32 employees, of which 17 are Information Technology personnel who develop, program and support Network and Server Management. Due to the high level of process automation, including quality assurance through internal proprietary software, Transcor’s air and ground agents easily outperform large travel agency operations.
Transcor's IT services, known as Transcor Data Services (TDS) has recently developed additional product/service offerings that are proprietary to Transcor and are unavailable anywhere else in the government travel industry. It is anticipated that the use of these products will substantially reduce the cost of transportation to every Agency that utilizes ground transportation. TDS also has development agreements with Greyhound Lines, Inc., its affiliated carriers, Trailways carriers, for the next generation of products for ticketing, accounting, mobile applications in North America. Also TDS is developing a joint reservation, ticketing and accounting system for intermodal connections between Greyhound and AMTRAK.

Transcor's travel agency business is divided into five separate areas with the Federal Government:

- **U.S. Military Recruit Applicant Transportation** – U.S. Army Active and Reserve (26 Recruiting Battalions), U.S. Navy Active and Reserve (12 Recruiting Districts), U.S. Marine Corps Active and Reserve (17 Recruiting Area Stations), U.S. Air Force Active and Reserves (35 Recruiting Squadrons), the National Guard and Air National Guard (Nationwide).

- **Military Entrance Processing Command** – (23 MEPS nationwide and Puerto Rico)

- **Department of Homeland Security- U.S. Coast Guard Recruiting** (Nationwide)

- **U.S. Department of Labor, Office of the Job Corps** - (116 Job Corps Residential Centers, U.S. and OCONUS Territories)

- **U.S. Bureau of Indian Affairs- Riverside Indian School, Anadarko, Oklahoma, Student transportation.**
Transcor, Inc.’s operating philosophy is to utilize automated software to the maximum extent possible to:

A. Prevent manual data entry to the maximum extent possible;
B. Provide software checking of manual entries that cannot be avoided;
C. Provide operator notification of potential and actual errors prior to submission to the customer;
D. Use the statistical information gleaned from errors caught by the software to measure employee performance, provide additional training as indicated, and implement process improvements to correct repetitive errors.

Our software systems have virtually eliminated clerical and data entry mistakes such as misspellings, origin and destination mistakes, incorrect travel dates, City Pair fare misuse and proper billing and line of accounting issues.

Transcor, Inc. is one of the very few U.S. Government Commercial Travel Agencies (CTOs) that is fully PCI Compliant. The Payment Card Industry Data Security Standard is a set of requirements designed to ensure that a company that processes, stores or transmits credit card information maintains a strict, secure environment. Since call center transmission of credit card information is the most risky form of transmission because it is unencrypted and a portion of this contract requires the transmission of Government or Contractor credit card data, as well as Personally Identifiable Information, it is imperative that the Travel Agency be PCI Compliant. Transcor, Inc.’s system is not only “self-certified”, but (due to the large number of government credit card transactions that our network processes for ourselves and our carriers), has independent third-party verification of secure storage and transmission of credit card data. In addition, this independent certification, plus our proprietary billing and settlement software, enables us to be the only Travel Agency that can transmit Level 3 credit card data for bus ticketing. Level 3 data is the type of detailed data transmitted the government credit card issuing bank Citibank. It lists passenger name, ticket number and date of travel. Transcor has successfully worked with JP Morgan Chase to implement this type of data display on the U.S. Coast Guard's monthly credit card statement for reconciliation purposes. Due to our proprietary technology, PCIA Compliance endorsement and our over 41 year relationship as one of the largest independent Greyhound agents, we are the only agent permitted by Greyhound to issue eBus tickets and process credit card transactions on Greyhound's behalf.
Power Pricing Modules Delivering the Best Value

Transcor, uses exclusively the TravelPort Worldspan GDS, with additional Power Pricing modules to permit the display and booking of all fares for ARC and non-ARC carriers, including “internet only” fares. Our Power Pricing Tier 2 Modules, include Power Shopper. Power Pricing obtains and displays up to 10 lower fare alternatives to the GSA City Pair Fare or other fare selected for both domestic and international flights. This permits easy identification of lower cost restricted fares and automatically displays the fare differential and airline change fees associated with the use of the restricted fare. Power Shopper further analyzes the flight selected and presents non-stop and connecting flights and displays up to 50 alternatives. It also can display the fare variations based on flexible departure times, days, and airports for round trip, one way, Circle trips (multiple stops) and open jaw itineraries.

“It is a complete pricing tool that has insured and will insure that all of the requirements of Best Value to the U.S. Government is achieved on every ticket.”

Transcor, Inc. utilizes XML PRO, a TravelPort access product which permits us to intercept, compare and manipulate messaging within the GDS. It also allows a seamless interface with our web based product, creating various reports. XML PRO is a proven data exchange tool. It delivers to us a broad range of content and functionality. Other GDS’s force you to accept their off-the-shelf booking tools, content, filters and reports that are not customizable to meet the specific needs of the Government customer. It forces the agent to rely solely on the content as presented by their GDS. Our use of the XML PRO product permits GDS message interception and manipulation. Most GDS systems do not have the capability to automatically filter, scan PNRs for completeness and errors, auto populate screens or properly display the entire airline and PNR messaging, forcing the agents to perform multiple manual entries, which always equates to errors. It also permits the use of drop down menus to filter and auto-populate, preventing the inevitable errors manual entries will cause. The product allows us to present a simple user interface to the customer and our agents.
Customer Service You Can Count On 24/7

As a full service travel provider, Transcor, Inc.’s agents are experienced in handling the immediate attention that mid-travel changes, canceled flights, missed connections, late buses and other travel emergencies can pose, especially in OCONUS travel situations. Any and all travel emergencies, whether during normal operating hours or occurring after hours or week-ends will be accommodated by our staff, not a third-party after hours service as used by most TMCs. Our agents can access the PNR and reservation systems from anywhere via home computer, laptop or smartphone (supplied by Transcor) expressly for this purpose. Our phone system automatically forwards all after hours calls received on our 800 numbers directly to the agents on call for ground or air emergencies. Transcor will use every effort and travel option to accommodate the original travel objectives, including overall cost, as well as the nature of the emergency or change required. All changes to existing travel are at the time of notification, documented through eTRANSCOR, the travel record and the individual Job Corps Student or group's PNR through a comment or retention segment, if applicable.
Terms and Conditions:

1. **Table of awarded special item numbers:**

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>561510</td>
<td>Travel Agent Services</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Ancillary Supplies and Services</td>
</tr>
</tbody>
</table>

b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

- 561510: Booking - Scheduled Bus Service (Individual Booking) - $4.50
- Ancillary: Meal Card - $1.01

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</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>$250,000</td>
</tr>
</tbody>
</table>

3. **Minimum order:** $100.00

4. **Geographic Coverage:** 48 States, DC

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

6. **Statement of net price:** Pricing included is net pricing including all discounts and IFF.

7. **Quantity Discounts:** NA

8. **Prompt payment terms:** 0% Net 30

9. **Foreign Items:** NA

10. **Time of Delivery:** 0 Days Delivered (after receipt of order)
   - Expedited Delivery: NA
   - Overnight and 2-Day Delivery: NA
   - Urgent requirements: NA

11. **F.O.B. points:** NA
12. a. **Ordering Addresses:**
   Transcor Inc.
   9310 Old Kings Road South, Suite 501
   Jacksonville, FL 32257-6178

   b. **Ordering Procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. **Payment Addresses:**
    Transcor Inc.
    9310 Old Kings Road South, Suite 501
    Jacksonville, FL 32257-6178

14. **Warranty Provision:** NA

15. **Export packing charges:** NA

16. **Terms and conditions of rental, maintenance, and repair:** NA

17. **Terms and conditions of installation:** NA

18. a. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:** NA

   b. **Terms and conditions for any other services (if applicable):** NA

19. **List of service and distribution points:** NA

20. **List of participating dealers:** NA

21. **Preventative maintenance:** NA

22. a. **Special attributes such as environmental attributes:** NA

   b. **Section 508 compliance information:** NA

23. **Data Universal Number System (DUNS) number:** 154591630

24. **Notification regarding registration in System for Award Management (SAM) Database:** Transcor Inc. is registered in the SAM Database
**Awarded service information listed by Special Item Numbers (SINS):**

**SIN: 561510- Travel Agent Services**

<table>
<thead>
<tr>
<th>Service</th>
<th>GSA Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Service Air/Rail - Scheduled Air/Rail (includes rental car and or hotel)</td>
<td>$16.50</td>
</tr>
<tr>
<td>Booking - Scheduled Bus Service (Individual Booking)</td>
<td>$4.50</td>
</tr>
</tbody>
</table>

**SIN: ANCILLARY - Contract Support Items**

<table>
<thead>
<tr>
<th>Service</th>
<th>GSA Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meal Card</td>
<td>$1.01</td>
</tr>
<tr>
<td>Bus Baggage Print Fee</td>
<td>$3.02</td>
</tr>
<tr>
<td>Online Check-in &amp; Pre-Paid Luggage</td>
<td>$10.08</td>
</tr>
<tr>
<td>Full Service (Complex) - Entire Charter Bus (all seats)</td>
<td>22.17%</td>
</tr>
<tr>
<td>Basic Service (Point A to Point B) - Entire Charter Bus (all seats)</td>
<td>12.09%</td>
</tr>
</tbody>
</table>