Corning Tower, Empire State Plaza, Albany, NY 12242 | www.nyspro.ogs.ny.gov | customer.services@ogs.ny.gov | 518-474-6717

Contract Award Notification Update

Subject: Contract Extension and Price Adjustments

DATE: February 28, 2020 **AWARD #:** 23015 **GROUP #:** 79006

AWARD DESCRIPTION: Air Travel Services

CONTRACT PERIOD: March 1, 2017 – March 1, 2021

CONTACT: Mark Milstein, Statewide Travel Coordinator | 518-402-5005 | travelcoordinator@ogs.ny.gov

CONTRACT NO.: PS67635 **CONTRACTOR:** Delta Air Lines, Inc.
PS67636 American Airlines Inc.

The above referenced contract with Delta Air Lines, Inc. and American Airlines Inc. was extended through March 1, 2021.

Effective March 1, 2020 Delta Air Lines will increase prices 1.7%.

American Airlines will honor their current prices through March 19, 2020. Effective March 20, 2020 American Airlines will increase prices 1.7%.

The increase is based upon data from the latest published airline travel price index. The price list has been updated to reflect the new fares.

Delta Air Lines discontinued service to the following city-pair; the price list has been updated to reflect these changes.

City-Pair
NYC-LAGUARDIA, NY – BALTIMORE, MD

All other terms and conditions of the contract remain unchanged.

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Contract Award Notification Update

Subject: Price Adjustments

DATE: January 28, 2019 **AWARD #:** 23015 **GROUP #:** 79006

AWARD DESCRIPTION: Air Travel Services

CONTRACT PERIOD: March 1, 2017 – March 1, 2020

CONTACT: Mark Milstein, Statewide Travel Coordinator | 518-402-5005 | travelcoordinator@ogs.ny.gov

CONTRACT NO.: PS67635 **CONTRACTOR:** Delta Airlines, Inc.
PS67636 American Airlines Inc.

In compliance with the allowable terms and conditions established in the agreement concerning price adjustments, **prices will decrease by 2.6% March 1, 2019**.

The **decrease** is based upon data from the latest published airline travel price index. The price list has been updated to reflect the new fares.

All other terms and conditions of the contract remain unchanged.

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Contract Award Notification Update

Subject: Price Adjustments

DATE: March 13, 2018 **AWARD #:** 23015 **GROUP #:** 79006

AWARD DESCRIPTION: Air Travel Services

CONTRACT PERIOD: March 1, 2017 – March 1, 2020

CONTACT: Mark Milstein, Statewide Travel Coordinator | 518-402-5005 | travelcoordinator@ogs.ny.gov

CONTRACT NO.: PS67635 **CONTRACTOR:** Delta Airlines, Inc.

PS67636 American Airlines Inc.

In compliance with the allowable terms and conditions established in the agreement concerning price adjustments, prices will **decrease by 4%**. The **decrease** is based upon data from the latest published airline travel price index. The price lists have been updated to reflect the new fares

Delta Air Lines prices were adjusted on **March 2, 2018**; American Airlines prices were adjusted on **March 13, 2018**.

All other terms and conditions of the contract remain unchanged.

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Contract Award Notification

Title	:	**Group 79006 Air Travel Services** **Classification Code(s): 78, 90**
Award Number	:	**23015** **(Replaces Award 21991)**
Contract Period	:	**March 1, 2017 through March 1, 2020**
Bid Opening Date	:	**August 23, 2016**
Date of Issue	:	**February 21, 2017**
Specification Reference	:	**As Incorporated In The RFP #23015**
Contractor Information	:	**Appears on Page 2 of this Award**

Address Inquiries To:

State Agencies & Vendors	Political Subdivisions & Others
Name : Mark Milstein Title : Statewide Travel Coordinator Phone : 518-402-5005 E-mail : travelcoordinator@ogs.ny.gov	Procurement Services Customer Services Phone : 518-474-6717 E-mail : customer.services@ogs.ny.gov

Procurement Services values your input.
Complete and return "Contract Performance Report" at end of document.

Description

Use of this contract by Executive Department Agencies is recommended

Contracts with various airlines for air travel to and from various city pair locations throughout the United States and some foreign countries. This contract is recommended for use by all New York State employees and representatives acting in an official capacity to carry out assigned duties of the Executive Branch of government, employees of The Legislative and Judicial Branches of government, New York State Public Authorities and Boards, the State University of New York (SUNY). Additionally, any state or non-state agencies using the contracted Citibank VISA card are eligible to use this contract. **Travel tickets are 100% refundable with no minimum stay or other purchase requirements and contract airfares are not subject to charges for exchanging tickets. Contract prices are one-way fares.** All contract users are required to utilize the New York State Travel Management Services Contractor (Group 79005) to book all contract travel (see page 6). All airline tickets must be purchased using the Bank Card Services Award (Group 79008) - Citibank Visa State Travel Card or Non-Employee Travel Card (NET).

PR # 23015

Authorized Users are required to arrange all travel via the New York State Travel Management Services Contractor. Please contact the Statewide Travel Coordinator with any contract related issues.

NOTE: See individual contract items to determine actual awardees.

CONTRACT #	CONTRACTOR & ADDRESS*	FED.IDENT.#	Vendor Identification #
PS67635	Delta Air Lines, Inc. 1030 Delta Blvd, Dept. 760 Atlanta, GA 30320	58-0218548	1000057818
PS67636	American Airlines, Inc. 4333 Amon Carter Blvd. Ft. Worth, TX 76155	13-1502798	1100004362

*This contract requires authorized users to contact the designated travel management service contractor for reservations (see Group 79005 – Travel Management Services Contractor for updated contract).

AGENCIES SHOULD NOTIFY PROCUREMENT SERVICES PROMPTLY IF THE CONTRACTOR FAILS TO MEET TERMS OF THIS CONTRACT. PRODUCTS OR SERVICES WHICH DO NOT COMPLY WITH THE SPECIFICATIONS OR ARE OTHERWISE UNSATISFACTORY TO THE AGENCY SHOULD ALSO BE REPORTED TO PROCUREMENT SERVICES.

DISPUTE RESOLUTION POLICY
It is the policy of the Office of General Services' Procurement Services to provide vendors with an opportunity to administratively resolve disputes, complaints or inquiries related to Procurement bid solicitations or contract awards. Procurement Services encourages vendors to seek resolution of disputes through consultation with Procurement Services staff. All such matters will be accorded impartial and timely consideration. Interested parties may also file formal written disputes. A copy of Procurement Services Dispute Resolution Procedures for Vendors may be obtained by contacting the person shown on the front of this Contract Award Notification or through the OGS website (www.ogs.ny.gov).

USE OF THIS CONTRACT BY EXECUTIVE DEPARTMENT AGENCIES IS RECOMMENDED

NEW YORK STATE AIR TRAVEL SERVICES GUIDELINES

The State has been successful in securing contracts with major airlines to provide reduced air travel fares combined with beneficial service terms. As a result of these contracts, the State has saved millions of dollars a year in air travel costs.

The OGS contract offers discounted prices for many city pairs between New York State and other domestic and foreign destinations. The city pair contract offers features, in addition to price, that are highly beneficial to State travelers and authorized users including but not limited to:

- no cost for refunds or ticket changes,
- no minimum stay,
- no advance purchase requirements, and
- price reductions for some capacity controlled fares (i.e., lower fares available based on capacity).

Our ability to continue achieving such savings depends largely on ensuring that State agencies and authorized users utilize the OGS contract. Accordingly, users are recommended to adhere to the following guidelines when purchasing air travel:

1) All airline tickets must be purchased using the designated Citibank Visa State Corporate Card. Employees may not use personal credit cards or other means for reimbursement.

2) All airline ticketing must be done through the authorized State travel agent contractor (OGS Travel Agent Services contract - web link below), responsible for certifying that the ticketing is done in accordance with these guidelines.
http://www.ogs.ny.gov/purchase/snt/awardnotes/7900522536can.htm

3) Recommended exceptions include: emergency situations, when the non-contract fare saves $200 or more per roundtrip ticket, or contract flights would require the traveler to incur unnecessary overnight lodging costs.

When an exception occurs, the attached form (Attachment 1) must be completed and approved by your Agency Finance Officer or other appropriate authority and a copy e-mailed to the Statewide Travel Coordinator, Mark Milstein, 38th Floor, Corning Tower, Empire State Plaza, Albany, NY 12242. Phone: 518-402-5005, e-mail: travelcoordinator@ogs.ny.gov

The OGS Air Travel Services Guidelines and exception form is found on the OGS web link below at: http://www.ogs.ny.gov/purchase/spg/pdfdocs/CL744.pdf

PROCUREMENT INSTRUCTIONS

A. All rates are available for business use only.

B. All authorized users must use the New York State Citibank VISA Travel Card or Citibank Visa Non-Employee Travel Card (NET) to purchase tickets. These cards must begin with either “4046” or “4275” as the first four digits of the card number. Personal credit cards or other means of reimbursement are not to be used.

C. It is preferred that travelers contact their Agency Travel Coordinator first to make travel arrangements. The Coordinator is more up to date and informed of any changes in our travel program. The Agency Travel Coordinator and the traveler will review the list of rates and services from the Air Travel Services Contract Award Notification (this document) to determine what services (city pair rates) best fit their needs.

D. **State authorized travel agents must be used to make reservations.** Internet fares may not be used unless booked through the authorized State Travel Management Services contractor. The Procurement Services listing for Travel Management Services is available at: http://www.ogs.ny.gov/purchase/snt/awardnotes/7900522536can.htm The agency may also wish to communicate any specific cost accounting requirements for travel payment to the contracted travel management services contractor.

METHOD OF PAYMENT

The method of payment for any eligible entity under contracts resulting from this solicitation is the Citibank VISA Travel Card and the Citibank Visa Non-Employee Travel Card (NET). Personal credit cards or other means to require reimbursement are not to be used.

City Pair Use Instructions

- To determine contract information for air travel, look up travel segment by Departure City (any city or airport noted in city pair may be utilized as a departure city).
- City pairs are arranged alphabetically as indicated on the price list.
    - Primary alphabetization is by the New York State Departure City.
    - Secondary alphabetization is by the Destination City.
- **All fares are for one-way travel**.
- Some non-contract airlines may "match" the contract government fare in certain city pairs. These fares are not covered under the terms and conditions of this contract, nor do they offer the protections covered by this contract and are not to be used.
- Some metropolitan areas may have service from more than one airport at varying prices. For destinations where more than one airport is available, consideration should be given to using any of the alternate airports to make a best value determination. Travelers should take into consideration cost, total travel time and scheduling convenience when making their best value determination. Examples of cities with more than one airport include, but are not limited to:

  Chicago - Served by Midway (MDW) & O'Hare (ORD)
  New York City - served by Kennedy (JFK), LaGuardia (LGA) & Newark Liberty (EWR)
  Washington DC - served by Dulles (IAD), Reagan National (DCA) & Baltimore (BWI)

To provide additional contract city pairs for the convenience of authorized users where no compliant bids were received for a particular city pair, OGS has made awards to non-compliant bidders that may not meet the daily flight requirements and/or exceed the maximum length of time allowed for stopovers.

BACKGROUND/USE

This group of contracts replaces the contracts under Award 21991 and provides discounted airfares directly with airlines to city pairs across the United States and certain international destinations.

USE OF NEW YORK STATE CONTRACT OR AUTHORIZED TRAVEL AGENTS

All ticketing for air travel contracted under this Award must be through the New York State Travel Management Services contractor.

USE OF CONTRACTS BY OTHERS

This service shall be available for use by all New York State employees and representatives acting in official capacity to carry out assigned duties of the Executive, Legislative and Judicial Branches of government including New York State Public Authorities and Boards, and the State University of New York (SUNY). All other non-state agencies may use this contract provided they purchase their tickets with the Citibank VISA travel card or Citibank Non-Employee Travel Card (NET) designated exclusively for New York State (see METHOD OF PAYMENT). Use of this contract and the awarded airline is recommended of all Executive Department Agencies.

AIRLINE CONTRACTORS EXTENDING CONTRACT PRICING

Airline Contractors Extending Contract Pricing to: New York City Agencies; Members of State Boards, Procurement Council, etc.; Government Witnesses, Prisoners, Runaways, Wards of the State, other governmental entities, etc.

Airline Contractor	NY City Agencies	State Boards/ Procurement Council	Government Witnesses, Prisoners, Runaways, Wards	Other Government Entities
Delta Air Lines	**YES**	**YES**	**YES***	**NO**
American Airlines	**YES**	**YES**	**YES***	**NO**

***** Delta Airlines and American Airlines have specific rules and regulations regarding the acceptance of prisoners –civilian or military. Please contact Delta Airlines and American Airlines directly or the authorized travel management services contractor for details.

CONTRACTOR'S DESIGNATED CODE FOR CAPACITY CONTROLLED FARES

Contractor's Designated Code for Capacity Controlled Fares, Charge for Paper Ticket and required OSI information for the PNR:

Airline	Capacity Controlled Fare Code	Charge For Paper Ticket	Required Service Information
Delta Air Lines	LCANY	$50	OSI GOV/MIL
American Airlines	GCANY – Domestic/Short haul International VCANY-International/Trans-Atlantic/Pacific/South America	Per published fare rules	OSI GOV/MIL

RESERVATIONS AND TICKET SALES

Reservations and tickets shall be available through the authorized travel management services contractor of record as listed below. All travel agents are members of the Airlines Reporting Corporation (ARC) and the International Airlines Travel Agent Network (IATAN). Reservations for contract passengers shall be confirmed on the same basis that reservations are confirmed for the general public with no consideration given in favor of passengers paying higher fees in the same class of service.

Please refer to the contracted travel management services contractor listed below. **The New York State authorized travel management services contractor is required to offer contract fares awarded in lieu of any possible matched fares.**

NEW YORK STATE TRAVEL MANAGEMENT SERVICES CONTRACTOR

IATAN / ARC NUMBERS	CONTRACTOR NAME & ADDRESS	RESERVATION TELEPHONE NO.
47-50573-2 33-52020-0 31-65239-0 31-86460-4 39-56963-3	**Child Travel dba Direct Travel** 30 Corporate Drive Clifton Park, NY 12065	(800) 774-0655 (518) 292-9000

FARE BASIS CODES

The contractor shall have all contract fares entered in any CRS or GDS electronic reservation system in which they participate.

Unrestricted Fare
Fare code YCANY (New York State Contract designated "Y Class Fare") as defined under definitions shall be established to identify all fares provided at the proposed contract rate.

Capacity Controlled Fare
Refer to page 5 of this Award Notification for Capacity Controlled Fare Codes.

APPLICABILITY OF FARES

Fares shall apply to all airline flights routinely scheduled and available to the general public for city/airport pairs listed in this solicitation or subsequently offered by the bidder and shall **not** be applicable to or from intermediate points. All item/city pair pricing shall include the total cost excluding Passenger Facility Charges (PFC), segment fees and other ancillary fees but including taxes, fees, commissions or prepaid ticket charges. Passenger Facility Charges (PFC), security fees, fuel surcharges and segment fees or other ancillary fees assessed by political entities and collected by airlines normally passed through to corporate and public customers may be assessed at the time of ticketing.

STOP-OVERS

Domestic city pair connecting flights shall have maximum two (2) hour cumulative stopover time; and international city pairs shall have three hours (3) maximum cumulative stopover time.

DATES OF TRAVEL

Travel booked and ticketed within the term of any contract(s) shall be allowed thirty one (31) days after the term of the contract. Contract fares from any subsequent contract year's Contract Award Notice available for use to travelers or travel agencies will not be made available for travel prior to the termination of the current year's agreement.

TRAVEL INCENTIVES

Records of any Travel Incentives granted Individual Travelers this contract shall be outside the scope of this contract.

TRAVEL IDENTIFICATION

The following forms of identification (in conjunction with the contract method of payment) shall authorize state business travelers to utilize contract services under the New York State contract payment form indicated:

- New York State driver's license **OR**
- New York State entity picture ID.

MODIFICATIONS OF SCHEDULE OR FLIGHT FREQUENCY

Contractors under any contract resulting from this Award may change, increase, decrease or terminate service to any destination provided the contractors' schedule changes are effective for the general public also. The Procurement Services Associate identified in this Award shall be advised in writing of any changes that result in the overall schedule for that city/pair item falling below the requirements defined under the "DAILY FLIGHT FREQUENCY" or "STOP OVERS" defined in this Award.

In the event any contractor's city pair service decreases below the requirements defined in this Award, New York State reserves the right to re-award that specific city/pair to a bidder offering the next best value service or accept offers for replacement service in the best interests of New York State.

ELECTRONIC TICKETING

The use of electronic ticketing (e-ticketing) by the New York State travel agent contractors shall be required when available.
If available, there will be a charge for a "paper" ticket.

ATTACHMENT 1 -- Air Travel Services Contract Exception Form

NEW YORK STATE OF OPPORTUNITY. | Office of General Services | Procurement Services

AIR TRAVEL SERVICES CONTRACT EXCEPTION FORM

There are three recommended exceptions to contract city-pair usage:

- ✓ An emergency
- ✓ Non-contract fare saves $200 or more per round-trip ticket.
- ✓ Contract flights would require the traveler to incur unnecessary overnight lodging costs.

When an exception occurs, this form must be completed and approved by your Agency Finance Officer or other appropriate authority with a copy of this emailed to the Statewide Travel Coordinator, Mark Milstein, 38th Floor, Corning Tower, Empire State Plaza, Albany, NY 12242. Phone: 518-402-5005, e-mail: travelcoordinator@ogs.ny.gov

Agency Travel Coordinator Name
_____
Agency Name and Address
_____
Passenger Name
_____
Passenger Phone and Email Address
_____
Lowest contract fare
_____
Amount of non-contract fare (desired flights)
_____
Total amount lost/gained by not using contract fare
_____
Routing and Date of Travel
_____
Airline (s)
_____
Reason for exception (detailed explanation)
_____
_____

Name of Finance Officer (or name of designated authority):

Name:_____ Title:_____ Date:_____

State of New York
Office of General Services
NEW YORK STATE PROCUREMENT
Contract Performance Report

Please take a moment to let us know how this contract award has measured up to your expectations. If reporting on more than one contractor or product, please make copies as needed. This office will use the information to improve our contract award, where appropriate. **Comments should include those of the product's end user.**

Contract No.:_____ **Contractor**._____

Describe Product* Provided (Include Item No., if available):_____

***Note**: "**Product**" is defined as a deliverable under any Bid or Contract, which may include commodities (including printing), services and/or technology. The term "Product" includes Licensed Software.

	Excellent	Good	Acceptable	Unacceptable
• Product meets your needs				
• Product meets contract specifications				
• Pricing				

CONTRACTOR

	Excellent	Good	Acceptable	Unacceptable
• Timeliness of delivery				
• Completeness of order (fill rate)				
• Responsiveness to inquiries				
• Employee courtesy				
• Problem resolution				

Comments:_____

_____

_____(over)

Agency:_____ Prepared by:_____

Address:_____ Title:_____

_____ Date:_____

_____ Phone:_____

_____ E-mail:_____

<u>Please detach or photocopy this form & return via e-mail to travelcoordinator@ogs.ny.gov or mail to</u>:

OGS NEW YORK STATE PROCUREMENT
travelcoordinator@ogs.ny.gov, 38th Floor
Corning 2nd Tower - Empire State Plaza
Albany, New York 12242
* * * * *