



Office of General Services
Procurement Services

Corning Tower, Empire State Plaza, Albany, NY 12242 | <https://ogs.ny.gov/procurement> | customer.services@ogs.ny.gov | 518-474-6717

Contract Award Notification

Title	: Group 79006 Air Travel Services Classification Code(s): 78, 90
Award Number	: 23238 (Replaces Award 23015)
Contract Period	: January 7, 2022 through January 6, 2027
Bid Opening Date	: September 14, 2021
Date of Issue	: February 15, 2022 (Revised January 6, 2026)
Specification Reference	: As Incorporated In The RFP #23238
Contractor Information	: Appears on Page 2 of this Award

Address Inquiries To:

State Agencies & Vendors	Political Subdivisions & Others
Name : Jeffrey Giglio 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

Contracts with various airlines for air travel to and from various city pair locations. 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). State Agencies and OGS Authorized Users must use the New York State Travel Card or Non - Employee Travel Card (NET) Contract (and any amendments or replacements to such Contracts) to purchase tickets. Reservations and tickets shall be available through the authorized travel management services contractor of record (and any amendments or replacements to such Contracts) with the State of New York.

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.

This Award has 0% MBE, 0% WBE and 0% SDVOB goal requirements.

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.

<u>CONTRACT #</u>	<u>CONTRACTOR & ADDRESS*</u>	<u>FED.IDENT.#</u>	<u>Vendor Identification#</u>
PS69510	American Airlines, Inc. 1 Skyview Drive Ft. Worth, TX 76155	13-1502798	1100004362
PS69512	Southwest Airlines Co. 2702 Love Field Drive Dallas, TX 75235	74-1563240	1100100052

*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).

Cash Discount, If Shown, Should be Given Special Attention.

AGENCIES SHOULD NOTIFY NEW YORK STATE PROCUREMENT SERVICES PROMPTLY IF THE CONTRACTOR FAILS TO MEET DELIVERY OR OTHER 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.

SMALL, MINORITY AND WOMEN-OWNED BUSINESSES:

The letters SB listed under the Contract Number indicate the contractor is a NYS small business. Additionally, the letters MBE and WBE indicate the contractor is a Minority-owned Business Enterprise and/or Woman-owned Business Enterprise.

RECYCLED, REMANUFACTURED AND ENERGY EFFICIENT PRODUCTS:

Procurement Services supports and encourages the purchase of recycled, remanufactured, energy efficient and "energy star" products. If one of the following codes appears as a suffix in the Award Number or is noted under the individual Contract Number(s) in this Contract Award Notification, please look at the individual awarded items for more information on products meeting the suffix description.

RS, RP, RA	Recycled
RM	Remanufactured
SW	Solid Waste Impact
EE	Energy Efficient
E*	EPA Energy Star
ES	Environmentally Sensitive

NOTE TO AUTHORIZED USERS:

When placing purchase orders under the contract(s), the authorized user should be familiar with and follow the terms and conditions governing its use which usually appears at the end of this document. The authorized user is accountable and responsible for compliance with the requirements of public procurement processes. The authorized user must periodically sample the results of its procurements to determine its compliance. In sampling its procurements, an authorized user should test for reasonableness of results to ensure that such results can withstand public scrutiny.

The authorized user, when purchasing from OGS contracts, should hold the contractor accountable for contract compliance and meeting the contract terms, conditions, specifications, and other requirements. Also, in recognition of market fluctuations over time, authorized users are encouraged to seek improved pricing whenever possible.

Authorized users have the responsibility to document purchases, particularly when using OGS multiple award contracts for the same or similar product(s)/service(s), which should include:

- a statement of need and associated requirements,

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- a summary of the contract alternatives considered for the purchase,
 - the reason(s) supporting the resulting purchase (e.g., show the basis for the selection among multiple contracts at the time of purchase was the most practical and economical alternative and was in the best interests of the State).

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 New York State Travel Card or Non - Employee Travel Card (NET) Contract (and any amendments or replacements to such Contracts). 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.
<https://ogs.ny.gov/Contract-Award-23211>
- 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:
<https://ogs.ny.gov/news/cl-744-air-travel-services-guidelines>

PROCUREMENT INSTRUCTIONS

- A. All rates are available for business use only.
- B. All authorized users must use the New York State Travel Card or Non - Employee Travel Card (NET) Contract (and any amendments or replacements to such Contracts) to purchase tickets. 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 agent 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: <https://ogs.ny.gov/Contract-Award-23211> 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 New York State Travel Card or Non - Employee Travel Card (NET) Contract (and any amendments or replacements to such Contracts) to purchase tickets. 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, OGS has made awards to 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 23015 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 New York State Travel Card or Non - Employee Travel Card (NET) Contract (and any amendments or replacements to such Contracts) 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
American Airlines	YES	YES	YES*	NO
Southwest Airlines	YES	YES	YES*	NO

* All airlines have specific rules and regulations regarding the acceptance of prisoners –civilian or military. Please contact the airline 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, and required OSI information for the PNR:

Airline	Capacity Controlled Fare Code	Required Service Information
American Airlines	GCANY – Domestic/Short haul International VCANY-International/Trans-Atlantic/Pacific/South America	None
Southwest Airlines	G	OSI WNGST

RESERVATIONS AND TICKET SALES

Reservations and tickets shall be available through the authorized travel management services contractor of record as listed below. The travel management services contractor is a member 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.
07-70527-2	Knight Holdings LLC 1127 Wehrle Drive Williamsville, NY 14221	(800) 543-8616 (716) 631-4022

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 the contract shall be allowed thirty (90) days after the term of the contract.

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 contractor shall be required when available. If available, there will be a charge for a "paper" ticket.

ATTACHMENT 1 -- Air Travel Services Contract Exception Form



**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, Jeffrey Giglio, 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
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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: _____

Please detach or photocopy this form & return via e-mail to travelcoordinator@ogs.ny.gov or mail to:
 OGS NEW YORK STATE PROCUREMENT
 travelcoordinator@ogs.ny.gov, 38th Floor
 Corning 2nd Tower - Empire State Plaza
 Albany, New York 12242
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