

FREQUENTLY ASKED QUESTIONS
**Job Corps Centralized Student Transportation Support
Blanket Purchase Agreement (BPA)**

1. Who is authorized to use Job Corps Centralized Student Transportation Support Blanket Purchase Agreement (BPA)?

All Job Corps operators, including the USDA Forest Service, are directed and authorized to use Job Corps Centralized Student Transportation Support BPA to arrange government-furnished transportation for all Job Corps students.

2. Which sections of the electronic Policy and Requirements Handbook (ePRH) address student transportation?

EPRH Chapter 6, Section 6.6, Student Transportation and Exhibit 6-3 Student Transportation address student transportation.

3. Who are the Contracting Officer (CO) and the Contracting Officer's Representative (COR) for Job Corps Centralized Student Transportation Support BPA?

- Eric Vogt is the Contracting Officer (CO) and can be reached at Vogt.Eric@dol.gov or (202) 693-377.
- Bill Dakshaw is the Contracting Officer's Representative (COR) and can be reached at Dakshaw.Bill@dol.gov or (202) 693-2867.

Note: The status of these positions may change throughout the period of performance for the BPA.

4. Who is the authorized contractor and what is the period of performance for Job Corps Centralized Student Transportation Support BPA?

- TransCor, Inc., is the contractor assigned to manage this BPA.
- The period of performance, for the BPA, consists of a 1-year, base period from the date of award and four, 1-year option periods, unless otherwise stated.

5. What are the terms of use for the BPA?

Job Corps Centralized Student Transportation Support BPA became effective in June 2017. TransCor, Inc., was awarded the BPA. TransCor, Inc., the authorized contractor for the BPA, has more than 30 years of experience in providing all modes of transportation to the Job Corps program. This BPA will provide student transportation services for all modes of transportation to all Job Corps centers located in the 50 states, the District of Columbia, and Puerto Rico, at all times, 24 hours a day, 365 days a year. Prior to this BPA, centers worked with other vendors to obtain transportation services for Job Corps students. All Job Corps operators, including the USDA Forest Service, are directed and authorized to use the Centralized Student Transportation Support BPA to arrange government-furnished transportation for all Job Corps students.

6. Who is responsible for student transportation on center?

On center, all requests for student transportation must be initiated by the Records Department.

7. What does the Records Department need to provide TransCor, Inc. to establish a center transportation account?

The Records Department must:

- Contact TransCor, Inc., to set up the center profile
- Provide TransCor, Inc., with center credit card number, expiration date, CVV, and center contact information for email notifications

8. What are the office hours for TransCor, Inc.?

Air and Rail Office Hours: 8:00 a.m. – 11:00 p.m. Eastern. However, staff members are on call 24 hours. After office hours, an agent may be reached at (800) 790-1443 or (904) 737-1443. Press “1” for after-hours emergency service. An additional contact number is (904) 571-7885.

Bus Office Hours: 8:00 a.m. – 7:00 p.m. Eastern. An Agent may be reached at (904) 737-2777 or (800) 783-9410. Press “2” for after-hours emergency service. Leave message and an agent will return your call. Be sure to leave all necessary information (center name, student’s name/ID number, student’s age, travel dates, departure and destination information, and point-of-contact) on the message.

9. How does the Records Department contact TransCor, Inc., by telephone or e-mail, during working hours?

A TransCor, Inc., representative can be reached regarding air and rail at (800) 790-1443 or (904) 737-1443. E-mails can be directed to: support@etranscor.com.

A TransCor, Inc., representative can be reached regarding bus at (800) 783-9410 or (904) 737-2777. E-mails can be directed to: support@etranscor.com.

10. What does TransCor, Inc., offer?

- Proprietary self-booking tool, “EZ Booking,” for bus e-tickets (available 24 hours /7 days a week)
- Paid Time Off (PTO) pre-paid e-tickets for bus transportation
- Charter buses
- Agents that are available 24 hours /7 days a week
- After-hour e-ticketing for bus travel
- Full-service air and train (note: includes agent support and prepaid luggage service, where available)
- Self-service air and train, (note: does not include agent support or prepaid luggage)

11. How can staff members retrieve their user name or password?

Go to the eTRANSCOR Web site, <https://www.etranscor.com>. Click support@etranscor.com and send an e-mail; or a TransCor, Inc., representative can be contacted directly during business hours.

12. How does the Records Department add a new user to the center profile?

The Records Manager will need to send an e-mail to support@etranscor.com and provide the new user's first and last name, e-mail address, and preferred user name and password.

13. Is an identification card needed for student travel?

Yes, a government-issued photo ID (state ID, passport, military ID) is needed. Transportation Security Administration (TSA) guidelines require all students to have a government-issued photo ID.

14. How can staff obtain an Admissions Counselor (AC) code?

OA contractors, only, can obtain an AC code. The OA contractor must request an AC Code through the Job Corps Data Center (JCDC). Once the code is assigned by JCDC, the OA contractor will go to the eTRANSCOR Web site, <https://www.etranscor.com>, and submit a list of the ACs to support@etranscor.com. TransCor, Inc., will enter the AC code into a secure file which authorizes the AC to access the eTRANSCOR Web site for all ticketing needs and information.

15. Where can I find luggage information?

Luggage information can be found on the Bulletin on the main page of the eTRANSCOR Web site at <https://www.etranscor.com>.

For any additional questions regarding how to set up center profiles, training, or Web site access and navigation, please call TransCor, Inc., at:

For the Air and Rail Office: (800) 790-1443 or (904) 737-1443

For the Bus Office: (800) 783-9410 or (904) 737-2777