DoD Commercial Travel Programs Overview

Connect 2011 Seminar
April 2011

For Official Use Only
Agenda

• Commercial Travel Office (CTO) Acquisition Background
• CTO Procurement Update
  – Small Business Set Aside (SBSA)
  – Worldwide
• Roles and Responsibilities
  – Quality Assurance Evaluator (QAE)/Contracting Officer’s Technical Representative (COR)
  – Transportation Officer (TOs)
Commercial Travel Office Acquisition Background

- National Capitol Region Contracting Center (NCRCC), formerly Information Technology and Electronic Commerce Commercial Contracting Center (ITEC4), awarded/initiated:
  - 31 Small Business Set Aside (SBSA) contracts in 2003
  - 8 Worldwide Indefinite Delivery Indefinite Quantity contracts to eight vendors in 2007
  - 1 Korea contract
  - 6 Bridge contracts to extend SBSA contract expiration dates
Commercial Travel Office Acquisition
Background (continued)

- In 2010, DTMO transitioned to a new contracting agency, the Defense Human Resource Agency (DHRA)
  - DHRA initiated Bridge contracts to extend all SBSA contracts expiration dates, excluding Military Entrance Processing Stations (MEPS) to July 31, 2011
  - DHRA is the procuring agency for Small Business (SB) recompete
Commercial Travel Office Procurement Update – Small Business Set Aside (SBSA)

• Current SBSA Characteristics
  – 30 contracts
    • (2) DoD Agencies
    • (2) USMC
    • (20) USAF
    • (6) MEPS
  – Five year contracts, two year base period w/ three one-year options periods
  – Firm fixed price
Current SBSA Approach

• Four transaction fees:
  – DTS
  – DTS Touch
  – Traditional
  – Non Air/Rail

• Point of Sale (POS) transaction fee
Current SBSA Travel Areas (Excluding Military Entrance Processing Stations)

- Panama
- Puerto Rico
- Virgin Islands
- Cuba
- Davis-Monthan & Luke AFB
- Malmstrom, Fairchild, Mountain Home & Hill AFBs
- Malmstrom, Buckley & Peterson AFBs, Air Force HQ Space Command, and US Air Force Academy
- Vance, Tinker, Altus & Sheppard AFBs
- Travis AFB
- Malmstrom, Fairchild, Mountain Home & Hill AFBs
- Kirtland AFB
- MCLB Barstow & MCAS Yuma
- Davis-Monthan & Luke AFB
- Cannon & Holloman AFBs
- DeCA LACKLAND AFB TX
- Laughlin, Lackland, Randolph & Brooks AFBs
- Maxwell, Keesler, Little Rock, Columbus AFBs
- Eglin AFB and Hurlburt Field
- McChord AFB
- Langley, MacDill, Seymour Johnson & Charleston AFB
- Patrick AFB & Canaveral AFS
- Schriever, Buckley & Peterson AFBs
- Scott AFB & Arnold AFB TN
- Vance, Tinker, Altus & Sheppard AFBs
- Travis AFB
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- ...
New SBSA Approach

• Six contracts by MAJCOM/Services (USMC/select DoD Agencies)
  – Standalone locations aligned with nearest MAJCOM
  – 5 year contract, one year base period w/ four one year option periods
  – Performance based contract
  – Firm Fixed Price
New SBSA Approach (continued)

• Three transaction fees
  – DTS
  – CTO Assist
  – Non Air/Rail

• Point of Sale
Advantages to New SBSA Approach

• Reduces administrative resources required
• Leverages buying power
  – Transaction fees maybe lower or similar to World Wide fees
• Promotes synergy amongst Services
Small Business by MAJCOM

1. AFSPC
   - 74,329 transactions
   - Est. Trans value only: $818K
   - USAF Space CMD, CO
   - Buckley ANG, CO
   - Schriever AFB, CO
   - Malmstrom AFB, MT (AFGSC)
   - Los Angeles AFB, CA
   - Barksdale AFB, LA (AFGSC)
   - Cannon AFB, NM
   - Patrick AFB, FL
   - Peterson AFB, CO
   - USAF Academy CO
   - Tucson ANG, AZ

2. AETC
   - 141,641 transactions
   - Est. Trans value only: $1.8 M
   - Tyndall AFB, FL
   - Columbus AFB, MS
   - Maxwell AFB, AL
   - Keesler AFB, MS
   - Vance AFB, OK
   - Altus AFB, OK
   - Sheppard AFB, TX
   - Goodfellow AFB, TX
   - Laughlin AFB, TX
   - Joint Base San Antonio (Lackland/Randolph/Ft Sam Houston)
   - Luke AFB, AZ

3. Other Small Business Service/Agencies
   - 39,073 transactions
   - Est. Trans value only: $541 K
   - DISA, Tinker AFB, OK, 280 tickets
   - DCAA, Memphis TN, 229 tickets USMC, MARFORRES LA, 35,930 tickets
   - USMC, MCAS Yuma AZ, 1,428 tickets
   - USMC, Barstow, CA, 1,088 tickets

4. ACC
   - 120,131 transactions
   - Est. Trans value only: $1.4 M
   - Seymour Johnson AFB, NC
   - Joint Base Langley -Eustis VA
   - Moody AFB, GA
   - Cannon AFB, NM
   - Shaw AFB, SC
   - Dyess AFB, TX
   - Mt Home AFB, ID
   - Nellis AFB, NV
   - Holloman AFB, NM
   - Davis Monthan AFB, AZ
   - Hurlburt Field AFB, FL (AFSOC)
   - Joint Base Anacostia-Bolling, DC

5. AFMC
   - 116,763 transactions
   - Est. Trans value only: $1.3 M
   - Rome Lab, NY
   - Robin AFB, GA
   - Hancom AFB, MA
   - Eglin AFB, FL
   - Arnold AFB, TN
   - Tinker AFB, OK
   - Hill AFB, UT
   - Edwards AFB, CA
   - Kirtland AFB, NM

6. AMC
   - 125,700 transactions
   - Est. Trans value only: $1.5 M
   - MacDill AFB, FL
   - Fairchild AFB, WA
   - Travis AFB, CA
   - Scott AFB, IL
   - Dover AFB, DE
   - Little Rock AFB, AR
   - Joint Base Mcguire Dix - Lakehurst, NJ
   - Joint Base Charleston, SC
   - Joint Base Lewis-McCord, WA

Joint Base McGuire Dix Lakehurst NJ consists of McGuire and Ft. DIX NJ ONLY under this procurement.
Joint Base Charleston SC consists of Charleston AFB, SC ONLY under this procurement.
Joint Base Lewis McChord consists of McChord AFB ONLY under this procurement.

(6) proposed travel areas

*Joint Base Anacostia Bolling consists of Bolling AFB ONLY under this procurement.
Global Travel Acquisitions

**Background**
- Indefinite Delivery/Indefinite Quantity (IDIQ) contract awarded to 8 CTOs Sep 07

**Task order/contract procurements**
- 4 Army awarded to Carlson/SatoTravel (CWT) (May-Aug 08)
- 1 Marine Corps awarded to CWT (May 08)
- 1 Legislative Affairs awarded to Omega (Dec 08)
- 1 NEXCOM/AAFES awarded to Omega (Jan 09)
- 1 Korea contract to US Air Alliance (Sep 09) *
- 1 Europe Army & Air Force awarded to Tzell (Feb 10) **
- 1 Navy awarded to CWT (Nov 10)
- 1 Asia/Pacific (less Korea & Navy) awarded to CWT (Jan 11)
- 1 Air Force CONUS awarded to CWT (Feb 11)

* Separate US Forces Korea contract outside of IDIQ
** Re-awarded to Carlson/SatoTravel (Jul 10)

All task orders/contracts become effective when existing contracts expire

CTOs Awarded IDIQ Contracts:
- Bay Area Travel
- Carlson Wagonlit/Sato
- CI Travel
- Duluth Travel
- Manassas Travel
- Omega World Travel
- Tzell/AirTrak Travel
- WingGate Travel
CONUS Defense Travel Area 6
USMC/Defense Agencies
Awarded One Task Order
CONUS Defense Travel Areas 1-4
Army
Awarded Four Task Orders
CONUS Defense Travel Area 10
ARMY, AF, NAVY Legislative Affairs
Awarded One Task Order
CONUS/OCONUS Defense Travel Area 11
NEXCOM/AAFES
Awarded One Task Order

USA (CONUS)
HQ, Army and Air Force Exchange Service (AAFES) Dallas, Texas
HQ, Navy Exchange Command (NEXCOM) Virginia Beach, Virginia

Europe (OCONUS)
Army and Air Force Exchange Service (AAFES), Europe (Maintz-Kassel) Germany
HQ, Navy Exchange Command (NEXCOM), Europe (Gricignano) Italy

Asia Pacific (OCONUS)
Navy Exchange Command (NEXCOM), Yokosuka, Japan
Navy Exchange Command (NEXCOM), (Guam)
Republic of South Korea
Army, USAF and DoD Agencies
Awarded One Contract
OCONUS Defense Travel Area 7
ARMY, USAF, DoD Agencies
Awarded One Task Order

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<tr>
<th>Countries</th>
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<td>Germany</td>
<td>Austria</td>
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<td>Italy</td>
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<td>Portugal</td>
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OCNUS Defense Travel Area 8
ARMY, USAF, USMC, DoD Agencies
(Excluding Korea)
Awarded One Task Order

Countries
Japan
Malaysia
Thailand
Indonesia,
Guam
Singapore
Alaska
Hawaii
Philippines

Asia Pacific

Defense Travel
Area 8
CONUS/OCONUS Defense Travel Area 9
NAVY
Awarded One Task Order
CONUS Defense Travel Area 5
USAF
Awarded One Task Order
CTO Quality Assurance Organizational/Reporting Structure

KO

COR DTMO

COR DTMO

COR DTMO

COR DTMO

Services/Agencies appointed COTR/LQAE/QAE

MAJCOM/MACOM

DoD Travelers / Travel Administrator

Local On-site

Govt Travel Representatives Throughout Services/Agencies

Collaborative Resolutions
QAE/COTR Roles and Responsibilities in Contract Oversight

• Quality Assurance Evaluators (QAE) and Contracting Officer Technical Representatives (COTR) are qualified government representatives designated as a local resource for resolving CTO issues
  – Serve as local point of contact for travelers, Defense Travel Administrators (DTA), and CTO
  – DTAs should discuss all DTS/CTO performance issues/concerns with QAE/COTR
Transportation Officer/QAE/COTR Roles and Responsibilities – Contract Oversight

• Transportation Officers (TOs) are appointed or designated by the commander of a military activity to perform traffic management functions
  – May also serve as the QAE/COTR

• Transportation Officers/QAE/COTR may:
  – Coordinate Centrally Billed Accounts (CBAs) issues with CTO
  – Assist DTAs with development of organization’s business rules in support of CTO contract and local procedures
CTO Business Rules

• Provide DoD travelers, administrative/supervisory personnel, and CTOs with a common set of transportation guidelines for DTS and CTO Assist travel services

• LDTA, TO, COTR/QAE and CTO should work together to develop CTO business rules

• Shall not supersede DoD policy or CTO contract requirements

• A CTO contract is a vehicle that binds the contractor of specific requirements to meet needs of the traveler
  – CTO business rules should provide guidance on how to carry out requirements of the contract
• CTO business rules should be a “living document,” and be revised when:
  – Policy changes
  – Additional DTS functionality and capabilities become available
  – CTO contracts are modified or there is a change in CTO
CTO Business Rules (continued)

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<th>Business Rules Should Include:</th>
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<td>• Emergency After Hours Assistance</td>
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<td>• En-route Assistance – Approvals; DTS and CTO Assist</td>
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<td>• VOCO Orders</td>
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<td>• Frequent Flyer Upgrades</td>
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<td>• Group Travel</td>
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<td>• Servicing Airports</td>
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<td>• Leisure In Conjunction With Official (LICWO) travel</td>
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<td>• Tickets (Electronic, paper, pre-paid, advance ticketing, delivery)</td>
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<td>• Premium Class</td>
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<td>• Procedures For Base Closures/Down Days</td>
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<td>• Government Rental Car Agreement</td>
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<td>• City Pair Program</td>
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<td>• Lodging</td>
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Resources

DTMO Website
• Access eLearning, instructor resources, and reference materials through Training Resource Lookup Tool
  www.defensetravel.dod.mil

Travel Explorer (TraX)
• Access e-learning, instructor resources, and reference materials
• Access FAQ through Knowledge Center
  www.defensetravel.dod.mil/Passport

Travel Assistance Center (TAC)
• 1-888-Help1-Go (1-888-435-7146)
• Overseas: Use DSN to dial directly
• 24 hours a day/7 days a week
• Submit a Help Ticket through the Tickets section of TraX