

**Request For Information**  
**Department of Defense**  
**Travel Analysis Relating to Next Generation Travel Enterprise Solution Beyond 2015**

Introduction

ITEC4 is issuing this Request for Information (RFI) on behalf of the Department of Defense (DoD); specifically for the Business Transformation Agency (BTA) and the Defense Travel Management Office (DTMO). The RFI is prepared for planning purposes only and consistent with Federal Acquisition Regulation Subpart 15.201, Exchanges with Industry Before Receipt of Proposals. This RFI is open to all sources -- Small Businesses are encouraged to participate.

For the purpose of exploring future innovations and improvements to Government travel beyond the year 2015, BTA and DTMO have partnered for this RFI. We invite interested sources to provide feedback and propose solutions to be considered for incorporation in requirements for an anticipated upcoming Travel Analysis Solicitation.

Responses to this notice are not offers and cannot be accepted by the Government to form a binding contract. The Government does not intend to award any type of contract directly resulting from information submitted in response to this RFI. Furthermore, the Government will not provide any compensation for information submitted in response to this RFI. Sources acknowledge their understanding of this and provide information in response to the RFI voluntarily. Sources are advised that the Government is under no obligation to acknowledge receipt of information received or provide feedback with respect to any information submitted under this RFI.

The Government seeks input from sources with regard to an anticipated upcoming Travel Analysis Solicitation. The analysis will help identify and establish a roadmap for the Government to ensure the future travel solution (2015 and beyond) is an effective, world-class travel model that provides a superior experience to its customers. Sources should submit responses to the RFI's questions as well as provide proposed approaches, industry "best practices" and capabilities to be considered for incorporation in the analysis' Statement of Work. BTA and DTMO intend to conduct a competitive procurement through an existing Indefinite Delivery/Indefinite Quantity (ID/IQ) vehicle and award a resulting Travel Analysis Contract or Task Order during the 4<sup>th</sup> Quarter of Fiscal Year (FY) 2008, no later than 30 September 2008.

The Government appreciates your time and effort in responding to this RFI and requests your response be submitted in accordance with the instructions provided herein and within the timeframe given. We look forward to your participation in this important initiative.

Background

DoD established the BTA in October 2005 for the purpose of guiding the transformation of business operations throughout the Department and to deliver Enterprise-level capabilities that align to warfighter needs while enabling financial accountability. BTA initiatives will drive and accelerate improvements to business operations across the Department and create a model for transformation leadership across the Federal Government.

DoD established DTMO in February 2006 for the purpose of consolidating and improving commercial travel oversight and management within the Department. DTMO functions as

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the single focal point for all Department commercial travel related functions, including policy, travel guidance and procedures, the Government travel charge card program, commercial travel office consolidation, customer support and training. DTMO reports to the Deputy Under Secretary of Defense for Military Personnel Policy, who reports to the Under Secretary of Defense for Personnel and Readiness.

The initiatives of DTMO all center on its vision to reshape the Defense Travel Enterprise through results-oriented innovation by providing a simple, responsive process for the traveler, effective assistance for customers and travel system users, and providing the best value for both the DoD traveler and the Department. DoD has travelers in numerous locations worldwide.

The Government anticipates that the upcoming Travel Analysis Solicitation will include items, as follows:

- Identify the current travel models and their components (similarities and differences; issues and challenges; gaps and/or deficiencies; and strengths)
- Capture approach to analyzing future trends in travel
- Provide a framework/model for 2015 and beyond travel services; develop a phased pilot approach – what can/should be “tested”
- Explore new technologies
- Explore various options for providing travel services (government-run vs. outsourcing)
- Identify and benchmark government and industry best practices
- Capture the pros and cons of a centralized travel management model
- Recommend courses of actions and timeline for implementing a solution – solution should be incremental

Instructions

All interested sources who would consider submitting a proposal in response to the anticipated upcoming Travel Analysis Solicitation as a potential prime contractor, subcontractor or via teaming arrangement are encouraged to submit a response to this RFI.

Sources are requested to respond to the RFI by following the format in Sections 1 and 2 (below). All RFI elements identified in Section 1 (“Source Company Information”) and Section 2 (“Requested Input on RFI Questions”) should be addressed to the maximum extent possible. There is no page limitation.

Responses shall not include advertising or marketing type information.

Sources are discouraged from submitting any information deemed competition-sensitive or proprietary. However, if sources elect to submit competition-sensitive or proprietary information, sources bear sole responsibility for marking said information as such to ensure appropriate safeguarding by the Government.

RFI responses on company letterhead are requested for submission electronically no later than 5:00PM on Friday, 11 April 2008. Responses shall be submitted to DTMORFI@dtmo.pentagon.mil.

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If you have a question about the RFI, please send an e-mail to [DTMORFI@dtmo.pentagon.mil](mailto:DTMORFI@dtmo.pentagon.mil).

RFI submissions should include at a minimum, responses to the questions posed in Section 2 (below). In addition, sources are encouraged to include commercial “best practices”, emerging technologies and suggested approaches/strategies to shape government travel programs for success in the future. The Travel Enterprise Solution, resulting from the Travel Analysis, should be customer-focused, explore technologies that support comprehensive business intelligence and highlight opportunities for maximizing efficiencies/eliminating redundancies.

The Government will conduct 90-minute optional RFI meetings with interested sources who would like to present their RFI response, as submitted in writing by the deadline date of 11 April. The Government will not provide any additional information during the sessions and no discussions or negotiations will be held with sources. The sole purpose of the optional RFI meetings is for interested sources to present their written RFI submissions to DTMO and BTA personnel to ensure the Government understands the source’s response. Company background/introduction information should not exceed 10 minutes of the 90-minute timed meeting session.

Optional RFI Meetings will be held from 12:30PM-2:00PM and 2:15PM-3:45PM on the following days at DTMO’s office located at 4601 N. Fairfax Drive, Suite 800, Arlington, Virginia 22203:

- Tuesday 15 April 2008
- Thursday 17 April 2008
- Tuesday 22 April 2008
- Thursday 24 April 2008
- Tuesday 29 April 2008
- Thursday 1 May 2008
- Tuesday 6 May 2008
- Thursday 8 May 2008
- Tuesday 13 May 2008
- Thursday 15 May 2008

Optional RFI Meetings can be scheduled at <http://www.defensetravel.dod.mil/DTMORFI>. Meeting reservations will be established on a first-come, first-served basis. If DTMO has not received a source’s written response to this RFI by 5:00PM on Friday, 11 April 2008, the meeting reservation will be cancelled and opened to another company on the waiting list. If you have difficulty registering at the site, please send an e-mail to [DTMORFI@dtmo.pentagon.mil](mailto:DTMORFI@dtmo.pentagon.mil).

**REQUEST FOR INFORMATION:**

**Section 1 – Source Company Information**

- a. Company name, address, telephone and fax numbers, designated representative

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- name(s), any point of contacts, including phone numbers and e-mail addresses.
- b. Please identify whether your company is currently designated as a Small Business as defined in the Federal Acquisition Regulation Subpart 19.1 and provide the appropriate category (e.g., Small Business (SB), Small Disadvantaged Business (SDB), etc.). Small Business size standards are published by the U.S. Small Business Administration (SBA) and may be found at [www.sba.gov/size/sizetable2002.html](http://www.sba.gov/size/sizetable2002.html). The Government estimates that the appropriate Small Business size standard for this action is considered to be 1,500 employees and/or \$6.5 million.
  - c. Please identify existing contract vehicles your company has with the Federal Government, which may be considered for use to solicit proposals for the anticipated upcoming Travel Analysis Solicitation.

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Section 2 – Requested Input on RFI Questions

1. How does industry manage employee travel? (Please consider larger companies.)  
What effective models for current and future travel systems, planning, and processes are used? What recommendations would you make for the Government to consider in this initiative?
2. From your perspective, what industry subject matter experts (SMEs) are essential for the Government to have on the analysis team to ensure a thorough and successful RFI analysis? (The Government is looking for categories of SMEs – NOT specific companies or names.)
3. Considering the government traveler, how would you approach analyzing where the Government should move to ensure success in management of the travel program for 2015 and beyond? Explain how this approach would bring value to Government overall, considering how the approach would provide customer and taxpayer value.
4. There are multiple travel programs within the Government (e.g., U.S. Government Rental Car/Truck, Lodging, Airline City Pair, travel agents, etc.), with multiple industry partners. Are there programs that should be combined, re-engineered or phased-out? If so, please identify any specific recommendations for consideration.
5. What new/future technologies should be considered for implementation by the Government? Please provide specifics for consideration.
6. What are the “pros” and “cons” of a centralized travel management model?
7. What industry best practices or groundbreaking methodologies, products or services in the areas of traveler support, customer satisfaction, training, communications, outsourcing, costing strategies, capturing business intelligence, governance, public/private venture, etc. should be leveraged and/or benchmarked for use by the Government?
8. Government currently relies on multiple travel agents, using any one of multiple reservation systems, to deliver travel services. Are there viable alternatives to this approach?
9. Identify your expertise with assisting large corporate customers with evaluating and implementing travel solutions.