DoD Commercial Travel Programs Overview

DTA JumpStart @ 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 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
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: $981K
   - USAF Space CMD, CO
   - Buckley ANG, CO
   - Schriever AFB, CO
   - Malmstrom AFB, MT (AFGSC)
   - Los Angeles AFB, CA
   - Barksdale AFB, LA (AFGSC)
   - Canaveral AFS, FL
   - 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, MARFORES LA, 35,930 tickets
   - USMC, MCAS Yuma AZ, 1,428 tickets
   - USMC, Barstow, CA, 1,088

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
   - Hurlburt Field 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
   - Goodfellow AFB, TX
   - Edwards AFB, CA
   - Kirtland AFB, NM
   - Hill AFB, UT
   - Edwards AFB, CA
   - Kirtland AFB, NM

(6) proposed travel areas

- 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.

*Joint Base Anacostia Bolling consists of Bolling AFB ONLY under this procurement.
Worldwide CTO 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
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

South Korea

Seoul
### Countries

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<tr>
<th>Germany</th>
<th>Austria</th>
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<td>Portugal</td>
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**Europe**

*Defense Travel Area 7*
OCONUS Defense Travel Area 8
ARMY, USAF, USMC, DoD Agencies
(Excluding Korea)
Awarded One Task Order

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<th>Countries</th>
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<td>Japan</td>
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<td>Philippines</td>
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Asia Pacific

Defense Travel Area 8

Connect 2011
DISCOVER NETWORK ENERGIZE

Office of the Under Secretary of Defense (Personnel and Readiness)
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
  - COR DTMO

- Services/Agencies appointed COTR/LQAE/QAE
- Collaborative Resolutions
- Govt Travel Representatives Throughout Services/Agencies
- MAJCOM/MACOM
- DoD Travelers/Travel Administrator
- Local On-site
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 (continued)

• 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>• International Travel</td>
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<td>• Group Travel</td>
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<tr>
<td>• Servicing Airports</td>
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<tr>
<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>• Excess Baggage</td>
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<td>• Government Charge Cards</td>
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<tr>
<td>• Cancellations and Refunds</td>
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<td>• Bus/Rail/Ferry Arrangements</td>
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<td>• Contact Numbers</td>
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<td>• Government Rental Car Agreement</td>
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<tr>
<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