



Defense Travel Management Office



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
 - 11 Worldwide Task Orders in 2008 – 2011
 - 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) recompetes





Commercial Travel Office Procurement Update – Small Business Set Aside (SBSA)

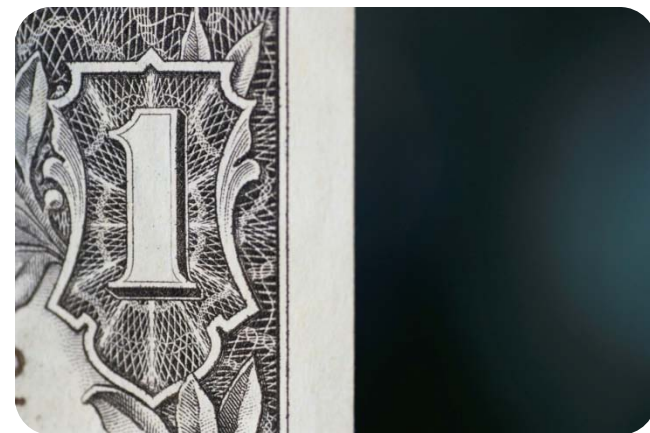
- Current SBSA Characteristics
 - 30 contracts
 - (2) DoD Agencies
 - (2) USMC
 - (20) USAF
 - (6) MEPS
 - Five year contracts, two year base period w/ three one-year options periods
 - Firm fixed price





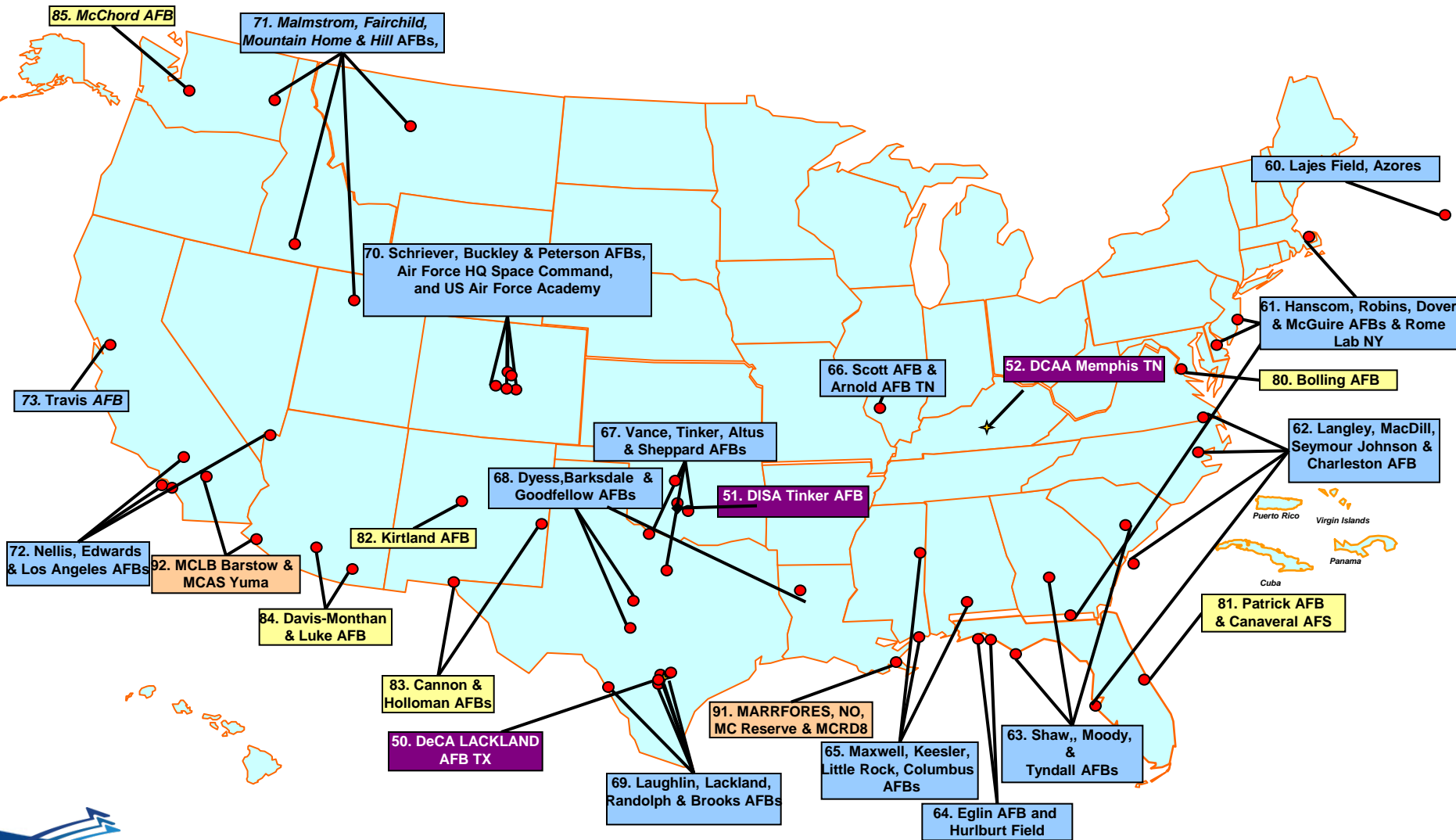
Current SBSA Approach

- 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)





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

(6) proposed travel areas

1 AFSPC
(74,329 transactions)
Est. Trans value only: **\$981K**

- USAF Space CMD, CO
- Buckley ANG, CO
- Schriber 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

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

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

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

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

•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.

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

*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)

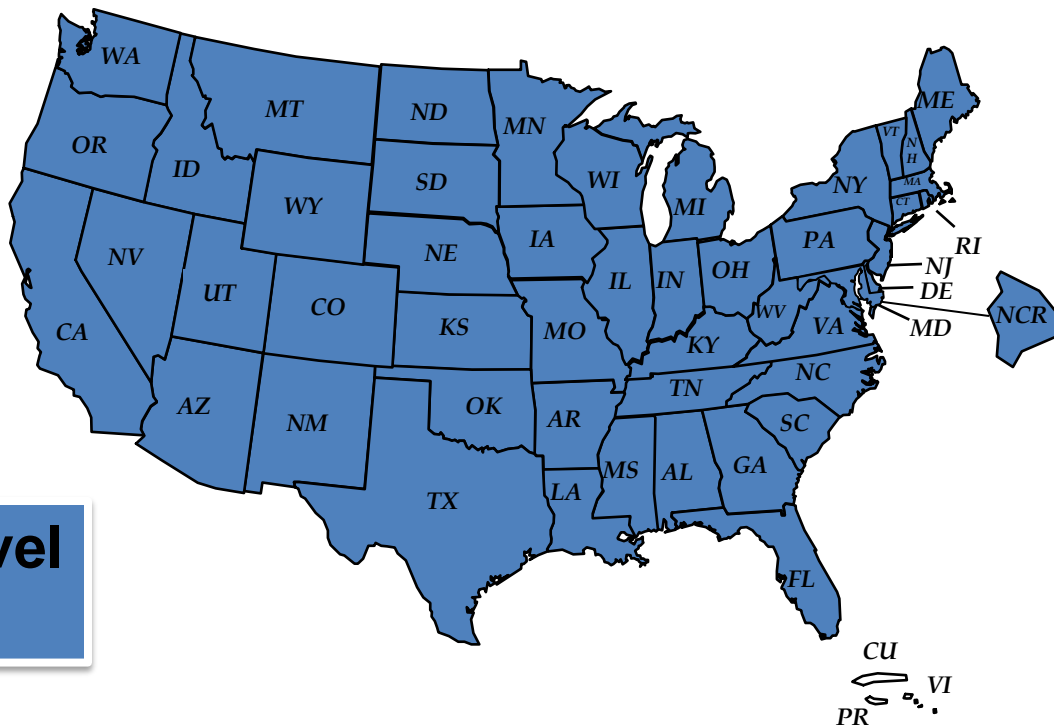
CTOs Awarded IDIQ Contracts:

- Bay Area Travel
- Carlson Wagonlit/Sato
- CI Travel
- Duluth Travel
- Manassas Travel
- Omega World Travel
- Tzell/AirTrak Travel
- WingGate Travel

All task orders/contracts become effective when existing contracts expire



CONUS Defense Travel Area 6 USMC/Defense Agencies Awarded One Task Order

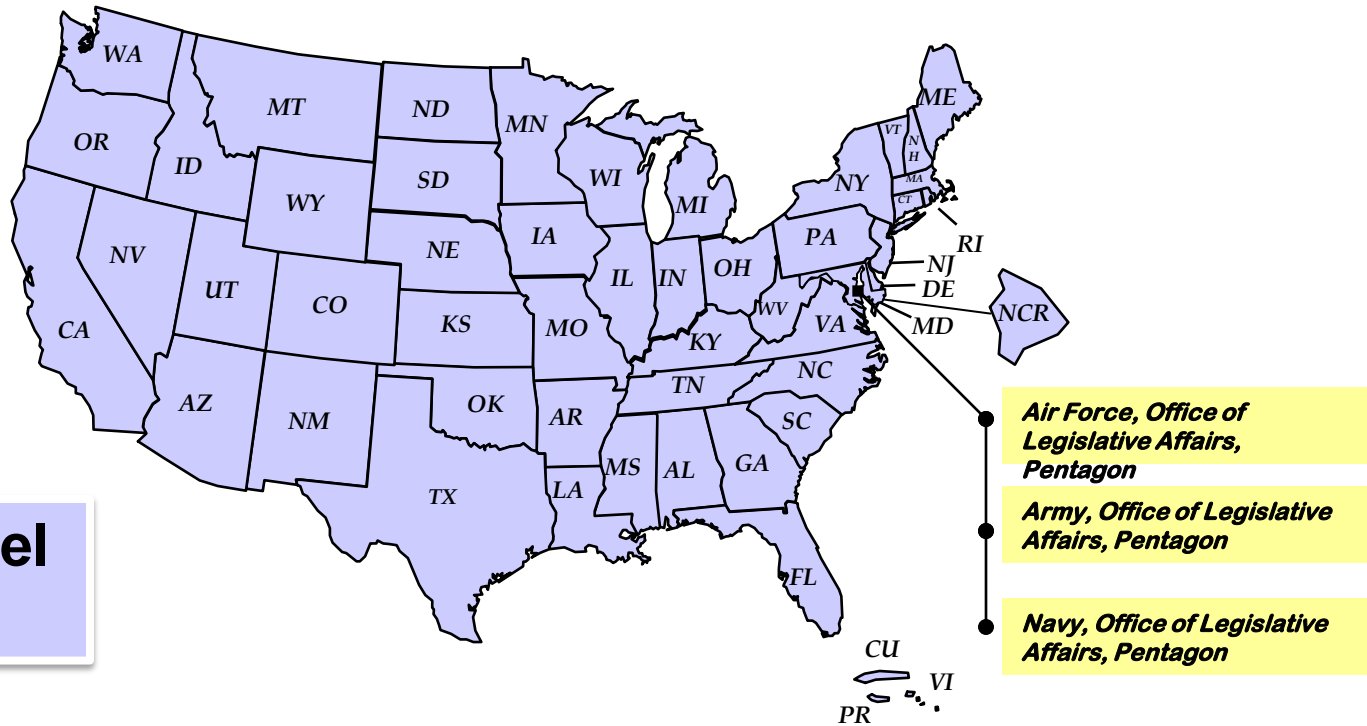


**Defense Travel
Area 6**





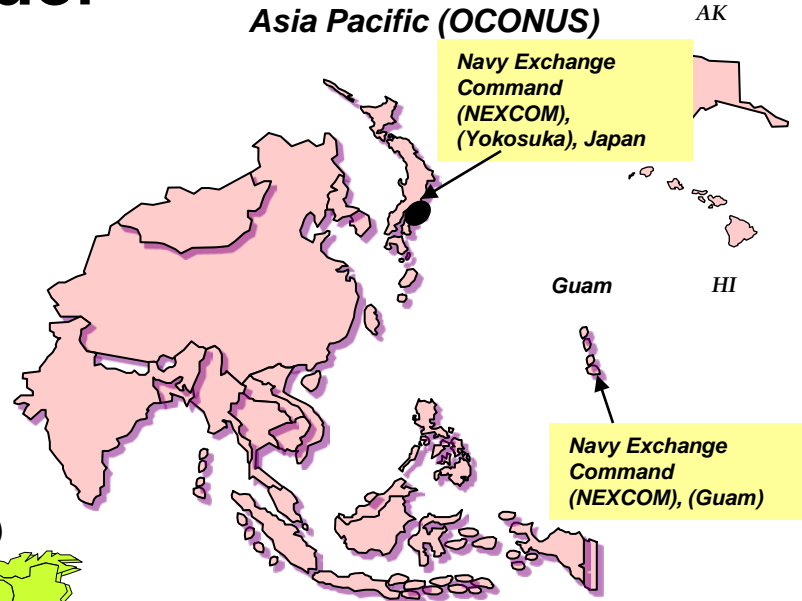
CONUS Defense Travel Area 10 ARMY, AF, NAVY Legislative Affairs Awarded One Task Order





CONUS/OCONUS Defense Travel Area 11 NEXCOM/AAFES Awarded One Task Order

Asia Pacific (OCONUS)

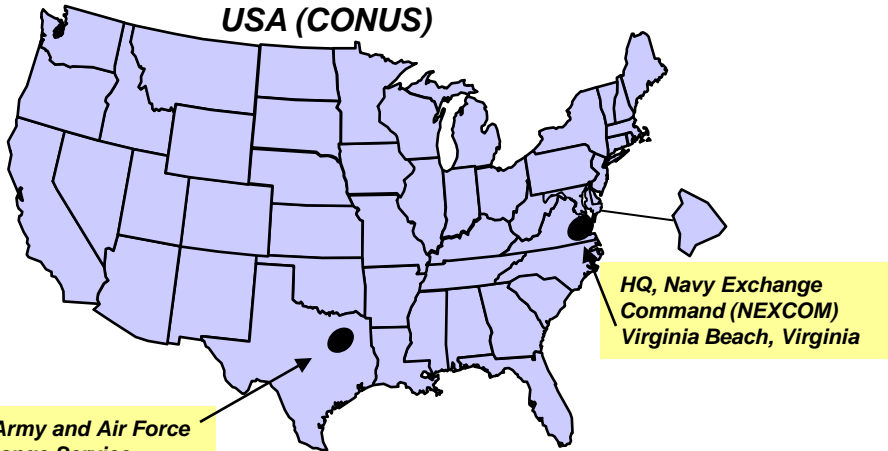


Navy Exchange Command (NEXCOM), (Yokosuka), Japan

Guam HI

Navy Exchange Command (NEXCOM), (Guam)

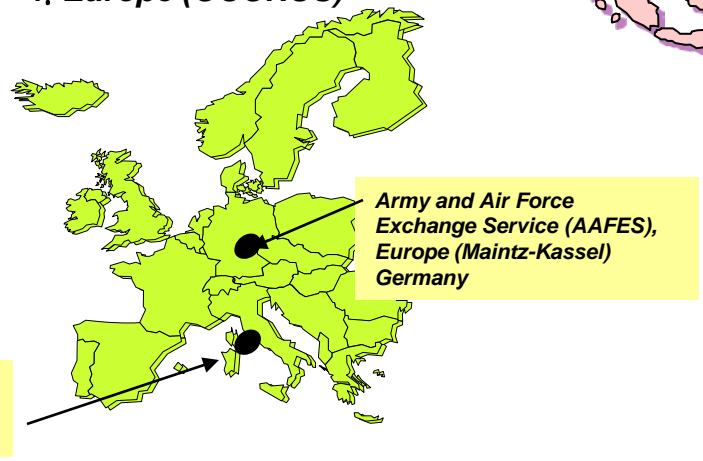
USA (CONUS)



HQ, Navy Exchange Command (NEXCOM) Virginia Beach, Virginia

HQ, Army and Air Force Exchange Service (AAFES) Dallas, Texas

Europe (OCONUS)



Army and Air Force Exchange Service (AAFES), Europe (Maintz-Kassel) Germany

HQ, Navy Exchange Command (NEXCOM), Europe (Gricignano) Italy

Defense Travel Area 11





Republic of South Korea Army, USAF and DoD Agencies Awarded One Contract

South Korea





OCONUS Defense Travel Area 7 ARMY, USAF, DoD Agencies Awarded One Task Order

**Defense Travel
Area 7**

| Countries | |
|----------------|--------------------|
| Germany | Austria |
| Italy | Greece |
| United Kingdom | Croatia |
| Netherlands | Bosnia-Herzegovina |
| Spain | France |
| Italy | Finland |
| Germany | Iceland |
| Belgium | Denmark |
| Turkey | Hungary |
| Portugal | Norway |

Europe





OCONUS Defense Travel Area 8

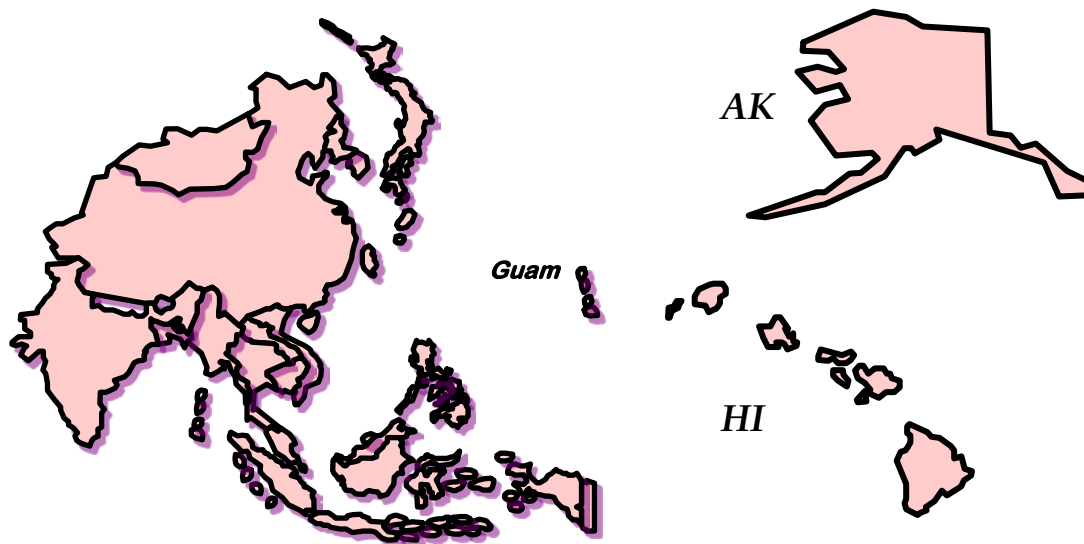
ARMY, USAF, USMC, DoD Agencies (Excluding Korea)

Awarded One Task Order

| Countries |
|-------------|
| Japan |
| Malaysia |
| Thailand |
| Indonesia, |
| Guam |
| Singapore |
| Alaska |
| Hawaii |
| Philippines |

Asia Pacific

Defense Travel
Area 8

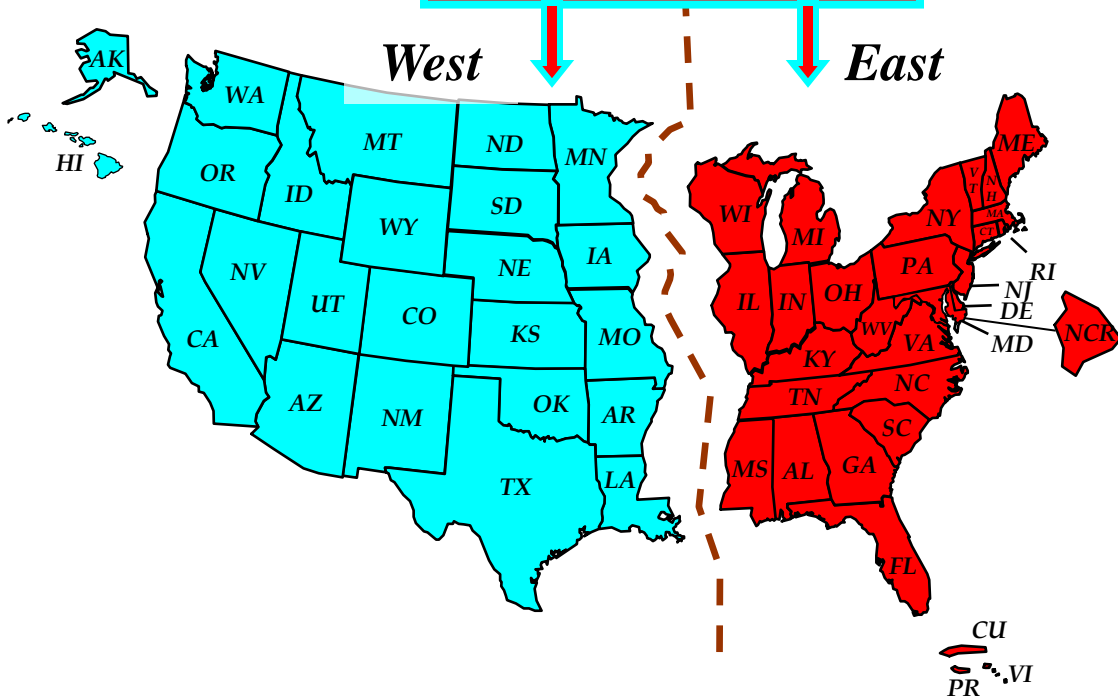




CONUS/OCONUS Defense Travel Area 9 NAVY

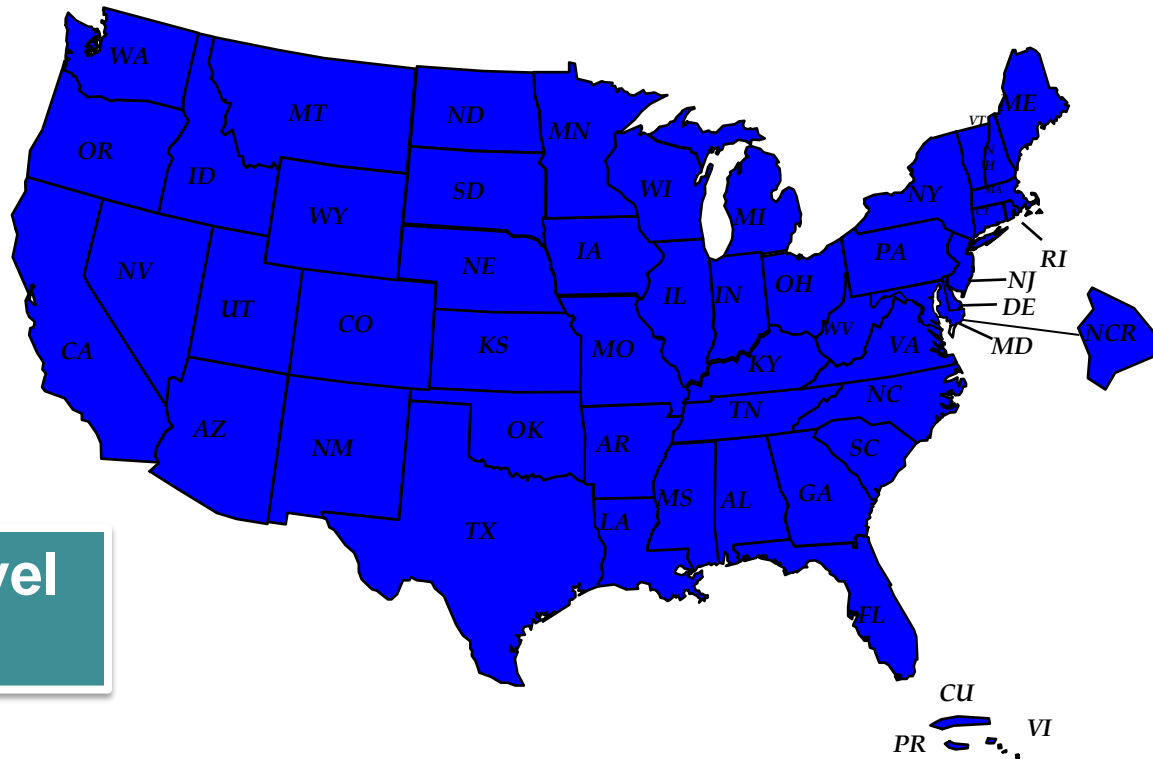
Awarded One Task Order

**Defense Travel
Area 9**





CONUS Defense Travel Area 5 USAF Awarded One Task Order

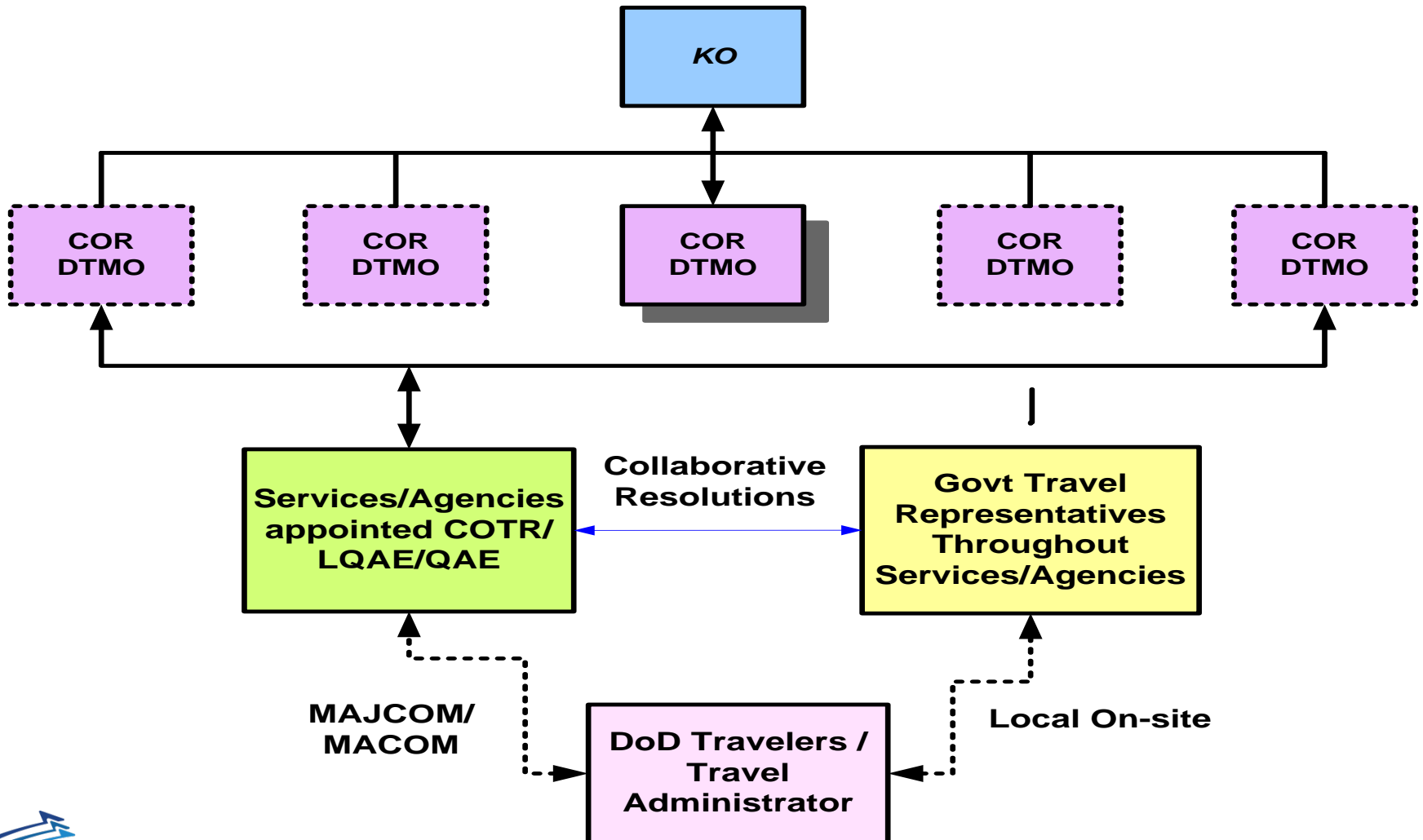


Defense Travel
Area 5





CTO Quality Assurance Organizational/Reporting Structure





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)

Business Rules Should Include:

- Emergency After Hours Assistance
- En-route Assistance
 - Approvals; DTS and CTO Assist
- VOCO Orders
- Frequent Flyer Upgrades
- International Travel
- Group Travel
- Servicing Airports
- Leisure In Conjunction With Official (LICWO) travel
- Tickets (Electronic, paper, pre-paid, advance ticketing, delivery)
- Premium Class
- Procedures For Base Closures/Down Days
- Excess Baggage
- Government Charge Cards
- Cancellations and Refunds
- Bus/Rail/Ferry Arrangements
- Contact Numbers
- Government Rental Car Agreement
- City Pair Program
- Lodging





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