



# Defense Travel Management Office



## 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
  - 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)

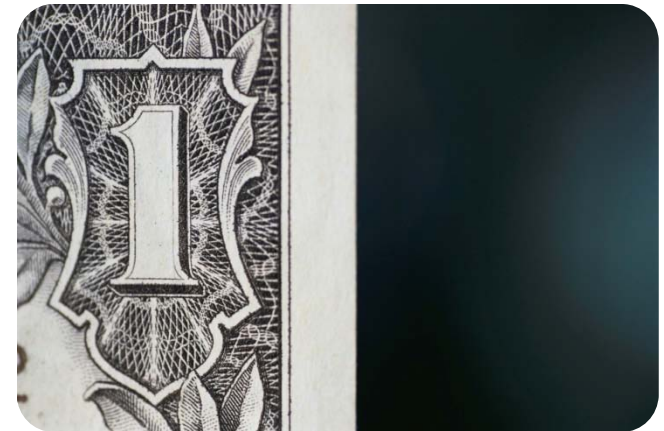
- Current SBSA Characteristics
  - 30 contracts
    - (2) DoD Agencies
    - (2) USMC
    - (20) USAF
    - (6) MEPS
  - Five year contracts, two year base period w/ three one-year options periods
  - Firm fixed price





# Current SBSA Approach

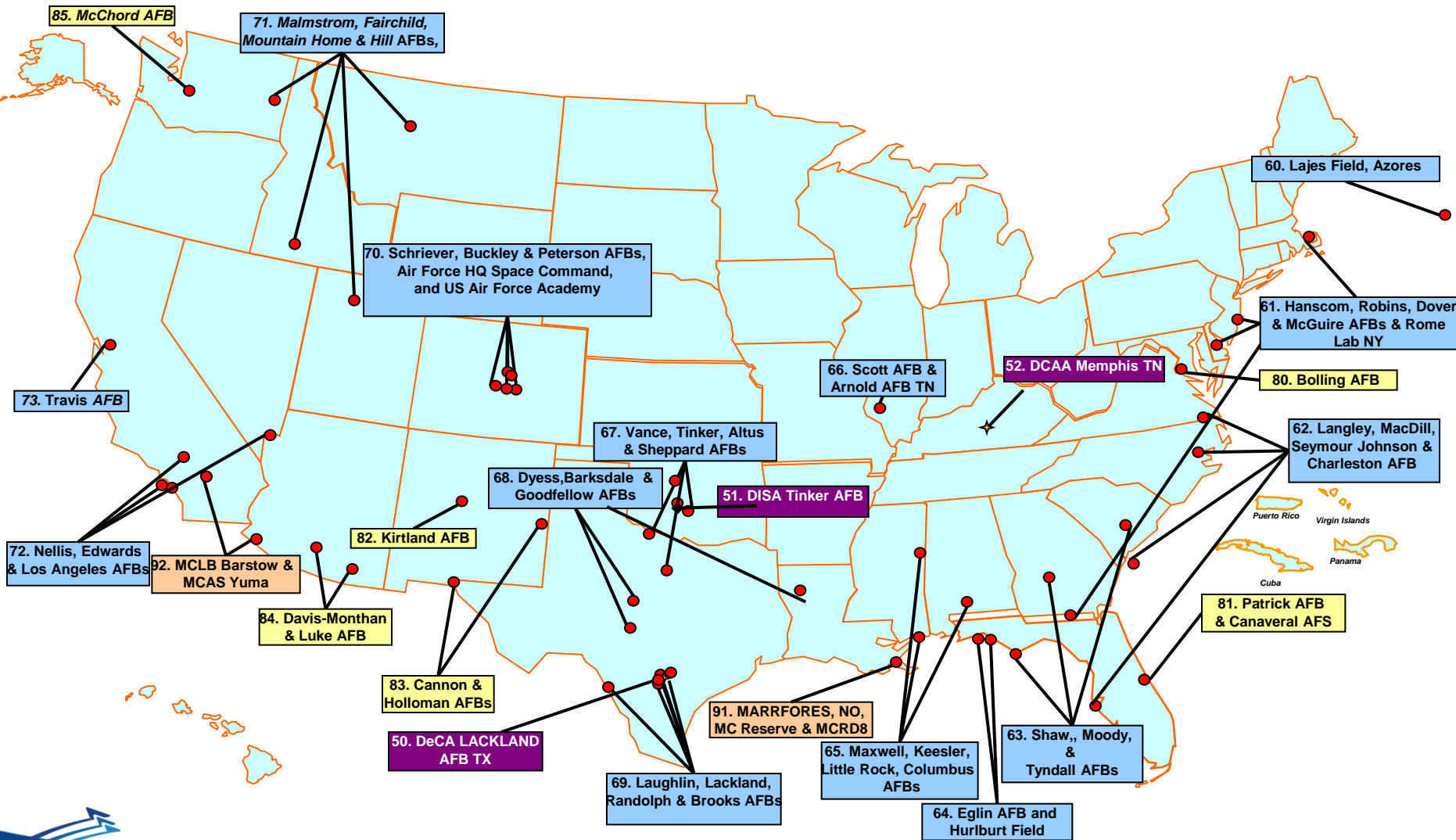
- Four transaction fees:
  - DTS
  - DTS Touch
  - Traditional
  - Non Air/Rail
- Point of Sale (POS) transaction fee







# 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
- Schriver 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

**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.

**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

**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

\*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

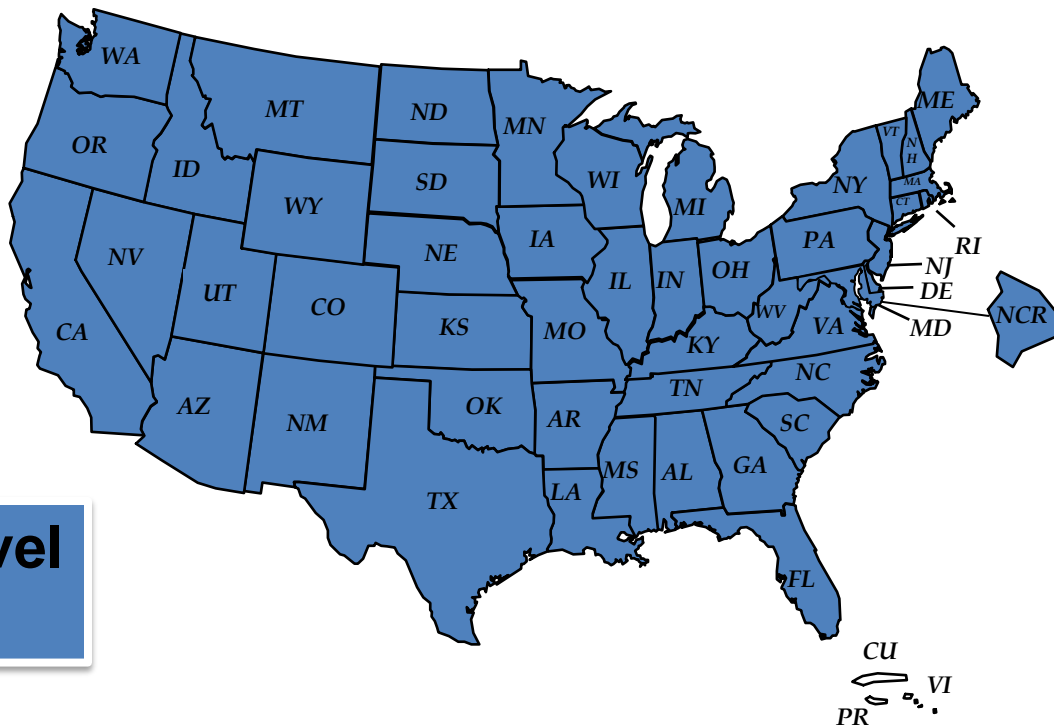
### CTOs Awarded IDIQ Contracts:

- 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



**Defense Travel  
Area 6**





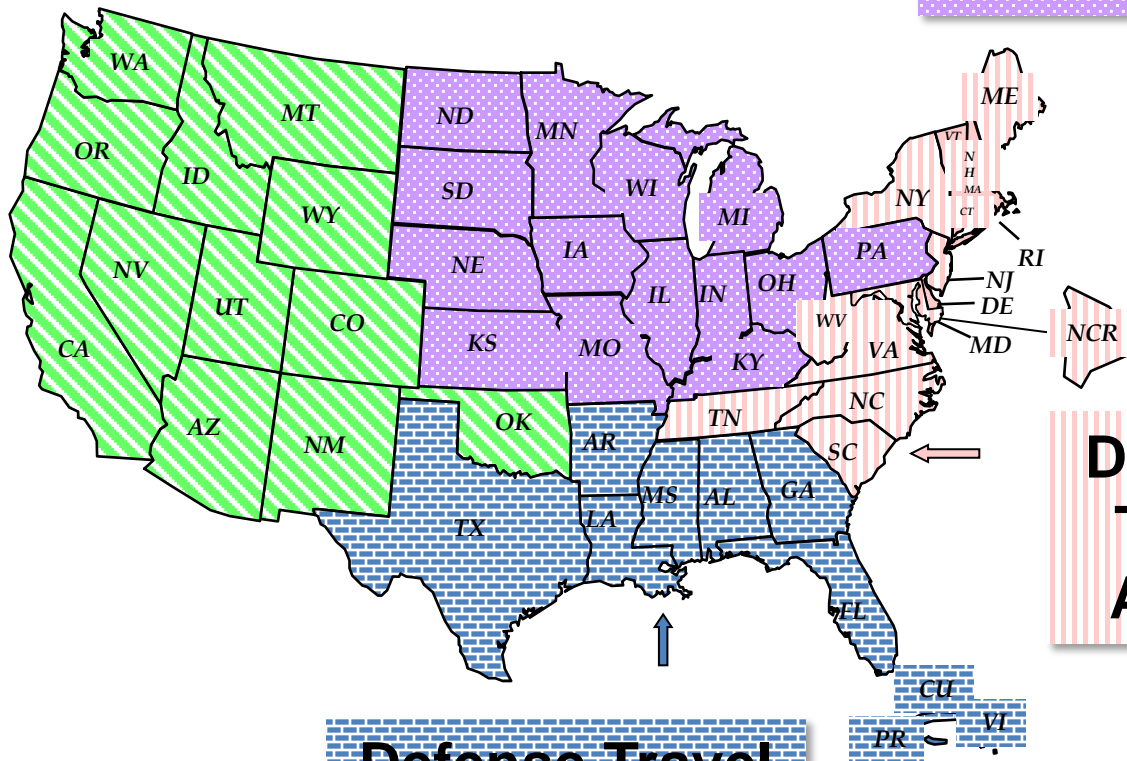
# CONUS Defense Travel Areas 1- 4

## Army

### Awarded Four Task Orders

**Defense Travel Area 4**

**Defense Travel Area 1**



**Defense Travel Area 3**

**Defense Travel Area 2**



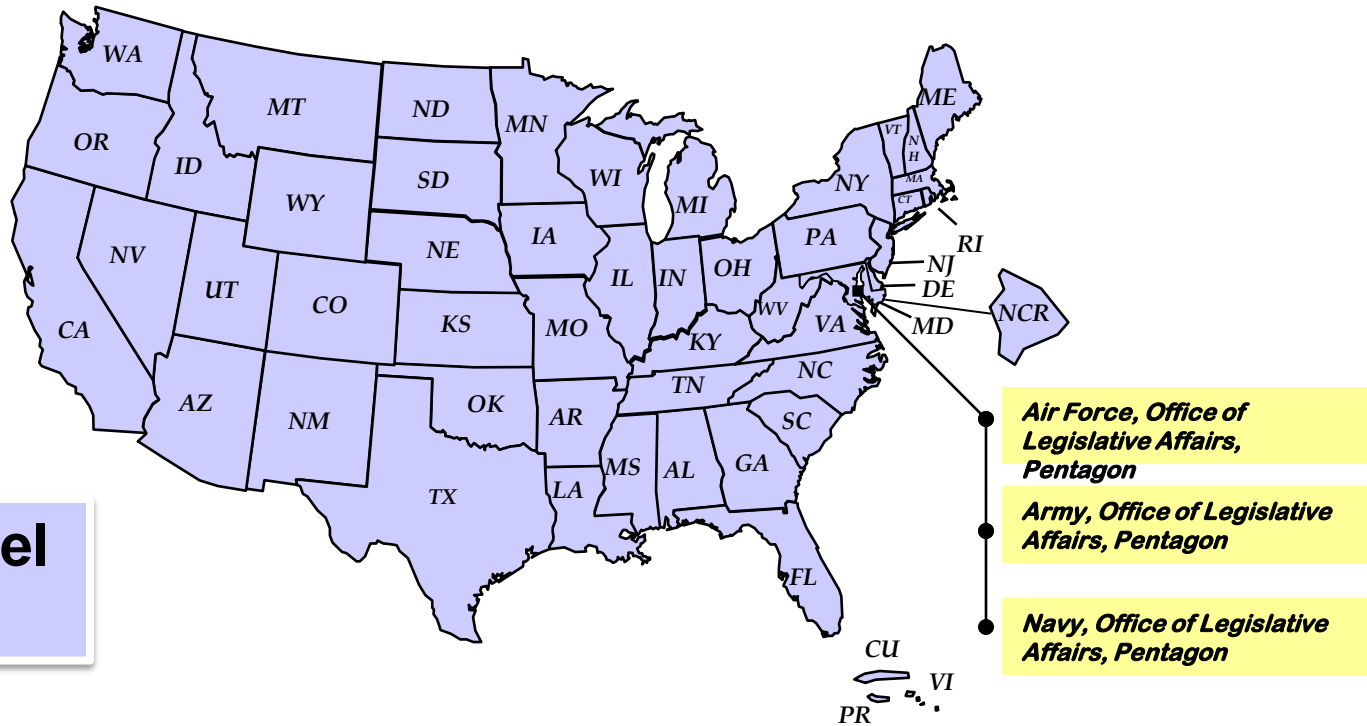




# CONUS Defense Travel Area 10

## ARMY, AF, NAVY Legislative Affairs

### Awarded One Task Order



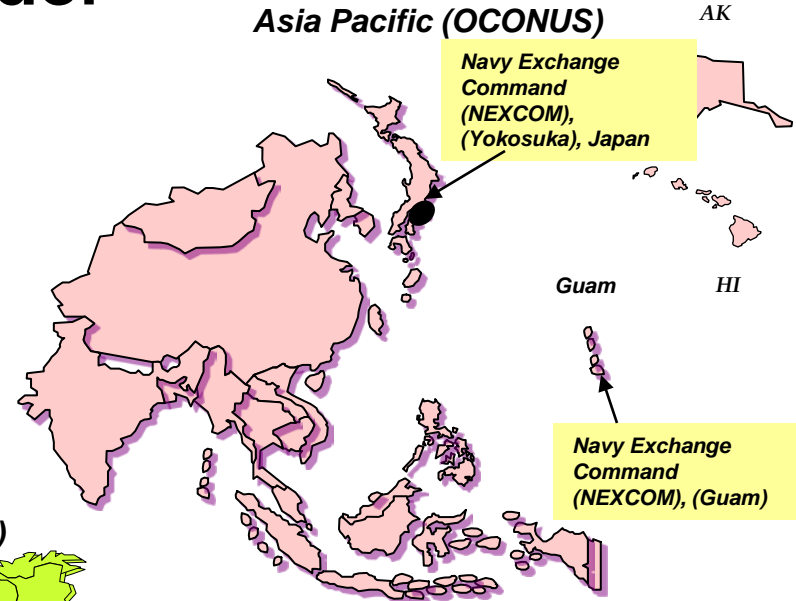
**Defense Travel Area 10**





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

## Asia Pacific (OCONUS)

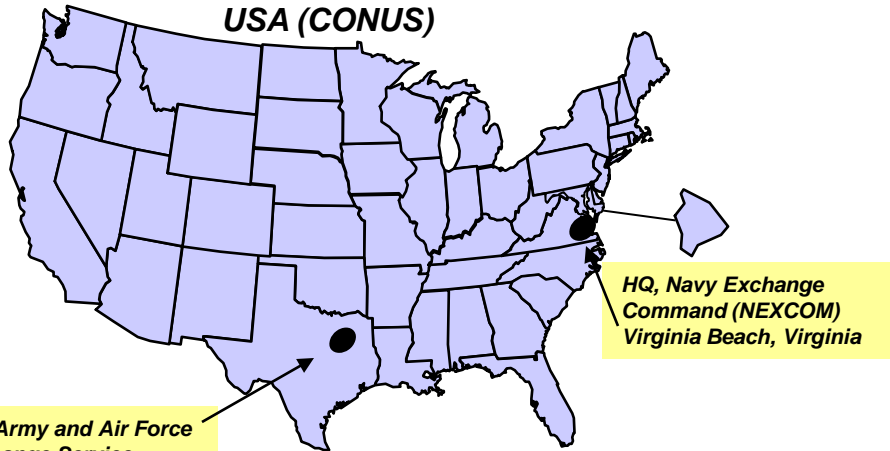


Navy Exchange Command (NEXCOM), (Yokosuka), Japan

Guam HI

Navy Exchange Command (NEXCOM), (Guam)

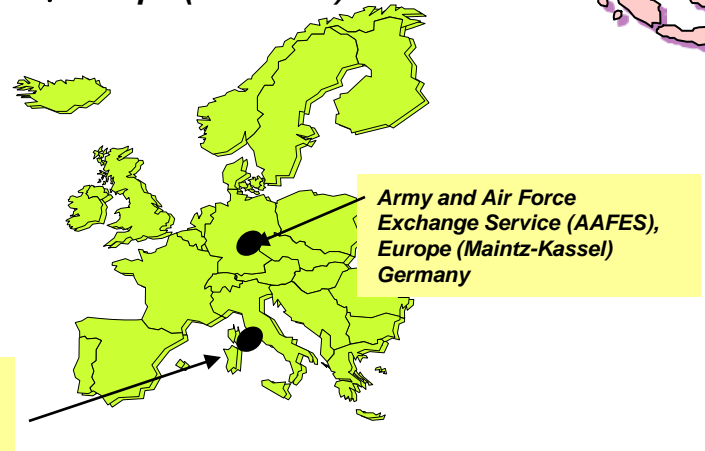
## USA (CONUS)



HQ, 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

**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

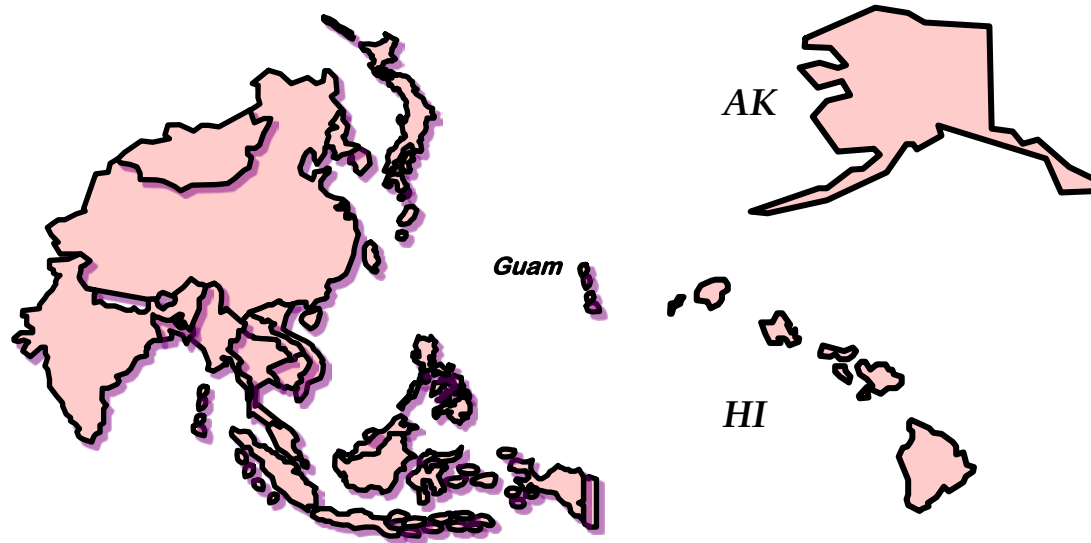
## ARMY, USAF, USMC, DoD Agencies (Excluding Korea)

### Awarded One Task Order

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

## *Asia Pacific*

**Defense Travel  
Area 8**

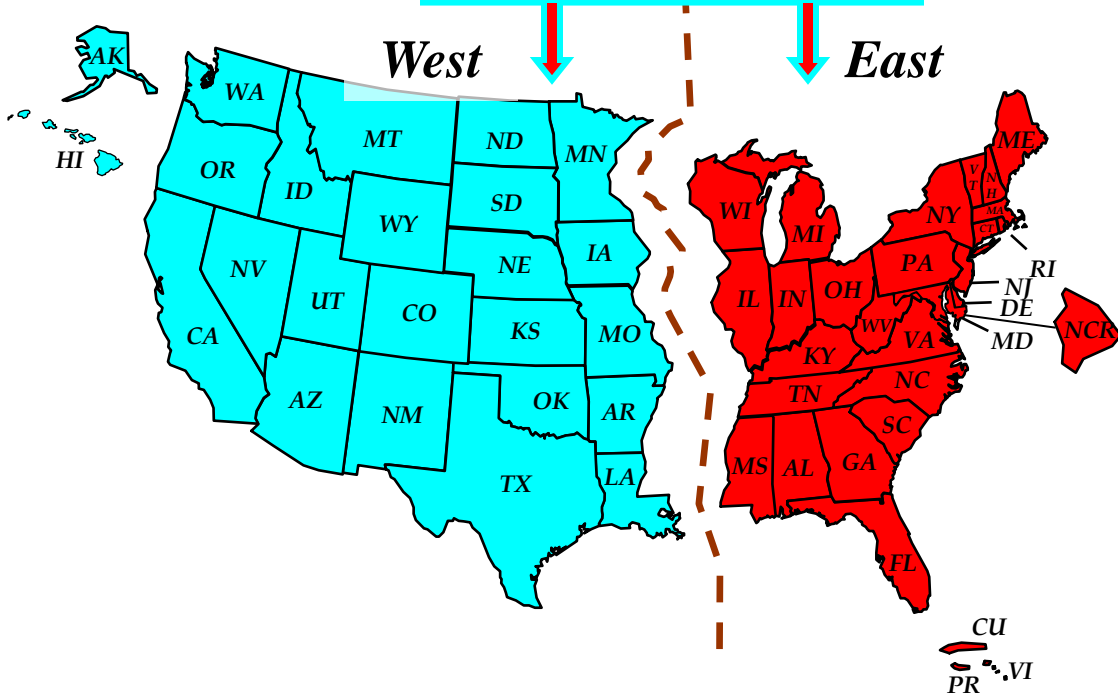




# CONUS/OCONUS Defense Travel Area 9 NAVY

## Awarded One Task Order

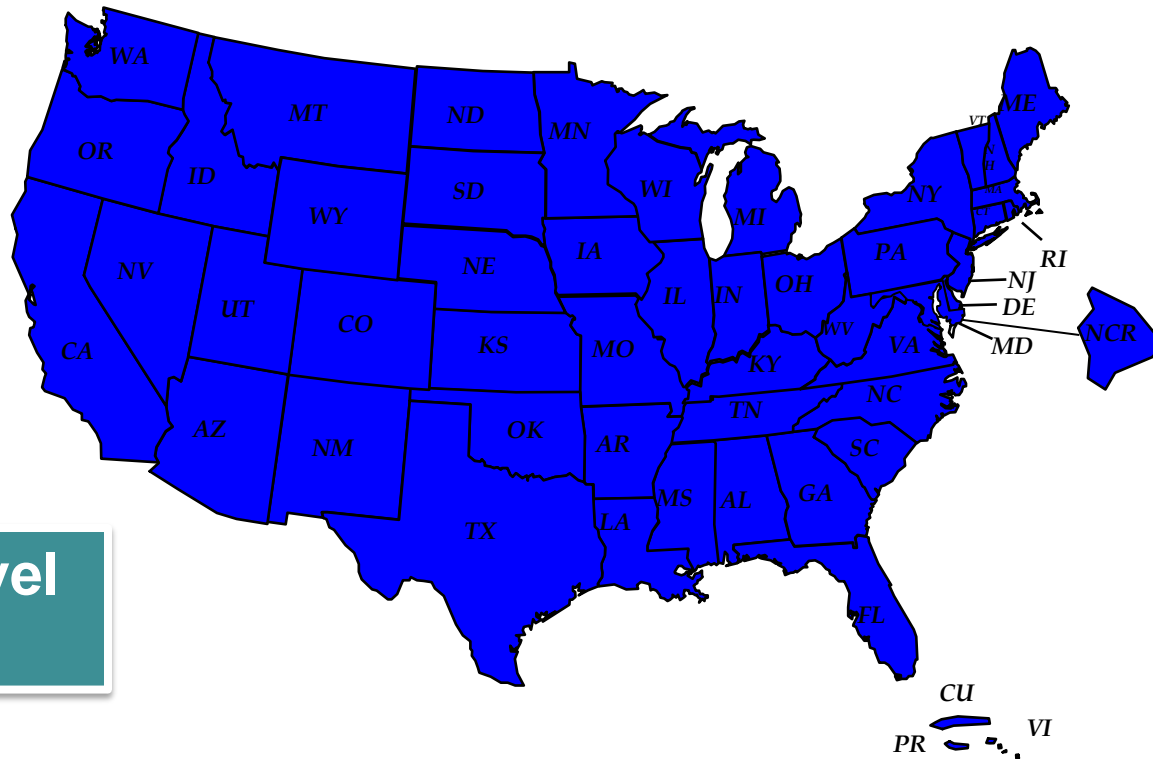
**Defense Travel  
Area 9**







# CONUS Defense Travel Area 5 USAF Awarded One Task Order

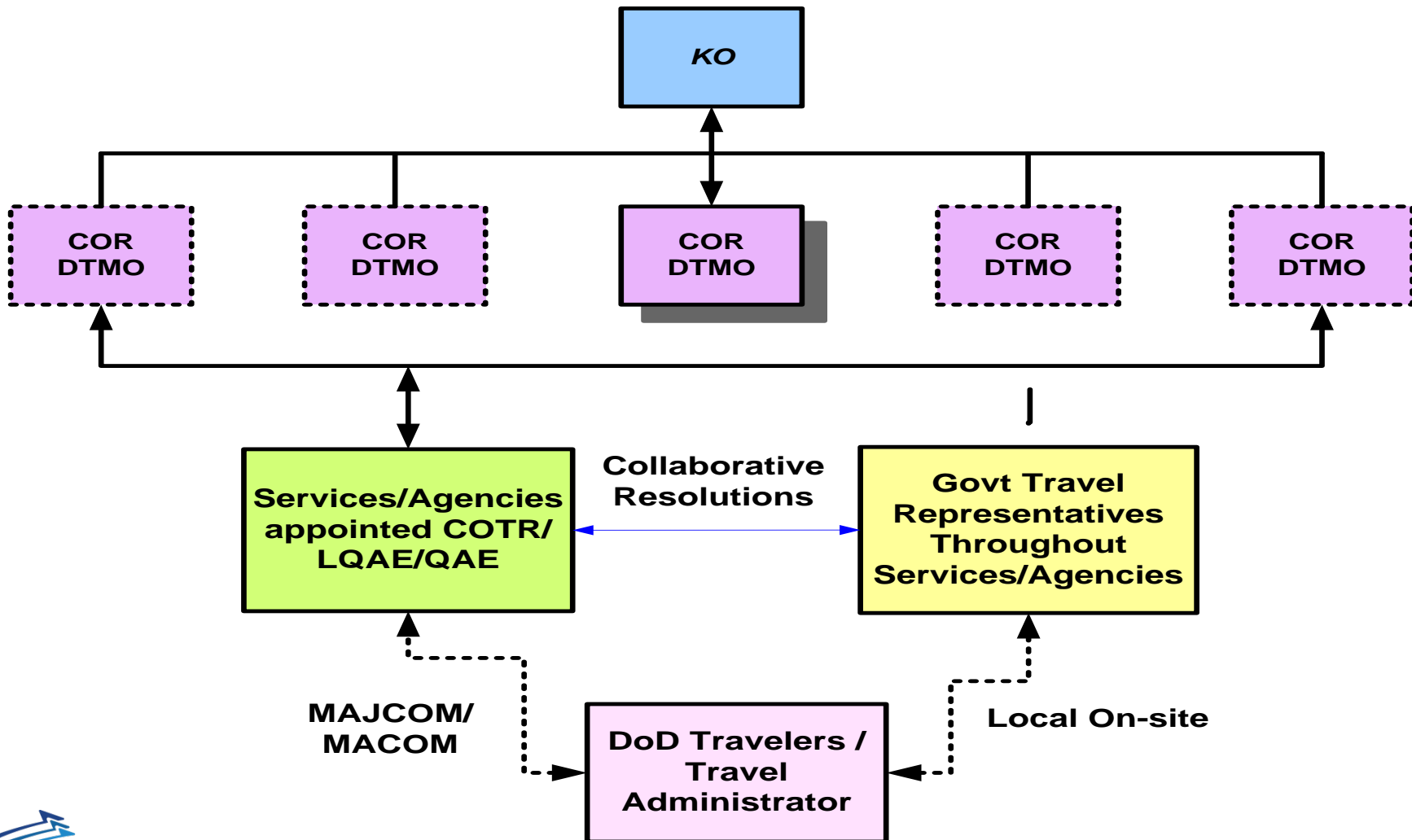


**Defense Travel  
Area 5**





# 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](http://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](http://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

