



Defense Travel Management Office



Commercial Travel Update

National Travel Forum
June 2008



Agenda

- Commercial Travel Program (CTO) Overview
- CTO Contracts Currently Managed
- Acquisition Approach
- Awarded CTO IDIQ Contracts
- Quality Assurance Reporting Structure



CTO Program Overview

- Prior to consolidation, DoD had over 100 CTO contracts managed by over 50 organizations
- DTMO is the single source for procuring and managing CTO services for DoD worldwide
- Benefits of consolidating and managing procurement efforts
 - Decreases the number of contracts worldwide
 - Standardizes CTO service requirements
 - Reduces contract administration costs
 - Standardizes quality performance measures
 - Provides centralized office for reporting service problems
 - Captures and analyzes trends to improve service to the traveler



CTO Contracts Currently Managed

- Small Business contracts
 - 31 contracts for 127 CONUS and 1 OCONUS location
 - Consists of Air Force, Marines, MEPS, DoD Agency sites
 - 5 MEPS sites to be implemented 1Q FY 08
- Defense Travel Region 6 contract
 - 1 contract for 60 CONUS & OCONUS locations
 - Air Force, Army, DoD Agency locations



CTO Contracts Currently Managed (continued)

- US Army CTO contracts
 - 5 CONUS contracts for ~300 CONUS locations
 - 1 contract for 11 locations in Korea (includes Air Force)
- Defense Agency Bridge task orders (GSA schedule)
 - 3 contracts for 8 DoD Agency locations



Acquisition Approach

- Two-phase acquisition approach
 - First phase: Small Business Set Aside
 - 31 contracts awarded supporting (Air Force, Marines, Military Entrance Processing Stations (MEPS) and DOD Agency locations)
 - Approximate \$22M contract value
 - Implemented 1 Jul 05 – 1 Oct 07
 - Fee Structure (Point-of-Sale)
 - DTS
 - DTS Touch
 - Traditional



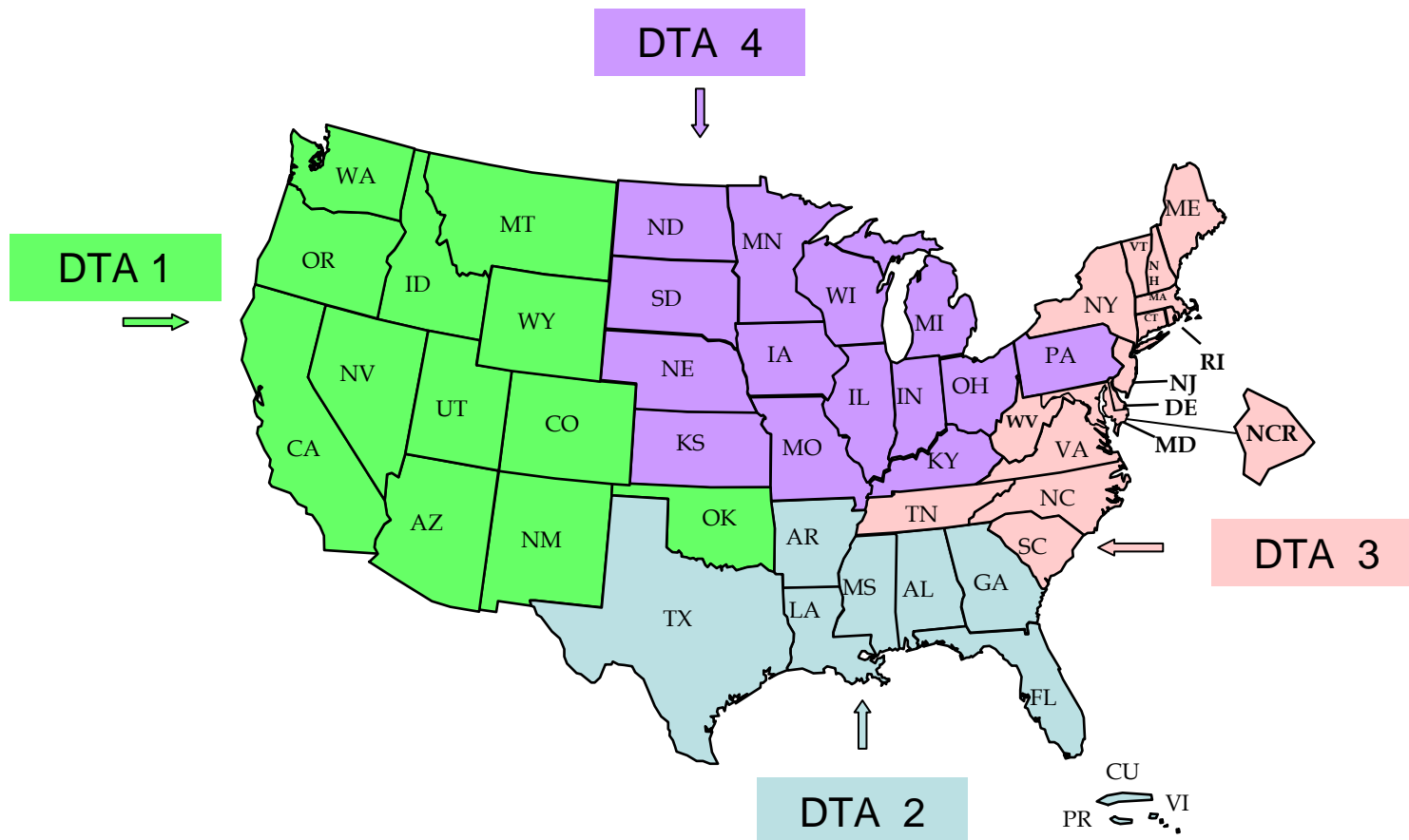
Acquisition Approach (continued)

- Second phase: Worldwide contract
 - Indefinite Delivery Indefinite Quantity (IDIQ) contract including ~11 task orders supporting rest of DoD
 - Approximate \$224M contract value
 - Awarded IDIQ contract 19 Sep 07

- Fee Structure (Point of Sale/Management Service Fee)
 - DTS
 - CTO Assist

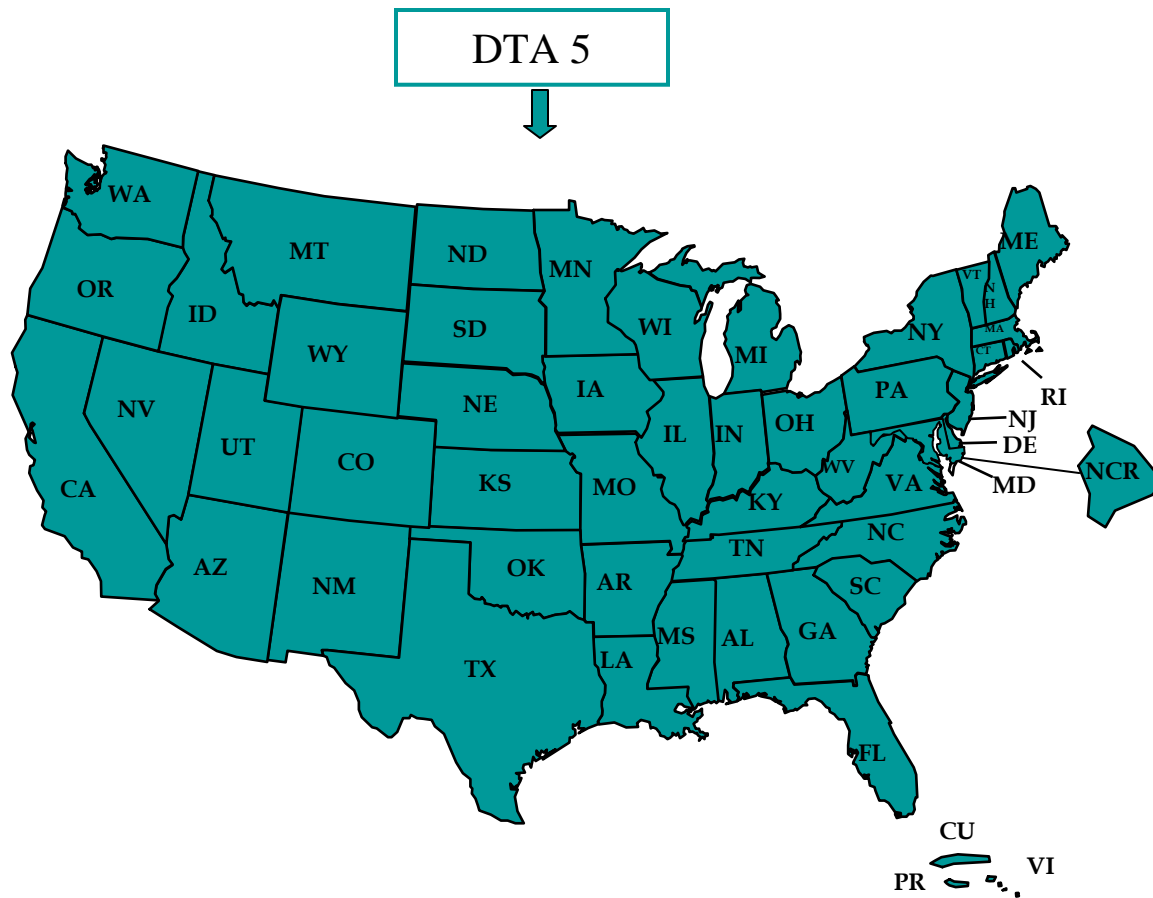


U.S. CONUS Travel Areas



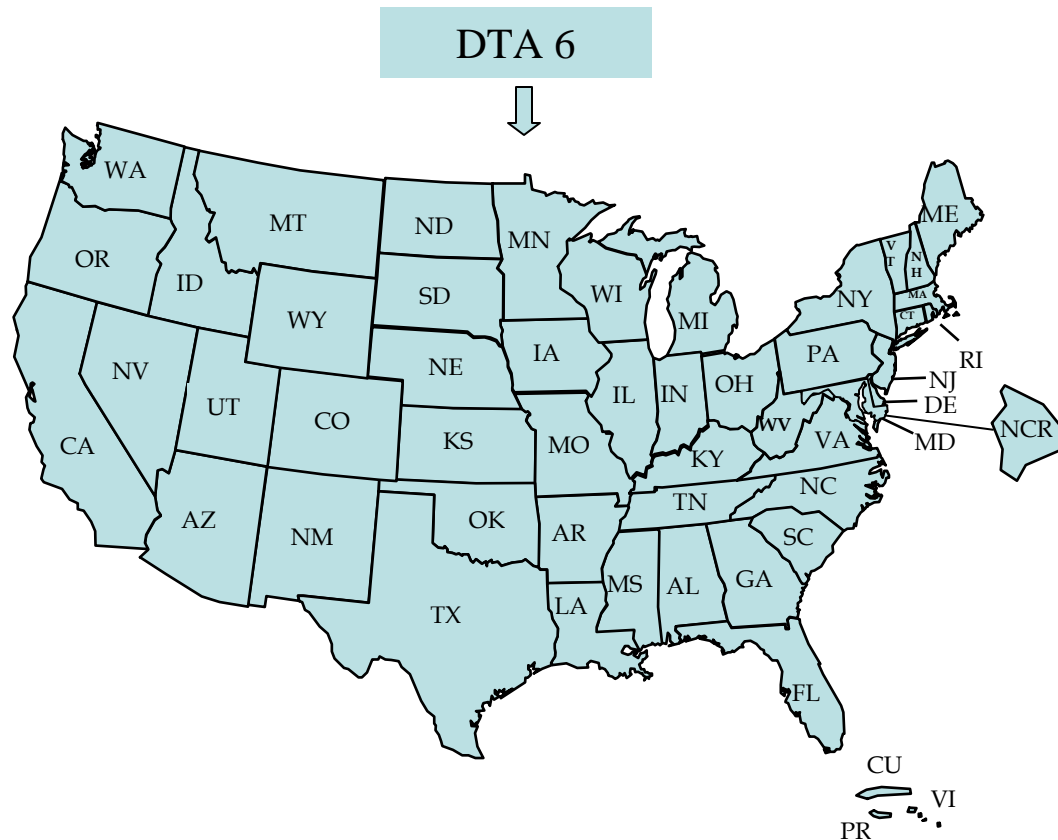


CONUS Defense Travel Area 5





CONUS Defense Travel Area 6





OCONUS Defense Travel Area 7

DTA 7

Europe

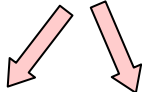


Countries	
Germany	Austria
Italy	Greece
United Kingdom	Croatia
Netherlands	Bosnia-Herzegovina
Spain	France
Italy	Finland
Germany	Iceland
Belgium	Denmark
Turkey	Hungary
Portugal	Norway
	Luxembourg



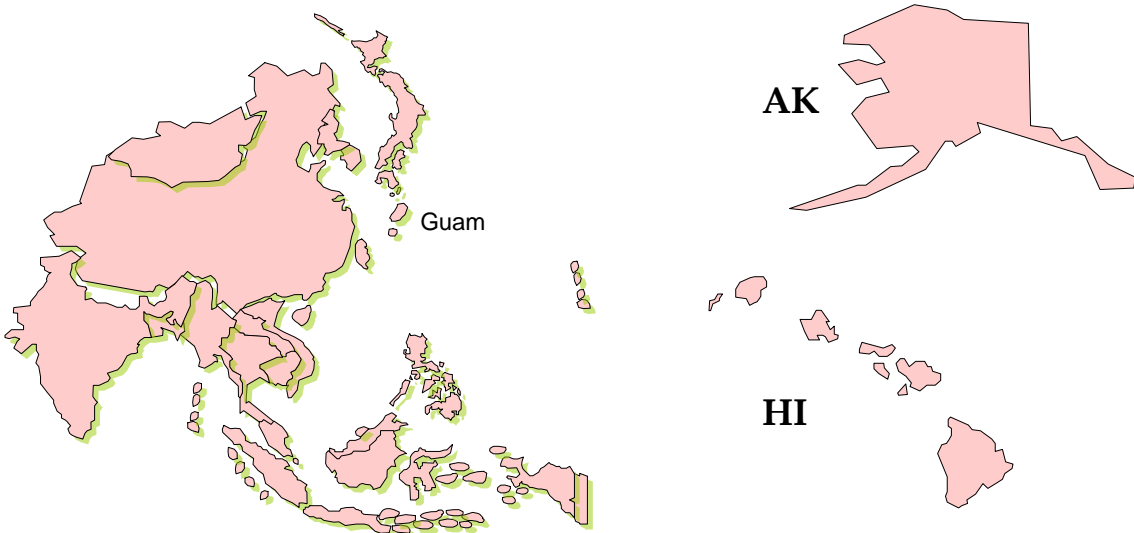
OCONUS Defense Travel Area 8

DTA 8



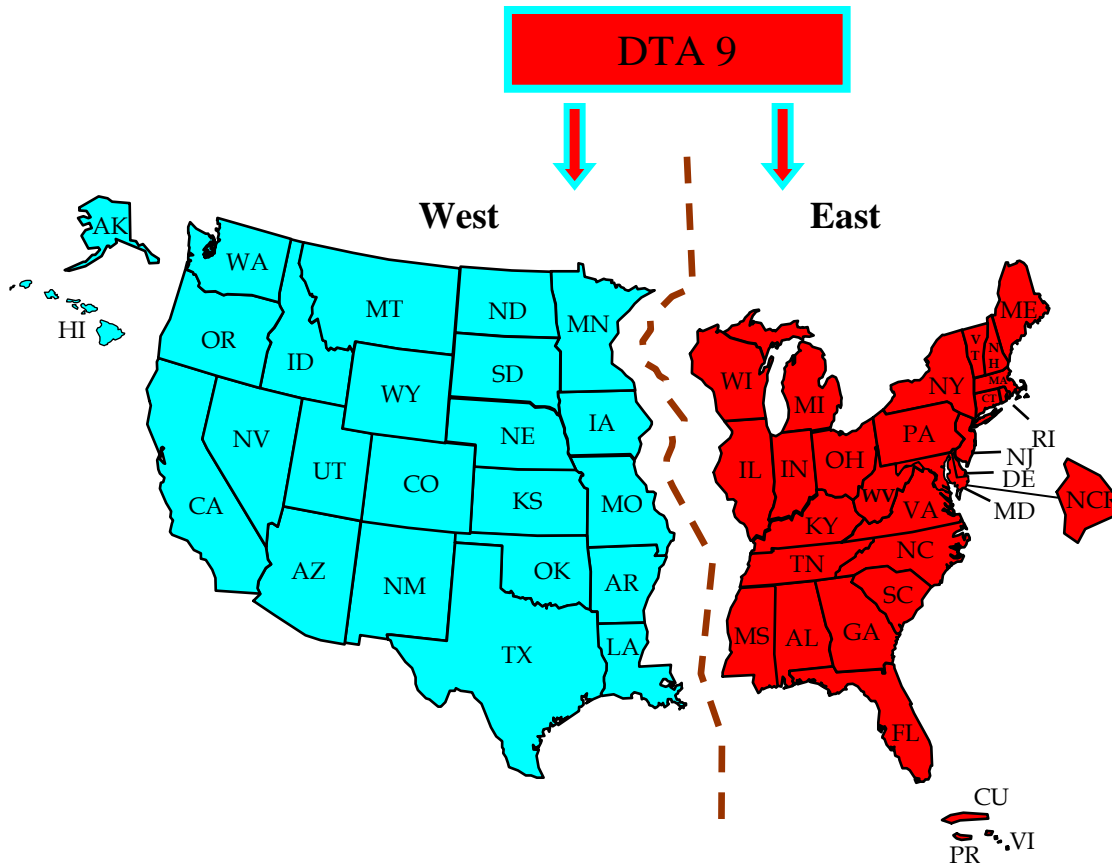
Asia Pacific

Countries
Japan
Malaysia
Thailand
Indonesia,
Guam
Singapore
Alaska
Hawaii
Philippines





CONUS/OCONUS Defense Travel Area 9





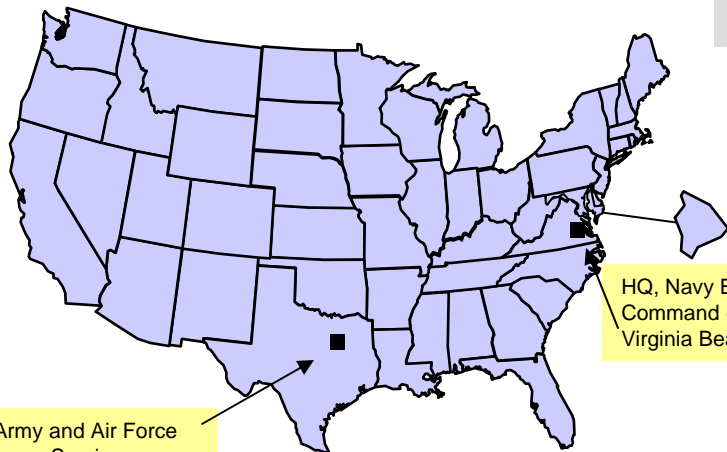
CONUS/OCONUS 2 Defense Travel Area 11 NEXCOM/AAFES

DTA 11

USA (CONUS)

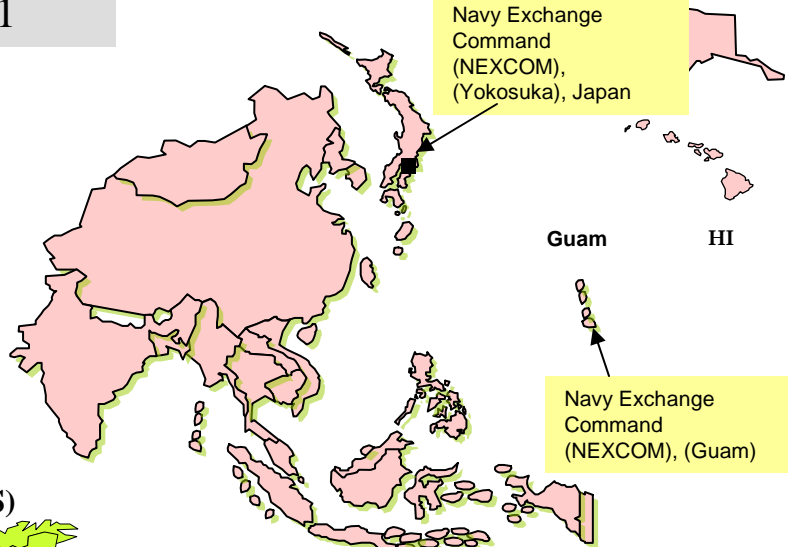
Asia Pacific (OCONUS)

AK



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

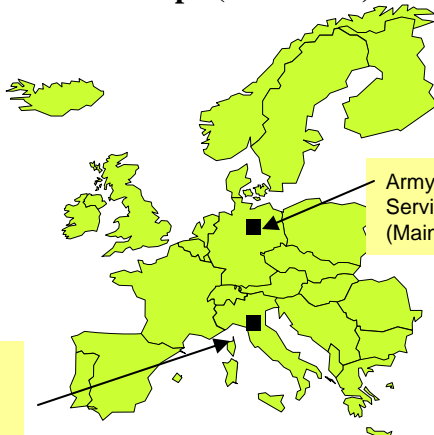
HQ, Navy Exchange Command (NEXCOM) Virginia Beach, Virginia



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

Navy Exchange Command (NEXCOM), (Guam)

Europe (OCONUS)



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

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



Awarded CTO IDIQ Contracts

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



Importance of Quality Assurance

- Why
 - Maintain CTO contract provisions
 - Ensure optimal service delivery to DoD travelers
 - Provide guidance in DoD contract disputes/interpretation
 - Provide standards (performance measurements) for contract compliance
- How
 - Designate DoD individuals with appropriate training to ensure contract adherence
 - Provide easy access to all contract resources for all Military Services/Defense Agencies
 - Maintain 365/24 x 7 surveillance
 - Provide customer feedback mechanism:
 - Traveler comment forms
 - Quality Assurance Reporting Tool
- Establish a streamlined, standardized, reporting process



Quality Assurance - Reporting Structure

