



# eTravel

*“Providing World-Class Travel for Federal Employees”*

## **SGTP Workshop**

Society of Government Travel Professionals  
September 9, 2004

**GSA**

# Welcome to the eTravel Workshop

- Today's workshop will focus on
  - Education
  - Clarification
  - Unification
- GSA is the federal government's central hub for travel
  - One voice
- Thanks to SGTP leadership for task force support
  - Posting FAQs on eTravel and SGTP sites
  - POC from GSA and SGTP to facilitate communications
  - Identified task force objectives for balance of 04, set next meeting
- Turn to SGTP members for open Q & A



# eTravel

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## eTravel Overview

# eTravel Service Overview

## Desired Outcomes

- Recap eTravel Program
- Describe Business, Policy, and Market Drivers
- Promote Understanding of eTravel and its Value
- GSA's educational outreach for agencies and industry

# A Quick Look Back

- QuickSilver Findings
- Various COTS And GOTS Solutions Available
- Authorization, Reservation, And Voucher Systems Not Connected
- Heavy Burden On Traveler To Navigate Cumbersome Processes And Patchwork Of Stand-alone Systems

# eTravel Timeline

- President's Management Agenda Summer 2001
- Quicksilver Task Force Sep 2001
- E-Gov Initiatives Approved Oct 2001
- eTravel Project Charter Approved Jul 2002
- E-Government Act Signed Dec 2002
- eTS Contracts Awarded Nov 2003
- eTS Full Operational Capability May 2004
- **First eTS Task Order Placed Jun 2004**
- **Early Adopter Agencies Begin Migration Dec 2004**
- **Mid-Adopter Agencies Begin Migration Jan 2005**
- **Late-Adopter Agencies Begin Migration May 2005**
- **Full agency-wide use of eTS Sep 2006**

# eTravel Drivers

- The President's Management Agenda
  - Internal efficiency and effectiveness
  - Electronic government
- Business Drivers
  - Enabling web technologies
  - Travel cost and value considerations
  - Business intelligence and performance measurement
- Policy Drivers
  - Workplace improvement
  - Reporting and accountability
  - Alignment with best commercial practices
- Market Drivers
  - Shift in commission-based models
  - Advancements in online travel services
  - Other travel industry realignments

# Collaborative eTravel Approach

- Agency collaboration essential to deliver required capabilities
  - Differences in agency missions give rise to different travel needs
  - Vast array of interfacing business systems require comprehensive approach
  - Legitimate process variations require business rule flexibility and configurability
  
- **Stakeholder collaboration essential to drive adoption**
  - Agency Senior Executives – buy-in and sponsorship
  - Migration Managers – lead change management, simplify internal processes
  - Travelers – acceptance of online tools and personalized customer service
  - **TMCs – apply expertise in online booking and complex travel**
  - eTS Vendors – refresh and optimize service/technology
    - eTS performance, web-delivered services, usability
    - Profile Management and User Training
    - Support of government travel suppliers (TMCs, airlines, lodging, rental cars, etc.)

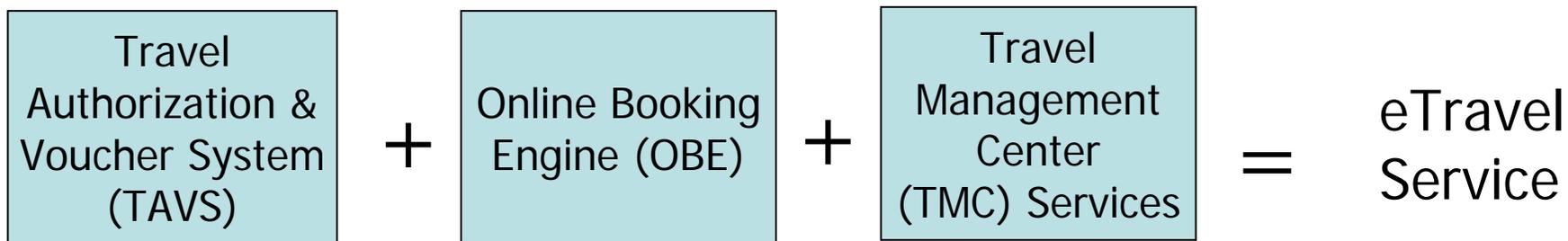
# FTR & Migration Timeline

- FTR Guidance Published December 22, 2003
  - **Migration Plans** submitted by March 31, 2004
  - Agencies must **place eTS task orders** by December 31, 2004
  - Agencies must have eTravel **fully deployed** by September 30, 2006
  
- FTR amendment provides leverage for agencies to consolidate

# eTravel Service – Acquisition Recap

- **November 10, 2003** - GSA Awarded eTravel Service contracts
  - CW Government Travel Inc. (CWGT) of San Antonio, TX
  - Electronic Data Systems Corp. (EDS) of Fairfax, VA
  - Northrop Grumman Mission Systems (NGMS) of Fairfax, VA
- **Procurement Process**
  - 22 Agencies contributed to solicitation's 'Statement of Objectives'
  - 18 Agencies on Source Selection Panels
  - Best value, Performance Based contract drives performance up and costs down
  - Vendors demonstrated their solutions in a live environment
- eTS has proven to be the quality offering that was expected
  - Confirmed through testing and live agency implementations

# eTravel Service – Components



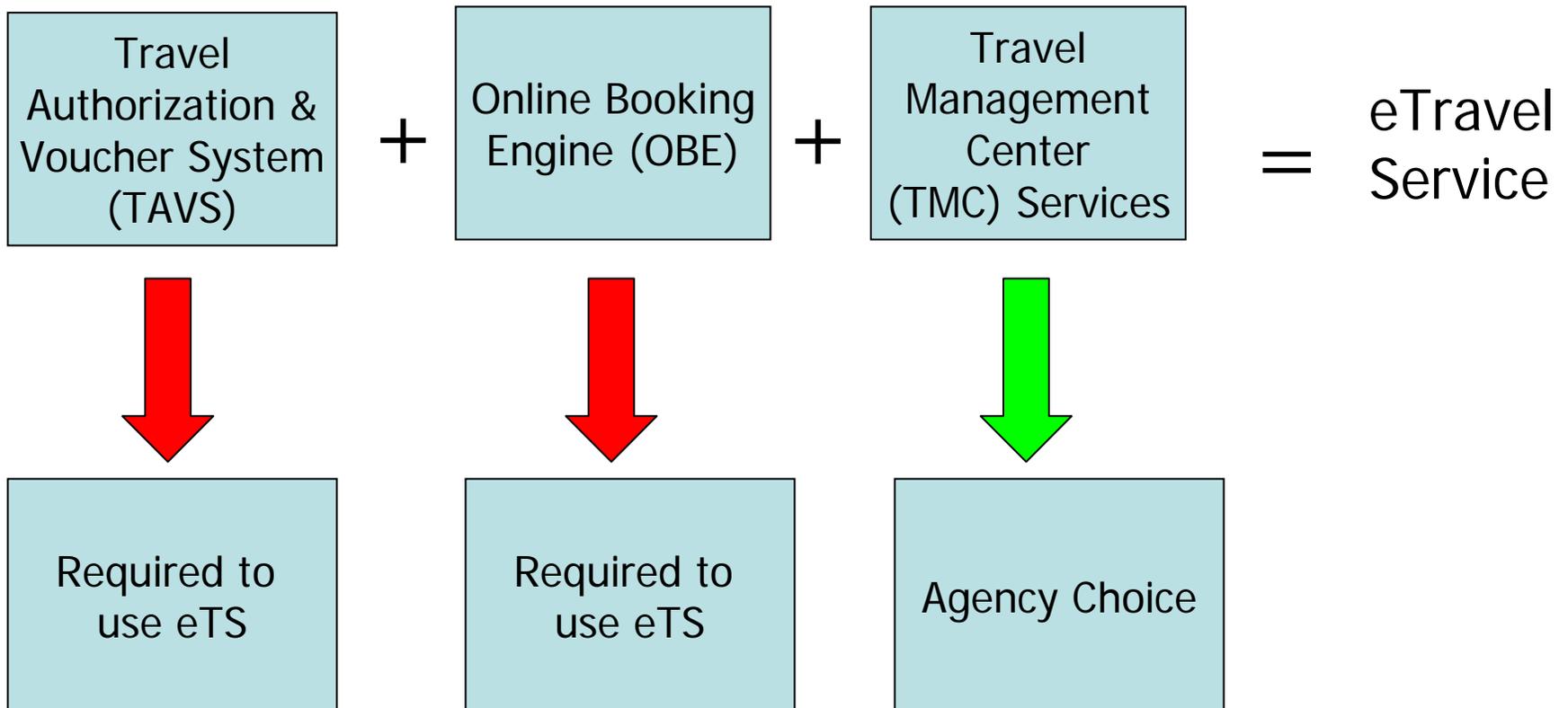
✓ eTravel Vendor  
TAVS solution

✓ FedTrip  
✓ eTravel Vendor OBE

✓ Existing TMC(s)  
✓ TSS Travel Agent  
✓ eTravel Vendor TMC

- Standard, Validated Integration Capability
- Help Desk, Implementation, and Training Services
- Hosted Service Requires No Government Infrastructure Investment

# eTravel Service – Components



# What TMC Choices Do Agencies Have?

## TSS Schedule TMC Services

Each Federal Agency is **free to choose** the Travel Management Center services that best meets their business needs and represents a best value to the Agency.

The eTS vendors are required to accommodate your Agency's TMC choice.

## eTravel Vendor TMC Services

Each Federal Agency **may choose** to utilize the TMC Services provided by the eTS Vendor they chose for TAVS.

# Key Points for eTS Task Orders

- Departments/large agencies expected to award **one department-wide task order**
- Goal of a common, simplified process requires some **business process re-engineering**
- Migrating agencies to new simplified process requires change management and communication effort
- Full value of eTravel is only achieved through integration with agency business systems
- **Source for TMC services**
  - **Consider current TMC contract expiration date**
  - **Give fair consideration to TSS/eTS reservation & fulfillment options**
  - **Strategy for ensuring uninterrupted TMC services**
- eTS deployment strategy: Phased? Big Bang?

# eTravel Values: Lower Travel Costs

- Travel and related costs are rising at an accelerated pace
- eTS achieved lower travel management costs than the vast majority of agencies with **consolidation and choice**
- Cost to agencies should continue downward with eTS
  - Competitive pricing among vendors will drive cost down
  - Technology innovations over the next 10 years
  - Continued aggregation of the government's buying power
- Compare transactional costs
  - Status quo averages \$52 for TAVS and reservations
  - eTS base period pricing results in \$30 - \$36 for TAVS and reservations

# eTravel Values: Best of Both Worlds

- Experienced travelers can save time and money using online booking engines (OBEs)
  - Routine travel arrangements can be reserved **conveniently** at any time without having to make time to call travel agent
  - Provides rapid, expanded visibility of **available travel options** (full spectrum of compliant flights, aircraft seating layouts, etc.)
  
- **Expertise of TMCs readily accessible**
  - For **complicated itineraries** and/or international travel
  - To assist inexperienced or infrequent travelers
  - When **web access is not available or practical**
  - For emergency travel arrangements or **en route itinerary changes**



# eTravel

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**Support &  
Educational Outreach**

GSA

# GSA's "Get It Right" Campaign

- Provides a fully integrated approach to assessing regulatory compliance
- Takes seriously the trust placed in GSA by our Federal agency customers, Congress, OMB and most importantly, the taxpayers, with respect to the proper execution and management of government acquisition activities
- GSA will proactively help agencies use its contract vehicles and services properly to get best value for the American taxpayer
- GSA is responsible to communicate lessons learned and best practices to stakeholders, customers and industry partners

# How is GSA Supporting the Transition?

- eTravel Program Management Office (PMO)
  - **Dedicated Account Management Support** for each agency – providing migration planning guidance, assistance in all phases of the acquisition process, technical expertise, Service Level Agreements and conveying lessons learned
  - Assist agencies in developing **best value travel management strategies** and perform financial modeling
  - **Government-wide** configuration and customer needs management working with eTravel Management Agency Advisory Board
  - Marketing **campaign and collateral** targeted at end user adoption
  - **Testing**: IOC, IV&V, and Security Certification & Accreditation and future technological refreshes and enhancements
  - Coordination of eTravel deployment at the **senior management levels**
- Federal Travel Regulation and Travel Service Solutions Collaboration
  - Aligning travel policy and solutions for **enhanced performance and improved value**

# PMO Assistance

➤ **Unique** integrated advisory and consulting services

- Acquisition Management Experts (AME)
- Customer Service Representatives (CSR)
- SLA Expert
- Integration Expert
- Security Expert

## AMEs

- |                         |                           |                                |
|-------------------------|---------------------------|--------------------------------|
| 1. Acquisition Planning | 5. RFQ                    | 6. Task Order Review & Comment |
| 2. RFI Development      | SOW                       | 7. Sub-Task Orders             |
| 3. Due Diligence        | Determinants              | 8. "SWAT Team" Contract Scope  |
| 4. Fair Opportunity     | TMC Strategy              | Determinations                 |
|                         | Milestones & Deliverables |                                |

## PMO Assistance (continued)

### ➤ Customer Service Representatives

- Agency migration planning support
- Liaison between agencies/vendors/PMO
- eTS contract requirements knowledge
- Vendor demo/meeting support

### ➤ Security Expert

- Agency security support

### ➤ SLA Expert

- Agency SLA support

### ➤ Integration Expert

- Integration agreement advice

# Agency Acquisition Strategy

- Start Early – Engage Your Contracting Officer & PMO Professionals Immediately
- Define & Describe Agency Requirements
  - Conduct an Organizational Assessment (FAR Part 7)
  - TMC Strategy
  - Big Bang Deployment or Time-Phased?
  - “Mandatory” Requirements vs. “Agency Preferences”?
  - Designing the Vendor Demo
  - Due Diligence & Legal Issues
  - Market Research & Fair Opportunity
  - Small Business Issues
  - Milestones & Deliverables

## Task Order TMC Flexibility Language

Suggested language to be included in **EVERY agency task order** to provide flexibility to change TMCs, if necessary, throughout the life of the order.

**"XXX Agency** reserves the right to exercise the option to Procure additional services under CLIN 0002 under this task order or to procure future Travel Management Center (TMC) services outside of the eTS contract, requiring the eTS contractor to accommodate the new TMC."

# Access to eTS Information

## The GSA eTravel Website

<http://egov.gsa.gov> (click eTravel)

- The eTS Ordering Guide
- Current Vendor Pricing
- A Sample Migration Template
- Sample Menu & Tailored Task Orders
- Frequently Asked Questions
- Agency Task Order Award Information
- Tips, Best Practices & Lessons Learned

# GSA TSS Questions?

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## TSS SCHEDULE INFORMATION:

[www.gsa.gov/elibrary](http://www.gsa.gov/elibrary)

Schedule No. 599

SIN 599-1 – Travel Consulting

SIN 599-2 – Travel Agents

SIN 599-99 – New Services

SIN 599-1000 – Contract Support Items for Above  
SINs

Go to GSA's E-Gov website at

<http://egov.gsa.gov>

and click on eTravel for a copy of this presentation and additional eTravel resources.

Or

Email the PMO at [eTravel@gsa.gov](mailto:eTravel@gsa.gov)