



U.S. General Services Administration

Federal Acquisition Service

FedRooms® Industry Outreach Day

November 14, 2008



Agenda

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- Welcome and Introductions
- Per Diem Update
- Market Research Objectives
- Acquisition Approach
- Value Proposition, Mission & Vision
- Background
- Current Program - Overview
- Lodging Program Stakeholder Interests
- Demographics
- General Discussion Questions



Welcome and Introductions

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Federal Acquisition Service

U. S. General Services Administration

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Per Diem Update

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Cy M. Greenidge

Program Manager

Domestic Per Diem Program

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Market Research Objectives

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What are we trying to improve upon in the next generation **FedRooms®** program?

- Utilization – by Federal Traveler Consumer
- Customer satisfaction
- Right properties
- Right benefits - Best rates
- Ease of use



Acquisition Approach

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➤ GSA Schedule 599-3 or Full and Open

599-3 – schedule contractors are pre-qualified, shorter lead time for procurement, limited to those on GSA Schedule or teamed with teaming arrangements

Full and Open – Varied market participation. Complete process (solicitation, review, source selection team)
Supplier responds to legal and fiduciary responsibilities



FedRooms® Value Proposition

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FedRooms® enables travelers to conveniently, easily and confidently book pre-negotiated rates at or below per diem with participating hotels that are FEMA compliant. FedRooms® provides additional benefits and cost savings such as no hidden fees and last room availability, which control costs and leverages the government spend. FedRooms® provides flexibility for travelers and enables cost savings for Federal Agencies.



GSA Lodging Mission & Vision

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Vision – To provide integrated lodging programs that meet customer needs for transient, corporate housing, meeting /conference travel and emergency lodging. Programs and rates must be easily available through commercial & government distribution channels (ETS, DTS, GDS, TMC, CTO, GSA Schedules, and supplier direct)



Comparison

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Lodging Practices	Government	Commercial
Hotel Policy	Not mandated – first preference to FedRooms® - personal choice @ per diem	Mandated or required use
Lodging Programs	FedRooms®, DoD Specific, TMC	Single
Expense Management	Per Diem - FTR – limits reimbursement to traveler	Stay at program hotel at program rate
Travel Card	SmartPay – only used 50% of the time	Must use company travel card
Distribution	Multiple channel - ETS, TMC, GDS, fedrooms.com, hotel direct, DTS in 18 months	Single channel – TMC with on-line booking tool



Current Program Overview

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➤ Overview

- Key Elements of FedRooms®
 - 1-year contract with 4 option periods – Outsourced Program
 - Branded FedRooms® – Quickly Identified
 - Lodging agreements with hotels
 - Rates available in GDS, ETS, TMC, fedrooms.com, and direct with hotels (DTS in 18 months or less)
 - GDS Audit
 - Marketing & Communications (direct to consumer)
 - 1-800 Help Desk
 - Represents FedRooms® at Industry / Government Events
- **FedRooms.com**
- Self Funded – (2.75% per room night)



Program Requirements

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Significant Minimum Key Criteria

- Rates at or below per diem
- To account for urban/remote locations - minimum 2 star/diamond properties (3/4 star/diamond average)
- FEMA compliant (Hotel & Motel Fire Safety Act of 1990)
- American with Disabilities Act compliant
- Rates distributed in all GDSs
- Rates distributed by FedRooms.com
- Data gathering and reporting
- Aggressive rate auditing in all GDSs



Program Requirements, cont.

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Significant Minimum Key Criteria

- Properties in top Federal and DoD locations to include Federal buildings and Military Installations
- Rates are available by hotel 1-800 numbers and property direct
- No pre-payment at time of reservation
- No early check-out fees
- Cancellation up to 4:00 pm day of arrival without penalty
- No add-on fees (no hidden fees, e.g. safe, parking, resort, phone)
- Last room availability gets preference
- Cap on number of hotels in each market



Lodging Program Stakeholders Interest

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➤ Hoteliers

- Lowest distribution costs - Bookings

➤ Travel Agencies

- Create revenue

➤ ETS Vendors

- GDS Accessible – Must display FedRooms first per contract requirements

➤ Travelers

- Rate at or below Per Diem
- Quality
- Close to government facilities
- Loyalty card program – Incentive to use FedRooms® (e.g. extra points room upgrades, etc.)
- Amenities (e.g. breakfast, internet, business center, newspaper)
- Accessible – multiple channels
- Leisure use

➤ Federal Agencies / Agency CFO's

- Lower Costs (reduces time to search for hotel)
- Manage Hotel Spend
- Policy Compliant – compatible with ETS and soon to be DTS
- Government contractors may use (at hotel discretion)



The “Room Night” Universe

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Government Hotel Spend	FY07 Actual	FY08 Planned	Room Nights
SmartPay	\$2.4 billion	\$2.5 billion	Total = 22,000,000
Non SmartPay (includes transient, group, meeting, extended stay, etc.)	\$2.4 billion	\$2.5 billion	Total = 22,000,000
Totals	\$4.8 billion	\$5 billion	Federal 40% = 17,600,000 DoD 60% = 26,400,000



Open Discussion

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- How do we capture personal choice?
- Green Standards – what does it mean?
- Ideas for Solicitation?



Additional comments and/or
suggestions may be sent to...

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Thank You!