

**Special Item Number (SIN) 561599
Travel Consulting Services**

B.5.1 – 561599 Travel Consulting Services

The Service Contract Act does NOT apply to 561599 Travel Consulting Services.

B.5.1.1 DEFINITIONS

E-Gov Travel Services (ETS2) - Civilian agencies' end-to-end travel management service that automates and consolidates the Federal travel process in a secure Web-centric environment.

Defense Travel System (DTS) - A fully integrated, automated, end-to-end travel management system that enables DoD travelers to create authorizations (TDY travel orders), prepare reservations, receive approvals, generate travel vouchers, and receive a split reimbursement between their bank accounts and the Government Travel Charge Card (GTCC) vendor. DTS operates at over 9,500 total sites worldwide.

Permanent Change of Station (PCS): The relocation of an employee to a new official station or post of duty for permanent duty.

Special Publication 800-87 (SP 800-87): Provides agency organizational codes used under this schedule for reporting purposes. This standard data element may be used for the interchange of information on federal operations when that information is identified by organization. This publication is available at <http://csrc.nist.gov/publications/nistpubs/index.html>

Temporary Change of Station (TCS): The relocation of an employee to a new official station for a temporary period (not less than 6 months, nor more than 30 months) while the employee is performing a long-term assignment and subsequent return of the employee to the previous official station upon completion of that assignment.

Temporary Duty Travel (TDY): Travel at a place, away from an employee's official duty station, where the employee is authorized to travel.

B 5.1.2 DESCRIPTION OF WORK

The Contractor shall provide travel and relocation consulting and related services to assist the Government in meeting its travel needs for temporary duty travel, relocation and/or temporary/permanent change of station, etc.

This may include, but is not limited to, travel management, travel security, travel technology and the following:

Analysis	Assessment	Auditing
Benchmarking	Change management	Consulting
Data collection and analysis	e-Commerce	Facilitation
Marketing	Market research	Operational overviews
Operational Support	Outsourcing	Per Diem and Allowance
Performance metrics	Policy development/review	Preferred supplier programs
Development/Assessment	Product evaluations	Re-engineering
Requirements development	Reporting	Risk assessment
Security	Studies	Surveys
Technology	Testing	Training
Travel card analysis/studies	Travel management	Voucher examination
Voucher review		

Typical tasks may include, but are not limited to:

**Special Item Number (SIN) 561599
Travel Consulting Services**

- Develop strategies to support agency adoption of ETS/DTS
- Study current travel management processes and recommend efficiencies
- Identify security needs relative to travel
- Analyze travel card data to facilitate program management
- Re-engineer relocation processes
- Assess preferred supplier programs
- Develop requirements and/or specifications for travel needs
- Evaluate proposals, services, contractor performance or products
- Conduct customer satisfaction surveys
- Test technologies
- Provide trend analysis of agency travel spends to enable budget forecasting
- Facilitate meetings
- Provide operational support (review travel requests, vouchers, etc.)
- Audit distribution channels and travel service providers (e.g., travel agents, GDS, etc.)

B.5.1.3 SCOPE AND COMPLEXITY

The Contractor shall:

- Provide a full range of services necessary to satisfy ordering agencies' travel consulting requirements. The Government is seeking services that industry normally accords to commercial customers.
- Be capable of providing services for ordering agencies with multiple organizational levels and geographic locations nationwide and/or worldwide as specified in the Scope of the Contract clause.
- Be capable of handling multiple task orders simultaneously.

B.5.1.4 REQUIREMENTS

The Contractor shall:

- Provide travel and relocation consultant services as ordered by agencies and specified herein.
- Ensure that its staff maintains any generally required professional certification, accreditation, license, bond, and proficiency relative to their area of expertise. The Contractor shall retain documentation of such records. The Government will not pay for expenses to meet this requirement.
- Perform services and ensure deliverables that are compliant with Government travel and relocation regulations. The Federal Travel Regulation, the Foreign Affairs Manual (FAM), the Joint Federal Travel Regulations (JFTR), Joint Travel Regulations (JTR), other applicable travel regulations, and related agency policies establish the Federal travel process.
- Provide the same level of service provided to commercial/corporate customers.

B.5.1.5 TRAVEL MANAGEMENT SERVICE/SYSTEM REQUIREMENTS

In support of ETS/DTS as specified in agency task orders, the Contractor shall ensure that products/services provided to participating agencies complement and support the E-Gov Travel Service (ETS) and/or Defense Travel System (DTS) and their respective objectives in an efficient and cost-effective manner.

**Special Item Number (SIN) 561599
Travel Consulting Services**

B.5.1.6 GSA REPORT REQUIREMENTS

The contractor shall submit reports as identified herein:

A. Frequency. Reports are due quarterly in accordance with the following schedule:

Report Period	Due Date
January 1 and March 31	April 30
April 1 and June 30	July 30
July 1 and September 30	October 30
October 1 and December 31	September 30

B. Submission Instructions

- The information shall be provided in an electronic commercial format readable in Microsoft Excel 2010.
- The report shall be:
 1. Uploaded into the Sales Reporting Portal (SRP) <https://srp.fas.gsa.gov/> as an attachment to the contractor's quarterly IFF and sales reporting. **AND**
 2. E-mailed to travel.programs@gsa.gov

*The Email Subject Line must read: **Quarterly Sales Report by Agency***

The Email content must include:

- GSA Contract Number;
- Company's Name; and
- The Special Item Number (SIN)

All GSA reporting is at no additional cost to the Government.

In addition, all Contractors will need to provide GSA with task order information for each ordering agency. The Contractor shall develop and maintain a current database of agencies/organizations serviced under this contract. The database shall include, the agency/organization task order number, est. dollar volume of the task order, the agency/organization name; the agency/organization point of contact; and the address; telephone/facsimile numbers and e-mail address (if available) for the point of contact. Within five (5) business days of a request from GSA, the Contractor shall provide a current report of the agency/organization program data.

The Contractor shall provide a copy of all Task Orders and any subsequent modifications to GSA. After receipt of an awarded task order, the Contractor shall provide one complete electronic copy of the task order and its technical and price proposal and all subsequent modifications thereto, to the GSA Contracting Officer or his representative within 10 calendar days after execution. Copies should be emailed to 1) onthego@gsa.gov and 2) travel.programs@gsa.gov