



## Update on Federal Government's eTravel Initiative

Society of Government Travel Professionals  
National Travel Forum, June 28, 2004

### + What is eTS?

- eTravel Service for Civilian agencies (not Defense Travel System - DTS)
- eTravel Program Management Office (PMO) Vision: To deliver a unified, simplified service that delivers a cost-effective travel experience, supports excellent management, and results in superior customer satisfaction.
- Provided by 3 vendors: Northrop Grumman Mission Systems (NGMS), Electronic Data Systems (EDS), and Carlson Wagonlit Government Travel (CWGT)

### + What exactly is "end to end" eTravel?

- Request for Proposal at: <http://www.eps.gov/spg/GSA/FSS/FBG/FBGT-CD-030001-N/listing.html>
- Current scope: pre-trip authorization (order writer), book hotel / rental car/ transportation (on-line booking engine), post-trip voucher (expense reporting system)
- Possible future aspects of Program: business data warehouse, City Pair Program, Federal Premier Lodging Program (FPLP), FSS lodging multiple award schedule (MAS) for non-FPLP cities, car rental contract, travel card contract, DTS, relocation

### + Who are the players?

- GSA is the managing agency, and eTravel PMO is funded by the Federal Supply Service (FSS)
- PMO reports to FSS, Office of Management and Budget (eGov), and GSA eGov PMO (Lew Sanford)
- eTS Program Manager is Timothy Burke, 703-872-8600
- eTS Deputy Program Manager is Frank Robinson
- eTS Contracting Officer is Lisa Maguire, 703-872-8600, [lisa.maguire@gsa.gov](mailto:lisa.maguire@gsa.gov)
- EDS Program Manager: Steve Vetter, 703-736-8532, [steve.vetter@eds.com](mailto:steve.vetter@eds.com)
- NGMS Program Manager: Leo Hergenroeder, 703-968-2382, [leo.hergenroeder@ngc.com](mailto:leo.hergenroeder@ngc.com)
- CWGT Program Manager: Dan Lee. POC is Kay Anderson-Hager, 210-805-3739, [kanderson2@carlson.com](mailto:kanderson2@carlson.com).

+ Program update

- Contracts awarded November, 2003
- Federal Travel Regulations mandates that agencies place task order by end of 2004 with full migration by end of FY06
- Initial Operating Capability (pilot) testing at FAA in Oklahoma *completed*
- Independent Validation & Verification (functionality) testing *completed*
- Certification and Accreditation (security) *completed*
- Full Operating Capability (FOC) *completed*
- Now that FOC has been achieved, agencies can place Task Orders
- First agency to place task order was Treasury

+ Integration with other government-wide travel programs via on-line booking engines

- City Pair Program fares are indicated and travelers must select or provide rationale
- FPLP properties are displayed first
- Surface Deployment and Distribution Command (SDDC) government-wide rental car rates listed

+ Impact on business environment still unfolding. Some predictions if eTS succeeds...

- Lodging: FPLP properties will gain substantial edge. MAS properties may reap similar benefits.
- Airlines: City Pair fares usage increased.
- Car rental: Low cost vendors may gain market share.
- Travel agencies: TSS contract holders that align with eTS vendors should retain market share.
- Federal agencies: on-line booking will increase significantly with goal of 70% government-wide.

+ For more information

- eTravel PMO: [http://egov.gsa.gov/QuickPlace/e-gov/PageLibrary85256D72003ED2F8.nsf/h\\_Toc/FEA5867D5B93438485256D72003EED2F/?OpenDocument](http://egov.gsa.gov/QuickPlace/e-gov/PageLibrary85256D72003ED2F8.nsf/h_Toc/FEA5867D5B93438485256D72003EED2F/?OpenDocument)
- eTravel PMO Communications lead: Robyn Soldner, 703-872-8595, [etravel@gsa.gov](mailto:etravel@gsa.gov)
- mLINQS, LLC: [greg\\_mcintyre@mLINQS.com](mailto:greg_mcintyre@mLINQS.com)

###

**About mLINQS, LLC**

mLINQS, a Veteran-owned small business, was founded in 2003 to support the federal eTravel Service (eTS) reinvention initiative. The company is dedicated to providing federal agencies with professional implementation and consulting services as they transition to eTS. mLINQS also develops software applications designed to streamline certain additional travel management needs that are unique to the federal government, and is available on GSA Schedule.