



U.S. General Services Administration

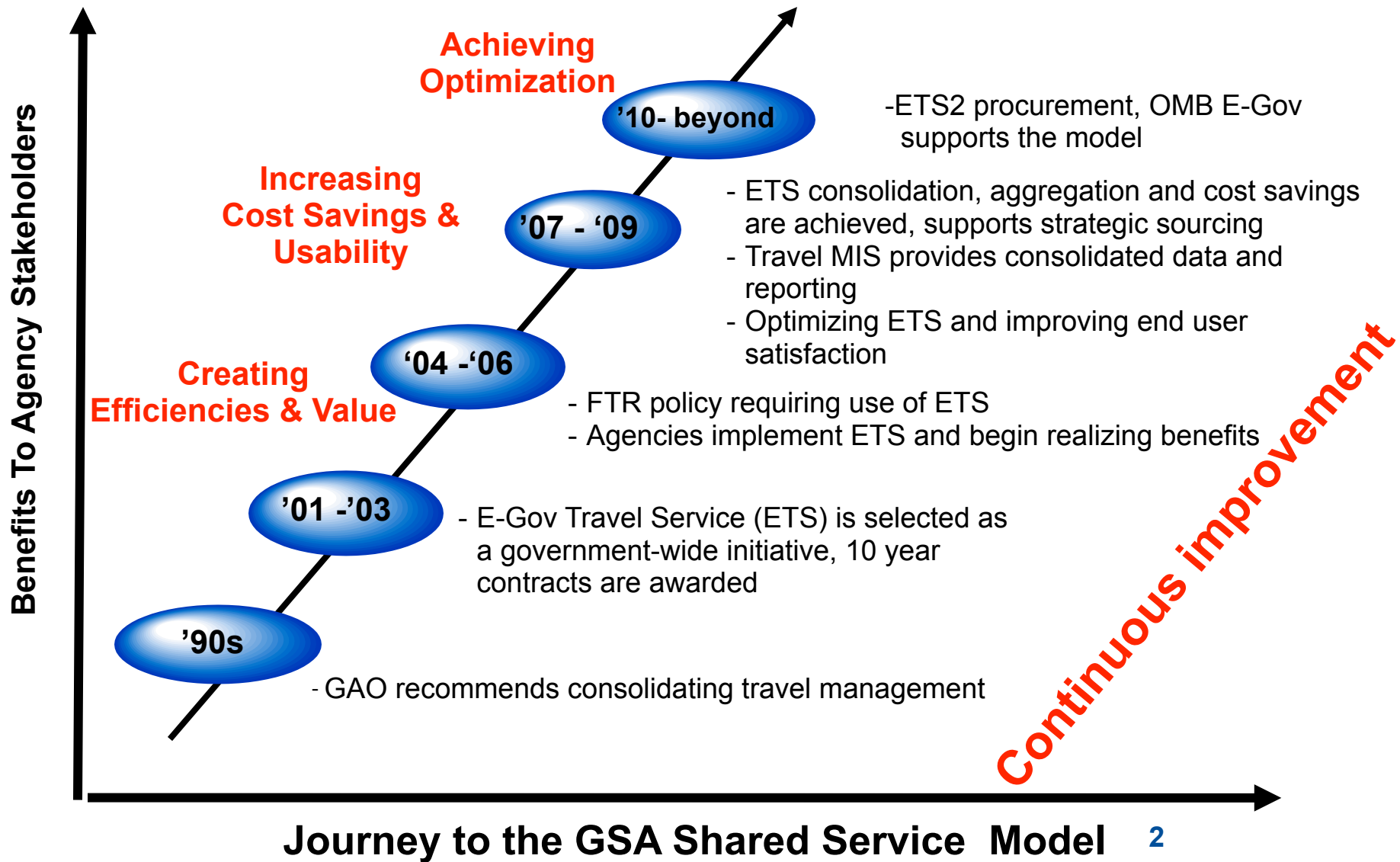
Federal Acquisition Service

E-Gov Travel Service 2 (ETS2)

Society of Government Travel Professionals

April 7, 2010

Federal Acquisition Service



Journey to the GSA Shared Service Model 2

Engaged a 12 month comprehensive due diligence process

- Gap Analysis, Stakeholder Analysis, and Risk Assessment
- High-Level Requirements and Alternatives Analysis
- Financial scenarios based on multiple perspectives
- Market research – Voice of the customer and industry

Voice of Customer

- Market Research and Outreach
 - Over 50 meetings with focus groups and one-on-one interviews, representing 27 customer agencies
 - Three full day sessions with customers on ETS2 requirements

- Governance Council and Committees
 - Travel Programs Executive Governance Council
 - Chief Financial Officers
 - ETS Migration Managers

- Administration and OMB E-Gov Alignment
 - Investment management, openness and transparency, collaboration, cyber security, internal efficiency/effectiveness

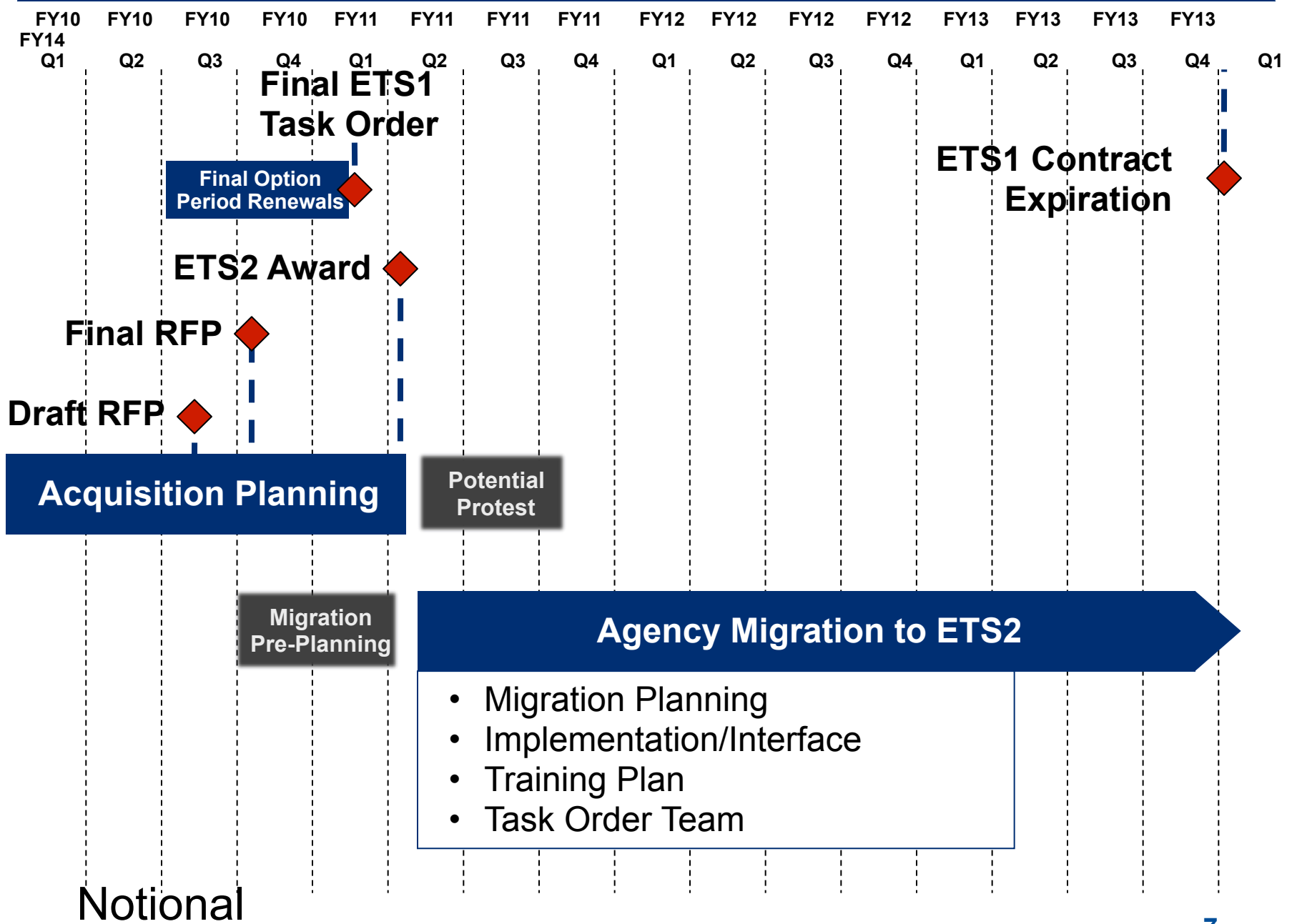
Voice of Industry

- Market Research and Outreach
 - Industry Day with 80 individuals from 40 organizations
 - Pre-Solicitation Conference over 100 industry participants
- Incumbent Vendors
 - Market consolidation
 - No major deviation in requirements
- Potential New Market Entrants
 - Market consolidation
- Core Financial System Providers
 - Standardized interface at a lower cost

ETS2 Market Research Conclusions

- Conduct an acquisition in 2010
- Longer term contract
- Continue with a commercial solution
- Performance-based contract, leveraging service level agreements
- Strong commercial interest in providing ETS2
- Strategically source
 - Consolidate the market
 - Results in a potentially lower price point
 - Generates potential service improvement and innovation
- Continue to drive toward the managed / shared services model

ETS1 Period of Performance



- Agency Migration to ETS2**
- Migration Planning
 - Implementation/Interface
 - Training Plan
 - Task Order Team

Notional

Difference between ETS1 and ETS2

➤ Online Optimization

- An easier process to compare options and book reservations
- Provide a simpler way to edit existing reservations
- Expedite the process to book and approve travel

➤ Enterprise Management

- Clearly identified Roles and Responsibilities for prime and sub-contractors
- Specific expectations for Account Management

➤ Robust operational environment

- A commercial ASP methodology
- Define a release management process
- Continuous improvement and technical innovation

Value to Industry

- Enhanced emphasis on small business market share
- Direct interaction with industry – reservation platform
- Online booking tool – simplify decision making

Next steps

- Draft RFP – comments due within 20-30 days
- Industry Day
- Continue meetings with industry
- Final RFP summer 2010
- Proposal Conference
- ETS2 Contract Award(s)