

## Travel Management Center (TMC) Contract Award FAQs

**Background** - On 28 January 2016, CG-912 awarded the CG TMC contract to ADTRAV Travel Management out of Birmingham, AL. ADTRAV, who plans no subcontractors, is replacing CWT/SATO and their current subcontractors (Century Travel, Alshamel Travel, and Rodgers Travel). This contract requires the contractor to deliver 24x7 support to CG Travelers via both the online booking tool and the contractor's Call Center.

All reservations and travel ticketed prior 2 March 2016 by CWT/SATO or their subcontractors will be moved to and under the control of ADTRAV. Travelers should no longer contact SATO and only contact ADTRAV starting on 2 March 2016.

**What happens to a reservation made with SATO before 2 March 2016?** All reservations and ticketed travel records will be transferred from SATO to ADTRAV. ADTRAV will have full access and control of all travel reservations and tickets previously issued by SATO on 2 March 2016.

**If I am traveling on a ticket issued by SATO on or after 2 March 2016, who should I call if I need to make changes to my travel?** Starting on 2 March 2016, you should only contact ADTRAV. This includes if you are seeking a refund for previously ticketed travel.

**Does the new contractor have specific hours that I can call and make reservations?** No, the contract requires 24x7 service delivery. However, longer hold times may be experienced outside of core hours which are defined as: 7:30 AM - 9:00 PM Eastern Time (ET).

**What are the performance standards for the contractor's call center?** The contract allows the contractor to use an automatic call distribution system which places the call into queue for the next available agent and advises the traveler of options to continue to hold or leave a message. Return calls shall be made within 30 minutes. In lieu of a recorded message, the Contractor may use an alternative system for ensuring timely response to travelers. The Contractor shall ensure sufficient trained staffing of the call center to meet or exceed the following performance standards:

Performance Standard	Core Hours	Non-Core Hours
Average Speed of Call Answer by Phone System	80% of calls answered in 30 seconds	80% of calls answered in 45 seconds
<i>Average Max Hold Time for Any 30 minute Period During the Month</i>	<i>3.5 Minutes</i>	<i>5 Minutes</i>
Max Hold Time for 95% of all 30 Minute Periods During the Month	12 Minutes	17 Minutes

Note - Core Hours: 7:30 AM - 9:00 PM Eastern Time (ET)

**Will the new contractor provide a self-service/online tool similar to SATO's GETTHERE system?** Yes, ADTRAV will be using GETTHERE along with a propriety overlay system called REZDESK for providing the self-service/online option.

**When will the new phone and fax numbers, and web-site address for the self-service option be available for ADTRAV?** This information will be posted on the GTCC website at the end of the day on 1 March 2016. The updated Traveler and ADTRAV sites which will be available on 2 March 2016 are located at –

[http://www.uscg.mil/psc/bops/govtrvl/Traveler/default\\_Traveler.asp](http://www.uscg.mil/psc/bops/govtrvl/Traveler/default_Traveler.asp) and  
[http://www.uscg.mil/psc/bops/govtrvl/TMC/ADTRAV/default\\_ADTRAV.asp](http://www.uscg.mil/psc/bops/govtrvl/TMC/ADTRAV/default_ADTRAV.asp)

**Will my existing profile including my contact information, frequent flier numbers, DOD known traveler number, etc. be transferred to the new contractor?** Yes, as part of the transition all existing traveler profiles will be transitioned into ADTRAV's REZDESK/GETTHERE system. On or after 2 March 2016, travelers are encouraged to log into the REZDESK system to verify their traveler profile was properly loaded and is up-to-date. The REZDESK system provides a direct connection to the GETTHERE system without requiring a second log on. Further, changes made in either REZDESK or GETTHERE will automatically flow back to the other system.

**If I am a new employee or an invitational traveler without a profile, can I make travel reservations?** Yes, new personnel or invitational travelers may call ADTRAV and they will create a on-time profile to allow the travel reservation to be processed.

**Is the use of the Travel Management Center Contractor Mandatory?** All official travel (e.g. airline, bus, ship, Alaska Marine Highway System (AMHS), rental vehicle) must be arranged through a Government Contracted TMC in accordance with the JFTR/FTR, even if a non-contract fare is being purchased. The contracted TMC for the Coast Guard is ADTRAV.

**Why are the ADTRAV issued GSA contract tickets so expensive?** They are not if you compare equivalent fares. The GSA Contracted fares are fully refundable tickets and cannot be compared with non-refundable ticket pricing available from online travel websites such as Orbitz or Travelocity. The City Pair Program (CPP) offers fares discounted considerably off comparable commercial fares--saving the federal government billions of dollars annually. In addition to the tremendous price savings, the City Pair Program has many features which allow government travelers all the flexibility possible in planning official travel. The benefits of this service include:

- Fares priced on one-way routes permitting agencies to plan multiple destinations;
- No advance purchase required;
- No minimum or maximum length stay required;
- Tickets fully refundable;
- Last seat availability;
- No blackout periods;
- Stable prices enabling travel budgeting; and,
- Dual fares availability.

**What benefit does the CG receive for the ADTRAV fees?** While the primary benefit of paying the nominal fee for full-service or less for self-service for travel support is access to the

CPP contracted fares, there are many other benefits provided to the traveler and the CG. These benefits include:

- Ensuring travel options are in accordance with FTR and JFTR regulations including GSA's Airline City Pair, Fly America Act and Open Skies Agreement.
- Controlling the use of premium class service in accordance with the Federal Travel Regulations 41 CFR 301-10.121 through 301-10.124 and JFTR.
- Providing access to the Government Car Rental Program which includes vehicle insurance as part of the contracted price. Specific details available at <http://www.defensetravel.dod.mil/site/rentalCar.cfm>.
- Travel Agent availability 24x7.
- Ability to use the Centrally Billed Accounts, travel order reviews, and reconciliation of over 5,000 CBA charges each month so FINCEN can process the payment and distributed the charges to the correct TONO and line of accounting.
- Consolidated monthly reporting and travel data for all CG travelers.

**How can the traveler provide feedback on ADTRAV's service delivery?** To provide feedback to the Coast Guard's Contracting Officer's Technical Representative for the ADTRAV Contract, please go to our website –

[www.uscg.mil/psc/bops/govtrvl/TMC/ADTRAV/default\\_ADTRAV.asp](http://www.uscg.mil/psc/bops/govtrvl/TMC/ADTRAV/default_ADTRAV.asp)

**Who can I call if I have additional questions?** Traveler should direct questions to their unit GTCC Travel Manager. The Travel Managers roster can be found at the site below - [http://www.uscg.mil/psc/bops/govtrvl/contacts/default\\_Contacts.asp](http://www.uscg.mil/psc/bops/govtrvl/contacts/default_Contacts.asp)