

Defense Support Services Center (DSSC)

Industry Brief

October 20, 2021



Defense Support Services Center Overview

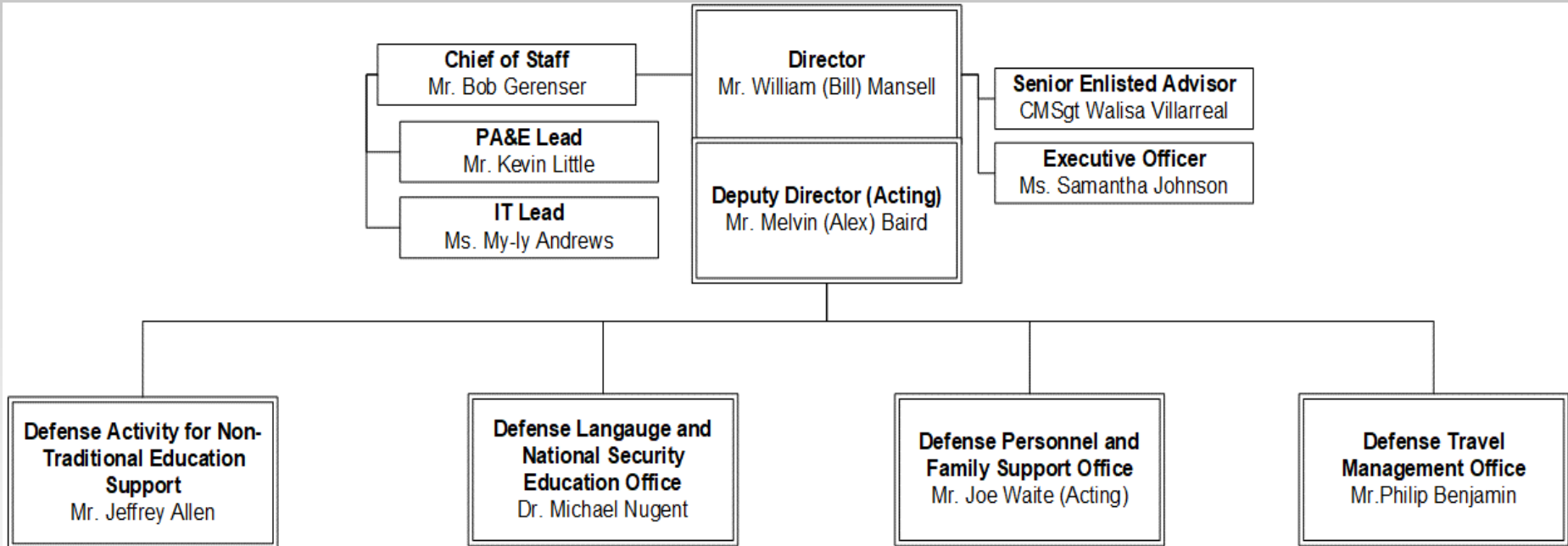


Provide critical support services to the Department's military and civilian personnel that enhance national security, mission readiness, resiliency and reintegration.

Directorates include:

- Defense Activity for Non-Traditional Education Support (DANTES)
- Defense Language & National Security Education Office (DLNSEO)
- Defense Personnel and Family Support Office (DPFSO)
- Defense Travel Management Office (DTMO)

DSSC Leadership and Org Structure



Defense Activity for Non-Traditional Education Support (DANTES)

Industry Brief
October 20, 2021



DANTES Mission



DANTES provides consolidated management of Defense Voluntary Education (VoEd) programs that prevents duplication of effort among the Services and helps Service members gain the knowledge they need to achieve their education goals, advance in their military careers, and transition into the civilian workforce at the conclusion of their military service.



Programs/Purpose



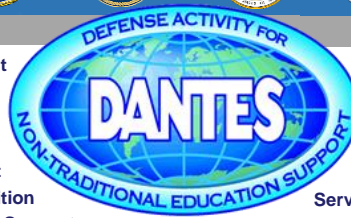
Defense Activity for Non-Traditional Education Support (DANTES)

DoD's Voluntary Education Shared Services Provider



Force Development

- Force Literacy Development
- Force Education Level Improvement
- Critical Thinking Skills Enhancement
- Informed Decision-Making
- Career Advancement Support
- Training Translated for Transition
- Recruitment, Readiness, & Retention Support



Shared Service Provision

- Acquisition Management
- Program Management
- Compliance & Governance
- Customer Relationship Management
- Information Systems Management
- Services/Product Quality Management
- Voluntary Education Workforce Development

Shared Services * Reduced Costs * Operational Agility

Defense Education Partnerships

Connecting DoD to the Postsecondary & K-12 Education Communities

Prior Learning Assessment

Translating DoD's Human Capital Investments into College Credit

College & Career Readiness

Managing DoD's Pathways for Service Member Attainment of College & Career Goals

Voluntary Education Enterprise Support

DoD's Integrator of VolEd Professional Development & Information Management

National Defense Strategy & Business Operations Plan

Strategic Goal 1

Rebuild Military Readiness as We Build a More Lethal Joint Force

Strategic Objective 1.1: Restore Military Readiness to Build a More Lethal Force

Strategic Objective 1.5: Implement initiatives to recruit and retain the best total force to bolster capabilities and readiness

Strategic Goal 3

Reform the Department's Business Practices for Greater Performance and Affordability

Strategic Objective 3.1: Improve and strengthen business operations through a move to DoD-enterprise or shared services; reduce administrative and regulatory burden



Opportunities



| Title/Description of Requirement | Planned Acquisition Strategy | Est. Solicitation Date | NAICS Code | Period of Performance / Place of Performance |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|---------------------------|---------------|--------------------------------------------------------------------------------------------|
| <p>*Consolidated Website Support / Maintenance and sustainment of the DANTES websites and integrated online functions (N0018917FZ624)</p> | <p>TBD (currently small business incumbent)</p> | <p>July - August 2022</p> | <p>541611</p> | <p>September 30, 2022 to September 29, 2027 / Contractor's site</p> |
| <p>*Troops To Teachers (TTT) Program Support / Contracted Counseling Case Mgmt Team to support Service Member TTT Program applicants (Contingent on FY22 funding) (N0018917FZ175 – Expired)</p> | <p>TBD (previous contractor was small business)</p> | <p>June – July 2022</p> | <p>541611</p> | <p>TBD based on funding – projected to be a five year contract / DANTES, Pensacola, FL</p> |
| <p>Education Support Services for Forward Deployed Locations / Provides Education Support Services (i.e. academic skills training, counseling, administrative & technology support services, etc.) in CENTCOM & AFRICOM Areas of Responsibility (AOR)</p> | <p>Full and open</p> | <p>December 2021</p> | <p>611710</p> | <p>TBD – estimated April 6, 2022 to April 5, 2027 / Kuwait and Sinai, others as needed</p> |

Note: The Government does not guarantee that the information provided is firm/factual. It should not be used for bid and proposal purposes.

* Follow-on – current contract number provided ** Assisted Acquisition



DEFENSE LANGUAGE AND NATIONAL SECURITY EDUCATION OFFICE (DLNSEO)

DHRA Virtual Industry Brief October 20, 2021

**Dr. Kevin Gormley
Senior Program Officer
DLNSEO**



DEFENSE LANGUAGE AND NATIONAL SECURITY EDUCATION OFFICE (DLNSEO)

DLNSEO manages the Defense Language Regional Expertise and Culture (LREC) Program which make up a complex set of Defense-wide programs essential to National Defense Strategy Implementation

- Defense LREC Readiness Analytics
- National Security Education Program (NSEP)
- Foreign Area Officer Program
- Testing and Assessment Program
- Culture Program
- Defense Language Institute Foreign Language Center
- Defense Language English Language Center



DLNSEO MISSION AND PRIORITIES

MISSION

Support the nation in recruiting, training, sustaining, and enhancing language, regional expertise, and culture (LREC) capabilities to ensure national and defense readiness:

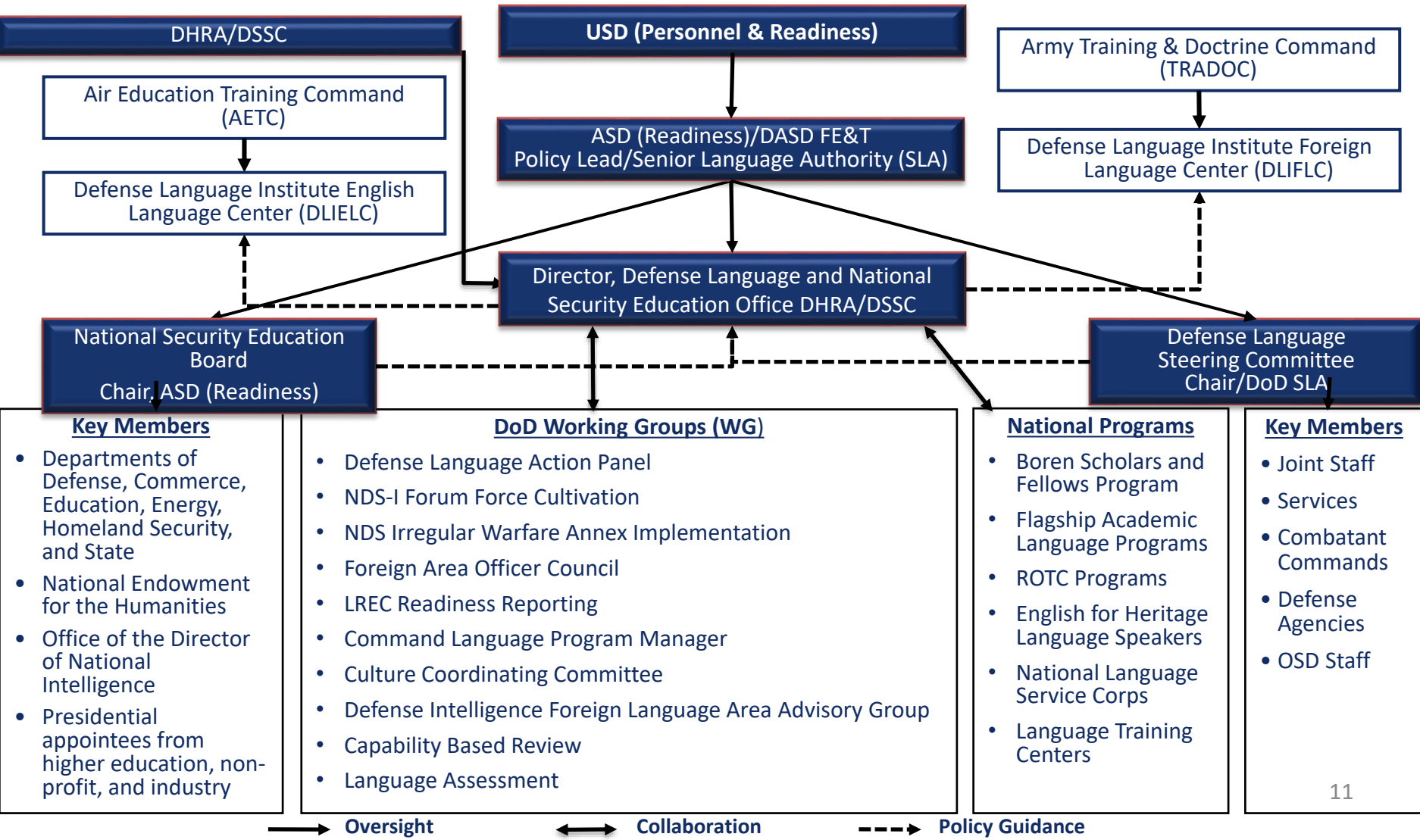
- Build a highly-qualified pool of U.S. citizens with foreign language capabilities and international expertise committed to public service through programs and policies
- Support the Department's strategic policy planning in foreign language, culture, and regional expertise
- Provide programmatic oversight of high-value national security and Defense training and education
- Ensure national and departmental coordination through the National Security Education Board and the Defense Language Steering Committee

PRIORITIES

- **Build a Talent Pipeline** – Work with schools, universities, and federal training institutions to build the capabilities of U.S. citizens to become and to remain skilled in critical languages
- **Strengthen Workforce Readiness** – Provide a ready pool of U.S. citizens who possess language and culture expertise critical for public service and sustain these skills
- **Improve Testing and Assessment** – Develop proficiency metrics and tools to validate the language and culture expertise of DoD personnel and our nation's citizenry
- **Create Surge Capability** – Access and deploy personnel with language & culture expertise necessary for immediate needs
- **Enhancing LREC Capabilities** – Record requirements, examine gaps in capabilities, establish policy, guide language training programs, and continually improve processes to capture and retain quality data
- **Leverage Technology** – Employ cutting edge technologies to create effective blended-learning opportunities for language training and maintenance, and cultural training



DEFENSE – LREC PROGRAM COORDINATION





NATIONAL SECURITY EDUCATION PROGRAM

Mission: Increase and improve the teaching and learning of critical languages and other international fields and to produce an increased pool of applicants for work in the departments and agencies of the United States Government with national security responsibilities.

- **Boren Scholarships and Fellowships** – Awards to U.S. undergraduate and graduate students committed to long-term, overseas immersive language study and federal service.
- **The Language Flagship** – Grants to institutions of higher education for producing language-proficient professionals with regional and cultural expertise critically needed for national security.
- **Regional Flagship Languages Initiative** – Joint initiative between the Boren Programs and the Language Flagship to improve language proficiency outcomes in targeted regions and languages.
- **ROTC Project Global Officer** – Develop effective leaders for the 21st century operational environment through critical language learning, study abroad, and intercultural exposure.
- **Language Training Centers** – Leverage the expertise and infrastructure of higher education institutions to train DoD personnel in language, culture, and regional areas studies.
- **English for Heritage Language Speakers** – Professional English language instruction to U.S. citizens who are native speakers of critical languages preparing for careers in federal government.
- **National Language Service Corps** – A community of volunteer language professionals, serving language needs across the Federal Government at home and abroad



LANGUAGE TESTING & ASSESSMENT

DLNSEO supports USD(P&R) oversight of language assessment:

- Funds Office of People Analytics (OPA) web delivery of Defense Language Proficiency Tests (DLPTs)
 - 123,868 DLPTs administered in CY 2019, averaging 10,322 per month.
 - 1,618,644 DLPT's web-delivered since March 2006.
- Administers the Defense Language Testing and Assessment Project (DELTAP) advising DLIFLC and DLIELC on test development to meet national standards
- Supports development of Computer Adaptive DLPTs for increased efficiency and shorter testing times
- Supports proficiency assessments for Flagship and Boren programs
- Audits DoD test administration sites and Internet to ensure test security
- Oversees USD(P&R) policy guidance for the program
- Supports DoD SLA overall responsibility for the testing program and coordinates policy with DoD Components
- Monitors Executive Agents responsible for Defense Language Institute Foreign Language and English Language Centers test development
- Reviews DoD Components test administration



CAPABILITIES

Mission: Lead the Defense Language Action Panel, the action arm for the Defense Language Steering Committee (DLSC). It oversees execution of the DoD LREC Program, coordinates LREC equities with the Intelligence Community, interfaces with the interagency, and generates recommendations for DLSC endorsement. Priorities are:

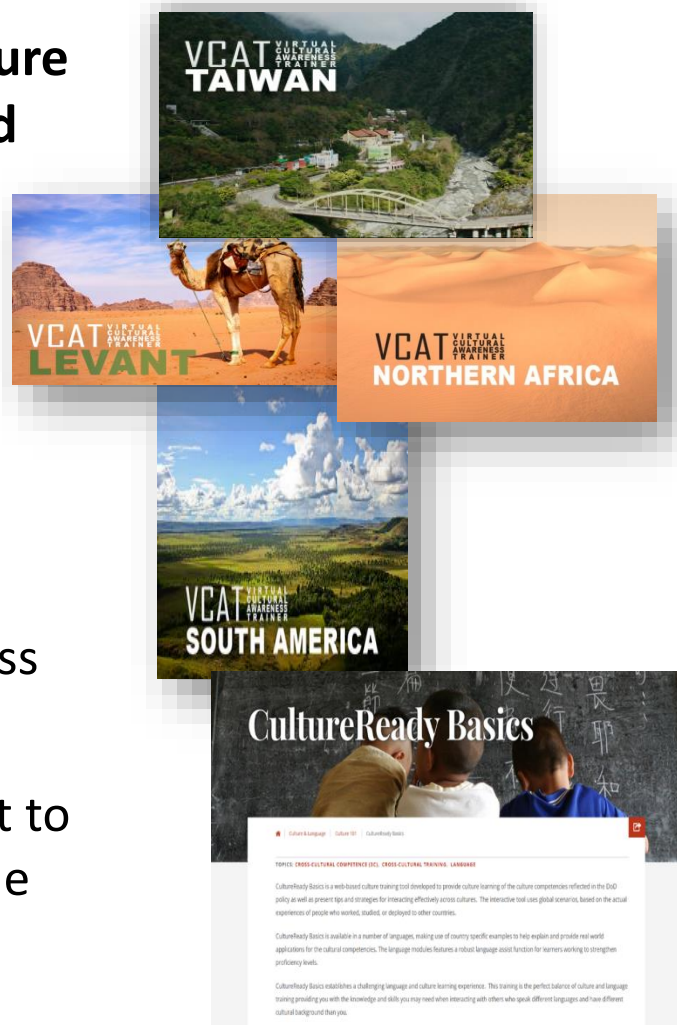
- **National Defense Strategy-Implementation (NDS-I) / Great Power Competition (GPC)** –Talent management and skill utilization of Department’s most critical languages capabilities.
- **LREC Readiness Reporting** – WG tracking compliance with NDAA 2020 requirement to factor language proficiency into unit readiness reporting for major language-mission units.
- **CCMD Operations Plan (OPLAN) LREC Requirements Appendix Support** – Review select CCMD OPLANs to identify LREC requirements and assist in population of mandatory OPLAN Appendices.
- **NDS IW Annex Implementation** – Supporting Joint Staff and OUSD(Policy)-led WGs,
- **Foreign Area Officer (FAO) Program** – Manages the Joint FAO Regional Skill Sustainment Program partnership with George Washington University and U.S. Navy; and chairs The FAO Council.
- **Command Language Program Manager (CLPM) Initiative** – WG to set in DoD policy common standards and roles for commanders’ key LREC advisors to improve LREC readiness.
- **Language Readiness Index** – Defense Readiness Reporting System tool that tracks inventory of language capable Service members and DoD civilians and NLSC capabilities.
- **DoD Strategic Language List** – 33 languages strategically important to the Department.



DOD CULTURE PROGRAM

Support culture readiness across DoD; Advance culture education and training to promote collaboration and create efficiencies among Service programs

- Virtual Cultural Awareness Trainers (VCATs) supports regional culture and language training requirements
 - 91 Countries
 - 20 Languages (mission)
 - Approximately 300K completions
- Cultural Assessment Initiative to measure effectiveness of DoD culture training programs
- CultureReady Basics provides cultural-specific content to help learners navigate particular cultural regions in the target language.
- www.CultureReady.org





OPPORTUNITIES



| Title/Description of Requirement | Planned Acquisition Strategy | Est. Solicitation Date | NAICS Code | Period of Performance / Place of Performance |
|------------------------------------------------------------------------------------------------------------------------------|------------------------------|------------------------|------------|----------------------------------------------|
| DLNSEO REPORT WRITING H9821017C0013 * Follow-on | TBD | Mar 2022 | N/A | SEP 2022 – SEP 2026 / Offsite |
| Executive Liaison Support H98210-18-C-0007 * Follow-on ** Assisted Acquisition 8(a) | 8(a) Sole Source | Oct 2022 | 541612 | Mar 2023 – Mar 2028 / Onsite |
| LANGUAGE READINESS INDEX (LRI) H9821018C0019 * Follow-on | TBD | JAN 2023 | 541511 | APR 2023 – MAR 2028 / Onsite |
| OPLAN LREC Requirements Appendix Project H9821019F0373 * Follow-on ** Assisted Acquisition - GS-00F-008DA | TBD | Mar 2024 | 541611 | SEP 2024 – SEP 2029 / Onsite CCMD |

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* Follow-on – current contract number provided ** Assisted Acquisition



OPPORTUNITIES



| Title/Description of Requirement | Planned Acquisition Strategy | Est. Solicitation Date | NAICS Code | Period of Performance / Place of Performance |
|-----------------------------------------------------------------------------------------------|------------------------------|------------------------|------------|----------------------------------------------|
| Boren Flagship Requirement H98210-21-C-0002 * Follow-on | Sole Source | Oct 2024 | 611310 | APR 2025 - MAR 2029 / Offsite |
| NSEP-IT H9821019F0195 * Follow-on ** Assisted Acquisition - GSA | Small Business Set Aside | Feb 2024 | 541512 | Aug 2024 – Aug 2029 / Offsite |
| Language Instruction Services IDIQ H98210-19-D-0003 * Follow-on | Full and Open | Feb 2024 | 611430 | Aug 2024 – Aug 2029 / Offsite |
| NSEP Service Team Support H98210-20-C-0005 * Follow-on ** Assisted Acquisition | 8(a) Sole Source | Nov 2025 | 541611 | Apr 2025 – Apr 2030 / Onsite |
| English for Heritage Language Speakers (EHLS) H9821021C0006 * Follow-on | Sole Source | Feb 2026 | 611430 | Aug 2026 – Aug 2031 / Offsite |

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DEFENSE PERSONNEL AND FAMILY SUPPORT OFFICE

DHRA Virtual Industry Brief

October 20, 2021



Employer Support of the Guard and Reserve



ESGR Mission & End State

Mission

Employer Support of the Guard and Reserve (ESGR) is a Department of Defense (DoD) program that develops and promotes supportive work environments for Service members in the Reserve Component (RC) through outreach, recognition, and educational opportunities that increase awareness of applicable laws, and resolves employment conflicts between the Service members and their employers.

End State

All employers support and value the employment of members of the National Guard and Reserve in the United States and Territories, thereby increasing the readiness of the RC.

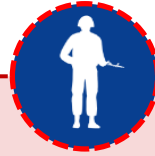


Volunteer Led – Mission Driven



EMPLOYER OUTREACH

Promote a culture where all employers support and value military service through education, recognition, and mediation



MILITARY OUTREACH

Make Service members aware of their rights and responsibilities under the law and the value of employer support and recognition

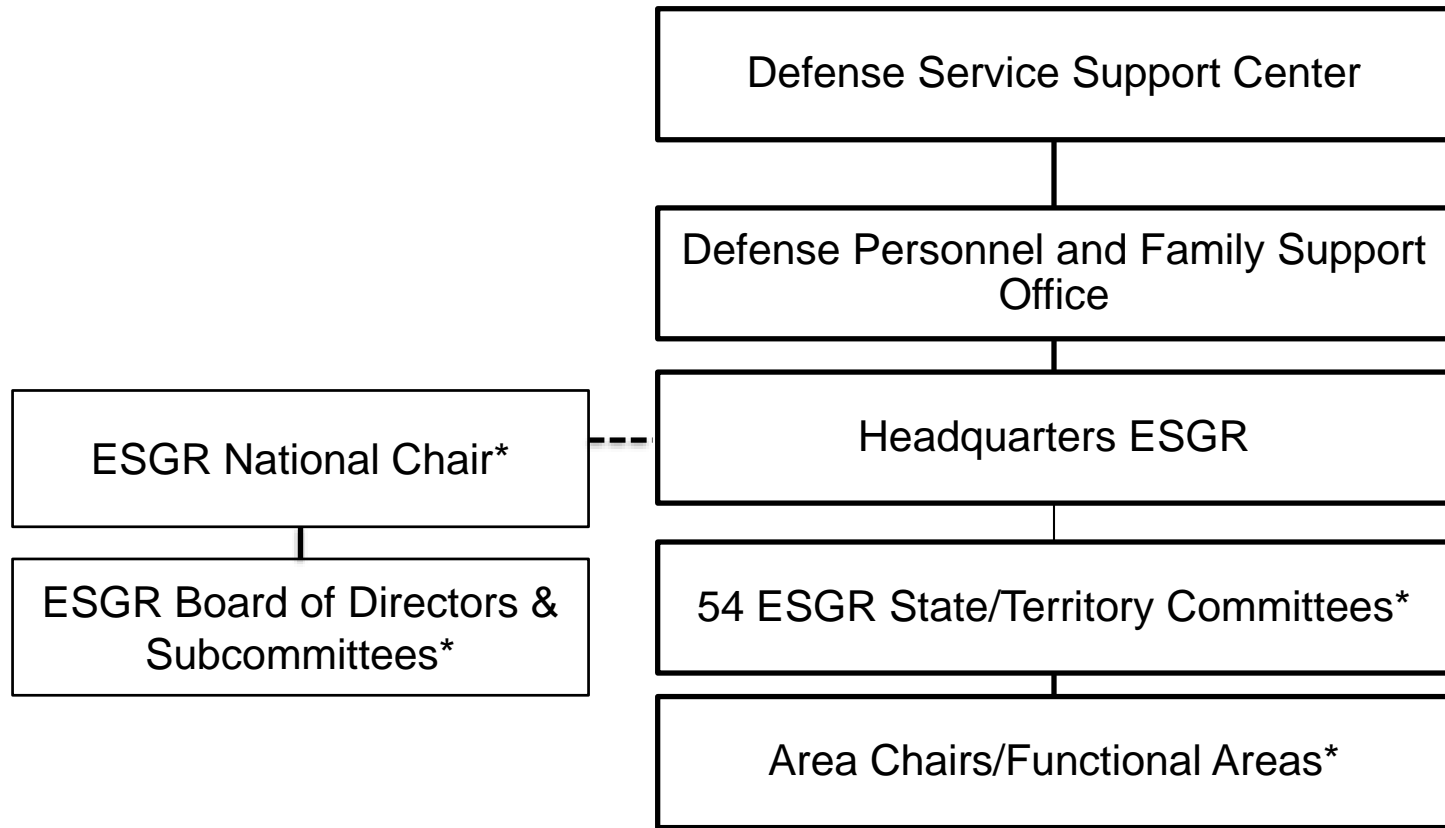


OMBUDSMAN SERVICES

Provide informal, neutral mediation for issues or conflicts between employers and Service members before they escalate

State/Territory Committees and Volunteers

ESGR Organization



ESGR by the Numbers

Outreach Mission – Fiscal Year 2020

| | | | |
|---------------------------|-------------------------|--------------------------|-----------------------|
| Employers Engaged | Service Members Engaged | Patriot Awards Presented | Statements of Support |
| 34,567 | 164,079 | 7,547 | 4,059 |
| Freedom Award Nominations | Number of Volunteers | Volunteer Hours | Return on Investment* |
| 2,623 | 3,362 | 132,747 | \$3.61M |

Ombudsmen Mission – Fiscal Year 2020

| | | | | |
|------------------|----------------|-----------------------------|-----------------------------------|-----------------------------------------------|
| USERRA Inquiries | Cases Assigned | Cases Resolved / % Resolved | Average Number of Days to Mediate | Potential Federal Government Cost Avoidance** |
| 14,627 | 1,306 | 1,021 / 78% | 8.00 | \$3.89M |

*Based on the 2020 Independent Sector value of a volunteer hour: \$27.20



**Figure represents the potential Federal Government cost avoidance of investigations conducted by the Office of Special Counsel and/or Department of Labor, which ranges up to \$3,810 per case.



Opportunities

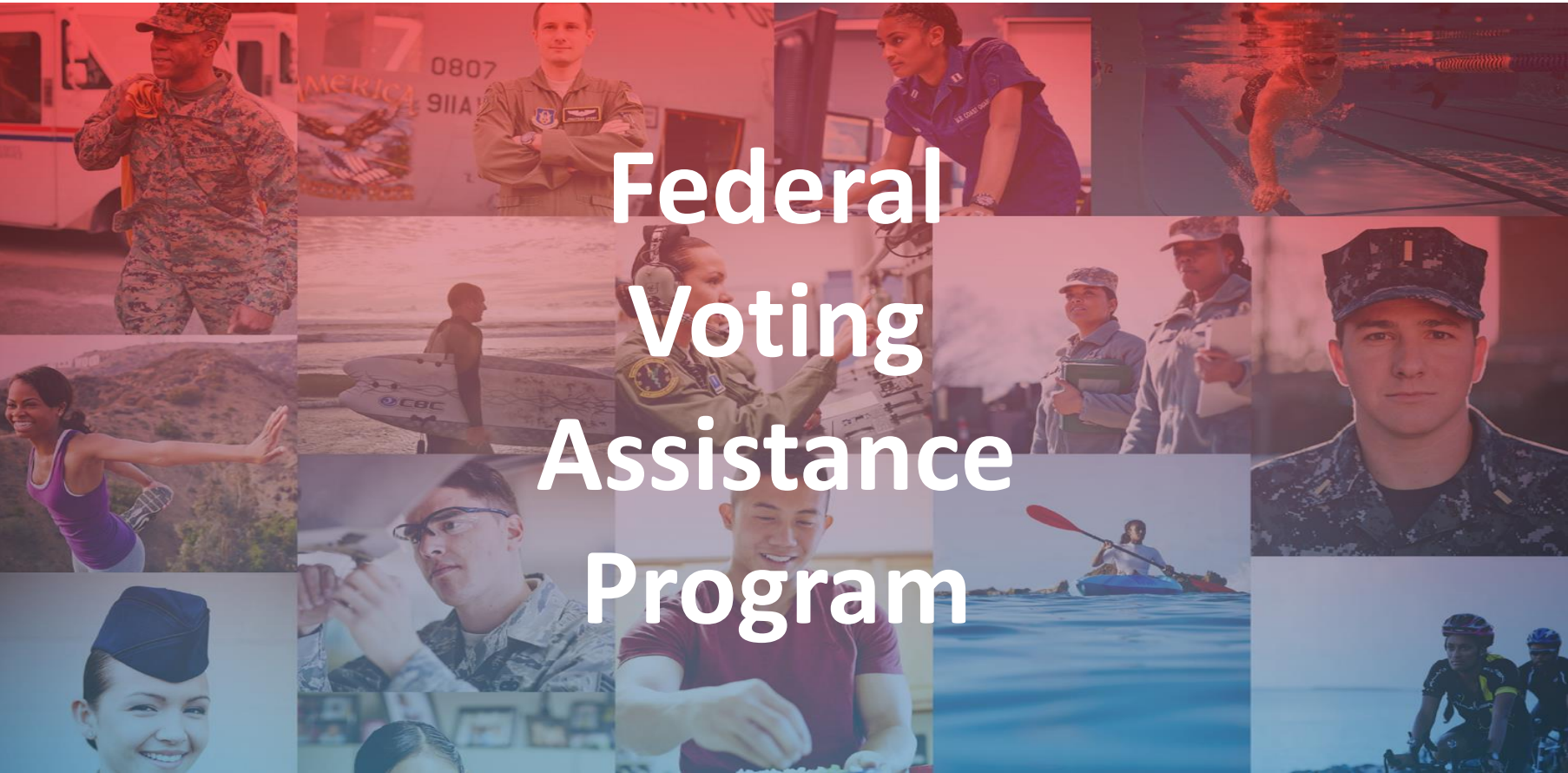


| Description of Requirement | Planned Acquisition Strategy | Est. Solicitation Date | NAICS Code | Period of Performance / Place of Performance |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------|------------------------|------------|------------------------------------------------------|
| ESGR State Committee Full-Time Support | FFP/Service-Disabled Veteran-Owned Small Business Set-Aside | Option Year in Effect | 541611 | Mar 2019 – Dec 2023 All 54 States and Territories |
| DPFSC Fulfillment | FFP/Small Business Set-Aside | Option Year in Effect | 541890 | Sep 2018 – Feb 2023 Contractor Select |
| Portal IT Maintenance | FFP/8A | Option Year in Effect | 541511 | Dec 2018 – Nov 2023 Contractor Select |
| SECDEF Employer Support Freedom Award | FFP/Women-Owned Small Business (WOSB) Eligible Under the Women-Owned Small Business Program Set-Aside | Option Year in Effect | 561920 | Sep 2019 – Aug 2024 Contractor Select |

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Federal Voting Assistance Program

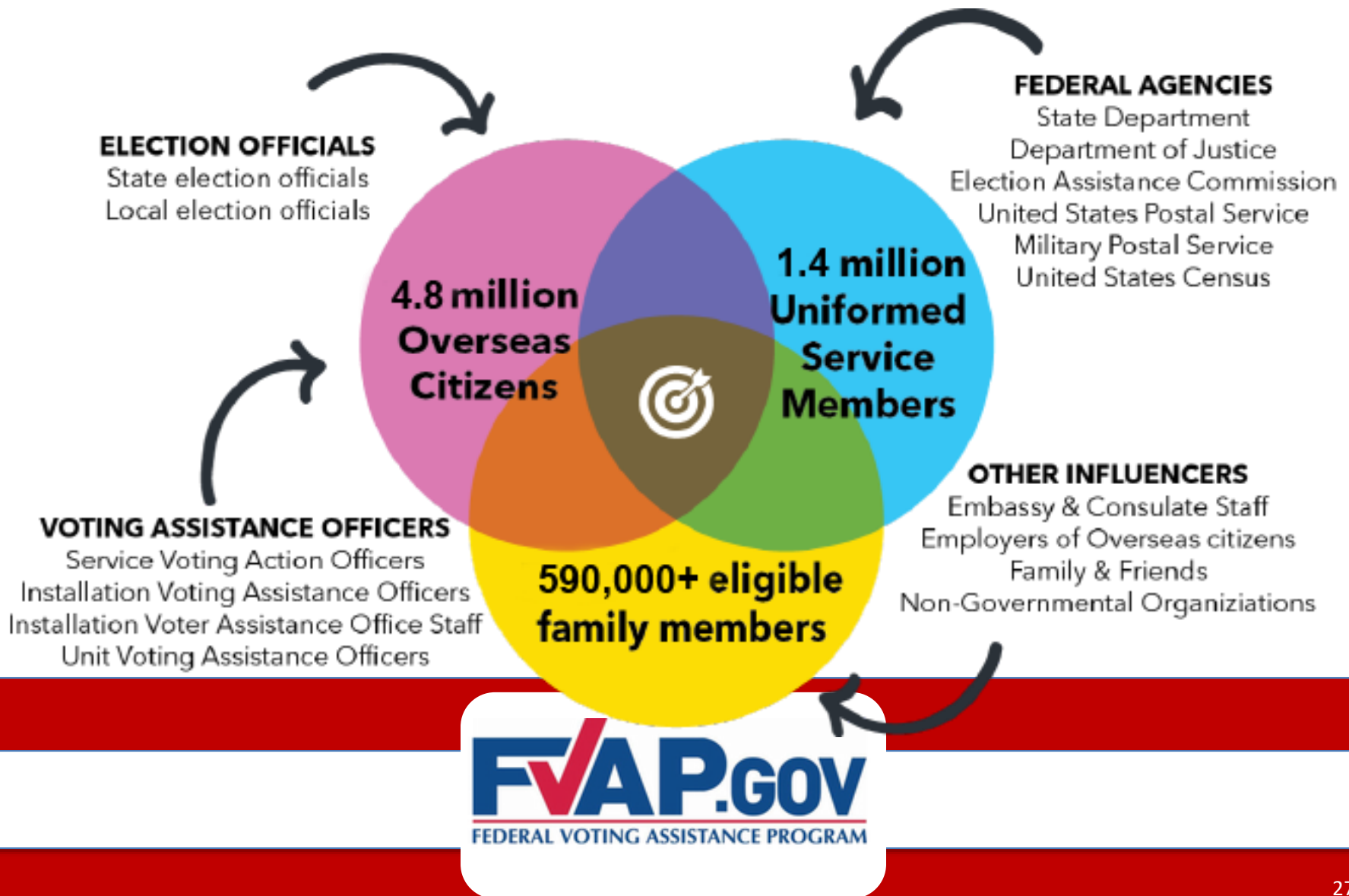


FVA.P.GOV
FEDERAL VOTING ASSISTANCE PROGRAM

FVAP Mission

- Ensure members of the Uniformed Services, their spouses, and overseas citizens are aware of their right to vote and have the tools and resources to successfully do so — from anywhere in the world.
- Administer the Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA) on behalf of SECDEF who is the Presidential Designee.
- Provide assistance to voters; focus is on education and creating opportunity.

FVAP Stakeholders



FVAP Responsibilities



- **Provide Training**
 - Voting Assistance Officers
 - Installation Voting Assistance Officers
Embassies and Consulates worldwide
 - State and local election officials
- **Maintain Voter Resources**
 - *Voting Assistance Guide*
 - FVAP.gov
 - Online Assistant
 - Call Center
- **DoD Instruction**
- **Data Collection**
- **Waiver Requests**
- **Report to Congress**

VOTING ASSISTANCE MAKES THE DIFFERENCE

For the fifth election in a row, military members who got assistance from FVAP or VAOs were more likely to return their ballot than those who didn't get assistance

✓ 2012 ✓ 2014 ✓ 2016 ✓ 2018 ✓ 2020



Three out of four military absentee voters were aware of FVAP

Sought Assistance from DOD
Resource and Returned Ballot

Did Not Seek Assistance from DOD
Resource and Returned Ballot

Total ADM

59.00%

41.15%

18-24 Years Old

77.72%

22.28%

25 Years Old or More

55.75%

44.25%

FVAP.GOV
FEDERAL VOTING ASSISTANCE PROGRAM

Opportunities



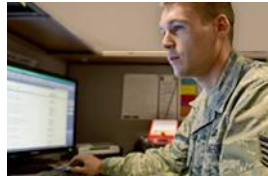
| Description of Requirement | Planned Acquisition Strategy | Est. Solicitation Date | NAICS Code | Period of Performance / Place of Performance |
|---------------------------------------------|-------------------------------------------------------------|------------------------|------------|----------------------------------------------|
| Congressional District Zip Code | FFP/Full-Open | Option Year in Effect | 511140 | Sep 2018 – Aug 2023 / Offsite |
| IDIQ Communication Services Support | FFP/Small Business Set Aside | Option Year in Effect | 541613 | Jan 2019 – Jan 2024/ Offsite |
| Portal Maintenance and Cloud Hosting | FFP/Service-Disabled-Veteran Owned Small Business Set Aside | Option Year in Effect | 518210 | Jan 2020 – Jan 2025/ Offsite |
| Email Application | FFP/Full-Open | Option Year in Effect | 511210 | Aug 2020 – Jul 2025/ Offsite |

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Computer/Electronic Accommodations Program (CAP)

Support. Equip. Empower.



Computer/Electronic Accommodations Program

Background

CAP was established in 1990 as a centrally funded program to provide accommodations to employees of the Department of Defense (DoD)

- CAP was expanded in 2000 to support other federal agencies
 - 70 federal partner agencies with signed agreements throughout the Executive Branch
 - CAP has provided over \$21M in assistive technology to partner agencies
 - CAP receives no funding from our partners
 - Starting in FY21, CAP no longer provides accommodations to Non-DoD entities, but continues to provide needs assessments
- CAP was further expanded in 2004 to support wounded, ill and injured military personnel
- CAP is the largest centrally-funded accommodations program in the federal government



Computer/Electronic Accommodations Program

Customers

- Federal employees with disabilities
- Active duty Service members with functional limitations
- Federal employees with disabling conditions including:
 - Workers' Compensation beneficiaries
 - Term and Temporary Employees
 - Workforce Recruitment Program (WRP)
 - Detail appointments
- Federal managers who are ready to hire and accommodate (Schedule A)
- Federal partner agencies that want to ensure their programs and services are accessible



Computer/Electronic Accommodations Program

Functional Overview

Partnership Engagement
and Awareness

Outreach Team

- Partnership engagement
- Event management
- Website content, online trainings
- Social media, YouTube channel
- CAPtions newsletter, Listserv
- Annual report, content creation
- Key Functions:
 - Inform stakeholders
 - Maintain relationships
 - Create feedback loop with satisfaction follow up

Assessments and
Request Processing

Assessment Team

- In-take, review, transfer, and validation of CAP requests
- Customer service, follow-up, and quality control, and needed verification
- CAPTEC operations, product demonstrations, product research
- Conduct assessments at CAPTEC, remotely or onsite
- Key Functions:
 - Validate need and appropriateness of AT through analysis and assessments

Acquisitions and
Documentation

Acquisition Team

- Procurement vehicles (BPA, GPC, PO, CI), acquisitions regulations
- Vendor relationships, records management, documentation
- Financial oversight (PK liaison, DAI, DFAS)
- Key Functions:
 - Documentation, Research, Evaluation, Analysis, and Management (DREAM)
 - Purchasing approved items
 - Records management





Opportunities



| Description of Requirement | Planned Acquisition Strategy | Est. Solicitation Date | NAICS Code | Period of Performance / Place of Performance |
|--------------------------------------------------------------------------|-----------------------------------------------------|------------------------|------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Full-Time Support/Portal Support | FFP/Full and Open | Option Year in Effect | 541611 | Apr 2019 – Apr 2024 / Government space in Alexandria, VA & Vendor's Existing Facility |
| Blanket Purchase Agreement (BPA) (Multiple AT Products/ Services) | FFP/Multiple Small/Small Disadvantaged/ Women-Owned | Current | Multiple: 333314, 334111, 334118, 334310, 335999, 337214, 511210 | Mar 2017 – Feb 2022 / Vendor's Existing Facility |
| Blanket Purchase Agreement (BPA) (Multiple AT Products) | FFP/Multiple Small/Small Disadvantaged/ Women-Owned | Current | Multiple: 333314, 334111, 334118, 334310, 335999, 337214, 511210 | Oct 2018 – Oct 2023 / Vendor's Existing Facility |
| Blanket Purchase Agreement (BPA) (Multiple AT Products/ Services) | FFP/Multiple Small/Small Disadvantaged/ Women-Owned | TBD/2021 | Multiple: 333314, 334111, 334118, 334310, 335999, 337214, 511210 | Mar 2022 – Feb 2027 / Vendor's Existing Facility |

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MCTO
MILITARY-CIVILIAN TRANSITION OFFICE



MCTO Mission

Military-Civilian Transition Office (MCTO) is a function within Defense Human Resource Activity's (DHRA) Defense Support Services Center (DSSC).

MCTO is responsible for designing, overseeing, and evaluating the DoD Transition Assistance Program (TAP), the Yellow Ribbon Reintegration Program (YRRP), and Beyond Yellow Ribbon (BYR). MCTO's mission is to efficiently deliver resources, information and deployment-cycle support to transitioning Service members, their families and communities worldwide.

Through interagency partnerships, MCTO ensures transitioning Service members are able to successfully return to their civilian life while also addressing the challenges National Guard and Reserve members and their families face as they prepare for and return from deployment or mobilization.

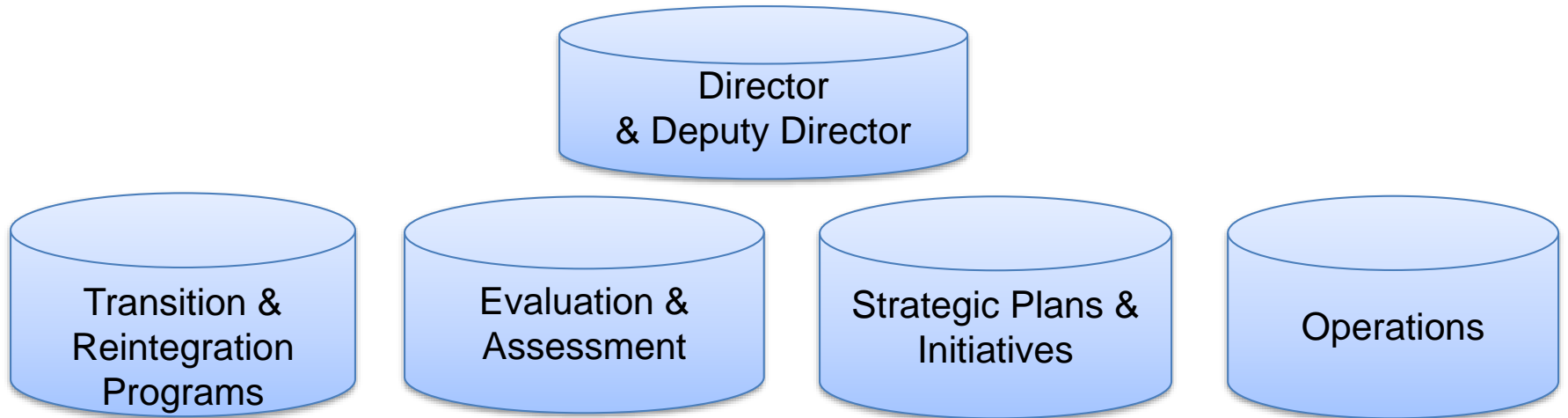


Mission Achievements and Functions

Each year approximately 200,000 men and women are provided resources and support through TAP. In FY21, YRRP held 472 Yellow Ribbon Events, supporting 43,491 National Guard and Reserve members and their families, while BYR distributed funds to support 22 initiatives in 20 states.

- TAP provides information, tools, and training to ensure Service members and their spouses are prepared for the next step in civilian life.
- YRRP promotes the well-being of National Guard and Reserve member, their families and communities by connecting them with resources throughout the deployment cycle.
- BYR supports reserve component Service members and their geographically dispersed families in dealing with the stressors entailed in all stages of deployment.

MCTO Organizational Support



Department of Defense Transition Assistance Program

Supporting Service member Career Readiness



Transition Assistance Program

TAP prepares Service members for post-transition career goals

- In 1991, TAP began in the post-Cold War drawdown after Operation Desert Storm
- In 2011, Congress responded to this multifaceted crisis by passing the **Veterans Opportunity to Work Hire Heroes Act (VOW Act) Public Law 112-56**.
- Since the VOW Act, the interagency partners, along with other federal agencies, continue to expand transition assistance beyond compliance, building a more individualized approach to better support the ever changing needs of transitioning Service members and their families.
- In 2018, the **FY 2019 NDAA** significantly altered TAP for the first time in many years and led to the current state of TAP.
- The redesign promotes a change to Departmental culture from end-of-service commitment transition planning to a **Military Life Cycle (MLC)** approach, emphasizing career readiness planning at every step of a Service member's career beginning at their first duty station. The MLC enables transition to become a well-planned, organized progression that empowers Service members to make informed career decisions and take responsibility for advancing their personal goals.



Department of Defense Yellow Ribbon Reintegration Program

*Supporting Members of the Guard, Reserve,
and their Families*



Yellow Ribbon Reintegration Program

Mission and Key Functions

Event Support

- Standardized event curricula
- Cadre of Speakers
- Lesson plans and tips
- IT system for event planning, management, and evaluation
- Event planning toolkits
- Promising practices



30+ updated lesson plans and toolkits for standardized, in-person instruction

Online Training

- Joint Learning Management System
- Scenario-driven distance learning
- Quick subject refreshers
- Interactive classes and videos



30+ interactive classes to support virtual events

Program Measurement & Analysis

- Pre-event surveys, Pre/Post knowledge assessments, Post-event satisfaction surveys, multi-informant curriculum surveys, and after action reports
- Policy Refinement
- Longitudinal Study



In-Person barcode scanners for in-person event tracking and transfer to EventPLUS



Yellow Ribbon Reintegration Program

Mission Highlights

Beyond the Yellow Ribbon

- Funding supports YRRP enhancements for all Reserve Components (RCs)
- In FY21, more than \$20 million was distributed to 20 states supporting 22 initiatives.

Successes

- 10,000+ events since inception in 2008, providing services to more than 2 million RC members and their families
- EventPLUS –
 - Transitioned to supporting online YRRP events
 - Completed data integration effort to reduce burden on SMs and improve reporting function
 - Received Authority to Operate
 - Added TAP events schedule and online training



Opportunities



| Description of Requirement | Planned Acquisition Strategy | Est. Solicitation Date | NAICS Code | Period of Performance / Place of Performance |
|-------------------------------|-------------------------------------------------------------|------------------------|------------|----------------------------------------------|
| Cadre Speakers | FFP/Small Business Set ASide | Option Year in Effect | 541612 | Apr 2018 – Mar 2023 Vienna, VA |
| EventPLUS Platform | FFP/8A Small Business Set Aside | Option Year in Effect | 541511 | Aug 2019 – Mar 2024 Alexandria, VA |
| MCTO Full-Time Support | FFP/Service-Disabled Veteran-Owned Small Business Set ASide | Option Year in Effect | 541611 | Mar 2019 – Mar 2024 Alexandria, VA |

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Defense Travel Management Office (DTMO)

Industry Brief
October 20, 2021



Defense Travel Management Office



Scope of the Enterprise

- DoD Travel Spend: \$8B (FY20)
- Travel Management Company Services: \$279M/5 years
- U.S. Car/Truck Rental Program: \$296M (CY20)
- Government Travel Charge Card: ~\$54.5B/1.99M cardholders (FY20)
- DoD Preferred Commercial Lodging: \$111M (FY20)

Commercial Travel Program Management

- GSA City Pair – DoD Customer Interface
- U.S. Government Rental Car/Truck
- DoD Bus Program
- Recruit Travel & Assistance
- Travel Management Company Services
- Premium Class Travel Oversight
- Integrated Lodging Program
- Preferred Dining Program

DoD Travel Card Program Management

- Individually Billed Accounts
- Centrally Billed Accounts



Travel Policy and Implementation

- Joint Travel Regulations (JTR)
- Policy Simplification
- Travel Policy Compliance Program
- OCONUS Non-Foreign Per Diem

Customer Support and Training

- Travel Assistance Center (TAC)
- Travel Training Resources
- Service and Agency Liaison

Defense Travel Systems

- Functional Requirements and Oversight
- Travel System Modernization

★ Area of Focus

- Travel Reform – Simplify travel policy and explore the best strategy for providing travel services in the future



The Past:
Establishment and consolidation

The Present:
Sustainment, improvement, run operations, and conduct Travel Transformation efforts

The Future:
Reformed Travel Enterprise

Procurement Opportunities



- Travel Management Company (TMC) Services
 - Travel fulfillment (reservations, booking, traveler support, etc.) for DoD travelers on official travel.
- eLearning
 - Develop and update travel training learning resources housed within DTMO TraX.
- BAH Data Collection Services
 - Basic Allowance for Housing (BAH) is a U.S. based allowance prescribed by geographic duty location, pay grade, and dependency status. It provides uniformed Service members equitable housing compensation based on housing costs in local civilian housing markets within the United States when government quarters are not provided. Data is required to prescribe the rates.
- DoD Dine Smart Program
 - DoD Dine Smart is a preferred dining program that earns the Department of Defense rebates on meal expenses when travelers use their Government Travel Charge Card (GTCC) to pay at participating restaurants. Requires management and materials necessary to successfully operate the program.
- IT Research & Support
 - A business subscription service that is a comprehensive source of Information Technology (IT) research.
- Google Analytics
 - As a method to gather website management data to determine how, and to what degree, websites are being used to meet performance management requirements.

Opportunities



| Title/Description of Requirement | Planned Acquisition Strategy | Est. Solicitation Date | NAICS Code | Period of Performance / Place of Performance |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|------------------------|------------|----------------------------------------------|
| TMC Services – Travel Area 1 <i>Travel Management Company (TMC) Service</i> <i>H9821019C0019</i> | Small Business Set Aside | 01/2022 | 561510 | 10/01/2020-03/29/2022 / Offsite |
| Small Business Travel Area 2 <i>Travel Management Company (TMC) Service</i> <i>H9821018C0017</i> | Small Business Set Aside | 6/2023 | 561510 | 08/31/2018 – 08/30/2023 / Offsite |
| Basic Allowances for Housing Collect and analyze rental housing cost data for Military Housing Areas to help establish BAH rates. <i>H9821021F0001</i> | Small Business Set Aside | 8/2022 | 541611 | 11/01/2017 – 10/31/2022 / Offsite |
| DoD Dine Smart Program <i>Management of the DoD Dining Program</i> <i>H9821018C0003</i> | Small Business Set Aside | 11/2022 | 561990 | 01/19/2018-01/18/2023 / Offsite |
| eLearning Support the collaborative development of web based training modules, testing, electronic file packaging, maintenance, and delivery of the DTMO's eLearning materials. <i>H9821017F0096</i> | Small Business Set Aside | 07/2022 | 541511 | 09/05/2017-09/04/2022 / Offsite |

Note: The Government does not guarantee that the information provided is firm/factual. It should not be used for bid and proposal purposes.

* Follow-on – current contract number provided ** Assisted Acquisition

Opportunities



| Description of Requirement | Planned Acquisition Strategy | Est. Solicitation Date | NAICS Code | Period of Performance / Place of Performance |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|------------------------|---------------|----------------------------------------------|
| <p>IT Research & Support A business subscription service that is a comprehensive source of Information Technology (IT) research, with professional research support services to maximize the chance of successful IT investments and outcomes for the management of DoD Travel. <i>47QFPA18F0073</i> **Assisted Acquisition</p> | <p>Small Business Set Aside</p> | <p>07/2023</p> | <p>519130</p> | <p>09/25/2018-09/24/2023 / Offsite</p> |
| <p>Google Analytics Google Analytics 360 as a method to gather website management data to determine how online platforms are being used to meet performance management requirements, provide increased customer service and engagement, plus have the ability to export the data so it can be used in the Business Intelligence (BI) Tool. <i>47QTCA18D001C</i> **Assisted Acquisition</p> | <p>Small Business Set Aside</p> | <p>07/2023</p> | <p>541519</p> | <p>09/01/2018-08/31/2023 / Offsite</p> |

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* Follow-on – current contract number provided ** Assisted Acquisition

Defense Support Service Center



QUESTIONS

- Defense Activity for Non-Traditional Education Support (DANTES)
- Defense Language & National Security Education Office (DLNSEO)
- Defense Personnel and Family Support Office (DPFSO)
 - Computer/Electronic Accommodations Program (CAP)
 - Employer Support of the Guard and Reserve (ESGR)
 - Federal Voting Assistance Office (FVAP)
 - Military-Civilian Transition Office (MCTO)
 - Transition Assistance Program (TAP)
 - Yellow Ribbon Reintegration Program (YRRP)
- Defense Travel Management Office (DTMO)