

JUSTIFICATION AND APPROVAL  
FOR OTHER THAN FULL AND OPEN COMPETITION

1. Contracting Activity: Department of Veterans Affairs (VA)  
Office of Acquisition Operations  
Technology Acquisition Center  
1701 Directors Boulevard, Suite 600  
Austin, TX 78744
2. Description of the Action: The proposed action is for a firm fixed-price contract for VA Travel Management Center Services. These services will be used by all of VA for temporary duty (TDY) travel and permanent change of station (PCS) situations. The program is managed by VA Financial Services Center in Austin, Texas. The period of performance for this action is one year with an option to extend services for an additional six (6) months.
3. Description of Supplies or Services: VA requires commercial travel services to execute its mission. VA's travel requirements include travel arrangements for those individuals covered under Federal Travel Regulation (FTR) Chapter 301 – Temporary Duty Allowances, traveling on official business away from their normal duty location. This includes employees traveling in conjunction with a PCS/relocation, non-employees such as interviewees performing pre-employment interview travel, and invitational travelers. VA's travel requirements also include authorized travel arrangements for those not covered under the FTR such as Beneficiary patient travelers and their companion travelers. VA requires services of a contractor knowledgeable in the areas of Federal travel to include authorizations, reservations, ticketing, fulfillment, and reporting and management, including commercial travel office or travel management center services. The contractor must have the ability, knowledge, and skills in the areas of information technology, call center services, global distribution systems, government travel suppliers, the handling of personally identifiable information, the Privacy Act and Federal Travel Regulations. The total estimated price including the option period is \$4,651,456.66.
4. Statutory Authority: The statutory authority permitting other than full and open competition for this acquisition is 41 U.S.C. 253(c)(5), "when a statute expressly authorizes or requires that the acquisition be made through another agency or from a specified source", as implemented by Federal Acquisition Regulation (FAR) 6.302-5. For this action, 38 U.S.C. 8127(c), known as the Veterans First Contracting Program, provides the authority to directly contract with a Service-Disabled Veteran-Owned Small Business (SDVOSB).
5. Reason for Authority Cited: The proposed source for this action is Duluth Travel, Inc. (Duluth), 2860 Peachtree Industrial Boulevard, Suite 100, Duluth, Georgia, 30097; a certified SDVOSB. Duluth currently performs the same services for VA and has proven that it has the required capabilities to meet all of the Government's requirements. Duluth possesses a combination of the program management and

travel regulation knowledge necessary to complete this project. In light of the above, the Government's technical experts have determined that Duluth is capable of meeting all of the Government's requirements and is considered a responsible SDVOSB.

6. Efforts to Obtain Competition: Market research was conducted and the details are contained in the market research section below. In addition, consistent with the guidelines of the Veterans First Contracting Program, the proposed action described herein will be synopsised on the Federal Business Opportunities Page in accordance with FAR Part 5.
7. Actions to Increase Competition: All future requirements will be handled on a case-by-case basis to determine any future acquisition strategy.
8. Market Research: Market research was conducted by searching the VetBiz.gov database on February 17, 2012 to determine that Duluth Travel is a SDVOSB. This search concluded that Duluth is registered and certified and qualifies as a SDVOSB in accordance with the federal small business size standard for the applicable North American Industry Classification System code 561510. A search performed on February 17, 2012 showed that Duluth is registered in the Central Contractor Registration and is eligible to receive a Government contract. The Government's technical experts have determined that Duluth is technically capable of meeting the Government's requirements.
9. Other Facts: The Procuring Contracting Officer has determined that this procurement meets all the requirements of 38 U.S.C. 8127 (c). This procurement is below the \$5,000,000.00 threshold, Duluth has been determined to be a responsible SDVOSB for performance of the services herein; and the proposed contract can be awarded at a fair and reasonable price.