

GENERAL SERVICES ADMINISTRATION  
Washington, DC 20405

April 15, 2024

E-Gov Travel Service (ETS)  
GSA Bulletin ETS 24-01

TO: Heads of Federal Agencies

Subject: GSA E-Gov Travel Service 2 (ETS2) Transition to E-Gov Travel Service, Next Generation (ETSNext)

1. What is the purpose of this bulletin?

To inform agencies of the upcoming transition from ETS2 to ETSNext, and provide guidance on immediate agency actions necessary to successfully complete transition. Use of the ETS for all temporary duty travel is required by the Federal Travel Regulation (FTR) at [41 CFR 301-73.100](#) and [301-50.3](#) for “employee[s] of an agency” (see definition of “agency” at 41 CFR [301-1.1](#)). The mandatory use requirement extends to ETSNext when it becomes available. Employees of the Department of Defense (DoD) are not mandatory users of ETS pursuant to [41 CFR 301-73.100](#), but DoD may choose to have its employees use ETSNext.

2. What is the background of this bulletin?

The current ETS2 master contracts expire on June 3, 2027, thus agencies will need to adopt ETSNext during the upcoming transition period, but no later than February 2027. GSA plans to award ETSNext in quarter 1 of fiscal year 2025. ETSNext will focus on the President’s Management Agenda priorities of developing Federal shared services and standards that enable simple, seamless, and secure customer experiences.

Agencies should immediately prepare for transition from ETS2 to ETSNext. All agencies with mandatory users should engage with GSA, if they have not already done so, to determine budgets and timelines for transition to ETSNext. This includes each agencies’ prioritization for financial management (FM) systems integration with ETSNext. Agencies should refer to additional, ongoing guidance from GSA to support agency planning efforts as ETSNext becomes available.

3. What is ETSNext and Why are Shared Services Important?

Travel is recognized as a shared service solution in [Office of Management and Budget \(OMB\) Memo 19-13, Category Management: Making Smarter Use of Common Contract Solutions and Practices](#). Later in 2019, OMB released another memo supporting consolidating common mission-support functions (shared services) such as travel. ([OMB Memo 19-16: Centralized Mission Support Capabilities for the Federal Government](#)). GSA plays a critical role in shared service creation, governance, and adoption government-wide to achieve productivity gains and taxpayer cost savings.

ETSNext will be a shared service travel and expense technology solution available governmentwide. GSA will award a contract for a travel and expense technology managed service that complies with the [travel and expense business standards](#), developed through the Federal Integrated Business Framework (FIBF) process, and will incorporate existing agency-specific ETS2 capabilities.

- a. **FM Systems Integration:** Agencies will be responsible for configuring an integration between agency FM systems and ETSNext. GSA's ETSNext shared services contractor will work closely with agency FM technical teams on systems integration.
  - b. **Security:** GSA will require the contractor to have a Federal Information Security Management Act (FISMA) moderate Authority to Operate (ATO) within the timeframe designated in the contract. If the contractor does not already have a Federal Risk and Authorization Management Program (FedRAMP) authorization for their offered cloud-based solution upon award, GSA will require the contractor to obtain it within the time frame designated in the contract.
  - c. **Reimbursement Model:** Agencies will reimburse GSA for the cost of operating ETSNext via a service access fee that will be added to travel authorizations and paid by customer agencies monthly through G-invoicing in accordance with interagency agreements to be established between GSA and customer agencies.
4. What immediate steps should agencies take to prepare for the transition to ETSNext?  
By June 28, 2024, all agencies with mandatory users should execute a memorandum of understanding (MOU) with GSA that will describe the intentions, roles, and responsibilities of GSA and each customer agency to accomplish full deployment of ETSNext. The MOU will identify key points of contact, including the agency's ETSNext transition manager and its Senior Travel Official (or agency designated equivalent senior level official) responsible for developing and implementing policies and controls to ensure efficient travel spending. The MOU will also outline the following agency responsibilities to achieve the following critical transition milestones:
  - A. Full deployment of ETSNext; ETS2 task order closed
  - B. Awarding of a contract for Travel Management Center (TMC) services
  - C. Completion of data loads and FM systems integration
  - D. Execution of an interagency agreement with GSA to facilitate payment of the ETSNext service access fee
5. Whom should I contact for further information?  
For further information, please contact Mr. Ryan Edelstein, ETSNext Program Director, Office of Travel, Employee Relocation, and Transportation (QMC), Federal Acquisition Service, U.S. General Services Administration at [etsnext@gsa.gov](mailto:etsnext@gsa.gov).

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Acting Commissioner  
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