



REQUEST FOR PROPOSALS (RFP)

Page 1 of 19

Subject:

Travel and related services

For further details, please refer to the Statement of Requirement attached as **Part 3** of this document.

Issue Date:

July 22, 2013

Closing Date and Time:

August 12, 2013 at 11:30AM

RFP No:

SEN 012 13/14

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SENATE INFORMATION

Delivery address by mail:

The Senate of Canada
Finance and Procurement Directorate
Parliament Buildings
Ottawa, Ontario
K1A 0A4
Attn: Ruben Hyppolite

Delivery address by hand:

The Senate of Canada
Finance and Procurement Directorate
40 Elgin Street, 11th Floor
Ottawa, ON
K1A 0A4
Attn: Ruben Hyppolite

Contact:

**Ruben
Hyppolite**

Telephone no:

613-947-1922

E-mail:

Ruben.hyppolite@sen.parl.gc.ca

**PLEASE MARK ALL
CORRESPONDANCE AND ENVELOPES
WITH THE RFP NUMBER INDICATED
ABOVE**

SUPPLIER SIGNATURE BLOCK

The bidder offers and agrees to provide the Senate of Canada, upon the terms and conditions set out herein, including attachments to this document the goods or services listed herein and on any attachment at the price(s) set out therefore.

PLEASE COMPLETE, SIGN, INITIAL BOTTOM OF EACH PAGES AND RETURN ALL DOCUMENTS ENCLOSED WITH YOUR RESPONSE.

Name of Firm: _____

Authorized Signature: _____

Name: _____

Position Title: _____

E-Mail Address: _____

GST Registration or Business Number: _____

Date: _____ **Telephone no.** _____ **Fax:** _____

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PART 1

INSTRUCTIONS TO BIDDERS

1. Prelude

- I. The Senate of Canada invites the submission of proposals for the provision of goods or services as described in this document and in accordance with the stated mandatory requirements set forth in this Request for Proposals (RFP).
- II. The Senate of Canada will consider entering into a contract for the implementation of the proposal which offers the best overall value in terms of merit and cost, having regards to the mandatory requirements and evaluation criterion set forth in this Request for Proposals. The lowest proposal will not necessarily be accepted. The Senate of Canada reserves the right not to enter into a tender contract as a result of this process.
- III. Proposals that do not clearly meet all the mandatory requirements set forth in this RFP and do not attain a minimum of 70% for the requirements which are subject to the evaluation criteria point rating will be disqualified.
- IV. Should there be any discrepancies between the English & French document, the English version of the RFP will take precedence over the French RFP.

2. Taxes & Shipping

- I. All taxes are to be excluded from the price proposal.
- II. The selected contractor will be responsible to make all arrangements and pay for all shipping costs to destination, including packaging and custom and excise taxes. Furthermore, the title of all goods will remain that of the contractor during transit.

3. Price Certification

- I. By submitting a bid, the bidder certifies that the price quoted is not in excess of the lowest price charged anyone else, including the Bidder's most favoured customer, for like quality and quantity of the goods, work or services. This certification is subject to verification by audit, at the discretion of the Senate of Canada.

4. Signature Requirement

- I. The Chief Executive Officer or a designate that has been authorized to commit the bidder to contracts must sign the RFP.
- II. Failure to sign the cover page will result in the disqualification of the proposal.

5. Format

- I. Bidders must ensure that all sections in Part 3, "Statement of Requirements" of this Request for Proposals are completed. Bidders' Appendix to part 3 of this RFP must be clear and must contain an index that will facilitate the cross reference of information required in regard to mandatory requirements and evaluation criteria by the evaluation committee.

6. Required Number of Copies

- I. A total of three (3) copies of the proposal must be supplied. Only one (1) copy of the Cost Proposal along with the detailed cost breakdown is required in a separate and sealed envelope. **No financial information can be included in the technical proposal.**

7. Irrevocable Proposals

- I. Proposals received shall be irrevocable for a period of 60 days following the closing date of this RFP.

PART 1

INSTRUCTIONS TO BIDDERS

Continuation

8. Evaluation Method

- I. Evaluation will be performed using the criteria set forth in Part 3, “Statement of Requirement”, of this RFP.
- II. Bidders are responsible for ensuring that proposals are clear and contain all information required to permit a complete evaluation. Failure to do so will result in disqualification.

9. Cost Related to the Preparation of Proposal

- I. No payment direct or indirect will be made for costs that may be incurred relative to the preparation or submission of a proposal in response to this RFP.

10. Inquiries and Communications

- I. The Request for Proposals Documents is only available through BUYANDSELL.GC.CA/TENDERS . Upon receipt of the request for proposals Documents, Bidders should verify that they are complete; if they are incomplete, notify BUYANDSELL.GC.CA/TENDERS . BUYANDSELL.GC.CA/TENDERS will notify the Contract Authority upon finding discrepancies or omissions in the Request for Proposals Documents. Any communication or inquiries must be directed **ONLY** to the Contract Authority. Answers to all questions shall be communicated in writing to all Bidders.
- II. The contact person for all inquiries and other communications in regard to this RFP is stated on the cover page of this document. Any communication or inquiries must be directed **ONLY** to this person. Non-compliance with this condition for that reason alone will result in the disqualification of Bidder’s proposal. Answers to all questions shall be communicated in writing via BUYANDSELL.GC.CA/TENDERS and/or e-mail to all invited Bidders.
- III. It is the responsibility of the Bidder to ensure that proposals are clear and complete. The Senate of Canada reserves the right to contact any Bidder during the evaluation of proposals to obtain clarifications.
- IV. All enquiries regarding this RFP must be received by e-mail by the following Contract Authority, Ruben_hyppolite@sen.parl.gc.ca **at least four (4) working days before the closing date.**
- V. To ensure the equality of information among bidders, answers to enquiries which are relevant to the quality of proposals will be forwarded through BUYANDSELL.GC.CA/TENDERS simultaneously to every bidder without revealing the sources of the inquiry.

11. Provision of False or Incorrect Information

- I. The Senate of Canada will reject any proposals found to contain false, incorrect or misleading information. It is the responsibility of the Bidder to ensure that all information provided is accurate, clear and easily understood. Furthermore, the Senate of Canada may refer cases of fraudulent misrepresentation to the Royal Canadian Mounted Police for potential criminal investigation.

12. Security Accreditation Check

- I. The selected contractor, in accordance with the Senate’s security requirements, will be responsible for a Senate security clearance check which must be conducted on all outside service providers who will carry on business in the Senate. The contractor is responsible to ensure that its employees, assigned to this contract, are security cleared otherwise these individuals will be denied access. Upon award of contract, please contact the Senate Protective Service at 613-995-6357 or submit the completed form(s) to:
 - Senate of Canada
 - Protective Services
 - Operations and Planning Officer
 - 214 – 56 Sparks Street
 - Ottawa, Ontario
 - K1A 0A4
 - Fax number: 613-943-0032

PART 1
INSTRUCTIONS TO BIDDERS
Continuation

13. Debriefing Sessions

- I. A bidder in a competition may request a debriefing session within two days of the day on which the bidder was notified of the results. The debriefing session shall take place no later than four days after the day on which all bidders were notified of the results.

14. Closing Date and Time

- I. Proposals must be received no later than August, 12 2013 at 11:30 am.
Proposals received after this time and date will remain unopened and will not be considered.
- II. All proposals will be ensured complete physical security from the time of receipt to the time of opening. Proposals will not be publicly opened.

15. Funding Approvals

- I. Bidders should note that all contract awards are subject to the Senate of Canada's internal approvals process which includes the requirement of obtaining internal approvals should funding requirements exceed internal budgets for any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to the Senate of Canada's internal policies. In this case, if approval is not granted, a contract cannot be awarded and the entire competitive process will be cancelled.

PART 2

GENERAL TERMS AND CONDITIONS

1. Appropriate Law

- I. This contract shall be governed by and construed in accordance with the laws in force in the province of Ontario.

2. Interpretation

- I. "The Agreement" means the particular agreement or content of which, in each specific case, these general conditions are made a part.
- II. "The Contract" includes the agreement, these general terms and conditions and any supplementary conditions, specifications, labour conditions, schedules and any other documents referred to in the agreement as constituting the contract.
- III. "Supplementary Conditions" means any other general conditions forming part of the contract.
- IV. "Work" means the whole of the work, services, materials, matters and things required to be done, furnished and performed in order to carry out the contract including all goods to be delivered.
- V. "Contract Price" means the amount expressed in the contract to be payable to the Contractor for the finished work.

3. Assignment

- I. The contract shall not be assigned in whole or in part by the Contractor without the prior written consent of the Senate of Canada and any assignment made without that consent is void and of no effect.
- II. No assignment of the contract shall relieve the Contractor from obligations under the contract or impose any liability upon the Senate of Canada.

4. Time is of the Essence

- I. Time is of the essence in this contract.
- II. Any delay by the Contractor in performing the Contractor's obligations under the contract which is caused by events beyond the Contractor's control must be reported in writing to the Senate of Canada. This notice shall state the cause and circumstances of the delay. Furthermore, when requested to do so, the Contractor shall deliver, in a form satisfactory to the Senate of Canada, a "work around plan" including alternative sources and any other means that the Contractor will utilize to overcome the delay.
- III. Unless the Contractor complies with the notice requirements set forth in the contract, any delays that would constitute an excusable delay shall be deemed not to be an excusable delay.
- IV. Notwithstanding that the Contractor has complied with the notice requirements, the Senate of Canada may exercise any right of termination contained in the contract.

5. Indemnity Against Claims

- I. Except as otherwise provided in the contract, the Contractor shall indemnify and save harmless the Senate of Canada from and against any and all claims, damages, loss, costs and expenses which they may at any time incur or suffer as a result or arising out of:
 - any injury to persons (including injuries resulting in death) or loss of or damage to property of others which may be alleged to be caused by or suffered as a result of the carrying out of work or any part thereof; and
 - any liens, attachments, charges or other encumbrances or claims upon or in respect of any materials, parts, work in progress or finished work delivered to or in respect of which any payments has been made by the Senate of Canada.

PART 2
GENERAL TERMS AND CONDITIONS
Continuation

6. Right to Inspection

- I. The Senate of Canada reserves the right of access to any records resulting from this contract.

7. Termination of Agreement

- I. The Senate of Canada may immediately terminate this agreement if the Contractor is for any reason unable to provide the work, services or goods required under this agreement. Such termination notice shall be made in writing.
- II. The agreement may be immediately terminated by the Senate of Canada if it is determined that the work, services or goods provided by the Contractor are not satisfactory. Such termination notice shall be made in writing.
- III. The agreement may be terminated by the Senate of Canada upon a thirty (30) days written notice if it is determined that the work, services or goods provided by the Contractor, either in whole or in part, are no longer required.
- IV. Either party may terminate this agreement upon a sixty (60) days written notice.
- V. In the event that this agreement is terminated prematurely, the fee shall be reduced pro rata.

8. Warranties

The Contractor warrants that:

- I. The Contractor is competent to perform the Work required under this Contract and the Contractor has the necessary qualifications, including the knowledge, skill and ability to perform the Work effectively;
- II. The Contractor shall provide under this Contract a quality of service at least equal to that which Contractors generally would expect of a competent Contractor in a like situation;
- III. The Contractor has complete authority to enter into this Contract;
- IV. The Contractor warrants all work and services performed or goods delivered for a period of no less than 12 months from the completion of services or date of delivery.

9. Records to be Kept by the Contractor

- I. The Contractor shall keep proper accounts and records of the costs of work, services and goods and all expenditures or commitments made by the Contractor including the invoices, receipts and vouchers. These accounts and records shall at reasonable times be open to audit and inspection by the authorized representatives of the Senate of Canada, who may make copies and take extracts therefrom.
- II. The Contractor shall not dispose of the documents referred to herein without the written consent of the Senate of Canada, but shall preserve and keep them available for audit and inspection for such period of time as may be specified elsewhere in the contract or, in the absence of such specification, for a period of two years following the completion of the work or services or delivery of goods.

10. Confidentiality

- I. Any information of a character confidential to the affairs of the Senate of Canada, its members or any of its employees, agents or contractors to which the Contractor or any of its employees, or agents or sub-contractors become privy as a result of services to be performed under this contract shall be treated as confidential during and after the performance of the services.

PART 2
GENERAL TERMS AND CONDITIONS
Continuation

11. Rules and Regulations

- I. In its operation, the Contractor and its employees will comply and abide by all lawful rules and regulations of the Senate of Canada which may be established from time to time, provided that no such rules or regulations shall inhibit the Contractor from exercising its rights and duties hereunder.

12. Miscellaneous Restrictions

- I. Under no circumstances shall the Contractor use any stationery with Senate of Canada letterhead to conduct business under this agreement. The Contractor, its directors, officers, employees and agents shall not represent themselves as an agent of the Senate of Canada.

13. No Implied Obligations

- I. It is the intention of the parties that this agreement is for the provision of work, services or goods. The Contractor is engaged as an independent contractor providing work, services or goods in accordance with this contract, to the Senate of Canada. The Contractor's directors, officers, employees and agents are not engaged as Senate employees and are not subject to the terms and conditions of employment applicable to the employees of the Senate of Canada.

14. Performance

- I. The Contractor shall report the performance under this agreement to the Senate of Canada in whatever format and frequency that the Senate of Canada may require.

15. Amendments to the Agreement

- I. No person other than the Manager of Purchasing and Contracting or his designate can amend this agreement in any form. Any changes to the original agreement must be made in writing.

16. Ownership of Intellectual and Other Property Including Copyrights

- I. Documents and information ("work") produced by the Contractor in the performance of this contract as well as the copyrights in and to the work, shall vest in and remain the property of the Senate of Canada.

II. Work shall be marked with the following copyright notice: © Senate of Canada (year)

17. Conflict of Interest

- I. The Contractor declares that the Contractor has no pecuniary interest in the business of any third party that would cause a conflict of interest or seem to cause a conflict of interest in carrying out the work. Should such an interest be acquired during the life of the contract, the Contractor shall declare it immediately to the Senate.
- II. It is a term of this contract that no former public office holder who is not in compliance with the Conflict of Interest Act shall derive a direct benefit from this contract.

18. Discrimination and Harassment in the Workplace

- I. The Contractor declares that the Contractor its directors or officers have not suffered any judgments in regard to legislation pertaining to discrimination or harassment in the workplace.
- II. If such judgments are made against the Contractor, its directors or officers during the life of this Contract, the Senate of Canada reserves the right to immediately terminate the Contract. In such cases, the Senate of Canada shall only be liable for payment for goods delivered or services performed. No other costs or fees shall be due or payable by the Senate of Canada.

PART 2
GENERAL TERMS AND CONDITIONS
Continuation

19. Sales Tax

- I. The Senate of Canada is exempt from Provincial Sales Taxes.
- II. The GST/HST is not included in the contract amount.
- III. The GST/HST tax must be listed as a separate line item on all invoices.

20. Basis of Payment

- I. The Senate's total liability to the Contractor under the Contract must not exceed \$ (to be inserted at contract award). Applicable Taxes are extra.
- II. No increase in the total liability of the Senate or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in The Senate's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a. when it is 75 percent committed, or
 - b. four (4) months before the contract expiry date, or
 - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.

- III. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase The Senate's liability
- IV. The Contractor will be paid firm rates as follows, for work performed in accordance with the Contract. Applicable Taxes are extra.

21. Method of Payment

9. A claim in the form of an itemized invoice certified by the Contractor shall be forwarded to;

The Senate of Canada
Finance and Procurement Directorate
Parliament Buildings
Ottawa, Ontario
K1A 0A4
Or by e-mail at: finpro@sen.parl.gc.ca

- II. Payment by the Senate of Canada to the Contractor for work, goods or services, shall be made;
 - In the case of a progress payment other than the final payment, within thirty (30) days following the date on which a claim for progress payment is received according to the terms of the contract;
 - In the case of a final payment, within thirty (30) days following the date of receipt of a final claim for payment, or within thirty (30) days following the date on which the work is completed or the goods delivered and accepted, whichever date is the later;
 - If the Senate of Canada has any objections to the form of the claim for payment or its contents, written notification of the nature of such objections shall be forwarded to the Contractor within fifteen (15) days of its receipt.

22. Interest on Overdue Accounts

- I. In this section, an amount is "due and payable" when it is due and payable by the Senate of Canada to the Contractor according to the terms and conditions of the contract.
- II. For the purpose of this section, an amount is overdue when it is unpaid on the first day following the day upon which it is due and payable.

PART 2
GENERAL TERMS AND CONDITIONS
Continuation

III. In this section, “date of payment” means the day prior to the date of the negotiable instrument drawn by the Receiver General for Canada and given in payment of an amount payable.

IV. In this section, “Bank Rate” means the discount rate of interest set by the Bank of Canada.

V. The Bank rate shall be the average Bank of Canada discount rate for the previous month, plus 3 per cent.

VI. The Senate of Canada shall be liable to pay simple interest at the Bank rate on any amount which is overdue from the day such amount became overdue until the day prior to the date of payment, inclusive. However, interest shall not be payable nor paid unless the amount has been outstanding (unpaid) for more than fifteen (15) days following the due date. Interest shall only be paid when the Senate of Canada is responsible for the delay in paying the Contractor. In the event that the Senate of Canada is not responsible for the delay in paying the Contractor, no interest shall be paid.

VII. The Senate of Canada shall not be liable to pay the Contractor any interest on unpaid interest.

23. Advertisement

I. The Contractor shall not without prior written consent from the Senate, advertise or publicize any work performed or goods provided to the Senate of Canada. Breach of this clause is considered to be a breach of confidentiality and will result in the removal of the Contractor from Senate source files.

24. Entire Agreement

I. This contract constitutes the entire agreement between the parties with respect to the subject matter of the contract and supersedes all previous negotiations, communications and other agreements relating to it unless they are incorporated by reference in the contract.

25. Date of Completion of Work

I. The Contractor shall perform and complete with care, skill, diligence and efficiency the work as described in this document for the period of three (3) years starting on contract award date.

II. The Contractor grants to Senate of Canada the irrevocable option for the services for two (2) additional one (1) year periods, under the same conditions and at the prices and/or rates stated in the Contract. The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment.

PART 3

STATEMENT OF REQUIREMENT

1. TITLE

The Provision of Travel and Related Services for the Senate of Canada

2. OBJECTIVE

The Senate of Canada requests proposals from travel agencies to provide high quality Travel and Related Services, as outlined in this Request for Proposals (RFP), at competitive rates to the Senate of Canada.

3. BACKGROUND

This RFP is for the acquisition of travel and related services for the Senate of Canada with the primary user being the Committees Directorate. Senate committees perform important work for Canadians, including reviewing legislation and conducting special studies. Most committee work takes place in Ottawa, however, committees travel within Canada or internationally on occasion to obtain evidence for a study. These trips can occur on short notice and can have a variety of complex logistical details. As these trips can be of an ad hoc nature, there is no guarantee of the number of destinations, travelers, or amounts to be spent per fiscal year.

For committee travel, it is estimated that there will be 200-400 transactions per year with a total estimate of \$200k-\$800k spent on airfare. Occasionally, there may be the need to book hotels or ground transportation through the travel agency.

Senate committees require the support of a travel agency, as travel is often booked on short notice and often requires multiple changes leading up to departure and during the travel. It is also very important to have 24/7 access to an agent in cases of emergency.

4. SCOPE

The Senate of Canada has identified a need for travel agency services, primarily to serve the Committees Directorate, to obtain domestic and international flights, and to a lesser extent, rail and charter aircraft, at competitive rates. Some hotel and ground transportation may also be required. The travel agent would also be expected to provide assistance in reducing travel expenses by proposing alternate routes and fare advice.

5. TASK

I. Travel agents

- a) The travel agency shall provide a bilingual dedicated team of travel agents to support the travel and other related needs of the Senate of Canada
 - The travel agents will create and maintain files or profiles on each person travelling on behalf of the Senate of Canada, including seat and other preferences, frequent flyer numbers, etc., and will consult these files prior to each booking.

II. Hours of operation:

- a) The travel agency shall provide travel and other related services and shall be accessible by telephone from 8:00 a.m. to 5:30 p.m. EST during regular business days. In addition the travel agency shall provide 24 hours a day access to an emergency service, including services on weekends and official holidays in case emergency travel service is required

III. Reservation and Ticketing:

- a) For every request sent by the Senate of Canada, the travel agency shall prepare quotations, make bookings and prepare appropriate itineraries based on the specifications provided.
- b) The travel agency shall promptly issue and deliver electronic tickets and detailed itineraries (in electronic format) showing the accurate information on all segments of the journey.
- c) The travel agency shall accurately advise the Senate of Canada of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.
- d) For wait-listed bookings, the travel agency shall provide regular daily feedback on the status of the flight.
- e) The travel agency shall reconfirm and revalidate airline tickets, and re-issue tickets which are returned as a result of changed routing or fare

IV. Airfares and Airlines and Rail Routings / Itineraries:

- a) The travel agency shall propose fares/airline routings and guarantee that it shall provide the best options including the most direct and economic routing and the lowest available airfare in the class requested for the journey concerned.

- b) The travel agency shall advise on market practices and trends that could result in further savings for the Senate of Canada.
- c) The travel agency shall provide all travelers advance seat assignments and where requested advance boarding passes on all airlines for which the travel agent can offer these services. The travel agency is expected to expand these services, as they become available on additional carriers.
- d) The travel agency shall also provide the above services where applicable for rail travel.
- e) The travel agency shall research and obtain quotes and/or book charter aircraft, and shall also provide advice in cases where charter aircraft may be more practical or economical for travelling delegations.

V. Travel Information / Advisories:

- a) The travel agency shall provide travelers with a complete automated itinerary document to include carrier(s), flight and voyage numbers, seat numbers, departure and arrival times (s) for each segment of the trip, etc.
- b) The travel agency shall inform travelers and/or travel coordinators, prior to booking confirmation, of required documentation, flight/ticket restrictions, involuntary stop-overs, hidden stops, and other inconveniences of the itinerary.
- c) The travel agency shall provide travelers and/or travel coordinators on request with relevant information on official destinations, i.e. visa requirements, security procedures, airport transfers/land transportation facilities, local points of interest, currency restrictions/ regulations, health precautions, weather conditions, etc.
- d) The travel agency shall promptly notify the Senate of Canada travelers and/or travel coordinators of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travelers, sufficiently before the departure time.

VI. Hotel and Car Rentals

- a) The travel agency shall provide and book, where requested, arrangements for group or individual hotel accommodation and car rentals using federal government negotiated rates or better.

VII. Billing and Invoice:

- a) The travel agency shall send the Senate of Canada an itemized invoice for each ticket which must include among others the following information:
 - i. Airline name
 - ii. Date the ticket was issued
 - iii. Traveler's surname/name
 - iv. Departure/destination points
 - v. Travel dates
 - vi. Actual ticket cost (including taxes)
 - vii. Applied service fee(s)
 - viii. Senate of Canada responsibility centre and project code numbers to which the ticket cost is being billed.

The Senate of Canada shall provide payment to the travel agency by means of credit card payment after the approval of the transaction.

VIII. Flight Cancellation / Rebooking and Refunds:

- a. The travel agency shall process duly authorized flight changes / cancellations when and as required;
- b. The travel agency shall immediately process airline refunds for cancelled travel requirements / unutilized pre-paid tickets and credit these to the Senate of Canada as expeditiously as possible;
- c. The travel agency shall refund tickets within three (3) months;
- d. The travel agency shall absorb cancellation and / or change reservation date charges which are due to no fault of the Senate of Canada;
- e. The travel agency shall report back to the Senate of Canada on the status of ticket refunds.

IX. Reporting and Training:

- a. The travel agency shall supply customized transaction reports to the Senate of Canada broken down by Senate responsibility center and project codes, by service fee, by total cost, and by monthly transactions.
- b. The travel agency shall automatically submit the above listed reports to the Senate of Canada Project Authority on a quarterly basis and more frequently upon request.
- c. The travel agency shall automatically submit a monthly report to the Senate of Canada Project Authority listing all travel credits accumulated by the Senate of Canada broken down by traveler and by airline.
- d. The travel agency shall communicate all changes and updates on airline rates, promotions, policy changes, etc., immediately upon the receipt of the advice.
- e. The travel agency shall provide all necessary training for Senate of Canada staff for any on-line booking or reporting tools.

**6. IMPLEMENTATION**

- The travel agency must implement a solution that is fully functional within 90 days after contract award.

7. CONSTRAINTS

- The travel agency will assign a small team of professional travel agents with the ability to provide bilingual services by email and by phone to cater to the Senate of Canada, this team does not necessarily have to be dedicated solely to the Senate of Canada but should be readily available when called upon.
- The travel agency will not charge a general yearly administration fee but rather service fees based on specific individual travel arrangements.

8. LANGUAGE OF WORK

Provide all services and materials rendered under the Contract, in English or French.
Services and materials provided in one (1) language shall be of comparable quality to those in the other.



PART 3
STATEMENT OF REQUIREMENT
Continuation

9. Mandatory Requirements

Proposals that do not clearly meet all the mandatory requirements set forth in this RFP and do not attain a minimum of 70% for the requirements which are subject to the evaluation criteria point rating will be disqualified.

- I. Bidders must ensure full compliance with the following mandatory requirements. Indicate compliance by a check in the YES column and indicate non-compliance by a check in NO column.
- II. Where indicated, Bidders must provide an explanation that clearly demonstrates full compliance with the mandatory requirements. Documentation may be required.
- III. Ensure that the page and paragraph number in the Bidders' Appendix is indicated in the column entitled "Cross Ref." for all information included.

IV. Failure to clearly demonstrate full compliance or provide documents requested will result in the disqualification of the proposal.

MANDATORY CRITERIA	COMPLIANCE YES NO		Cross Ref. (where applicable)
1. Bidders must demonstrate that they have at least, five (5) years of experience within the last eight (8) years, providing services similar to the work requested in this RFP. The bidder must provide a description of the work conducted during this period. Similar is defined as having number of transactions similar to the amount indicated by the Senate in the RFP.			Page:
2. Bidders must provide at least three (3) letters of reference from recent or actual companies or clients with whom similar type of work was performed in both official languages within the last two (2) years. The Senate reserves the right to communicate with all the references provided in this response to our proposal in order to obtain additional information on the services provided. <i>The Senate cannot be used as a reference.</i> References must include company name, contact name, contact telephone number and a brief history. Failure to provide all the references and pertinent details will result in disqualification. Reference checks will be conducted by e-mail or by telephone. Bidders will not be awarded points unless the response is received within five working days. If a response has not been received by the third working day following the Senate's initial e-mail or voicemail, an e-mail notification will be sent to the Bidder to allow the Bidder to contact its references directly to ensure responsiveness prior to the deadline if the reference is unable to verify or validate the information stated in the proposal, the bid will be deemed non-compliant.			
3. The Bidder will provide resumes for all key staff that the Bidder proposes to use on the project. The resumes and will clearly demonstrate the individual's qualifications and experience in work that is similar to the work requested in this RFP. The bidder agrees that if during the contract period, any of these persons is replaced by your company, that each replacement will have at least equal competence and bilingual capability as the person who is replaced.			
4. Bidder's background In order to evaluate the Bidder's stability and ability to support the commitments set forth in its proposal, the following information is requested:			Page:



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MANDATORY CRITERIA	COMPLIANCE YES NO		Cross Ref. (where applicable)
<p>An outline of the Bidder's background including:</p> <ul style="list-style-type: none"> ▪ A brief history and overview of the Bidder. ▪ The length of time the Bidder has been in business. ▪ A corporate organization chart and number of in house staff employed by the Bidder in areas relevant to this RFP. ▪ A description of the Bidder's ability to undertake the project in both official languages. ▪ Total airline tickets sales volume by your company for 2011 and 2012 for both domestic and international travel. ▪ List of the three top volume airlines in sales by your company for 2011 and 2012, for domestic and international travel. 			
<p>5. The Bidder's Index (as described in Part 3, Section 12, page 19 must be located on the first page of the submission.</p>			Page:



PART 3
STATEMENT OF REQUIREMENT
Continuation

10. Evaluation Criteria

I. Although price is an important factor, it is only one criterion in the evaluation of proposals. The Senate of Canada is seeking best overall value and will evaluate proposals on a point rating system based on the following evaluation criteria and assigned weight factors.

II. Bidders must include all information relating to the above criteria in a Bidder's Appendix. All information contained within the Bidder's Appendix must be complete and clear in order to be evaluated. Failure to include all information may result in disqualification of the proposal.

III. Bidder's Appendix must begin with an index that indicates the location of the information relevant to the mandatory requirements and the evaluation criteria. A Bidder's Appendix is incomplete without a Bidder's index. Failure to clearly indicate the location of information in the Appendix may result in the disqualification of the proposal. A proposed Bidder's index has been included at the end of Part 4 of this document.

IV. All information regarding the mandatory requirements of Part 3, Section 9 shall be identified by the page and paragraph number in the Bidders Appendix and written in the column entitled "Cross Ref."

Rated Criteria	Points
<p>1. Cost Proposed part 1: Maximum Price Evaluation Points (32 pts) will be given to the compliant bid with the lowest price of the part 1 of the Evaluation . Other compliant bids will be given Price Evaluation Points calculated as follows: $32 \times \frac{\text{Total Evaluation Price of Lowest Priced Compliant Bid}}{\text{Total Evaluation Price of Bid}}$</p>	32
<p>2. Cost Proposed part 2: Maximum Price Evaluation Points (8 pts) will be given to the compliant bid with the lowest price of the part 2 of the Evaluation. Other compliant bids will be given Price Evaluation Points calculated as follows: $8 \times \frac{\text{Total Evaluation Price of Lowest Priced Compliant Bid}}{\text{Total Evaluation Price of Bid}}$</p>	8
<p>3. Experience: Years of experience providing travel management for which annual airline sales were a minimum of \$2 million and for which travel is primarily domestic.</p>	Max points Up to 1 year= 1 1+ to 3 years= 3 3+ years =5
<p>4. Implementation approach: The bidder should describe its approach to implement the services described in the Statement of Requirement. The following should be included in the description:</p> <ul style="list-style-type: none"> ▪ A project plan including the key milestones. ▪ Clear description of the roles and responsibilities of participants including the Senate. ▪ Possible delays and contingency plan. ▪ Description of the registration process for travelers and users of this service. 	10
<p>5. Quality assurance Provide details on quality assurance processes for service level agreements currently in place with existing clients, including any existing method of measurement for the following:</p> <p>Response time for telephone and/or email reservation requests Bilingual service 24/7. Customer satisfaction surveys. Customer service complaints /inquiries. Complete reservation accuracy. Information to aid in trip planning. Ability to change reservations and itineraries. Ability to cancel reservations. Identification of low cost air fare. Accuracy of billing Any other relevant quality assurance process.</p>	20



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<p>6. Airline booking</p> <ul style="list-style-type: none"> ▪ Describe your agency's ability to provide low fare offerings ▪ Describe your agency's ability to handle emergency bookings? ▪ Provide details on procedures for managing returned tickets and for processing related credits. ▪ Describe any on line reservations software available which may automate the process for Senate staff making reservations and reducing the congestion of phone reservations. 	20
<p>7. Domestic and International Hotel Bookings</p> <p>Describe your agency's ability to provide information to travelers relative to lodging availability, costs and making reservations if requested.</p> <p>Does your agency have preferred hotel rates and/or have a preferred rate hotel program available? If so, specify the countries and most frequently booked lodging chains or hotels with which you have contracted preferential rates in the United States and Canada.</p>	10
<p>8. Traveler Profile</p> <p>Outline your plan to obtain, maintain and update traveler profile information on each person travelling on behalf of the Senate of Canada, including seat and other preferences, frequent flyer numbers, etc., and how you will consult these files prior to each booking.</p> <p>Please describe your confidentiality and privacy policies.</p>	10
Total:	/115



**PART 3
STATEMENT OF REQUIREMENT
Continuation**

11. Bidders Cost Proposal

- I. Pricing must include all requirements as set forth in the RFP.
- II. Please note that any resulting contract will be a firm price contract and that the applicable fixed proposed will be all inclusive. No other costs or charges will be applicable or payable by the Senate for this project.
- III. Pricing must be submitted in a separate sealed package clearly labelled “Cost Proposal” along with the Bidders company name. No financial information may appear in the technical proposal.

- **Part One (80%)**

Services **	Service Fee for Initial contract Year 1	Service Fee for Initial contract Year 2	Service Fee for Initial contract Year 3	Services Fee Option year 1	Services Fee Option year 2
Designated Personal Assistant Booking					
Emergency travel services/ after hour services.					

- **Part Two (20%)**

Services **	Service Fee for Initial contract Year 1	Service Fee for Initial contract Year 2	Service Fee for Initial contract Year 3	Services Fee Option year 1	Services Fee Option year 2
Online booking					
Complex international booking (defined as two or more international destinations excluding the continental United States).					

**** Fees for advisory or administration services related to travel and booking must be included in all of the service fees quoted above.**



12. Bidder's Index

The following is the proposed format for the Bidder's index. It is mandatory that the information listed in the proposed index be included in the Bidder's index and that it **must** appear on the **first** page of the RFP.

Description	Page no.
<p><u>Mandatory Requirements:</u></p> <ol style="list-style-type: none"> 1. Bidder Experience 2. References 3. Staff resumes 4. Bidder background 5. Bidder Index <p><u>Evaluation Criteria</u></p> <ol style="list-style-type: none"> 1. Cost proposed part 1 2. Cost proposed part 2 3. Experience 4. Implementation approach 5. Quality assurance 6. Airline booking 7. Domestic and International hotel booking 8. Traveler Profile 	