

**Question 1:**

What are CHMC's Top 3 considerations for change?

**Response:**

1. Superior customer service
2. Knowledge of CMHC remote travel destinations
3. Understanding of CMHC culture and travel policy

**Question 2:**

What are the 3 top current challenges CHMC hopes to address through this RFP process?

**Response:**

There are no particular challenges at this time.

**Question 3:**

Does CHMC own the site licence for the Get There online booking tool as a direct servicing contract with Sabre or was the initial installation via a third party supplier agreement?

**Response:**

The licence for GetThere was done via the current travel service provider and not directly between CMHC and Sabre. CMHC does not own the product or licence.

**Question 4:**

How many travellers currently book travel through Get There?

**Response:**

Please refer to Appendix D of the RFP document.

**Question 5:**

Are there any challenges or main concerns/issues currently with Get There?

**Response:**

There are challenges with Rail bookings. The functionality is there but is not very user friendly.

**Question 6:**

On a scale of 1-10 (10 being best and 0 being worst) how would CHMC rank your overall traveller satisfaction with Get There?

**Response:**

Based on traveller feedback, 7.5

**Question 7:**

Are you open to change or willing to consider another booking tool solution if necessary?

**Response:**

CMHC is not willing to consider other booking tools as part of this RFP process.

**Question 8:**

Are there any Preferred Carrier Agreements currently in place? Which Airlines?

**Response:**

Yes. Preferred airline agreements are in place with Westjet, Porter Airlines, and VIA Rail).

**Question 9:**

Which Credit Card programme does CHMC currently use?

**Response:**

CMHC does not have a mandated card program but has American Express Corporate Travel Cards available to travellers who want to use them. Travellers use individual credit cards for travel arrangements. No central billing except for occasional use of ghost cards.

**Question 10:**

Does the CMHC have any Meetings, Events or Group Travel requirements?

**Response:**

Please refer to section 3.4 and 3.6.4 of the RFP document.

**Question 11:**

When is the next CHMC travel services policy review date?

**Response:**

The Travel Policy is reviewed on a continual basis.

**Question 12:**

Does CHMC have a standard vendor review protocol regardless of their satisfaction with the products or services provided?

**Response:**

Please refer to section 3.7 of the RFP