

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving - PWGSC / Réception des soumissions
- TPSGC
11 Laurier St. / 11, rue Laurier
Place du Portage , Phase III
Core 0B2 / Noyau 0B2
Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776

SOLICITATION AMENDMENT MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution
Travel Procurement Services Division/Division des
services d'approvisionnement en voyage
Place due Portage, Phase III, 7B3
Portage III 7B3
11, rue Laurier/11 Laurier St.
Gatineau
Québec
K1A 0S5

Title - Sujet LOW FARE AUDIT	
Solicitation No. - N° de l'invitation EN578-150198/B	Amendment No. - N° modif. 001
Client Reference No. - N° de référence du client 20150198	Date 2015-10-14
GETS Reference No. - N° de référence de SEAG PW-\$\$LP-001-67972	
File No. - N° de dossier lp001.EN578-150198	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2015-10-26	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Do, Chan-Hung	Buyer Id - Id de l'acheteur lp001
Telephone No. - N° de téléphone (819) 956-3890 ()	FAX No. - N° de FAX (819) 956-4944
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Questions (Q) from the Industry and Answers (A)

- 1) **Q:** Mandatory criteria appear vague at 4.1.1.1, can we obtain additional details?

A: *A Bidder must clearly demonstrate that they have provided travel audit services to other organizations in order to ascertain whether or not the organization was receiving the lowest available airfare from their supplier.*

- 2) **Q:** Is there an incumbent for a similar audit project of HRG or another supplier for similar services?

A: *We do not have a similar audit project in place with this supplier or any other supplier at this time.*

- 3) **Q:** The audit sample size has already been estimated at page 12, we need to provide a cost per PNR audit only for the various categories?

A: *As per the grid on page 19, a price per PNR, per category is required.*

- 4) **Q:** We are assuming that we will be able to invoice monthly based on the audits completed?

A: *As the audit only covers one month per quarter, once the incumbent provides all documents required as per the contract for that portion of the audit, they may invoice as per the details on page 10 of the RFP.*

- 5) **Q:** Has a contractor firm been conducting this work (or work similar to it), in the past 18-24 months? If so, which firm, and what was the overall contract value?

A: *We do not have a similar audit project in place with any supplier nor have we over the last 24 months.*

6) **Q:**

- a) You have invited “all interested suppliers”, which is very open and fair.
- b) The final evaluation is based on “lowest price”
- c) The only mandatory requirement is that, “Bidders are required to demonstrate that they have experience providing similar services “Low Fare Audit” to the Air Travel Industry”. (Page 6 of the RFP).

OUR QUESTION: Item 2C is very restrictive when you are clearly trying to encourage as many suppliers as possible to be open and fair and give equal opportunity to “all interested suppliers”. This is compliance audit work. We (and other firms) are capable of this work having extensive compliance audit and similar, Recipient / CA audit experience (similar because we look at BOTH financial and non-financial compliance) experience.

WOULD you consider allowing firms with extensive experience in “compliance audits” to submit proposals for this requirement. Otherwise, item 2c) is counterproductive to item 2a).

A: *All bidders must demonstrate experience providing low fare audits within the travel industry as it is a specialized type of audit requiring specific knowledge of how travel bookings are made, industry systems, codes and processes.*

7) **Q:** Part 1, 1.1, Section 2: “Bidders are required to obtain the required security clearance promptly”

Is this something we do before or after? How do we achieve this clearance? What if we have no formal office space and we all work virtually?

Therefore, is it possible to have clarification on what you need or do not need from us regarding your security requirements?

A: *The required security clearance must be in place before any designated sensitive Government of Canada (GC) data may be processed, either electronically or in any other form. The required clearances are achieved through the Public Works and Government Services Canada (PWGSC) Canadian Industrial Security Directorate (CISD), which coordinates and manages the Industrial Security Program (ISP). Please refer to their website at:*

[Http://iss-ssi.pwgscc-tpsgc.gc.ca/index-eng.html](http://iss-ssi.pwgscc-tpsgc.gc.ca/index-eng.html)

The Industrial Security Manual (ISM) provides guidance on the specific security activities required for items such as; Information Technology Security, security for virtual offices, personnel security, and handling of sensitive GC assets. Please refer to the ISM website at:

Once the process has been initiated, a CISD case officer will be appointed to the file to provide guidance and assistance in obtaining the required security clearance.

- 8) **Q:** Can you please provide details of the internet sites or number of sites that would be included in the following searches?

- 8.1) Consolidators for international travel
- 8.2) Regional carriers not in the CRS for domestic and transborder travel
- 8.3) Carrier websites for domestic and transborder travel

A: *The internet sites and number of sites to be included in the searches is not limited to those used or suggested by HRG as per the RFP Methodology and must represent a sampling methodology to provide Canada with a statistically valid audit. The purpose of the audit is not to just use the consolidators or regional carriers provided to us by our current supplier but to investigate other suppliers to ensure we are receiving the lowest available airfare*

- 9) **Q:** Also #10 of the Audit Instructions references Expedia. Do you wish for the fares to also be checked on Expedia?

A: *Yes, we wish fares to be checked on Expedia.*