

Questions and Answers Travel (1 to 20)

Q1) Is after hours bi-lingual support a mandatory requirement?

A1) Yes, given our business requirement. We would have members travelling from different time zones in the world. The services provided by the agent should be available in both official languages at any time. Most agencies have such capacities in dealing with after-hour calls for services.

Q2) Part 3 – Bid Preparation Instructions / Must we provide three USB keys (one per section)?

A2) No, as long as each section is on a different file/folder.

Q3) **Annex B (page 33)** - «NSERC-SSHRC requires that all gross commission fees be passed on to NSERC-SSHRC directly, including but not limited to the override commissions at source, rebates and incentive cash rewards. » / Are you saying that we must give you commissions that we perceive with some airlines?

A3) No. This only means that all sorts of cost savings or rebates associated with transactions in ticket purchases or requests for other services from councils are credited to the client`s account of the councils.

Q4) Airfares/Airlines and Rail Routings/Bookings fees / Are you asking if there are service charges for sending a suggested itinerary?

A4) Yes. We normally pay service fees only when the reservation is confirmed, but not when we ask for an itinerary suggestion. This section in Annex B was amended.

Q5) VIP Traveller / What do you mean

A5) This criteria was removed from Annex B. Please see Amendment #2.

Q6) International Specialty Desk / Do you mean any other service than the 24-hour emergency service?

A6) *This criteria was removed from Annex B. Please see Amendment #2.*

Q7) Who is the incumbent travel management provider?

A7) *Carlson Wagonlit*

Q8) We suggest that all Bidders commit to cover the Transition-out phase in addition to the Implementation/Transition-in phase and the Operational phase. Suggested wording may be: "During this phase, the Bidder must, in addition to continuing to perform operational phase activities, assist the Contracting Authority with smooth, efficient and complete transition to a new contract."

A8) *The Councils will be responsible for the transition-out phase of the existing contract.*

Q9) The RFP states that: "any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Officer". In the event we are the successful Bidder and that the Security clearance is not yet finalized, can we count on you to exercise patience and to delay the contract award until we receive the proper security clearance?

A9) *If the winning bid does not have security clearance once the winner is determined, we will give the bidder until July 1, 2016 to obtain proper clearance.*

Q10) How many domestic/transborder/international air transactions per year?

A10) *Please see Table – Travel Agency booked for calendar year 2015*

Q11) Can you please provide us with any information regarding VIP travel? How many VIP travelers are there? Please advise of VIP volumes and transactions.

A11) *This criteria was removed from Annex B. Please see Amendment #2.*

Q12) Could you please provide dollar spend & average ticket price for the categories above?

A12) *Please see Table – Travel Agency booked for calendar year 2015*

Q13) Could you provide the % or # of exchanges, cancellations, refunds?

A13) *Please see Table – Travel Agency booked for calendar year 2015*

Q14) Please also provide rail transaction information & dollar spend & average ticket price as well?

A14) *Please see Table – Travel Agency booked for calendar year 2015*

Q15) Can you provide us with total car bookings, total car booked with air and total standalone car bookings?

A15) *Please see Table – Travel Agency booked for calendar year 2015*

Q16) Can you provide us with total hotel bookings, total hotel booked with air and total standalone hotel bookings?

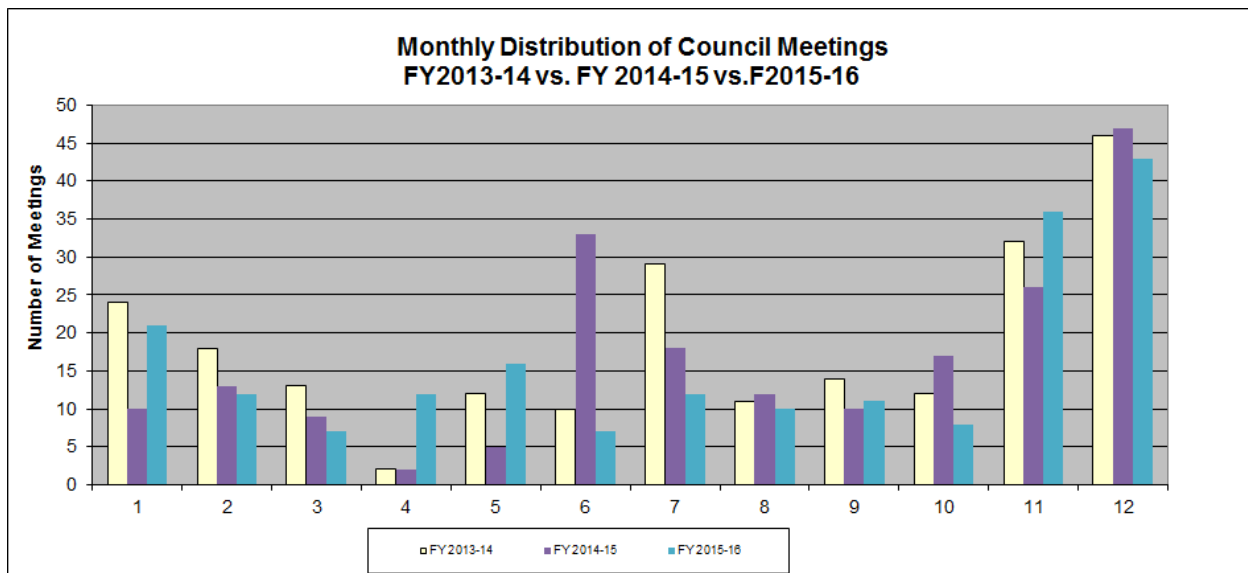
A16) *Information not available.*

Q17) Can you provide total air volume spend split by airline?

A17) Information not available

Q18) For the purpose of staff planning and allocation, can you please provide an estimated timetable of planned meetings?

A18) the requested timetable of currently planned meetings is not available. Please see below table projected for monthly distribution of Council meetings of past three years as a reference.



Q19) The RFP states that on average there are 10 people per event – are there many events that have more than this number?

A19) It is estimated that 60 events would have more than 10 participants on an annual basis.

Q20) WE note that 40% of the evaluation is based on price. Can you please share how the formula is created to evaluate the price in this section?

A20) Please refer to amendment # 2.

Travel Agency booked data for calendar year of 2015

Airline Data	<p>Total # of Tickets: 1415 Total # of exchanges: 42 Total # of Refunds: 28 Total Booked Revenue: \$953,805.00</p> <p>Domestic tickets: 986 Domestic revenue: \$577,446.00</p> <p>Trans border tickets: 150 Trans border revenue: \$128,069.00</p> <p>International Tickets:107 International Revenue: \$214,890.00</p>
Rail Data:	<p>Total # of tickets: 172 Total booked revenue: 33400</p>
Vehicle Rental Data:	<p>Total # of Vehicle rentals: 8 Total # of rental days: 21 Total Vehicle rental booked revenue: \$583.00</p> <p>Domestic bookings:8 Domestic rental days:21 Domestic booked revenue:\$583.00</p> <p>Trans border bookings:0 Trans border rental days:0 Trans border revenue: \$0.00</p>
Hotel Booking Data:	<p>Total # of hotel bookings: 631 Total room nights: 2413 Total booked revenue: \$336,084.00</p> <p>Domestic bookings:631 Domestic room nights:2413 Domestic revenue: \$336,084.00</p> <p>Trans border bookings:0 Trans border room nights:0 Trans border revenue: \$0.00</p> <p>International bookings:0 International room nights:0 International revenue: \$0.00</p>

Distribution of Travellers	
Number of tickets per year	Number of travellers
1 - 2	100 percent
3 - 5	
6 - 10	
More than 10	
Total:	

Top 5 Domestic City Pairs	
City Pair	Number of Segments
Ottawa – Toronto	291
Toronto - Ottawa	255
Vancouver - Ottawa	110
Ottawa – Vancouver	106
Halifax – Ottawa	73