



Canadian Tourism
Commission

Commission canadienne
du tourisme

Negotiated Request for Proposal

Name of Competition:	Travel Management Services
Competition Number:	DC-2016-PA-03
Closing Date and Time:	August 31, 2016 14:00 Pacific Time (PT)
Contracting Authority:	Peyman Azar Procurement Advisor 604-638-8336 procurement@destinationcanada.com

Note: This document may not be reproduced nor distributed without the prior express approval of the Canadian Tourism Commission's Procurement Department, except where authorized for use by a proponent who is responding directly to this Negotiated Request for Proposal.

SECTION A – INTRODUCTION

The Canadian Tourism Commission (CTC), doing business as Destination Canada ("DC"), is Canada's national tourism marketing organization. A federal Crown corporation, DC supports the Canadian tourism industry by marketing Canada as a premier four-season tourism destination, and supports the Canadian economy by generating tourism export revenues.

Through collaboration and partnerships with the private sector, the Government of Canada, plus the provinces and territories, DC works with the tourism sector to maintain our competitiveness and position Canada as a destination where travelers can create extraordinary personal experiences.

DC's approach focuses on those global markets where Canada's tourism brand leads and yields the highest return on investment. DC is active in 12 key geographic markets: Brazil, China, India, Japan, Mexico, South Korea, Australia, France, Germany, United Kingdom, United States and Canada.

For further information, please visit <http://www.destinationcanada.com>

A.1 Purpose and Intent

The purpose of this Negotiated Request for Proposal (the "NRFP") is to solicit proposals for Travel Management Services. See Statement of Work (Section C) for detailed requirements.

It is DC's intent to enter into an agreement with the proponent who can best serve the interests of DC. At the final outcome of the NRFP process, the successful proponent ("Contractor") may be required to collaborate with DC's other service providers and partners to ensure that public relations and communications services are consistent with DC's mandate, brand and corporate strategy.

This procurement process is not intended to create and does not create a formal binding bidding process whereby every proponent is deemed to have entered into a "Contract A" with DC. Instead, the process is intended to enable DC to learn what proponents can offer by way of goods or services in response to the DC's Statement of Work. Depending on the number and variety of responses, DC will subsequently negotiate with those proposals that best serve its needs, as determined by DC.

By submitting a proposal, a proponent agrees to this negotiated process and agrees that they will not bring a claim against DC with respect to the award of a contract, failure to award a contract or failure to honour a response to this NRFP.

In summary, this NRFP is issued solely for the purpose of obtaining proposals. Neither the issuance of this NRFP nor the submission of a proposal implies any obligation by DC to enter into any agreement. The intent of this NRFP is to identify those vendors capable of meeting DC's requirements and with whom a final agreement may be negotiated.

A.2 Contract Term

DC anticipates entering into negotiations with the selected proponent(s) for up to a three (3) year period, with an option to extend on an annual basis by DC for a total period not to exceed another two (2) years, at DC's sole discretion. DC does not grant exclusivity, guarantee business or make any guarantee of the value or volume of work that may be assigned to the Contractor.

SECTION B – NRFP EVALUATION CRITERIA AND INSTRUCTIONS

B.1 Mandatory Criteria Evaluation

To qualify for evaluation, proposals will first be checked against the mandatory criteria set out in Section D. Proponents failing to satisfy the mandatory criteria evaluation will be provided an opportunity to rectify any deficiencies (“Rectification Period”). Proposals satisfying the mandatory criteria during the Rectification Period will be further evaluated as outlined in Section B.2. All proposals failing to satisfy the mandatory criteria after the Rectification Period will be excluded from further consideration and notified as such. The Rectification Period will begin at the closing of the NRFP, and will end within a time period defined by DC in its sole discretion.

B.2 Desirable Criteria Evaluation

Proposals meeting the mandatory criteria will then be evaluated and scored on the desirable criteria set out below. DC’s evaluation committee may be comprised of DC employees and consultants to DC who are bound by an agreement of confidentiality with respect to the NRFP process. The evaluation committee will be responsible for reviewing and evaluating proposals and making an award recommendation to DC Senior Executive.

All decisions on the degree to which proposals and/or presentations/demonstrations (if applicable) meet the stated criteria and the scores assigned during the evaluations, are at the sole discretion of DC.

B.2.1 Desirable Criteria Questionnaire (Section E) 50%

Proposals will be evaluated based on meeting the above desirable criteria. Proposals that achieve a score of 60% of 50% or higher (the “Threshold”) will be evaluated further based upon, but not limited to Method of Approach, Current Infrastructure, and Presentations/Demonstrations.

B.2.2 Proposed Pricing (Section F) 40%

Following evaluation of Proposed Pricing, DC may limit further evaluation to a limited number of the top ranked proposals up to a maximum of the three (3) top ranked proposals (the “Shortlist”). Only those proposals on the Shortlist may/ will be further evaluated based upon Presentations/Demonstrations.

B.2.3 Presentations/Demonstrations (Section G) 10%

TOTAL 100%

B.2.4 Negotiations

DC intends to conduct concurrent negotiations, as defined in Section H.10 Negotiations, with a limited number of the top ranked proponent(s) up to a maximum of the three (3) highest scored proposal(s).

B.3 Proposal Submission, Intentions, and Questions Instructions

B.3.1 Submissions

Proponents should submit their entire proposal via e-mail to the Contracting Authority by the closing date and time (“Closing Time”) of **14:00 hours PT, August 31, 2016**.

Any proposal received after the Closing Time may not be reviewed by the DC. The proponent has sole responsibility for the timely submission of their proposal.

Proposals should be in PDF format and should be submitted as per the instructions in B.3.4 below. All proposals received as a result of this NRFP shall become the property of DC. The time stamp of DC's email system shall be the official time for receipt of the proposal.

B.3.2 Questions

Proponents may submit questions via e-mail to the Contracting Authority until 14:00 hours PT, Tuesday August 09, 2016. Questions submitted after this date and time may not be responded to.

If DC, in its sole discretion, determines that information generated from any question will be of interest to all, a summary of anonymous questions and answers will be made available to all proponents in the form of an amendment. The source of all questions will be kept confidential.

If a proponent believes that disclosure of a question and response would expose a proprietary aspect of its proposal, the proponent may submit the question with an advisory to DC explaining why it should not be included with the posted anonymous questions and answers. If DC concurs with the request, the question will be answered in confidence and will not be posted. If DC does not concur with the request, the proponent will be asked to restate the question, and if this is not possible, the proponent has the option to withdraw the question.

B.3.3 Intentions

Proponents should indicate if they intend to submit a proposal ("Intent to Submit") via e-mail to the Contracting Authority by 14:00 hours PT, August 03, 2016. Please Note: The Intent to Submit is not a mandatory requirement and therefore does not prevent a proponent from submitting by the required closing date and time.

B.3.4 Instructions

All submissions, intentions, and questions are to be e-mailed to procurement@destinationcanada.com and should reference "**NRFP < DC-2016-PA-03, Travel Management Services> - CONFIDENTIAL**" in the e-mail subject line. Include the following with your submission, intentions and questions:

- Company name
- Name and title of contact person
- Phone, mobile phone, fax and e-mail of contact person
- Reference to the corresponding NRFP section(s) if applicable

There is a maximum of eight megabyte ("MB") file size acceptance of any e-mail. Proponents should divide their responses into appropriate sized (smaller than 8 MB) numbered files. In the e-mail the proponent should provide the detail for each section and how many e-mails they will send. Proposals are stored in an electronically secure and restricted environment. Proposals will not be opened until after the Closing Time has passed.

B.4 NRFP Form of Response, Format and Depth

B.4.1 NRFP Form of Response

Proponents should respond to and include in their proposal:

- Appendix 1 – Proponent Information and Acknowledgement Form
- Appendix 2 – Material Circumstances Form
- Appendix 3 – Amendments
- Appendix 4 – Declaration of Sub-Contractor (if applicable)
- Section D – Mandatory Criteria Questionnaire (if applicable)
- Section E – Desirable Criteria Questionnaire
- Section F – Pricing Proposal (separate file)

B.4.2 NRFP Format and Depth

This Negotiated Request for Proposals sets out DC's requirements, desired options and additional considerations. Proponents should prepare their proposals providing a straightforward and detailed description of their ability to satisfy the requirements set out in this NRFP. Emphasis in each proposal should be on completeness and clarity of content, and should correspond to the section numbering set out. Proposals that do not clearly address the requested requirements and/or do not reference the applicable section numbers may be refused for evaluation purposes.

References to hyperlinks or links to social media sites (e.g. LinkedIn) may not be considered by DC in the evaluation process and should not be used. Therefore, any information provided for evaluation should be included in your written proposal.

Only material supplied in response to this NRFP and any presentations or demonstrations (if applicable) will be considered and evaluated. Information, proposals or presentations previously supplied to DC and references to any material, information or presentations not included in your proposal response will not be considered. No assumptions should be made that DC has any previous knowledge of the proponents' qualifications other than that supplied pursuant to this NRFP.

B.5 Contractor Performance Management

DC is committed to fostering and supporting strong positive relationships with its Contractors to ensure critical services are maintained and the highest value and corporate wide economic benefits are realized. As such, the Contractor's performance during the term of any agreement may be assessed using key performance measures.

Any Contractor who has demonstrated poor performance during either a current or previous agreement with DC may be considered as an unqualified proponent and their proposal may be rejected. DC reserves the right to exercise this option as is deems proper and/or necessary.

SECTION C – STATEMENT OF WORK

C1. Background

DC has approximately 100 direct employees and is headquartered in Vancouver, B.C., Canada and operates in Australia, Brazil, China, France, Germany, India, Japan, Mexico, South Korea, UK, and USA either as direct offices or through our agencies.

Currently, DC has an existing contract with a travel management company to manage DC's travel needs for its employees and certain business partners. Under the new contract DC is requesting that all of its employees who travel must use the travel management company selected through this process and as such, the successful company must be able to provide services on domestic and international bases.

C2. Business Process & Controls

a. Service Standard

The successful Proponent shall provide services in both of Canada's official languages English and French from 6:00AM to 5:00PM (Pacific Time) during working days and be accessible by telephone (Proponent shall provide a toll-free number accessible throughout North America and/or the global markets where DC has a presence) and email.

In addition, the successful Proponent shall provide for 24-hour emergency service, as well as for services during weekends and official holidays where emergency travel service may be required. It is preferred that at least one of the successful Proponent's travel agents be always reachable by phone.

b. Reservations and Ticketing

b.1 The successful Proponent shall be provided with copies of the various DC travel policies and procedures and shall be fully familiar and comply with these policies and procedures for all official travel requirements;

b.2 The successful Proponent shall ensure that tickets issued are in accordance with DC standard travel policies and per any agreements that DC has in place with preferred airlines and/or accommodation providers;

b.3 Upon request for booking/reservation, the successful Proponent shall immediately book and provide at least 2 best possible quotations for each of the air / hotel / car rental components and transmit the same to the passenger/Requisitioner of the travel.

b.3.1 Air

Quotations shall be from at least 2 main airlines operating the route and be based on the most economical fare, the most direct and convenient routing.

The successful Proponent shall explain any flight/ticket restrictions, involuntary stopovers, hidden stops, and other possible inconveniences of the itinerary.

b.3.2 Hotel

Quotations shall be from at least 3 hotels based on a single occupancy room only basis including the identified hotel for that particular city taken from the Public Works and Government Services Canada Accommodation Directory (accessible from the PWGSC Web site)

b.3.3 Car Rental

Quotations shall be from at least 2 car rental agencies based on an intermediate/mid-sized vehicle.

- b.4 In the event that required travel arrangements cannot be confirmed, the successful Proponent shall notify the requesting party of the problem and present 2 alternative routings/quotations for consideration;
- b.5 For wait-listed bookings, the successful Proponent shall provide daily feedback on status of flight and continuously endeavour to secure confirmation until it is obtained;
- b.6 The successful Proponent shall accurately and in a timely manner advise the passenger/Requisitioner of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- b.7 Once the passenger/Requisitioner has approved and notified the successful Proponent of their selections, the successful Proponent shall promptly issue and deliver accurately printed tickets and detailed itineraries, showing the accurate status of the airline, hotel and rental car reservations on all segments of the journey;
- b.8 The successful Proponent shall provide the same level of service for rebooking, re-issuance and refund requirements;
- b.9 The successful Proponent shall manage the comprehensive database that will include, but need not be limited to, all relevant and important passenger information such as passport and DC information/details, frequent flyer data, seat and meal requests/preferences, and other service information.

Note: Information related to DC transactions shall not be released, sold or made available to any third party without the prior written authorization of DC.

c. *Travel Information/Advisories*

The successful Proponent shall:

- c.1 upon booking, inform travelers of required visas, inoculations or similar;
- c.2 provide travelers with online and offline relevant information on official destinations (e.g., airport transfers/land transportation facilities, currency restrictions/regulations, health advisories, security advisories, weather conditions, etc.);
- c.3 endeavor to notify travelers of airport closures delayed or canceled flights, security procedures, health precautions, as well as other changes that will affect or will require preparations from the travelers, sufficiently before departure time.

d. *Flight Cancellations/Rebooking and Refunds*

The successful Proponent shall:

- d.1 process duly authorized flight changes/cancellations when and as required and taking care that in such cases, cancellation fees and charges imposed by the airlines are avoided;

- d.2 immediately process airline refunds for canceled travel requirements/unutilized tickets and credit these to DC as expeditiously as possible;
- d.3 refund tickets within a maximum of three (3) months only;
- d.4 limit refund charges at airline rates only, i.e., no additional charges will accrue to the Travel Agency.

e. *Emergency Ticket Delivery*

The successful Proponent shall as required, provide emergency ticket delivery, or otherwise after hours at an appropriate airport or through one of its offices or correspondents worldwide.

f. *DC's internal Conferences and Meetings*

The successful Proponent shall upon request from DC, facilitate the arrangement of conferences and meetings. The successful Proponent shall identify suitable hotels or other establishments, request for proposals and quotations, negotiate rates and other terms and conditions and present the final offer for consideration and approval by DC. This varies between 3 to 5 meetings per year.

g. *Online Booking Tool/System*

The successful Proponent shall provide an online booking tool with automated travel policy compliance and enforcement, and travel management reporting. At a minimum, the electronic system shall:

- g.1 Provide the ability to perform the functions for program implementation and program management which include, but not limited to:
 - Account set-up;
 - Account maintenance;
 - Updating and adjusting required authorization controls;
 - Data extracts and management reports of activity;
- g.2 Provide unrestricted access to the widest selection of air, hotel, rental car, rail inventory, dining and ground transportation services.
- g.3 Provide electronic review and manipulation of all captured transaction information to include the ability to sort data by any field; filter out unnecessary information; edit account allocation manually as needed; and split transaction amounts across multiple cost categories prior to processing. This includes summary roll-up, review and manipulation at different levels.
- g.4 Provide standard commercial reports;
- g.5 Provide the ability to generate ad hoc reports;
- g.6 Provide the ability to download/export reports in Excel and PDF format
- g.7 Be user friendly;
- g.8 Be a web-based solution that is easily deployable to users, that operates under MS Internet Explorer;

- g.9 There should be no requirement to install and operate vendor software on DC's personal computers and servers.
- g.10 Provide the ability to have DC logos and branding on its pages;
- g.11 Though not mandatory, DC will look favorably upon a Proponent capable of providing an online booking tool in both English and French.

h. Billing Currency

Invoices shall be billed in Canadian dollars. However, as DC operates in 11 other countries, DC may request and the successful Proponent shall provide invoices for certain departments or transactions in a billing currency other than Canadian dollars.

i. Consolidated Invoice

The successful Proponent shall provide a monthly (or at an agreed frequency) consolidated invoice within five working days after the end of each monthly billing cycle. A hard copy of the invoice and backup reports should be provided to DC for reconciliation and payment.

Invoices shall include separate fields detailing traveler's name, department / cost center, GL code, origin, destination, date(s), carrier, class, fare, taxes, total; and Contractor's applicable service fee, taxes, and total costs.

All transaction data shall be available to DC electronically. At a minimum, the electronic access system shall:

- i.1 Provide electronic review and manipulation of all captured transaction information to include the ability to sort data by any field; filter out unnecessary information; edit account allocation manually as needed; and split transaction amounts across multiple cost categories prior to processing. This includes summary roll-up, review and manipulation at different levels.
- i.2 Provide the ability to generate ad hoc reports;
- i.3 Provide the ability to download/export reports in Excel and Pdf format
- i.4 Be user friendly;
- i.5 Be a web-based solution that is easily deployable to users, that operates under MS Internet Explorer;
- i.6 There should be no requirement to install and operate vendor software on DC's personal computers and servers;

The Proponent's response must indicate that the business and IT billing requirements above can be fulfilled.

j. Billing Support

The successful Proponent shall provide a toll-free number for billing reconciliation, complaints and investigations, including the hours of operation available to DC.

k. Payment

Payment will be made by DC's purchasing department or DC corporate credit card.

l. Rebate

The successful Proponent shall issue rebate cheques to DC within 30 days from the due date and in the event of contract termination or expiration, 30 days from the date of termination or expiration.

m. Management Reporting System

The successful Proponent shall submit to DC and/or any airlines with which DC has special fare arrangements the following reports/documents:

m.1 On a quarterly basis, or immediately upon request by DC:

For transactions initiated through full service and online, individually and in aggregate:

m.1.1 list of all tickets issued including the passenger's name, itinerary and fare paid;

m.1.2 summary and analysis indicating travel volume and value (by DC department, by destination, by agency) for all of DC with comparative figures if applicable (month to month, year on year).

m.1.3 summary and analysis of fees paid to the successful Proponent.

m.2 Upon the successful Proponent's receipt of the advise of changes and updates on airline rates, promotions, policy changes, etc.

n. Release of Information

Information related to DC transactions shall not be released, sold or made available to any third party without the prior written authorization of DC (also see Confidentiality Clause in DC's Contract Terms and Conditions).

C3. Account Management & Customer Service

a. Start up and Implementation

Cooperative, orderly, and seamless transitions are crucial to DC's travel management program. Failure to transition in accordance with the requirements may be cause for termination for default.

Implementation Plan. Costs associated with implementation, i.e., set up, training, etc. shall be borne by successful Proponent. Proponents shall include an Implementation Plan with their Proposal. The Implementation Plan should include major milestones, a timetable and information/data that successful Proponent will request from DC.

b. Account Management and Customer Service

b.1. ***Customer Service.*** The successful Proponent shall provide a dedicated customer relationship manager and assign adequate personnel to service satisfactorily the volume of work and to fulfill its obligations under the resulting contract with DC.

b.2 The successful Proponent shall negotiate to the maximum extent possible with airlines, hotels and car rental agencies on obtaining preferred fares and rates for DC.

b.3 The successful Proponent shall meet periodically with DC to discuss issues of mutual concern, to review performance and to discuss improvements which the successful Proponent or DC should make in order to achieve more effective travel management and greater savings.

b.4 The successful Proponent shall arrange a meeting at least once a year to discuss travel updates and other travel matters with DC. The successful Proponent shall make DC aware immediately of major industry changes, which have a broad impact on its travel policy or procedures and shall proactively advise DC on market practices and trends that could result in further savings for DC.

b.5 Quality Assurance.

At a minimum, successful Proponent will maintain a quality assurance program which shall:

b.5.1 Ensure the responsiveness and effectiveness of the manager and coordinator(s) assigned to DC;

b.5.2 Ensure the quality of the services provided under this contract;

b.5.3 Ensure that the information captured for reports in accordance with this contract is complete, accurate, and timely;

b.5.4 Ensure that customer service assistance is available in accordance with the terms and conditions of this contract and is prompt, cooperative and courteous;

b.5.5 Ensure that complaints and disputes are handled in a timely manner;

b.5.6 Ensure that transitions are seamless;

b.5.7 Ensure timely telephone response;

b.5.8 Annually assess DC and user satisfaction with the successful Proponent's performance;

b.5.9 Proponents are to offer a Service Level Agreement (SLA) that measures the performance of the categories outlined and the impact of these.

b.6. **Training.** The successful Proponent shall provide ongoing technical training to employees of DC to facilitate the use of the online booking tools and electronic billing systems.

C.4 Deliverables

It is expected that all necessary training and other implementation requirements are completed by the target go live within 2 weeks after the agreement is signed and anticipated date is October 31, 2016.

SECTION D – MANDATORY CRITERIA QUESTIONNAIRE

Full compliance with mandatory criteria is required in order for proposals to be further evaluated.

D1. Submission Overview

- a. This section outlines the information that Proponents are required to submit. To qualify, Proponents must meet the Mandatory Requirements (“shall”, “must”, “will”) set out in the NRFP. Proposals not meeting the Mandatory Requirements will not be given any further consideration. Proposals meeting the Mandatory Requirements will be evaluated according to the Rated Requirements.
- b. The evaluation will be based solely on the content of the proposals. No assumptions should be made that DC has any previous knowledge of the Proponents’ qualifications other than that supplied pursuant to this NRFP.
- c. Total 100 points will be allocated for the rating criteria: 60 points for Technical (submission 50 points + presentation 10 points) and 40 points for Financial.
- d. Neither the qualifying proposal which scores the highest number of rated points nor the one which contains the lowest cost estimate will necessarily be accepted. Contract award will be based on best overall value to DC in terms of both technical merit and cost.

D2. Technical Proposal

a. Mandatory Requirements

Proponents are requested to complete the Proponent Confirmation and Reference Page columns.

	Mandatory Requirements for Technical Submission	Proponent Confirmation (Met/Not Met)	Reference page in the Proposal ** (to be completed by the Proponent)
1.	Company overview and project team		
a.	Describe your organizational and account management structure. Include names and contact information of key contacts within your organization.		
b.	Describe your organization’s worldwide locations or correspondents including legal and operational relationships.		
c.	Which of DC’s global offices would you be able to service and describe how you would do so including whether you would offer full or online booking service or both.		
d.	Identify the individuals responsible for DC’s Account Servicing and Implementation, their responsibilities and a brief biography.		

e.	Briefly describe your experience in the business of providing proposed travel management services. How many employees does your company have in key areas providing the service?		
f.	Describe your commitment to the travel industry and how they fit into your organization's business strategy (product innovation, system investment, trade association involvement, etc).		
g.	Please provide three references comparable in size to DC whose travel management account you have acquired within the past two years. Give the name, title, address, telephone number and number of years you have been contracted with the company.		
h.	Please provide three lost account references. Give the name, title, address, telephone no. and no. of years you were contracted with them and the reason for the loss.		
i.	List the three most compelling reasons why DC should select your travel management company.		
j.	Proponents are willing to comply with the resulting contract terms and conditions included in Section 5 of this NRFP.		
k.	Proponents must keep their proposals valid for 60 days after closing of this NRFP.		
l.	<p>Proponents must provide an onsite travel advisor for the first 18 months of the contract</p> <p>This individual would assist in making travel arrangements and provide training to staff on the use of the on-line booking tool. They would also be assisting in monitoring the compliance with DC Travel, Hospitality Conference and Events Expenditure Policy. In addition this individual would assist in the analysis of monthly travel reports and provide advice to DC management on areas of improving the overall travel management program.</p> <p>Please describe how this service would be provided including the related costs associated with the service (which should be provided in the pricing section of the response). No pricing should appear in the Technical Response Section.</p>		
2.	Service Standards		
a.	Describe your ability to provide services in both English and French		
b.	Describe your hours of service.		
c..	Describe your after hours of service.		
d..	Describe the emergency services you offer.		
3.	Business Process & Controls		
3.1	Reservations and Ticketing		

a.	Describe your minimum service standards you will provide to DC (Time between receipt of travel request and notification to the requisitioner of booking/reservations).		
b.	Describe your compliance with DC's reservation and ticketing requirements as described in the statement of work.		
3.2	Post Ticketing Support		
a.	Describe how you maintain customer service in the period between ticketing and completion / cancellation of an itinerary.		
3.3	Conferences and Meetings		
a.	Describe your conferences and meetings facilitation services.		
3.4	Online Booking Tool		
a.	Describe your online booking tool including your compliance with DC's requirements as described in the statement of work.		
b.	How is your tool administered? (In house or hosted by third party)		
c.	What levels of technical and supplemental administrative support do you offer?		
3.5	Billing and Payment		
a.	Describe any billing currency options other than Canadian Dollars.		
b.	Describe options for billing and payment.		
c.	Are there advantages of one billing option over another?		
d.	Describe your billing cycles.		
e.	How will DC receive billing statements?		
f.	Provide a sample of your billing statements and activity statement.		
g.	Describe your process for a consolidated invoice.		
h.	Do you offer online access to billing information?		
i.	Is historical information available? If so, how far back is the information available?		
j.	Describe your options for customized reporting.		
3.6	Rebate		
a.	Describe your compliance with DC's requirement (payment within 30 days). Do not provide your Rebate Proposal here. Provide it in the Financial Proposal.		
3.7	Management Reporting System		
a.	Describe your compliance with DC's management reporting requirements (quarterly and ad hoc reports).		
3.8	Liability		
a.	What financial protection do you offer for unused tickets in the event of failure of the airline or other service provider.		
4.	Account Management & Customer Service		
4.1	Start up and Implementation		
a.	Describe your implementation procedures.		
b.	Provide an implementation schedule including tasks, action owners and projected timeframes for completion.		

c.	What kind of transition support will your company provide to DC?		
d.	Will DC be assigned a dedicated implementation team?		
e.	Discuss any challenges/obstacles associated with effective implementation.		
4.2	Account Management and Customer Service		
a.	How will your company track and measure the performance of our account?		
b.	How will this information be communicated to DC?		
c.	How do you expect to exceed DC's account management and customer service expectations?		
d.	Describe your quality assurance program.		
e.	Describe your ongoing technical training program that you will provide to DC.		

SECTION E – DESIRABLE CRITERIA QUESTIONNAIRE

Proponents should respond to the questions below clearly and concisely. If the proponent is attaching documents as part of their response to a specific question, the proponent should reference the attachments in their response.

a. Rated Technical Requirements (Total 50 points)

Proposals will be rated in accordance with the following criteria contained in the NRFP submission:

Categories:

- Company overview and project team
 - Service Standards
 - Business Process & Controls
 - Reservations and Ticketing
 - Post ticketing support
 - Conferences and Meetings
 - Online Booking Tool
 - Billing and Payment
 - Rebate
 - Management Reporting System
 - Liability
 - Account Management & Customer Service
 - Start up and Implementation
- Account Management and Customer Service

SECTION F – PRICING

Proponents should submit their pricing proposal in a separate file from the rest of their response. In the pricing submission, reference the NRFP# and name along with company information.

DC is constrained by a limited budget; therefore proponents are encouraged to present a best value for cost when submitting all pricing requests, while taking into consideration all of the requirements in this NRFP and as demonstrated through their response.

When evaluating proposed pricing, DC may consider the total cost of ownership (TCO) associated with the product or service over its lifetime including, but not limited to, acquisition cost, staffing resources, training, installation, support, maintenance, transportation and logistics, operating costs, and disposal costs. This may also include transition, migration or integration costs which the DC would be expected to pay. There should be no hidden costs which DC discovers at the end of the term.

DC does not make a commitment or guarantee of any dollar value or volume of business for any proponent.

F.1 Proposed Pricing Detail

Financial Proposal (TO BE SUBMITTED AS A SEPARATE DOCUMENT)

Rated Financial Requirements (Total 40 points)

- a. Firms shall submit an all-inclusive pricing and/or cost elements in CAD currency, with applicable taxes identified as a separate line item. The Price must include, but not necessarily be limited to, all costs resulting from the performance of the work as described in this NRFP, all costs resulting from the performance of any additional work described in the Proponent's proposal.
- b. The Proponent shall provide their payment terms and conditions.
- c. Cost will be evaluated as per fees proposed.
- d. The overall financial cost will be rated 40 points.

- e. The Financial Proposal shall include a breakdown of the proposed pricing and shall submit their financial proposal in the following form:

b.1 Fees:

Ticket issuance fees:

	Full service	Online booking tool
Air Travel		
Within Canada		
Between Canada and the USA (originating in either of Canada or the USA)		
Within USA		
Between Canada and International (originating in either of Canada or International)		
Between USA and International (originating in either of USA or International)		
Rail Travel		
Within Canada		
Within USA		

Hotel and Rental car reservations when part of an airline / rail reservation shall be included in the transaction fee.

Miscellaneous ticket transaction fees: (exclusive of carriers fees and penalties)

Itinerary changes after ticketing _____
 Adding hotel or car rentals after initial airline / rail ticketing _____
 Cancellation service fee _____
 Refund service fee _____

Non ticket-based fee and other service charges:

Emergency services _____
 Conferences and meetings event assistance / coordination _____
 Hotel and Rental car reservations not part of an airline / rail reservation _____
 Describe any other fee charged that may apply _____

- b.2 Describe services such as Travel Insurance (including baggage) levels offered to DC.

b.3 Rebate.

b.3.1 Volume Rebate:

Net Purchase Volume	Incentive Fee (in basis points) Quarterly Payment	Incentive Fee (in basis points) Yearly Payment
\$0 to \$250,000		
>\$250,000 to \$500,000		
>\$500,000 to \$750,000		

>\$750,000 to \$1,000,000		
>\$1,000,000 to \$1,250,000		
>\$1,250,000 to \$1,500,000		
>\$1,500,000		

Note: Proponents may provide their own volume breakdown, if tiers are different from above. (Please also refer to Section C2 I. – Rebate – in the SOW.)

- b.3.2 Describe calculations and method used to determine Rebate payments
- b.3.3 Describe the factors that may increase or decrease the expected amounts

b.4 Contract signing bonus offered to DC (if proposed)

b.5 Enumerate all fees for optional, value-added products/services

b.6 How DC can maximize its financial incentive

- c. The financial costs shall be negotiated between DC and the successful Proponent annually on the anniversary of the contract and shall be valid for one year. Under no circumstance shall the newly negotiated fee (per transaction) be greater than those of the preceding year.

- F.3.1 Please indicate any other pricing strategies that your company may be willing to discuss with DC including the pricing for the onsite travel service provider.

SECTION G – PRESENTATION / DEMONSTRATION REQUIREMENTS

G.1 Presentations / Demonstrations Requirements (Total 10 points)

DC may require proponents who have made the Shortlist, to present. Verification of the proponent's capabilities is at the sole discretion of DC. Consequently, DC may choose to revise proponent evaluation results previously scored based on the information gained through the presentation or only finalize the evaluation results after the presentation.

All costs associated with the presentation will be the responsibility of the proponent.

SECTION H – NRFP PROCESS AND TERMS

H.1 NRFP Process Schedule

The schedule for the proponent selection process is as follows:

Intent to Submit (*)	Wednesday August 03, 2016 , 14:00 hours PT
Deadline for Questions	Tuesday August 09, 2016 , 14:00 hours PT
Closing Date and Time	Wednesday August 31, 2016 , 14:00 hours PT
Presentations of Shortlisted proponents (if required)	Week of September 19
Notification: DC will endeavour to notify all successful and unsuccessful proponents of its selection by approximately:	Monday October 17, 2016
Timeframe for Negotiations	15 days following notification by DC

Note: The schedule is subject to change at DC's sole discretion.

(*) Please note the intent to submit is not a disqualifying criteria. If you miss the above date, you can still submit your proposal within the closing date.

H.2 Interpretation of the NRFP

If a proponent is in doubt as to the intended meaning of any part of this NRFP or finds errors, omissions, discrepancies or ambiguities, questions may be submitted and, if deemed necessary by DC, an amendment to the NRFP may be issued.

It is the proponent's responsibility to understand all aspects of the NRFP requirements. Should any details necessary for a clear and comprehensive understanding be required, it is the proponent's responsibility to obtain clarification before submitting a proposal.

H.3 Inquiries and Communication

No individual other than the designated Contracting Authority identified on the NRFP cover is authorized by DC to comment on any portion of this NRFP or the requirements described in this NRFP. DC will not be bound by, and the proponent agrees not to rely upon, any information given or statements made by persons other than the designated DC Contracting Authority.

Making inquiries to an unauthorized person or any attempt to influence the outcome of this process by contacting DC employees (other than the Contracting Authority), the Board of Directors or government officials will result in immediate disqualification and may result in exclusion from future competitions.

H.4 Accuracy of Information

While the information set out, or referred to, in this NRFP has been prepared and included in good faith, DC does not give any representation or warranty whatsoever that it is all-inclusive or that it is free of error. Some items may change at any time due to business circumstances.

H.5 Amendments

Information, instructions, modifications, and/or questions and answers may be incorporated by DC in an amendment to the NRFP. If this NRFP was posted on the Government of Canada BuyandSell.gc.ca website ("BuyandSell"), DC may post amendments to BuyandSell, provide to all

proponents who received an invitation, or provide to all proponents who submitted an Intent to Submit a proposal.

It is the proponent's responsibility to regularly review www.buyandsell.gc.ca for amendments to the NRFP that DC in its discretion may post prior to Closing Time. Such amendments may contain important information, including significant changes to this NRFP. Proponents are responsible for reviewing all amendments and confirm that all amendments issued have been read and included in the Proponent's response (see Appendix 3).

H.6 Modification and Withdrawal

Modifications to, or withdrawals of, a submitted NRFP will be accepted by DC by e-mail notice provided that such e-mail is received by DC before the Closing Time. Modifications or additional information received after the Closing Time will not be accepted except upon invitation and request from the Contracting Authority.

H.7 Period of Validity

Proposals must remain open for acceptance for a period of not less than one hundred and twenty (120) days from the Closing Time.

H.8 Proposal Expenses

All costs, including travel, incurred by the proponent in the preparation of its proposal, participation in this NRFP, presentations, demonstrations, or the negotiation of any resulting contract, will be the sole responsibility of the proponent and will not be reimbursed by DC, unless otherwise indicated. All such costs are taken at the sole risk of the proponent. By participating in this NRFP, the proponent agrees to absolve the DC of any responsibility for the same.

H.9 Language

Proposals may be submitted in either French or English. The working language for the NRFP process and subsequent contract will be English.

H.10 Negotiations

DC reserves the right to negotiate contract scope and terms with the top-ranked proponent(s) whose expertise, experience, vision and reputation are judged to best serve the interests of DC, hereafter the "Preferred Proponent(s)". Proponents are cautioned not to assume that the lowest priced proposal will result in a contract award.

DC will enter into discussions and negotiations with the Preferred Proponent(s) to reach agreement on the final terms of the Agreement. Negotiations may include requests by DC for supplementary information from the proponent to verify, clarify or supplement the information provided in its proposal or confirm the conclusions reached in the evaluation and may include requests by DC for improved pricing from the proponent.

Concurrent Negotiations: The Preferred Proponent(s), as established under the evaluation, will be invited to enter into contract negotiations with DC. DC intends to conduct negotiations within the Timeframe for Concurrent Negotiations.

At any point in the Timeframe for Concurrent Negotiations, DC may elect to unilaterally terminate one or more negotiation(s). Final selection of one or more Preferred Proponents will be determined following DC's receipt of best and final offers (BAFO). Final selection will be based upon best overall value to DC. There will be no legally binding relationship created with any proponent prior to the execution of a written agreement.

H.11 Contract Award

If a contract is subsequently negotiated and awarded to a proponent as a result of this NRFP process, the contract;

- i. should be negotiated within the Timeframe for Contract Negotiations;
- ii. may include, but not be limited to, the general contract terms contained in Appendix 5; and
- iii. will commence upon signature by the duly authorized representatives of the DC and the successful proponent.

H.12 Debriefing

Upon request, and at DC's sole discretion, DC will only provide a debriefing to proponents who met or exceeded the minimum Threshold or Shortlist. All requests must be in writing to the DC Contracting Authority and should be made within thirty (30) days of notification of award. The intent of the debriefing information session is to aid the proponent in presenting a stronger proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process.

H.13 Material Circumstances

A material circumstance means any circumstance or relationship which may lead to an unfair advantage including but not limited to: being associated to or related to a DC employee or Board member of DC; having access to information not available to other proponents; communicating with any unauthorized person with respect to the NRFP process; engaging in any action which constrains or limits the ability of another proponent to submit a proposal for the goods or services herein; providing a gift or benefit to a DC employee or Board member; or engaging in conduct that compromises or could be seen to compromise the integrity of the NRFP process (each a "Material Circumstance").

DC may consider any Material Circumstance (as defined above) as disclosed in a proposal or otherwise, and DC may eliminate a proposal from consideration on the ground that a Material Circumstance gives rise to a conflict of interest that DC considers in its opinion would give rise to unfair advantage in the NRFP process, or would otherwise prejudice the integrity of the NRFP process.

H.14 Proponents Not to Promote Their Interest

Proponents must not make any public comment, respond to questions in a public forum or carry out any activities to publicly promote or advertise their interest in this opportunity.

H.15 Confidentiality

DC recognizes the proprietary nature of information that may be contained in response to this NRFP. Proponents must clearly mark and identify those areas of their proposals which contain confidential information. DC will not use or disclose such confidential information, except for the purposes of evaluating the proposals submitted under this NRFP or as may be required by law, including but not limited to the *Access to Information Act* and the *Privacy Act*.

Proponents shall keep confidential all information received from DC and other information developed for the DC in connection with this competition. Proponents shall not use DC's confidential information except as required to develop a proposal and presentation in response to this NRFP.

Except as required by law, DC will not disclose or publish the identity of proponents, nor reveal in any way the substantive information and financial terms contained in any proposal. Only the name of the Contractor will be revealed at the conclusion of the process and only after an agreement has been fully executed by the contracting parties.

H.16 Publicity

Proponents must not refer, expressly or by implication, to DC, or to this competition, in any advertising or other publicity release unless otherwise approved in advance and in writing by the Contracting Authority.

H.17 No Collusion

By submitting a proposal the proponent represents that its proposal has been prepared without collusion or fraud and in fair competition with proposals from other proponents.

H.18 Law

This NRFP process and any subsequent agreement will be governed by the laws of the Province of British Columbia and any dispute will be subject to the jurisdiction of the courts of British Columbia and all applicable federal laws.

H.19 Indemnities

The proponent shall be responsible for and shall indemnify DC from all claims, loss and damages that relate to or arise out of errors, omissions or negligent acts of the proponent, its employees or agents associated with this NRFP process and all costs associated with those claims, loss and damages.

H.20 Rights of Destination Canada

In addition, DC reserves the right, in its sole and absolute discretion, to:

- H.20.1 accept any proposal in whole or in part, with the exception of proposals that fail to comply with mandatory criteria, whether or not it is the lowest priced proposal and without prior negotiation;
- H.20.2 reject any, all or part of any proposal that:
 - i. is incomplete, obscure, irregular or unrealistic;
 - ii. fails to meet the objective of the NRFP;
 - iii. fails or omits any mandatory information; or
 - iv. is non-compliant with any requirement of this request;
- H.20.3 not accept any deviations from the stated terms and conditions;
- H.20.4 terminate the process at any time and/or re-issue this NRFP at any time;
- H.20.5 obtain information from the proponents to seek clarification or to verify any or all information provided by the proponent at any time throughout this NRFP process;
- H.20.6 contact references;
- H.20.7 enter into negotiations with any proponent who has submitted a compliant proposal, with the goal to establish an agreement acceptable to DC;
- H.20.8 incorporate all, or any portion of the Statement of Work, the NRFP, and the successful proponent's proposal into a resulting contract document;
- H.20.9 to make an award in whole or in part, including the right to select and contract with more than one proponent to meet the requirements of the NRFP;
- H.20.10 not enter into any contract at all with any proponents responding to this NRFP.

SECTION I: LIST OF APPENDICES

APPENDIX FILE NAME

1	Proponent Information and Acknowledgement Form
2	Material Circumstances Disclosure Form
3	Amendments
4	Declaration of Sub-Contractors
5	General Contract Terms

APPENDIX 1: PROPONENT INFORMATION AND ACKNOWLEDGMENT FORM

1) PROPONENT INFORMATION

- a) Company Information - For identification and information purposes only, provide the following information about your company:

Complete legal company name and address:	
Primary business and length of time business established:	
Number of direct employees:	
Nature of company (i.e. sole proprietorship, corporation, partnership, joint venture):	
Primary contact for the NRFP (name, title, phone number and e-mail):	

- b) References - List three customers with similar requirements to those described in this NRFP who we may contact as references. For each reference include the name of the organization, key contact information (name, title, address, phone, e-mail), and a brief description of the service provided/performed. Proponent agrees that DC may contact any of these references. It is requested that proponents refrain from using DC as a reference in their proposal.

Reference #1:

Client Organization:	
Contact Person:	
Street Address:	
Telephone #:	
Email Address:	
Description of Services:	

Reference #2:

Client Organization:	
Contact Person:	
Street Address:	
Telephone #:	
Email Address:	
Description of Services:	

Reference #3:

Client Organization:	
Contact Person:	
Street Address:	
Telephone #:	
Email Address:	
Description of Services:	

2) PROPONENT ACKNOWLEDGEMENT

The proponent agrees that the information provided in their proposal is accurate and declares that he/she is a duly authorized signing authority with the capacity to commit his/her firm/company to the provisions contained herein. By signing below, the proponent specifically acknowledges that it has read, understood and agrees to the terms of this NRFP.

Executed this _____ day of _____, 2016

Authorized Signature:

Printed Name:

Title/Position:

Company Name:

City:

Address:

Phone Number:

Fax Number:

E-mail Address:

APPENDIX 2: MATERIAL CIRCUMSTANCES DISCLOSURE FORM

MATERIAL CIRCUMSTANCE:

DC requires proponents to disclose all Material Circumstances (as defined in H.13) as an attachment to their proposal.

Check ONE:

No, there are no Material Circumstances to disclose; OR

Yes, there is/are one or more Material Circumstance(s) to disclose and a disclosure statement is attached.

APPENDIX 3: AMENDMENTS

Please confirm that any amendments to this NRFP issued have been read and included in proponent response. List the Amendments included in the response (if applicable).

Amendment No.:	Dated:	# of Pages:
Amendment No.:	Dated:	# of Pages:
Amendment No.:	Dated:	# of Pages:
Amendment No.:	Dated:	# of Pages:

APPENDIX 4: DECLARATION OF SUB-CONTRACTORS

If applicable, the proponent should submit a list of sub-contractors it intends to use in providing the services described in this NRFP by completing the Declaration of Sub-Contractors, for approval by DC. DC reserves the right to withhold approval of such sub-contractors.

The proponent is responsible for supervising and coordinating all projects and/or services that they may delegate to the sub-contractors to ensure the services are provided to DC in a seamless manner.

Indicate the quality control measures and contract resolution processes you have in place for sub-contractors.

The goods and or services in this proposal will be provided solely by the company named in Appendix 1 – Proponent Information and Acknowledgement.

Sub-contractors will be used to provide the goods and/ or services described in this proposal.

Companies called on as Sub-Contractors to collaborate in the execution of the proposed services.

Name:

Contact Person:

Title:

Phone Number:

Fax Number:

E-mail Address:

Address:

City:

Province:

Postal Code:

Description of services provided:

% of services the Sub-Contractor will be providing: _____%

APPENDIX 5: GENERAL CONTRACT TERMS

The following general terms may be required by DC in order to be awarded the Work under this NRFP. Specific language for each of these terms will be negotiated between the parties:

1. Non-exclusive contract;
2. Contract term as provided in the NRFP;
3. The Contractor will designate key personnel assigned to DC file who cannot be changed without the approval of DC;
4. Dedicated time commitments (full time equivalent basis) on a monthly or annual basis to DC work, if applicable;
5. Service levels for typical work (e.g. commitments for timing from planning stages to campaign launch);
6. All intellectual property created by the Contractor will be the property of DC. Contractor will certify that the intellectual property is delivered free from encumbrances and in compliance with all applicable laws;
7. Contractor will undertake to ensure that all campaigns and other activities conducted on behalf of DC in the Contractor's market are done in compliance with applicable laws;
8. Contractor, including their sub-contractors, indemnifies DC for any breach of the contract, in particular claims relating to breach of privacy, third party intellectual property claims, compliance with laws, etc.;
9. Contractor to maintain the appropriate insurance;
10. Fees to be paid on the basis of work delivered;
11. All expenses incurred by the Contractor to be passed through to DC without markup, including media placements;
12. Confidentiality clauses to be included;
13. DC shall be entitled to terminate for convenience upon 30 days written notice and upon payment for any work completed or committed to the date of termination. If DC terminates the contract or a particular work order for breach, then DC is not required to pay for the work;
14. DC approval required prior to Contractor sub-contracting all or part of the work or assigning the contract;
15. Contract to be governed by British Columbia law; and
16. Dispute resolution: senior management intervention followed by binding arbitration to be held in Vancouver, BC in accordance with the rules of the British Columbia International Commercial Arbitration Centre.