

	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 the 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 the 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 the 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 the DC should select your travel management company.		
j.	Proponents are willing to comply with the resulting contract terms and conditions included in Section E of this RFP.		
k.	Proponents must keep their proposals valid for 60 days after closing of this RFP.		
l	Proponents must provide an onsite travel advisor for the first 18 months of the contract 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. 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.		
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 the 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.		
dc	What kind of transition support will your company provide to the DC?		
d.	Will the 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 the 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 the DC.		