

## REQUEST FOR PROPOSAL (“RFP”)

<b>RFP #:</b>  17180033	<b>RFP Title:</b>  Global Travel Management Services
<b>Issue Date:</b>  Tuesday, October 30, 2018	<b>Close Date &amp; Time:</b>  Friday, December 14, 2018 at 1:00 p.m. Eastern Standard Time (“EST”)
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For IDRC, CCC, and SCC, this RFP is subject to the rules on government procurement set out in Chapter 5 of the Canadian Free Trade Agreement (“CFTA”).

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## SECTION 1 – INTRODUCTION

The purpose of this section is to provide general information about the RFP and the three (3) Offerors (as defined in section 1.1 directly below).

### 1.1 PURPOSE OF THIS RFP

The International Development Research Centre (“IDRC”), the Canadian Commercial Corporation (“CCC”), and the Standards Council of Canada (“SCC”) (individually an “Offeror” and together the “Offerors”) request proposals from **Travel Services Providers** (“Proponents”) for the **provision of Global Travel Management Services**, where requirements are described in **Annex A**, the Statement of Work (“Services”).

The Offerors, having similar business travel needs, are collaborating for the specific purpose of procuring the Services, and by combining resources, expertise, and travel volumes, seek to achieve better value through the issuance of this RFP. The Offerors do not intend to create a partnership in law. Each Offeror as a separate legal entity will be contracting with the successful Proponent (if any) on an individual basis by way of separate resulting agreements (“Contracts”). No individual Offeror will be responsible in any way whatsoever for the actions of the other Offeror which may arise, directly or indirectly, out of any resulting Contracts.

Specific background information on the Offerors can be found in **Annex C** – IDRC Background and Travel Data, **Annex D** – CCC Background and Travel Data, and **Annex E** – SCC Background and Travel Data.

### 1.2 DOCUMENTS FOR THIS RFP

The documents listed below form part of and are incorporated into this RFP:

- This RFP document
- Annex A – Statement of Work (includes Mandatory and Rated Requirements)
- Annex B – Financial Requirements Tables
- Annex C – IDRC Background and Travel Data
- Annex D – CCC Background and Travel Data
- Annex E – SCC Background and Travel Data
- Annex F – Proposed Contract Terms and Conditions

### 1.3 TARGET DATES FOR THIS RFP

The following schedule summarizes significant target events for the RFP process. The dates may be changed by the Offerors at their sole discretion and shall not become conditions of any Contracts which may be entered into by the Offerors and the selected Proponent.

Event	Date
RFP issue date	See page 1
Deadline for Enquiries	See section 4.1
RFP close date	See page 1
Evaluation and selection of short-listed Proponents, and any presentation(s) by short-listed Proponent(s); selection and notification of Lead Proponent	January and February 2019
Finalize Contract with Lead Proponent	March 2019
Expected commencement date of Services (where implementation has been completed)	July 1, 2019

## SECTION 2 – PROPOSAL EVALUATION

This section describes the process that the Offerors will use to evaluate Proposals and select a Lead Proponent.

### 2.1 EVALUATION COMMUNICATION

During Proposal evaluations, the Offerors reserve the right to contact or meet with any individual Proponent in order to obtain clarification of its submission or to gain insight into the quality and scope of relevant services. A Proponent will not be allowed to add, change, or delete any information during the process. The Offerors are in no way obligated to meet with any or all Proponents for this purpose.

### 2.2 EVALUATION METHODOLOGY

The Offerors will use the following methodology to evaluate Proposals:

#### 2.2.1 Step 1 - Mandatory Requirements

Each Proposal will be examined to determine compliance (pass or fail) with all **Mandatory Requirements** as set out in **Annex A-Statement of Work**. Non-compliant Proposals will receive no further consideration.

Summary Table:

RFP Sections	Mandatory Requirements	Pass or Fail
See 3.5, Annex A	Mandatory Requirements in response to the Statement of Work	

#### 2.2.2 Step 2 - Rated Requirements

Compliant Proposals will be evaluated and attributed points according to the degree to which they meet or exceed **Rated Requirements** as set out in **Annex A-Statement of Work**.

Summary Table:

RFP Sections	Rated Requirements	Weighting % A	*Points 0-10 B	Score A x B
See 3.5, Annex A	Rated Requirements in response to the Statement of Work	80		
	<b>Total %</b>	<b>80</b>		

\*Points Table:

Points	Points Description
0	Barely addresses any of the stated requirements and completely lacking in critical areas.
3	Adequately meets most of the stated requirements. May be lacking in some areas which are not critical.
5	Meets most stated requirements
7	<b>Meets all stated requirements</b>
8	Meets all stated requirements and may exceed some
10	Exceeds the stated requirements in superlative and beneficial ways.

#### 2.2.3 Step 3 – Shortlist Presentations/Demonstrations

The top **three (3) compliant and highest scoring technical proposals** will be **shortlisted** for further review. Shortlisted Proponents may be asked to prepare a presentation, to demo online offerings and or to provide

additional information prior to the final selection. The Offerors reserve the right to supply more information to those Proponents who are shortlisted.

#### 2.2.4 Step 4 - Financials

The **shortlisted** Proponents' Financial Proposals will be scored. The Proponent submitting the lowest price will receive the maximum 10 points on the standard evaluation scale of 0-10. All other Proponents will receive a prorated score out of 10 based on the relative proportion of their price to the lowest price submitted.

#### Summary Table:

RFP Sections	Rated Requirements	Weighting % A	Points 0-10 B	Score A x B
See 3.7, Annex B	Total pricing, exclusive of taxes	20		
	<b>Total %</b>	<b>20</b>		

#### 2.2.5. Step 5 - Final Score

Scores for the shortlisted Proponents' proposals will be calculated and the Offerors may select the Lead Proposal achieving the highest total points, subject to the Offeror's reserved rights.

### 2.3 PROPONENT FINANCIAL CAPACITY (Mandatory)

The Offerors reserve the right to conduct an assessment of the **Lead Proponent's** financial capacity. The Offerors will request that the Lead Proponent provide proof of financial stability via bank references, financial statements, or other similar evidence. This is a pass/fail test. Pass means that Contract discussions begin. Fail means that the Lead Proponent may not enter into Contract discussions and is disqualified from further consideration. The Lead Proponent must provide this information upon 72 hours of the Offeror's request; failure to comply may result in disqualification.

**Note:** In the case of a joint venture or consortium, each and all members of the joint venture or consortium must provide the information required for their legal form.

### 2.4 PROPONENT SELECTION

As noted in section 4.8, acceptance of a proposal does not oblige the Offerors to incorporate any or all of the accepted proposal into a contractual agreement, but rather demonstrates a willingness on the part of the Offerors to enter into negotiations for the purpose of arriving at a satisfactory contractual arrangements.

Without changing the intent of this RFP or the Lead Proponent's proposal, the Offerors will enter into discussions separately with the Lead Proponent for the purpose of finalizing each a Contract with the Lead Proponent.

In the event no satisfactory Contract can be negotiated between the Lead Proponent and any individual Offeror, the Offeror may terminate negotiations. In such event, if the Offeror believes that the Proponent with the second highest score may meet the requirements, the Offeror may elect to continue the process with the secondary Proponent, and so on.

Announcement of the successful Proponent will be made to all Proponents following the signing of the Offerors' Contracts no later than 72 days following the award of Contracts. Upon request from an unsuccessful Proponent, the Offerors will provide the reasons why that particular proposal was not selected.

## SECTION 3 – PROPOSAL FORMAT

Proposal responses should be organized and submitted in accordance with the instructions in this section.

### 3.1 GENERAL

Proposals should be in 8 1/2" x 11" (letter) format, with each page numbered. Elaborate or unnecessary voluminous proposals are not desired. The font used should be easy to read and generally be no smaller than 11 points (smaller font can be used for short footnotes).

### 3.2 OFFICIAL LANGUAGES

Proposals may be submitted in English or French.

### 3.3 ORGANIZATION OF RESPONSES

Responses should be organized as follows, where the sections that follow provide more details:

see RFP Section for full details	File	Contents
3.4	1.0	Cover Letter
3.5, Annex A	2.0	Mandatory and Rated Requirements Checklist
3.6	3.0	Technical Proposal
3.7	4.0	Financial Proposal
4.9, Annex F	5.0	Objections with reasons regarding the proposed contract terms and conditions included in this RFP

### 3.4 COVER LETTER

The Proponent should provide *as a separate file*.

A one (1) page covering letter on the Proponent's letterhead should be submitted and should include the following:

- a. A reference to the RFP number and RFP title.
- b. The **primary contact person** with respect to this RFP: the individual's name, address, phone number and email address.
- c. A statement confirming the **validity** of the proposal (refer to section 4.4).
- d. A statement confirming the Proponent does not have a **conflict of interest** with this RFP, real or perceived (refer to section 4.7).
- e. The letter **signed** by person(s) duly authorized to sign on behalf of the Proponent and bind the Proponent to statements made in response to the RFP.

### 3.5 MANDATORY AND RATED REQUIREMENTS CHECKLIST

The Proponent should provide *as a separate file*.

The Proponent **must** create and include a Checklist, using the following format\*, of all **Mandatory Requirements** and all **Rated Requirements** listed in **Annex A**, that Indicates where in the Proponent's Proposal the response to each requirement can be found:

**\*Example:**

Item #	Requirement	Rating	Response Location
<b>A2.4</b>	<b>Resources</b>		
<b>A2.4.1</b>	Lead Resource must be bilingual.	Mandatory	See page 3, heading “xxx”, paragraphs 3 and 4.
<b>A2.4.2</b>	Demonstrate the qualifications of the Lead Resource.	Rated	See page 18, Appendix B, section B1.1

**\*Hint:** copy the tables in **Annex A**, section **A3**

### 3.6 TECHNICAL PROPOSAL

The Proponent should provide *as a separate file*.

#### 3.7.1 Table of Contents

The Proponent should include a table of contents that contains page numbers for easy reference by the evaluation committee.

#### 3.7.2 Response to the Statement of Work

The Proponent **must** provide detailed information relative to:

- a. Each requirement listed in the Statement of Work in **Annex A**;
- b. Each **Mandatory Requirement** in **Annex A**; and
- c. Each **Rated Requirement** in **Annex A**.

The Proponent must clearly outline the work that the Proponent proposes to undertake for the provision of these Services to the Offerors.

### 3.7 FINANCIAL PROPOSAL

The Proponent should provide *as a separate file*.

#### 3.7.1 Financial Requirements

The Proponent **must** provide pricing for all of its proposed Services where:

- a. The Proponent **must** submit fixed (firm) fees referencing the following:
  - i. Proponent must provide their suggested **best value** financial compensation package, detailing the costs in each category.
  - ii. Proponent must utilize all Offerors’ estimated **volume information** in the provision of costs where applicable.
  - iii. Proponent’s fees must apply to each Offeror listed herein.
- b. All fees **must** be quoted exclusive of applicable taxes (e.g. exclusive of Canadian federal and provincial taxes, VAT, etc.).
- c. All fees **must** be inclusive of all customs, duties or tariffs; and not subject to an adjustment on account of fluctuations in foreign exchange rates.
- d. All fees **must** be irrevocable for a minimum contract period of five (5) years.
- e. Fees **must** be expressed in the following currencies:
  - i. For all *Implementation and Transition costs* and all *Additional Services* costs no matter the location – Canadian Funds
  - ii. For Head Office, Ottawa, Ontario transaction costs – Canadian funds
  - iii. For Regional Offices transaction costs – U.S. funds (see **Annex A – Statement of Work**, section **A3.5.2**)

### **3.7.2 Pricing Tables**

The Proponent **must** provide itemized costs for each of the items listed in the **Annex B - Financial Requirements Tables** by completing the Tables provided in **Annex B**.

### **3.7.3 Mathematical Errors**

If there are errors in the mathematical extension of unit price items, the unit prices prevail and the unit price extension is adjusted accordingly. If there are errors in the addition of lump sum prices or unit price extensions, the total is corrected, and the correct amount reflected in the total price. Any Proponent affected by mathematical errors shall be notified by the Offerors and be given the corrected prices.



## SECTION 4 – RFP CONDITIONS

The purpose of this section is to inform the Proponent about the Offeror's procedures and rules pertaining to the RFP process.

### 4.1 ENQUIRIES

All matters pertaining to this RFP are to be referred exclusively to the RFP Authority named on page 1.

No verbal enquiries or verbal requests for clarifications will be accepted.

Proponents should, as much as feasible, aggregate enquiries and requests for clarifications and shall submit them **in writing via email** to the **RFP Authority by Wednesday, December 5, 2018 at 1:00 p.m. EST** in order to receive a response prior to the close date. When submitting, Proponents *email subject line* should cite "**RFP # 17180033 – Global Travel Management Services**".

The RFP Authority will provide **all answers to significant enquiries** received on buyandsell.gc.ca without revealing the sources of the enquiries.

In the event that it becomes necessary to revise any part of the RFP as a result of any enquiry or for any other reason, **an Amendment** to this RFP will be issued and posted on buyandsell.gc.ca

**Important note:** Proponents must download all RFP documents directly from the Buy and Sell website. The Offerors will not distribute RFP documents that are posted on buyandsell.gc.ca.

### 4.2 SUBMISSION DEADLINE

The Offerors will only accept proposals up the close date and time indicated on page 1.

**Important note:** Late proposals will not be accepted. No adjustments to proposals will be considered after the close date and time.

### 4.3 PROPOSAL SUBMISSION INSTRUCTIONS

Proposals should be submitted in accordance with the instructions in this section.

#### 4.3.1 Method of Sending

The preferred method of proposal submission is electronic, via **email**, in **Microsoft Word** or in **PDF** format to the RFP Authority named on page 1. Proponents *email subject line* should cite "**RFP # 17180033 – Global Travel Management Services**" when submitting via email.

**Important Note:** Email messages with large attachments can be slowed down in servers between the Proponent's email and the RFP Authority's email inbox. It is the Proponent's responsibility to ensure that large emails are sent sufficiently in advance to meet the close date and time. Proponents should use electronic receipt confirmation and or contact the RFP Authority to confirm receipt.

**Important Note:** The maximum size of an email that can be received is 10MB. If necessary, Proponents can send multiple emails.

#### **4.3.2 Number of Files**

The Proponent's electronic submission should consist of **five (5) files** (i.e. 5 separate documents) as noted in section **3.3**.

#### **4.3.3 Changes to Submission**

Changes to the submitted proposal can be made, if required, provided they are received as an Addendum (or an Amendment) to, or clarification of, previously submitted proposal, or as a complete new proposal to cancel and supersede the earlier proposal. The addendum, clarification, or new proposal should be submitted as per the delivery instructions outlined above, be clearly marked "**REVISION**", and **must be received no later than the submission deadline**. In addition, the revised proposal should include a description of the degree to which the contents are in substitution for the earlier proposal.

#### **4.3.4 Multiple Proposals**

The Offerors will accept only one (1) proposal per Proponent

### **4.4 VALIDITY OF PROPOSAL**

Proposals must remain open for acceptance for **one hundred and twenty (120) days** after the close date.

### **4.5 PROPONENTS COSTS**

All costs and expenses incurred by a Proponent in any way related to the Proponent's response to the RFP, including but not limited to any clarifications, interviews, presentations, subsequent proposals, review, selection or delays related thereto or occurring during the RFP process, are the sole responsibility of the Proponent and will not be chargeable in any way to the Offerors.

### **4.6 GOVERNING LAWS**

This RFP is issued pursuant to the laws of the province of Ontario and the laws of Canada.

### **4.7 CONFLICT OF INTEREST**

In submitting a Proposal, the Proponent must avoid any real, apparent or potential conflict of interest and will declare to the Offerors any such conflict of interest.

In the event that any real, apparent, or potential conflict of interest cannot be resolved to the satisfaction of the Offerors, the Offerors will have the right to immediately reject the Proponent from consideration and, if applicable, terminate any Contract entered into pursuant to this RFP.

### **4.8 RIGHTS OF THE OFFERORS**

The Offerors do not bind themselves to accept any proposal submitted in response to this RFP, and may proceed as they, in their sole discretion, determine following receipt of proposals. The Offerors reserve the right to accept any proposal(s) in whole or in part, or to discuss with any Proponents, different or additional terms to those envisioned in this RFP or in such a Proponent's proposal.

After selection of preferred proposal(s), if any, the Offerors have the right to negotiate with the preferred Proponent(s) and, as a part of that process, to negotiate changes, amendments or modifications to the proposal(s) at the exclusion of other Proponents.

Without limiting the foregoing, the Offerors reserve the right to:

- a. seek clarification or verify any or all information provided by the Proponent with respect to this RFP, including, if applicable to this RFP, contacting the named reference contacts;
- b. modify, amend or revise any provision of the RFP or issue any addenda at any time; any modifications, amendment, revision or addendum will, however, be issued in writing and provided to all Proponents;
- c. reject or accept any or all proposals, in whole or in part, without prior negotiation;
- d. reject any proposal based on real or potential conflict of interest;
- e. if only one proposal is received, elect to accept or reject it;
- f. in its sole discretion, cancel the RFP process at any time, without award, noting that the lowest or any proposal will not necessarily be accepted;
- g. negotiate resulting Contract terms and conditions;
- h. cancel and/or re-issue the RFP at any time, without any liability whatsoever to any Proponent;
- i. award all or any part of the work to one or more Proponents based on quality, services, and price and any other selection criteria indicated herein; and
- j. retain all proposals submitted in response to this RFP.

#### **4.9 PROPOSED CONTRACT TERMS AND CONDITIONS**

**Annex F** have been provided as part of the RFP documents so that Proponents may review and become familiar with certain specific conditions that are expected to be adhered to in connection with the provision of Services. While some of the language may be negotiated between each Offeror and the successful Proponent, each Offeror's flexibility to amend these terms and conditions may be limited.

**Important note:** The Proponent should outline any objections with reasons to any terms and conditions contained in this RFP and include them in its proposal (reference section **3.3**). Failure to identify objections at the proposal stage may preclude Proponents from raising these objections in the course of any future negotiations.

## **ANNEX A – Statement of Work (including Mandatory and Rated Requirements)**

Annex A has been posted to [buyandsell.gc.ca](http://buyandsell.gc.ca) as a separate document for retrieval by Proponents.

## **ANNEX B – Financial Requirements Tables**

Annex B has been posted to [buyandsell.gc.ca](http://buyandsell.gc.ca) as a separate document for retrieval by Proponents.

## **ANNEX C – IDRC Background and Travel Data**

Annex C has been posted to buyandsell.gc.ca as a separate document for retrieval by Proponents.

*Note:* IDRC's [Travel Policy](#) and its [travel per diems](#) are also posted on IDRC's public website at [www.idrc.ca](http://www.idrc.ca)

## **ANNEX D – CCC Background and Travel Data**

Annex D has been posted to [buyandsell.gc.ca](http://buyandsell.gc.ca) as a separate document for retrieval by Proponents.

## **ANNEX E – SCC Background and Travel Data**

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## **ANNEX F – Proposed Contract Terms and Conditions**

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