



SEN RFP-001 21/22

Travel Services

Amendment 1 and Questions and Answers #1

April 28, 2021

Amendment 1:

1. The Closing Date and Time for this RFP has been modified from **May 12, 2021 at 11:00 EST** to **May 21, 2021 at 11:00 EST**
2. RFP enquiries regarding this RFP must be received by e-mail at: Proc-Appr@sen.parl.gc.ca by the contracting authority, **no later than April 27, 2021 at 11h00 EST** has been modified to **no later than May 05, 2021 at 11h00 EST**.

Questions and Answers #1

- Q1.** M1 and M3 - Could you kindly clarify the following questions we have with regards to your Travel RFP: Regarding resumes of team, is it sufficient to provide bios of relevant experience for each proposed team members or do you require full resumes?
- R1.** The Senate's confirms that bios are fine as long as it lists the relevant experience for each proposed resource and addresses the submission requirements.
- Q2.** M4. Do you require the designated Account Manager to be bilingual as well as the fulfillment counsellor team and team leader?
- R2.** The Senate requires that one resource be fully bilingual.
- Q3.** M8. All travel agencies in Canada use either Sabre, Travelport or Amadeus as their GDS to book air, car and hotel. None of these GDS's store their information in Canada. So technically, no travel agency in Canada would be able to service the Senate travel given the mandatory requirement to have all information stored in Canada. Can you clarify this requirement given this fact please?



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R3. Senate data containing client personal or payment information, or electronic correspondence that is retained by the travel agency in their company files must be stored in Canada. This requirement does not apply to any information that the Bidder must transmit/share to book via the GDS providers in the context of providing service to the Senate. The Senate of Canada is modifying Mandatory requirement M8:

Delete:

Mandatory Criteria	Submission Requirements	Met / Not Met	Cross Reference
<p>M8. Data stored in Canada The Bidder must confirm in writing that all data pertaining to the Senate of Canada must be stored in Canada.</p>	<p>In order to meet this Mandatory requirement, the Bidder must provide:</p> <ul style="list-style-type: none"> • a statement indicating compliancy with the mandatory requirement. <p>This information must be provided under Mandatory Criterion (M8) in your submission.</p> <p>Failure to provide the information specified will result in your bid being given no further consideration.</p>		

Replace with:

Mandatory Criteria	Submission Requirements	Met / Not Met	Cross Reference
<p>M8. Data stored in Canada The Bidder must confirm in writing that Senate data containing client personal or payment information or electronic correspondence retained by the travel agency in their company files must be stored in Canada. Note: This requirement does not apply to any information that the</p>	<p>In order to meet this Mandatory requirement, the Bidder must provide:</p> <ul style="list-style-type: none"> • a statement indicating compliancy with the mandatory requirement. <p>This information must be provided under Mandatory Criterion (M8) in your submission.</p> <p>Failure to provide the information specified will result in your bid being given no further consideration.</p>		



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Mandatory Criteria	Submission Requirements	Met / Not Met	Cross Reference
Bidder must transmit/share to book via the GDS providers in the context of providing service to the Senate.			

Q4. Under Annex A SOW:

- a) Does the Senate currently use an online booking tool for reservations?
- b) If Yes, then what online tool is utilized and what percentage is booked online vs. full service?

R4.

- a) No
- b) n/a

Q5. Regarding pricing Annex B:

- a) Does the Senate have a preferred airline contract? If so which carrier.
- b) What percentage of the Senate travel is broken down by domestic, transborder, international?
- c) How many hotel and car bookings are done in a year? Approximately.

R5.

- a) No.
- b) The Senate does not compile this information however the vast majority of travel is domestic, with limited travel to the US and rare international travel.



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- c) For details on Senate Committee travel please access the following link:
<https://sencanada.ca/en/committees/report/73921/42-1>. The Senate does not usually do car bookings.
- Q6.** This procurement is strictly for the committees branch and senate administration and has no impact on the ability of individual senators to use other travel agencies for travel under the 64 point system to and from their constituencies . Please advise.
- R6.** Yes, the resulting contract is only for committee related business.
- Q7.** Mandatory requirements and Technical requirements: For longer answers that would encompass the needs outlined in the SOW, are they to be put in the corresponding cell or can a separate document be prepared and the cell contain a reference page and number to that document?
- R7.** Yes, for longer answers you can use a separate document and put the reference page and number in the corresponding cell.