



NEGOTIATED REQUEST FOR PROPOSAL / ADDENDUM #1

NRFP #DC-2021-AK-04 Travel Management Services

Close Date/Time:

June 24, 2021
14:00 hours
Pacific Time

Issue Date: June 18, 2021

From: CTC Procurement

To: All Vendors

E-mail: procurement@destinationcanada.com

Below are the answers to the questions submitted in regards to the above noted NRFP as of June 8, 2021.

Q1. What is your current travel volume for:

Year	Air	Hotel	Car
2019	-	-	-
2021 (Estimated)	-	-	-
2022 (Estimated)	-	-	-

Answer: Additional breakdown of travel spend and volumes will be provided at a later date to the shortlisted proponent(s).

Q2. Can you provide a further breakdown of the total anticipated volume for:

- Internal Board and CTC Events
- FAM Groups
- Corporate business travel
- Can you please share the number and size of groups that will require travel management?

Answer: Additional breakdown of travel spend and volumes will be provided at a later date to the shortlisted proponent(s).

Q3. What is the current process of booking groups?

Answer: Depending on the type of travel request, the process is currently managed by the relevant CTC business unit with assistance from the Travel Management Company.

Q4. Do you currently have access to booking tools for managing group travel?

Answer: No the CTC does not have access to a booking tool for managing group travel.

Q5. Can you provide a copy of your current travel policy?

Answer: This information is an internal document and it will be shared at a later date with the shortlisted proponent(s). In the meantime proponents can refer to the Treasury Board¹ Secretariat.

Q6. Which OBT are you currently using and what is the adoption rate?

Answer: The CTC currently uses Concur as an Online Booking Tool (OBT). The 2019 online adoption rate was 36%. Furthering the adoption may be dependent on the capabilities of the chosen Online Booking Tool.

Q7. Will travel be requested for by travel arrangers, travelers themselves or both?

Answer: Both travel arrangers and travellers themselves may request/book travel.

Q8. Does the CTC use central billing to book travel, or do travellers use their own personal/corporate cards?

Answer: The CTC uses central billing cards.

Q9. Does Destination Canada use a travel request form in any capacity?

Answer: Yes, the CTC uses a travel request form. However, CTC is currently undergoing operational transformation project. The current travel request form system may be subject to change depending on the outcome of the transformation project.

Q10. In reference to the CTC Internal Records Management Policy requirements (Appendix 6), could you please share some specific information pertaining to data retention, (i.e., what would CTC's expectations be around retention/destruction of data, including timeframe? What is your online adoption rate? What is your online adoption goal?)

Answer: No details regarding data retention beyond the ones included in the CTC Internal Records Management Policy will not be shared at this time. Further details will be provided to the winning proponent. The 2019 online adoption rate was 36%. CTC expects to engage with the winning proponent to establish an online adoption goal.

¹ <https://www.canada.ca/en/treasury-board-secretariat/services/travel-relocation/travel-government-business.html>