



QUESTIONS AND ANSWERS

RFx002170 – Travel Mgmt. Services RFP

Date: September 5, 2023

No.	Proponent's Question	CMHC Response
1	<p>1.1 In Part 2 of the DDP paragraph 2.1.1 you refer to " Mandatory submission requirements will be reviewed to determine which proposals meet all of these requirements at the time of proposal submission, such as licences or certificates .". However, no certifications or licenses are mentioned in Appendix C – 1. What certificates or licenses do you expect from us?</p> <p>1.2 Usually, we provide a set of administrative documents for our applications, such as the Registraire des entreprises, the attestation of insurance, and the attestation from Revenu Québec. Unless I am mistaken, these documents are not required for our response. Are there any specific administrative documents you expect from us?</p> <p>1.3 In the event that you do not require any additional documents, we understand that our response will need to include the RFP with our completed parts, as well as Annex C-1 and Annex B. Is that correct?</p>	<p>1.1 Completion of Appendix A is a mandatory submission requirement.</p> <p>1.2 The mandatory documents requested would be listed in Appendix A and/or Appendix C. Other administrative documents can be submitted for information purposes but are not mandatory.</p> <p>1.3 Yes, this is correct. As well, any proposed changes to Appendix D – Draft Contract must be included with bid submission.</p>
2	<p>2.1 Is the data location requirements negotiable?</p> <p>2.2 Can we provide pricing that is not transaction based, but rather based on salary & benefits for the two (2) requested dedicated agents? Alternatively for transactional based pricing for dedicated agents, a minimum transaction commitment is required.</p>	<p>2.1 Mandatory Criteria No. 16 has been moved to the Rated Criteria No. 13. Please see Amendment No. 1 to the RFP.</p> <p>2.2 Please submit your alternative proposals for consideration, consulting Appendix C which demonstrates our recent Sales Volumes.</p>

<p>3</p>	<p>3.1 Completing Annex B--- Appendix 1, we have a question concerning lines 46 and 47 of Annex B "Billing configuration" and "Commission processing ", we do not understand to which commissions this refers. Can you elaborate, please?</p>	<p>3.1 Billing configuration relates to the means with which CMHC is to pay for Travel Management Services, such as monthly invoicing. Commission processing refers to the means with which the Travel Management Company will pay out travel product commissions to CMHC</p>
<p>4</p>	<p>4.1 Does CMHC expect travel volume to return to pre-pandemic levels (e.g., 2017 to 2019)?</p> <p>4.2 Please share CMHCs annual travel budget for the next three years (if budgets are not yet defined, please provide a forecast)</p> <p>4.3 If you could change one thing about your current travel management company:</p> <ul style="list-style-type: none"> a. what would it be? b. why? c. should this change not take effect, how would it impact CMHC? <p>4.4 If you could change one thing to improve your online booking tool:</p> <ul style="list-style-type: none"> a. what would it be? b. why? c. should this change not take effect, how would it impact CMHC? <p>4.5 If you could change one thing to improve your traveller experience:</p> <ul style="list-style-type: none"> a. what would it be? b. why? c. should this change not take effect, how would it impact CMHC? <p>4.6 Are CMHC travellers authorized to charge travel reservations to their (personal or business) credit card?</p> <p>4.7 Does CHMC have a centralized credit card that may be used to secure travel reservations?</p> <p>4.8 What expense management software is CMHC using (e.g., SAP Concur)?</p>	<p>4.1 CMHC is unable to provide forecasting on sales volumes.</p> <p>4.2 Our publicly disclosed corporate plan includes our forecasted travel budget as follows:</p> <ul style="list-style-type: none"> 8.3M for 2024 7.2M for 2025 7.1M for 2026 <p>4.3 CMHC does not comment on other providers performance.</p> <p>4.4 CMHC has requested information on proponent’s online booking tool.</p> <p>4.5 CMHC has requested that proponents detail the traveller experience they offer.</p> <p>4.6 CMHC’s travel program uses travelers personal credit cards as forms of payment.</p> <p>4.7 see 4.6.</p> <p>4.8 CMHC uses Microsoft Dynamics 365 FO for expense management.</p> <p>4.9 CMHC does not comment on other providers tools.</p> <p>4.10CMHC has all of the above travel risk mitigation solutions in place today.</p> <p>4.11CMHC aligns with Treasury Board guidelines.</p> <p>4.12CMHC spend ratio per airline from July 1, 2022, to June 30, 2023, for each of the following:</p>

<p>4.9 What online booking tool is CMHC using (e.g., SAP Concur)?</p> <p>4.10 Does CMHC have any of the the following travel risk mitigation solutions in place today (please indicate yes/no for each):</p> <ul style="list-style-type: none"> a. Destination risk advisory (updates prior to/during travel) b. Real-time traveller tracking (updates during travel) c. Emergency evacuation (physical traveller extraction) d. Travel insurance - emergency medical <p>4.11 Does CMHC have a travel risk management policy? If yes, please attach.</p> <p>4.12 If CMHC has preferred airline agreement(s) please provide sales volume from July 1, 2022, to June 30, 2023, for each of the following:</p> <ul style="list-style-type: none"> a. Air Canada b. Westjet c. Porter <p>4.13 Please provide the advance purchase rate (e.g., average # of days between reservation and travel) from July 1, 2022, to June 30, 2023</p> <p>4.14 If CMHC has preferred hotel agreement(s) please provide the sales volume from July 1, 2022, to June 30, 2023, for your top 5 hotel partners.</p> <p>4.15 If CMHC has preferred vehicle rental agreement(s) please provide the sales volume from July 1, 2022, to June 30, 2023, for your top 3 vehicle rental partners.</p> <p>4.16 Is CMHC a participant in the Federal Government travel program (e.g., preferred rates for air, hotel and/or vehicle)?</p> <p>4.17 When did CMHC last release an RFP for Travel Management Services (prior to 2023)?</p> <p>4.18 Is the incumbent TMC participating in this process?</p>	<p>Air Canada – 44% Westjet – 14% Porter– 15%</p> <p>4.13 CMHC Advance Purchase rate is 55% booked 14 days or more in advance.</p> <p>4.14 CMHC doesn't have a Preferred hotel agreement.</p> <p>4.15 CMHC doesn't have a Preferred car rental agreement.</p> <p>4.16 CMHC is a participant in the Federal Government travel program for air/hotel and car rentals.</p> <p>4.17 CMHC's last Travel Management Services RFP was in 2014.</p> <p>4.18 CMHC receives proposals after the bid closing deadline and cannot divulge information on other proponents.</p>
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