

SENATE



SÉNAT

CANADA

REQUEST FOR PROPOSAL (RFP)

Subject:

Travel and Related Services

For further details, please refer to the Statement of Work attached as **Annex "A"** of this document.

Issue Date:**April 14, 2021****Closing Date and Time:****May 12, 2021 at 11:00 EST****RFP No:****SEN-001 21/22**

SENATE INFORMATION

For all inquiries the contracting authority is:

Contact: Kelly Shields
Title: Senior Procurement Officer
Address: 40 Elgin Street, Room 1163
 Ottawa, ON K1A 0A4, Canada
Telephone no: 613-995-8888
E-mail: Proc-appr@sen.parl.gc.ca

Bids can be delivered by **e-mail only** to the address of the Contracting Authority below.

E-mail: Proc-appr@sen.parl.gc.ca

PLEASE MARK ALL CORRESPONDANCE WITH THE RFP NUMBER INDICATED ABOVE.

BIDDER SIGNATURE BLOCK

The Bidder offers and agrees to provide the Senate of Canada, upon the terms and conditions set out herein, including attachments to this document, the services listed herein and on any attachment at the prices (s) set out, therefore.

The Bidder must have the legal capacity to contract. If the Bidder is a sole proprietorship, a partnership or a corporate body, the Bidder must provide, if requested by the Contracting Authority, a statement and any requested supporting documentation indicating the laws under which it is registered or incorporated together with the registered or corporate name and place of business. This also applies to Bidders submitting a bid as a joint venture.

Name of Firm:

Name of Representative:

Authorized Signature:

Date:

Position Title:

Email Address:

Telephone Number:

Fax Number:

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PART 1 - GENERAL INFORMATION

1. Introduction

The bid solicitation is divided into six (6) parts plus four (4) annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
 - Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
 - Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
 - Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
 - Part 5 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract;
 - Part 6 Terms of work and Payment
-
- Annex A Statement of Work;
 - Annex B Basis of Payment;
 - Annex C Language Proficiency
 - Annex D Direct Deposit Form

2. Summary

The Senate of Canada (henceforth Senate) is seeking proposals to establish a contract for travel and related services at competitive rates as described in “Annex A” – Statement of Work.

The service contract would be valid for a period of three (3) years from the date of contract award, with the option to renew the contract for two (2) additional 1-year periods as defined at Annex “A” – Statement of work.

3. Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within **five (5) working days** of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

4. Bid Submission Language

Submissions will be accepted in English or French.

5. Key Terms and Definitions

Terms	Definitions
Account Manager	an employee of the Contractor and who manages the relationship between the Senate of Canada and the Contractor. Does not manage the running of the project
Bidder	the person or entity submitting a bid to perform a contract for the purchase of services. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.
Contract Price	the amount expressed in the contract to be payable to the Contractor for the finished work
Contracting Authority	means the person designated in this RFP and any resulting Contract, or by notice to the Bidder, to act as the representative of the Senate of Canada of any resulting contract.
Day	means working day unless otherwise specified
NCR	National Capital Region
Senate	the Senate of Canada
SOW	the whole of the goods/services, materials, matters and things required to be done, furnished and performed in order to carry out the contract including all services to be delivered.

Terms	Definitions
RFP	Request for Proposal
Responsive Bid	a bid that complies with the invitation to bid and all prescribed
Work	as per defined in the SOR

PART 2 – BIDDER INSTRUCTIONS

1. Prelude

- I. The Senate of Canada invites “Bidders” to respond to this Request for Proposal to provide the Senate with travel and related services as described in Annex “A” – Statement of Work (SOW) and in accordance with the stated mandatory requirements set forth in this Request for Proposal (RFP).

2. Signature Requirement

- I. Page 1 of this RFP must be completed, signed, dated and returned with your mandatory requirements bid thereby acknowledging having read, understood and accepted the complete bid package and all addendums issued.
- II. The Chief Executive Officer or a designate that has been authorized to commit the Bidder to contracts must sign the RFP.
- III. Failure to sign the cover page may result in the disqualification of the bid.

3. Irrevocable Bids

- I. Bids will remain open for acceptance for a period of not less than **ninety (90) days** from the closing date of the RFP.
- II. The Senate of Canada reserves the right to seek an extension of the bid validity period from all responsive Bidders in writing, within a minimum of **five (5) days** before the end of the bid validity period. If the extension is accepted by all responsive Bidders, the Senate of Canada will continue with the evaluation of the bids. If the extension is not accepted by all responsive Bidders, the Senate of Canada will, at its sole discretion, either continue with the evaluation of the bids of those who have accepted the extension or cancel the bid.

4. Cost Related to the Preparation of Bids

- I. No payment direct or indirect will be made for costs that may be incurred relative to the preparation or submission of a bid in response to this RFP. All electronic documents shall become the property of the Senate of Canada and will not be returned.

5. Joint Venture

- I. A joint venture is an association of two or more parties who combine their money, property, knowledge, expertise or other resources in a single joint business enterprise, sometimes referred as a consortium, to bid together on a requirement. Bidders who bid as a joint venture must indicate clearly that it is a joint venture and provide the following information:
 - a. the name of each member of the joint venture;
 - b. the Procurement Business Number of each member of the joint venture;
 - c. the name of the representative of the joint venture, i.e. the member chosen by the other members to act on their behalf, if applicable;
 - d. the name of the joint venture, if applicable.
- II. If the information is not clearly provided in the bid, the Bidder must provide the information on request from the Contracting Authority.
- III. The bid and any resulting contract must be signed by all the members of the joint venture unless one member has been appointed to act on behalf of all members of the joint venture. The Contracting Authority may, at any time, require each member of the joint venture to confirm that the representative has been appointed with full authority to act as its representative for the purposes of the RFP and any resulting contract. If a contract is awarded to a joint venture, all members of the joint venture will be jointly and severally liable for the performance of any resulting contract.

6. Inquiries and Communications

- I. The Contracting Authority for all inquiries and other communications regarding this RFP is stated on the cover page of this document. All communication or inquiries must be directed **ONLY** to this person. Non-compliance with this condition for that reason alone may result in the disqualification of Bidder’s bid.
- II. 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**. Enquiries received after that time may not be answered. Bidders should reference as accurately as possible the

numbered item of the RFP to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable the Senate of Canada to provide an accurate answer. Enquiries that are of a proprietary nature must be clearly marked “proprietary” at each relevant item. Items identified as “proprietary” will be treated as such except where the Senate of Canada determines that the enquiry is not of a proprietary nature. The Senate of Canada may edit the question(s) or may request that the Bidder do so, in order that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by the Senate of Canada.

- I. To ensure the equality of information among Bidder, answers to enquiries which are relevant to the RFP will be provided to all Bidders simultaneously via Buy and Sell without revealing the sources of the inquiry.

7. Provision of False or Incorrect Information

- I. The Senate of Canada will reject any bids found to contain false, incorrect or misleading information. It is the responsibility of the Bidder to ensure that all information provided is accurate, clear and easily understood. Furthermore, the Senate of Canada may refer cases of fraudulent misrepresentation to the Royal Canadian Mounted Police for potential criminal investigation.

8. Price Justification

- I. In the event that there is a sole responsive bid received, the Bidder must provide, on the Senate of Canada's request, one or more of the following price justifications:
 - a. a current published price list indicating the percentage discount available to the Senate; or
 - b. a copy of paid invoices for similar services provided to other clients; or
 - c. a price breakdown showing the cost of direct labor and profit; or
 - d. price or rate certifications; or
 - e. any other supporting documentation as requested by the Senate.

9. Conflict of Interest – Unfair Advantage

- I. In order to protect the integrity of the procurement process, Bidders are advised that the Senate of Canada may reject a bid in the following circumstances:
 - a. if the Bidder, any of its affiliates or subcontractors, any of their respective employees or former employees was involved in any manner in the preparation of the RFP or in any situation of conflict of interest or appearance of conflict of interest;
 - b. if the Bidder, any of its affiliates or subcontractors, any of their respective employees or former employees had access to information related to the RFP that was not available to other Bidders and that would, in the Senate's opinion, give or appear to give the Bidder an unfair advantage.
- II. The experience acquired by a Bidder who is providing or has provided the services described in the RFP (or similar services) will not, in itself, be considered by the Senate as conferring an unfair advantage or creating a conflict of interest. This Bidder remains however subject to the criteria established above.
- III. Where the Senate intends to reject a bid under this section, the Contracting Authority will inform the Bidder and provide them with an opportunity to make representations before making a final decision. Bidders who are in doubt about a particular situation should contact the Contracting Authority before bid closing. By submitting a bid, the Bidder represents that it does not consider itself to be in conflict of interest nor to have an unfair advantage. The Bidder acknowledges that it is within the Senate's sole discretion to determine whether a conflict of interest, unfair advantage or an appearance of conflict of interest or unfair advantage exists.

10. Ownership of RFP documents

- I. This RFP and all supporting documentation have been prepared by the Senate and remain the sole property of the Senate, Ottawa, Canada. The information is provided to the Bidder solely for its use in connection with the preparation of a response to this RFP and shall be considered to be proprietary and confidential information of the Senate. These documents are not to be reproduced, copied, loaned or otherwise disclosed directly or indirectly, to any third party except those of its employees having a need to know for the preparation of the Bidders response, and the Bidder further agrees not to use them for any purpose other than that for which they are specifically furnished.

11. Funding Approvals

- I. Bidders should note that all contract awards are subject to the Senate of Canada's internal approvals process which includes the requirement of obtaining internal approvals should funding requirements exceed internal budgets for any proposed contract. Despite the fact that a Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to the Senate of Canada's internal policies. If approval is not granted, a contract cannot be awarded.

12. Applicable Laws

- I. Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **Ontario**.

13. Level of Security

- I. The level of security clearance required by everyone working on any resulting contracts shall be "**Site Access**". A credit check can be performed when the duties or task to be performed require it or in the event of a criminal record based on the type of offense. The Senate reserves the right to raise the level of the required security clearance as needed.

PART 3 – BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

The Senate of Canada requests that Bidders provide their bid in separate electronic files in a single transmission as follows:

- File I: Mandatory Criteria (one soft copy in PDF format) and Page 1 of the RFP signed
- File II: Technical Bid (one soft copy in PDF format)
- File III: Financial Bid – Annex “B” – Basis of Payment (one soft copy in PDF format)
- File IV: Annex «D» - Direct Deposit Form (one soft copy in PDF format)

The Senate Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

- a. Use a numbering system that corresponds to the RFP.

Bidders must quote the RFP number as part of the subject line in their bid submission.

Prices must appear in the financial bid only. **Prices indicated in any other section of the bid will result in the disqualification of the bid.**

The Senate will not be responsible for any failure attributable to the transmission or receipt of the email bid. The Senate will send a confirmation email to the Bidders when the submission is received.

File I: Mandatory Criteria

- I. In the Mandatory Criteria Section of their bid, Bidders should clearly indicate how they meet each of the Mandatory Criteria outlined in Part 4 – Evaluation Procedures and Basis of Selection.

File II: Technical Bid

- I. In their Technical Bid, Bidders should demonstrate their understanding of the requirements contained in the RFP and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.
- II. The Technical Bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the RFP is not sufficient. In order to facilitate the evaluation of the bid, the Senate of Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

File III: Financial Bid - Annex “B” – Basis of Payment

- I. Pricing must include all requirements as set forth in the RFP.
- II. Bidders must submit their Financial Bid, in Canadian funds, in accordance with Annex “B” - Basis of Payment.

File IV: Annex “D” – Direct Deposit Form

- I. Bidders must complete, sign and return Annex “D” – Direct Deposit Form with their bid

PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- I. Bids will be assessed in accordance with the entire requirement of the RFP including the mandatory criteria, technical criteria and financial bid.
- II. The Senate of Canada shall conduct the RFP process in a fair manner and will treat all Bidder's equally. Objective standards and evaluation criteria will be applied uniformly to all Bidders.
- III. An evaluation team composed of representatives of the Senate of Canada will evaluate the bids.
- IV. It is the responsibility of the Bidder to ensure that their bid is clear and complete. The Senate of Canada reserves the right to contact any Bidder during the evaluation of bids to obtain clarifications. If the Senate of Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have **2 working days** (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to the Senate of Canada. Failure to meet this deadline will result in the bid being declared non-responsive and will receive no further consideration.

2. Mandatory Criteria

- I. Bidders must ensure full compliance with the following mandatory requirements. Failure to clearly demonstrate full compliance or provide supporting documentation will result in the disqualification of the bid
- II. The Bidder must include the Mandatory Criteria table as an Appendix in their bid and ensure that the page and paragraph number in the Bidders' Bid is indicated in the column entitled "Cross Reference" for all mandatory information included.

III.

Bidders **MUST meet all the mandatory requirements** of the RFP. No further consideration will be given to Bidders not meeting all the mandatory criteria.

The mandatory criteria are:

Mandatory Criteria	Submission Requirements	Met / Not Met	Cross Reference
M1. Bidder's Years of Experience Bidders must be licensed to provide travel services and must demonstrate that they have at least, five (5) years of experience within the last eight (8) years, providing services similar to the work requested in this RFP.	In order to meet this Mandatory requirement, the Bidder must provide the following: <ul style="list-style-type: none"> • a statement that the bidder has five (5) years of experience within the last eight (8) years, providing services similar to the work requested in this RFP • a description that demonstrate that the bidder serves clients or organizations having a number of transactions similar to the amount indicated by the Senate in RFP (approximately 200 to 400 transactions per year for air travel where the majority of air travel is domestic, i.e. within Canada) All information requested must be provided under Mandatory Criterion (M1) in your submission. Failure to provide the information specified will result in your bid being given no further consideration.		
M2. Account Manager Experience The account Manager must have a minimum of two (2) years'	In order to meet this Mandatory requirement, the Bidder must provide the following: <ul style="list-style-type: none"> • Account Managers full name 		

Mandatory Criteria	Submission Requirements	Met / Not Met	Cross Reference
<p>experience in the last five (5) years providing corporate air travel services similar to the work requested in this RFP.</p>	<ul style="list-style-type: none"> Resume - The resume will clearly demonstrate the individual's qualifications and a minimum of two (2) years' experience providing corporate air travel services similar to the work requested in this RFP. <p>All information requested must be provided under Mandatory Criterion (M2) in your submission.</p> <p>Failure to provide the information specified will result in your bid being given no further consideration.</p>		
<p>M3. Support Staff Experience</p> <p>The support staff must have a minimum of two (2) years' experience in the last five (5) years providing corporate air travel services similar to the work requested in this RFP.</p>	<p>In order to meet this Mandatory requirement, the Bidder must provide the following:</p> <ul style="list-style-type: none"> Resume - The resume will clearly demonstrate the individual's qualifications and a minimum of two (2) years' experience providing corporate air travel services similar to the work requested in this RFP. <p>All information requested must be provided under Mandatory Criterion (M3) in your submission.</p> <p>Failure to provide the information specified will result in your bid being given no further consideration.</p>		
<p>M4. – Bilingualism</p> <p>The proposed professional resources must be able to provide services and any documentation in both official languages (English and French) and must meet the language proficiency – level Advanced outlined in Annex “C”.</p>	<p>In order to meet this Mandatory requirement, the Bidder must provide the following:</p> <ul style="list-style-type: none"> a statement indicating compliancy with the mandatory requirement <p>This information must be provided under Mandatory Criterion (M4) in your submission.</p> <p>Failure to provide the information specified will result in your bid being given no further consideration.</p>		
<p>M5. References</p> <p>The Bidder must provide at least two (2) references to whom they have provided similar services.</p> <p>The Senate of Canada may contact the project lead for each of the two (2) projects completed to confirm that the work was completed in a satisfactory manner. References should be available two (2) weeks after the closing of the RFP.</p> <p>Note: The Senate of Canada cannot be used as a reference.</p>	<p>In order to meet this Mandatory requirement, the Bidder must provide the following:</p> <p>The two (2) references which include the following:</p> <ul style="list-style-type: none"> client (name of the organization); project lead; phone number and/or; e-mail address; and brief history of work performed <p>All information requested must be provided under Mandatory Criterion (M5) in your submission</p> <p>Failure to provide this information will result in your bid being given no further consideration.</p>		

Mandatory Criteria	Submission Requirements	Met / Not Met	Cross Reference
<p>M6. Reporting</p> <p>The Bidder must be able to provide reporting as indicated in the SOW</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 (M6) in your submission.</p> <p>Failure to provide the information specified will result in your bid being given no further consideration.</p>		
<p>M7. Data Breach Notification</p> <p>The Bidder must provide assurances that any data breach affecting the Senate of Canada data will be communicated to the Senate as soon as the Bidder becomes aware of the breach.</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 (M7) in your submission.</p> <p>Failure to provide the information specified will result in your bid being given no further consideration.</p>		
<p>M8. Data stored in Canada</p> <p>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>		
<p>M9 – Acceptance of resulting contract clauses</p> <p>The Bidder must confirm that, should they be the successful Bidder, they acknowledge acceptance of the resulting contract clauses outlined in Part 5 – Resulting Contract Clauses.</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 (M9) in your submission.</p> <p>Failure to provide the information specified will result in your bid being given no further consideration.</p>		

3. Rated Evaluation Criteria

- I. Bids that do not clearly meet all the mandatory criteria set forth in this RFP and do not attain a minimum of **53 points** the requirements which are subject to the evaluation criteria point rating will receive no further consideration.
- II. Price is only one criterion in the evaluation of bids. The Senate of Canada is seeking best overall value and will evaluate bids on a point rating system based on evaluation criteria.
- III. The Bidder must include the Point Rated Technical Criterion table in their bid and ensure that the page and paragraph number in the Bidders' Appendix is indicated in the column entitled "Cross Reference" for all rated information included.
- IV. Bidders must include all information relating to the criteria in the Bidder's Technical Bid. All information contained within the Bidder's Technical Bid must be complete and clear in order to be evaluated. Failure to include all information may result in disqualification of the bid.

The rated evaluation criteria are:

TECHNICAL MERIT Point Rated Technical Criterion	Maximum No. of Points Available	Cross Reference Section
<p>R1. Understanding the Requirement</p> <p>The Bidder shall demonstrate their understanding of the requirement outlined in the Statement of work</p>	<p>Maximum 20 points</p> <p>1-5 points: Information provided demonstrates a minimal understanding that is relevant to the stated criteria. 6-14 points: Information provided demonstrates understanding for most but not all the elements of the rated criteria. 15-20 points: Rated criteria is dealt with in depth, information provided demonstrates a full range of in-depth understanding of all of the elements of the rate criteria.</p>	
<p>R2. Methodology and Workplan</p> <p>The Bidder shall demonstrate its proposed methodology for providing the travel and related services as described in the statement of work. The items listed in the SOW, shall be scored.</p> <p>The bidder should describe its approach to implement the services described in the Statement of Work. The following should be included in the description:</p> <ul style="list-style-type: none"> ▪ a work plan that includes the roles of all team members ▪ Afterhours contact available as and when required. ▪ delays and contingency plan. ▪ registration process for travelers and users of this service ▪ plan to obtain, maintain and update traveler profile information on each person travelling on behalf of the Senate of Canada, including seat and other preferences, frequent flyer numbers, etc., and how you will consult these files prior to each booking. ▪ confidentiality and privacy policies. ▪ Ability to provide information to travelers relative to lodging availability, costs and making reservations if requested. ▪ preferred hotel rates and/or have a preferred rate hotel program available? If so, specify the countries and most frequently booked lodging chains or hotels with which you have contracted preferential rates in the United States and Canada. 	<p>Maximum 25 points</p> <p>1-5 points: Information provided demonstrates a minimal understanding that is relevant to the stated criteria. 6-18 points: Information provided demonstrates understanding of most but not all the elements of the rated criteria. 19-25 points: Rated criteria is dealt with in depth, information provided demonstrates a full range of in-depth understanding of all of the elements of the rate criteria</p>	

TECHNICAL MERIT Point Rated Technical Criterion	Maximum No. of Points Available	Cross Reference Section
<p>R3. Quality assurance</p> <p>Provide details on quality assurance processes for service agreements including any existing method of measurement for the following including but not limited to:</p> <ul style="list-style-type: none"> ▪ Response time for telephone and/or email reservation requests ▪ Bilingual service 24/7. ▪ Customer satisfaction surveys. ▪ Customer service complaints /inquiries. ▪ Complete reservation accuracy. ▪ Information to aid in trip planning. ▪ Ability to change reservations and itineraries. ▪ Ability to cancel reservations. ▪ Identification of low-cost air fare. ▪ Accuracy of billing ▪ Any other relevant quality assurance process. 	<p>Maximum 20 points</p> <p>1-5 points: Information provided demonstrates a minimal understanding that is relevant to the stated criteria.</p> <p>6-14 points: Information provided demonstrates understanding for most but not all the elements of the rated criteria.</p> <p>15-20 points: Rated criteria is dealt with in depth, information provided demonstrates a full range of in-depth understanding of all of the elements of the rate criteria.</p>	
<p>R4. Accessibility to Disabled Persons</p> <p>The Bidder should demonstrate that their place of business is accessible to people with disabilities.</p> <p>This criterion will be evaluated in accordance with the ease of accessibility to the Bidder's place of business by disabled persons and/or employment practices in regard to the disabled.</p>	<p>Maximum 5 points</p> <p>0 points: - The Bidder cannot provide disability access.</p> <p>5 points: - The Bidder can provide disability access.</p>	
<p>R5. Green Procurement</p> <p>The Bidder shall demonstrate sound environmental practices by outlining two (2) initiatives that the bidders company has in place.</p>	<p>Maximum 5 points</p> <p>0 points: The Bidder did not demonstrate two (2) environmental practices used by their company.</p> <p>5 points: The Bidder demonstrates two (2) environmental practices used by their company</p>	
<p>Total of all the point rated technical criteria</p>	<p>75 points Maximum</p>	
<p>Minimum pass mark</p>	<p>53 points required to pass</p>	

4. Financial Evaluation

- I. The price of the bid will be evaluated in Canadian dollars, applicable taxes excluded
- II. For bid evaluation and contractor selection purposes only, the evaluated price of the bid(s) will be determined in accordance with Annex "B" - Basis of Payment.

5. Basis of Selection

Highest Combined Rating of Technical Merit (70%) and Price (30%)

A bid must comply with all the requirements of the RFP. If it is determined that a bid does not comply with any of the requirements of the RFP, such bid will be deemed non-responsive and will not be given further consideration.

The evaluation and selection process will be conducted in the following phases:

- Phase 1 – Mandatory Criteria
- Phase 2 – Technical Merit - Rated Evaluation
- Phase 3 – Determination of Highest Ranked Bidder

Phase 1 – Mandatory Criteria

In Phase 1, all bids will be evaluated for their compliance with the mandatory criteria. Any bid that fails to meet any of the mandatory criteria will be deemed non-responsive and will not be given further consideration.

Phase 2 – Technical Merit - Rated Evaluation

In Phase 2, the bids that are deemed responsive in Phase 1 will be evaluated against the rated technical criteria. If any Phase 2 bid does not obtain the required minimum overall points for the technical evaluation criteria, such bid will not be given further consideration.

Phase 3 – Determination of Highest Ranked Bidder

In Phase 3, a combined evaluation score for those bids deemed responsive in Phases 1 and 2 will be determined in accordance with the following formula:

$$\frac{\text{Technical Bid Score} \times 70}{\text{Maximum Number of Points}} + \frac{\text{Lowest Price} \times 30}{\text{Bidder's Price}} = \text{Combined Evaluation Score}$$

The Bidder with the highest combined evaluation score will be considered for the award of a contract.

In the case of a tie bid, when all factors including pricing are considered equal, a coin toss shall be used to determine which of the tied Bidders receive the award.

PART 5 - RESULTING CONTRACT CLAUSES

The following clauses and conditions shall apply to and form part of any contract resulting from this RFP.

1. Appropriate Law

- I. This contract shall be governed by and construed in accordance with the laws in force in the province of **Ontario**.

2. Assignment

- I. The contract shall not be assigned in whole or in part by the Contractor without the prior written consent of the Senate of Canada and any assignment made without that consent is void and of no effect.
- II. No assignment of the contract shall relieve the Contractor from obligations under the contract or impose any liability upon the Senate of Canada.

3. Time is of the Essence

- I. Time is of the essence in this contract.
- II. Any delay by the Contractor in performing the Contractor's obligations under the contract which is caused by events beyond the Contractor's control must be reported in writing to the Senate of Canada. This notice shall state the cause and circumstances of the delay. Furthermore, when requested to do so, the Contractor shall deliver, in a form satisfactory to the Senate of Canada, a "work around plan" including alternative sources and any other means that the Contractor will utilize to overcome the delay.
- III. Unless the Contractor complies with the notice requirements set forth in the contract, any delays that would constitute an excusable delay shall be deemed not to be an excusable delay.
- IV. Notwithstanding that the Contractor has complied with the notice requirements, the Senate of Canada may exercise any right of termination contained in the contract.

4. Indemnity against Claims

- I. Except as otherwise provided in the contract, the Contractor shall indemnify and save harmless the Senate of Canada from and against any and all claims, damages, loss, costs and expenses which they may at any time incur or suffer as a result or arising out of:
 - a. any injury to persons (including injuries resulting in death) or loss of or damage to property of others which may be alleged to be caused by or suffered as a result of the carrying out of work or any part thereof; and
 - b. any liens, attachments, charges or other encumbrances or claims upon or in respect of any materials, parts, work in progress or finished work delivered to or in respect of which any payments have been made by the Senate of Canada.

5. Inspection and Acceptance

- I. All reports, deliverables, items, documents, goods and all services rendered under the Contract are subject to inspection by the Project Authority or his/her representative. Should any report, document, good or services not be in accordance with the requirement of the Statement of Work and to the satisfaction of the Project Authority or his/her representative, as submitted, the Project Authority will have the right to reject it or require the correction at the sole expense of the Contractor before recommending payment. The Senate of Canada reserves the right of access to any records resulting from this contract.

6. Termination of Contract

- I. The Senate of Canada may immediately terminate this contract if the Contractor is for any reason unable to provide the services required under this agreement. Such termination notice shall be made in writing.
- II. The contract may be immediately terminated by the Senate of Canada if it is determined that the services provided by the Contractor are not satisfactory. Such termination notice shall be made in writing.
- III. The contract may be terminated by the Senate of Canada upon a **ten (10) days** written notice if it is determined that the work, services or goods provided by the Contractor, either in whole or in part, are no longer required.

IV. Either party may terminate this contract upon a **five (5) days** written notice.

7. Notice

- I. Any notice or other communication may be given in any manner, and if required to be in writing, shall be addressed to the party to whom it is intended at the address in the contract or at the last address of which the sender has received written notice.
- II. Any notice or other communication given in writing in accordance with paragraph 7.I shall be deemed to have been received by either party:
 - a. If delivered personally, on the day that it was delivered
 - b. If forwarded by mail, on the earlier of the day it was received or the sixth day after it was mailed
 - c. If forwarded by facsimile or electronic mail, 24 hours after it was transmitted.
- III. A notice given under Termination of Contract shall be given in writing and, if delivered personally, shall be delivered, if the Contractor is a sole proprietor, to the Contractor

8. Warranties

The Contractor warrants that:

- I. it is competent to perform the Work required under this Contract and the Contractor has the necessary qualifications, including the knowledge, skill and ability to perform the Work effectively;
- II. it shall provide under this Contract a quality of service at least equal to that which Contractors generally would expect of a competent Contractor in a like situation;
- III. it has complete authority to enter into this Contract; and
- IV. all work commenced under this contract will be completed in full.

9. Records to be kept by the Contractor

- I. The Contractor shall keep proper accounts and records of the costs of work, services, and all expenditures or commitments made by the Contractor including the invoices, receipts and vouchers. These accounts and records shall at reasonable times be open to audit and inspection by the authorized representatives of the Senate of Canada, who may make copies and take extracts therefrom.
- II. The Contractor shall not dispose of the documents referred to herein without the written consent of the Senate of Canada, but shall preserve and keep them available for audit and inspection for such period of time as may be specified elsewhere in the contract or, in the absence of such specification, for a period of two (2) years following the completion of the work.

10. Confidentiality

- I. Any information of a character confidential to the affairs of the Senate of Canada, its members or any of its employees, agents or contractors to which the contractor or any of its employees, or affiliates or subcontractors become privy as a result of services to be performed under this contract shall be treated as confidential during and after the performance of the work.

11. Safeguarding of Senate information

- I. It is a **MANDATORY REQUIREMENT** of this Contract that the Contractor insure or guarantee that all information provided under this contract be kept in Canada. If at anytime throughout the term of any resulting contract, the storage location of all information is no longer kept in Canada, the Contractor shall notify the Senate of Canada Contracting Authority immediately in accordance with Section 7- Notice of this contract.

12. Rules and Regulations

- I. In its operation, the Contractor and its employees will comply and abide by all lawful rules and regulations of the Senate of Canada which may be established from time to time, provided that no such rules or regulations shall inhibit the Contractor from exercising its rights and duties hereunder.
- II. The Contractor further understands that, to ensure fairness, openness and transparency in the procurement process, the commission of certain acts or offenses may result in a termination for default under the Contract. If the Contractor made a false declaration in its bid, makes a false declaration under the Contract, fails to diligently maintain up-to-date the information herein

requested, or if the Contractor or any of the Contractor's affiliates or subcontractors fail to remain free and clear of any acts or convictions specified herein during the period of the Contract, such false declaration or failure to comply may result in a termination for default under the Contract. The Contractor understands that a termination for default will not restrict the Senate of Canada's right to exercise any other remedies that may be available against the Contractor and agrees to immediately return any advance payments.

13. Miscellaneous Restrictions

- I. Under no circumstances shall the Contractor use any stationery with Senate of Canada letterhead to conduct business under this agreement.
- II. It is the intention of the parties that the contract is for the performance of a service or services and that the Contractor is engaged as an independent contractor providing services to the Senate and that the Contractor's Directors, Officers, Employees are not engaged as Senate employees and they are not subject to the terms and conditions of employment or privileges applicable to the employees of the Senate.
- III. No Contractor or their staff can render services or benefit from payments under a contract with the Senate if they are a family member (as defined in the Senate Administrative Rules) of the end user or of someone in a similar position who has influence over the scope of work.

14. Subcontracts

- I. The Contractor must obtain the Contracting Authority's written consent before subcontracting or permitting the subcontracting of any part of the work. A subcontract includes a contract entered into by any subcontractor at any tier to perform any part of the Work.
- II. In any subcontract, the Contractor must, unless the Contracting Authority agrees in writing, ensure that the subcontractor is bound by conditions compatible with and, in the opinion of the Contracting Authority, not less favourable to the Senate of Canada than the conditions of the Contract.
- III. Even if the Senate of Canada consents to a subcontract, the Contractor is responsible for performing the Contract and the Senate of Canada is not responsible to any subcontractor. The Contractor is responsible for any matters or things done or provided by any subcontractor under the Contract and for paying any subcontractors for any part of the Work they perform.

15. No Implied Obligations

- I. It is the intention of the parties that this agreement is for the provision of services. The Contractor is engaged as an independent contractor providing services in accordance with this contract, to the Senate of Canada. The Contractor's directors, officers, employees and agents are not engaged as Senate employees and are not subject to the terms and conditions of employment applicable to the employees of the Senate of Canada.

16. Performance

- I. The Contractor shall report the performance under this contract to the Senate of Canada in whatever format and frequency that the Senate of Canada may require.

17. Amendments to the Contract

- I. No person other than the Manager of Procurement Services or their designate can amend this contract in any form. Any changes to the original contract must be made in writing.

18. Ownership of Intellectual and Other Property Including Copyrights

- I. Documents and information ("work") produced by the Contractor in the performance of this contract as well as the copyrights in and to the work, shall vest in and remain the property of the Senate of Canada.
- II. Work shall be marked with the following copyright notice: © Senate of Canada (year)

19. Conflict of Interest

- I. The Contractor declares that the Contractor has no pecuniary interest in the business of any third party that would cause a conflict of interest or seem to cause a conflict of interest in carrying out the work. Should such an interest be acquired during the life of the contract, the Contractor shall declare it immediately to the Senate.

- II. It is a term of this contract that no former public office holder who is not in compliance with the Conflict of Interest Act shall derive a direct benefit from this contract.

20. Discrimination and Harassment in the Workplace

- I. The Contractor declares that the Contractor its directors or officers have not suffered any judgments in regard to legislation pertaining to discrimination or harassment in the workplace.
- II. If such judgments are made against the Contractor, its directors or officers during the life of this Contract, the Senate of Canada reserves the right to immediately terminate the Contract. In such cases, the Senate of Canada shall only be liable for payment for services performed.
- III. No other costs or fees shall be due or payable by the Senate of Canada.

21. Health and Safety

- I. The Contractor, while working in the Senate workplace, must comply with the Senate Policy on Occupational Health and Safety and the Guidelines promoting a scent-free work environment. Particularly this entails:
 - a. Refraining or minimizing the use of scented products while in the Senate workplace;
 - b. Taking all reasonable measures to protect the health and safety of every employee and other person granted access to the workplace for work purpose; and
 - c. No smoking in any buildings or within the vicinity (or within 9 meters) of entrances, exits, windows or air intakes of Senate occupied buildings in the Parliamentary Precinct.
- II. If contractors breach those duties and responsibilities, corrective action will be taken which could include measures up to contract termination. The Senate Policy on Occupational Health and Safety and the Guidelines promoting a scent-free work environment will be available upon request.

22. Advertisement

- I. The Contractor shall not without prior written consent from the Senate, advertise or publicize any work performed to the Senate of Canada. Breach of this clause is considered to be a breach of confidentiality and will result in the removal of the Contractor from Senate source files.

23. Entire Contract

- I. This contract constitutes the entire contract between the parties with respect to the subject matter of the contract and supersedes all previous negotiations, communications and other contracts relating to it unless they are incorporated by reference in the contract.

24. Authorities

I. Contracting Authority

The Contracting Authority for the Contract is:

Kelly Shields
Senior Procurement Officer
Finance and Procurement Directorate
The Senate of Canada
40 Elgin Street, 11th floor
Ottawa, ON K1A 0A4

Telephone: 613-995-8888
E-mail: Proc-appr@sen.parl.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

II. Project Authority

The Project Authority for the Contract is:

To be Determined

The Project Authority is the representative of the department for whom the Work is being carried out under the Contract and is responsible for the successful completion of the project. The Project Authority has the ultimate authority on all aspects for the project. The Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

III. Contractor's Representative

The Contractor's representative for the Contract is:

Account Manager:

Name: xxxx
Title: xxxx
Phone: xxxx
Email: xxxx

Backup:

Name: xxxx
Title: xxxx
Phone: xxxx
Email: xxxx

25. Replacement of Specific Individuals

- I. If specific individuals are identified in the Contract to perform the Work, the Contractor must provide the services of those individuals unless the Contractor is unable to do so for reasons beyond its control.
- II. If the Contractor is unable to provide the services of any specific individual identified in the Contract, it must provide a replacement with better than or equivalent qualifications and experience. The replacement must meet the criteria used in the selection of the Contractor and be acceptable to the Senate of Canada. The Contractor must, as soon as possible, give notice to the Contracting Authority of the reason for replacing the individual and provide the name, qualifications and experience of the proposed replacement.
- III. The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that a replacement stop performing the Work. In such a case, the Contractor must immediately comply with the order and secure a further replacement in accordance with subsection II. The fact that the Contracting Authority does not order that a replacement stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.

26. Priority of Documents

- I. If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.
 - a. the articles of the Contract;
 - b. articles of the Request for Proposal including all annexes;
 - c. the Contractor's Bid dated *(To be identified upon contract issuance)*.

27. Proactive Disclosure

- I. All contracts awarded by the Senate of Canada must reflect fairness in the spending of public funds. The Senate of Canada is obligated to report every quarter on its website, all contract awarded that have a value of more than \$10,000.00 or whose value has exceeded \$10,000.00 via amendment.

PART 6 – TERMS OF WORK AND PAYMENT

1. Period of the Contract

- I. The Contractor shall, **from October 1, 2021 to September 30, 2024**, provide Travel Services as outlined in the Statement of Work.

2. Option to Extend the Contract

- I. The Contractor grants to the Senate of Canada the irrevocable option to extend the term of the contract by up to two (2) additional one (1) year periods under the same conditions, rates to be negotiated.
- II. The Senate of Canada may exercise this option at any time by sending a written notice to the Contractor at least **thirty (30) days** before the Contract expiry date. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

3. Contract Amount

- I. The Contractor will be paid for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment, to a limitation of expenditure TBD upon contract award for the initial three (3) years plus the two (2) option years, plus Applicable Taxes.

4. Price Escalation and Cost

- I. Upon Contract award, all prices quoted in the Contractor's offer will remain firm for a period of five (5) years. Thereafter, on an annual basis, the Contractor may review the price and may propose increases.
- II. The Contractor must provide the Senate of Canada with a thirty (30) day written notice for any increase in cost of goods or services proposed. Once this notification is received and accepted by the Senate of Canada, prices will remain firm until the next option period is exercised.

5. Basis of Payment

- I. In consideration of the Contractor satisfactorily completing all of its obligations under the Price Escalation and Cost
- II. Contract, the Contractor will be paid in accordance with rates specified in Annex "B" - Basis of Payment.
- III. The Senate of Canada will not entertain any charges which are not specified in the Basis of Payment.

6. Invoicing

- I. The Contractor shall submit a detailed invoice for each key deliverable which must include, at a minimum, the date(s) the service was performed, the service, number of hours or the cost and the contract reference number.

- II. The Contractor's certified invoice shall be forwarded to:

**The Senate of Canada
Finance and Procurement Directorate
40 Elgin Street, 11th floor
Ottawa, Ontario
K1A 0A4 Canada**

or by e-mail at: finpro@sen.parl.gc.ca

- III. The invoice must be reviewed and signed by the Project Authority or their delegated authority before payment is issued.

- IV. The travel agency shall send the Senate of Canada an itemized invoice for each ticket which must include among others the following information:

- a. Airline name
- b. Date the ticket was issued
- c. Traveler's surname/name
- d. Departure/destination points
- e. Travel dates
- f. Actual ticket cost (including taxes)

- g. Applied service fee(s)
 - h. Senate of Canada responsibility centre and project code numbers
- V. Payment by the Senate to the Contractor for work shall be made:
- In the case of a progress payment other than the final payment, within thirty (30) days following the date on which a claim for progress payment is received according to the terms of the contract;
 - In the case of a final payment, within thirty (30) days following the date of receipt of a final invoice for payment, or within thirty (30) days following the date on which the work is completed, or the goods delivered and accepted, whichever date is the later;
- VI. If the Senate has any objections to the invoice, written notification of the nature of such objections shall be forwarded to the Contractor.

7. Method of Payment

- I. Direct Deposit: the Senate of Canada can deposit directly all payments into the individuals/corporation's account. Please submit a completed direct deposit form at Annex D with your bid.
- II. Payments will be addressed and mailed to the name and address indicated on the first page of the contract.

8. Sales Tax

- I. The Senate of Canada is exempt from Provincial Sales Taxes.
- II. PST Exemption No.: Ontario 11708174G / Quebec: 10-0813-5602-P
- III. The Applicable Taxes are not included in the contract amount.
- IV. The Applicable Taxes must be listed as a separate line item on all invoices.

9. Interest on Overdue Accounts

For the purpose of this section:

- I. An amount is "due and payable" when it is due and payable by the Senate to the Contractor according to the terms and conditions of the contract.
- II. An amount is overdue when it is unpaid on the first day following the day upon which it is due and payable.
- III. "Date of payment" means thirty (30) days from the date of receipt of the invoice at the Senate.
- IV. The "Bank Rate" shall be the average Bank of Canada discount rate for the previous month, plus 3 per cent.
- V. The Senate shall be liable to pay simple interest at the Bank rate on any amount which is overdue from the day such amount became overdue until the day prior to the date of payment inclusively; however, interest will not be payable nor paid unless the amount has been outstanding (unpaid) for more than fifteen (15) days following the due date. Interest shall only be paid when the Senate is responsible for the delay in paying the Contractor. In the event that the Senate is not responsible for the delay in paying the Contractor, no interest shall be paid.
- VI. The Senate shall not be liable to pay the Contractor any interest on unpaid interest.

ANNEX A – STATEMENT OF WORK (SOW)

1. TITLE

The Provision of Travel and Related Services for the Senate of Canada

2. OBJECTIVE

The objective is for a Travel agency to provide travel and related services in order to assist the Senate of Canada's Committees Directorate with its travel arrangements needs.

3. BACKGROUND

There is a request for travel and related services for the Senate of Canada with the primary user being the Committees Directorate. Senate committees perform important work for Canadians, including reviewing legislation and conducting special studies. Most committee work takes place in Ottawa; however, committees travel within Canada or internationally on occasion in relation to their work. These trips can occur on short notice and can have a variety of complex logistical details. As these trips can be of an ad hoc nature, there is no guarantee of the number of destinations, travelers, or amounts to be spent per fiscal year.

For committee travel, it is estimated that there will be 200-400 transactions per year with a total estimate of \$200k-\$350k spent on airfare. Occasionally, there may be the need to book hotels or ground transportation through the travel agency.

Senate committees require the support of a travel agency, as travel routes are often complex, booked on short notice and require multiple changes leading up to departure and during the travel. It is essential to have 24/7 access to a bilingual live agent in cases of emergency.

4. SCOPE

The Senate of Canada has identified a need for travel agency services, to serve the Committees Directorate, to obtain domestic and international flights, charter aircraft, and to a lesser extent, rail tickets at competitive rates. Some hotel and ground transportation may also be required. The travel agent would also be expected to provide assistance in reducing travel expenses by proposing alternate routes and fare advice.

5. TERM

The duration of this contract is for a period of three (3) years from the date of contract award.

The Contractor will grant the Senate of Canada the irrevocable option to extend the term of this contract by up to two (2) additional one (1) year periods under the same Terms and Conditions.

6. TASKS

- I. Travel agents:
 - a) The travel agency shall provide a bilingual dedicated team of travel agents to support the travel and other related needs of the Senate of Canada.
 - b) The travel agents will create and maintain files or profiles on each person travelling on behalf of the Senate of Canada (senators, committee staff, senators' staff, technical staff), including seat, meal and other preferences, frequent flyer numbers, etc., and will consult these files prior to each booking.
- II. Hours of operation:
 - a) The travel agency shall provide travel and other related services and shall be accessible by telephone and email from 8:00 a.m. to 5:30 p.m. EST during regular business days.
 - b) The travel agency shall provide 24 hours a day access to an emergency service via a toll-free number including services on weekends and official holidays in case emergency travel service is required; service shall be available in both official languages at all times.
 - c) Afterhours contact available as and when required
- III. Reservation and Ticketing:
 - a) For every request sent by the Senate of Canada, the travel agency shall prepare quotations, make bookings and prepare appropriate itineraries based on the specifications provided.
 - b) The travel agency shall promptly issue and deliver electronic tickets and detailed itineraries (in electronic format) showing the accurate information on all segments of the journey, in English or French (as specified by travelers and/or travel coordinators).

- c) The travel agency shall advise the Senate of Canada of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.
 - d) For wait-listed bookings, the travel agency shall provide regular daily feedback on the status of the flight.
 - e) The travel agency shall reconfirm and revalidate airline tickets, and re-issue tickets which are returned as a result of changed routing or fare.
 - f) delays and contingency plan
- IV. Airfares, Airlines and Rail Routings / Itineraries:
- a) The travel agency shall propose fares/airline routings and guarantee that it shall provide the best options including the most direct and economic routing and the lowest available airfare in the class requested for the journey concerned.
 - b) The travel agency shall advise on market practices and trends that could result in further savings for the Senate of Canada.
 - c) The travel agency shall provide all travelers advance seat assignments and, where requested, advance boarding passes on all airlines for which the travel agent can offer these services. The travel agency is expected to expand these services as they become available on additional carriers.
 - d) The travel agency shall also provide the above services where applicable for rail travel.
 - e) The travel agency shall research and obtain quotes and/or book charter aircraft and shall provide advice in cases where charter aircraft may be more practical or economical for travelling delegations.
- V. Travel Information / Advisories:
- a) The travel agency shall provide the Committees Directorate with a complete automated itinerary document for each traveler. It should include carrier(s), flight and voyage numbers, seat numbers, departure and arrival time(s) for each segment of the trip, etc., in English or French (as specified by travelers and/or travel coordinators).
 - b) The travel agency shall inform travelers and/or travel coordinators, prior to booking confirmation, of required documentation, flight/ticket restrictions, involuntary stop-overs, hidden stops, and other inconveniences of the itinerary, in English or French (as specified by travelers and/or travel coordinators).
 - c) The travel agency shall provide travelers and/or travel coordinators on request with relevant information on official destinations, i.e. visa requirements, security procedures, airport transfers/land transportation facilities, local points of interest, currency restrictions/regulations, health precautions, weather conditions, etc., in English or French (as specified by travelers and/or travel coordinators).
 - d) The travel agency shall promptly notify the Senate of Canada travelers and/or travel coordinators of airport closures, delayed or cancelled flights, as well as other changes that might affect or require preparations from travelers, sufficiently before the departure time, in English or French (as specified by travelers and/or travel coordinators).
- VI. Hotel and Car Rentals
- a) The travel agency shall provide and book, where requested, arrangements for group or individual hotel accommodation and car rentals using federal government negotiated rates or better.
- VII. Quality Assurance
- a) The travel agency shall provide:
 - i. Response time for telephone and/or email reservation requests
 - ii. Bilingual service 24/7.
 - iii. Customer satisfaction surveys.
 - iv. Customer service complaints /inquiries.
 - v. Complete reservation accuracy.
 - vi. Information to aid in trip planning.
 - vii. Ability to change reservations and itineraries.
 - viii. Ability to cancel reservations.
 - ix. Identification of low-cost air fare.
 - x. Accuracy of billing
 - xi. Any other relevant quality assurance process.
- VIII. Billing and Invoice:
- a) The travel agency shall send the Senate of Canada an itemized invoice for each ticket which must include among others the following information:
 - i. Airline name
 - ii. Date the ticket was issued
 - iii. Traveler's surname/name
 - iv. Departure/destination points
 - v. Travel dates
 - vi. Actual ticket cost (including taxes)
 - vii. Applied service fee(s)

- viii. Senate of Canada responsibility centre and project code numbers to which the ticket cost is being billed.
- b) The Senate of Canada shall provide payment to the travel agency by means of credit card payment after the approval of the transaction.
- IX. Flight Cancellation, Rebooking and Refunds:
- a) The travel agency shall process duly authorized flight changes / cancellations when and as required;
- b) The travel agency shall immediately process airline refunds for cancelled travel requirements unutilized pre-paid tickets and credit these to the Senate of Canada as expeditiously as possible;
- c) The travel agency shall refund tickets within three (3) months;
- d) The travel agency shall absorb cancellation and / or change reservation date charges which are due to no fault of the Senate of Canada;
- e) The travel agency shall report back to the Senate of Canada on the status of ticket refunds within 5 business days of the cancellation or modification.
- X. Reporting and Training:
- a) The travel agency shall supply customized transaction reports to the Senate of Canada broken down by Senate responsibility center and project codes, by service fee, by total cost, and by monthly transactions.
- b) The travel agency shall automatically submit the above listed reports to the Senate of Canada Project Authority on a quarterly basis and more frequently upon request.
- c) The travel agency shall automatically submit a monthly report to the Senate of Canada Project Authority listing all travel credits accumulated by the Senate of Canada broken down by traveler and by airline.
- d) The travel agency shall communicate all changes and updates on airline rates, promotions, policy changes, etc., immediately upon the receipt of the advice.
- e) The travel agency shall provide all necessary training for Senate of Canada staff for any on-line booking or reporting tools.

7. SENATE RESPONSIBILITIES:

The Senate will provide:

- Names of Senate resources who require accounts
- Provide project codes and required information
- Confirming dates and list of travellers
- Payment information
- Multiple points of contacts within Senate Committees as primary contacts
- Senate account requirements

8. DELIVERABLES AND ASSOCIATED SCHEDULE

The travel agency will provide:

- On demand travel arrangement/booking services as per the Senate of Canada's travel policies;
- Quarterly reports on volume and costs of travel; and
- Monthly reports on travel credits available per traveler name and airline
- registration process for travelers and users of this service
- plan to obtain, maintain and update traveler profile information on each person travelling on behalf of the Senate of Canada, including seat and other preferences, frequent flyer numbers, etc., and how you will consult these files prior to each booking.
- confidentiality and privacy policies.
- Ability to provide information to travelers relative to lodging availability, costs and making reservations if requested.
- preferred hotel rates and/or have a preferred rate hotel program available? If so, specify the countries and most frequently booked lodging chains or hotels with which you have contracted preferential rates in the United States and Canada.

9. CONSTRAINTS

- The travel agency will assign an agent or small team of professional travel agents with the ability to provide bilingual services by email and by phone to cater to the Senate of Canada, this team does not necessarily have to be dedicated solely to the Senate of Canada but should be readily available when called upon.
- The travel agency will not charge a general yearly administration fee, but rather service fees based on specific individual travel arrangements.

10. LANGUAGE OF WORK

Provide all services and materials rendered under the Contract, in English or French.
Services and materials provided in one (1) language shall be of the same quality to those in the other.

11. PROJECT AUTHORITY

Committees Directorate
Chambers Building 40 Elgin Street, 10th Floor
Ottawa, Ontario, K1A 0A4

ANNEX B – BASIS OF PAYMENT

The TOTAL including option periods price will be used for evaluation purposes.

Item #	Service Description	Service Fees Year 1	Service Fees Year 2	Service Fees Year 3	Service Fees Option Year 1 (if exercised)	Service Fees Option Year 2 (if exercised)
Designated Corporate Travel Agent Booking- Domestic travel (i.e. within Canada):						
1a)	Air and hotel Hotel reservations when part of an airline reservation shall be included in the transaction fee.					
1c)	Miscellaneous transaction fees: (exclusive of carrier's fees and penalties)					
1d)	Itinerary changes after ticketing					
1e)	Adding hotel (if necessary) after initial airline ticketing					
Emergency travel services/ after hour services:						
2a)	5:30 PM-8 PM EST					
2b)	8 PM-9AM EST					
Change after ticket is issued:						
3a)	1st Change					
3b)	2nd Change					
3c)	3rd Change					
Other Fees:						
4a)	Online Booking					

Item #	Service Description	Service Fees Year 1	Service Fees Year 2	Service Fees Year 3	Service Fees Option Year 1 (if exercised)	Service Fees Option Year 2 (if exercised)
4b)	Designated Corporate Travel Agent Booking /International					
4c)	Complex international booking (defined as two or more international destinations excluding the continental United States).					
4d)	Research & Obtaining Quotes and/or Book Charter Aircraft, and shall also provide advice in cases where Charter Aircraft may be more practical or economical for travelling delegations.					
Total Service Fees						

- The travel agency will not charge a general yearly administration fee, but rather service fees based on specific individual travel arrangements.

ANNEX C - LANGUAGE PROFICIENCY

Language Proficiency Grid Legend	Oral	Comprehension	Written
Basic	<p>A person speaking at this level can:</p> <ul style="list-style-type: none"> • ask and answer simple questions; • give simple instructions; and • give uncomplicated directions relating to routine work situations. 	<p>A person reading at this level can:</p> <ul style="list-style-type: none"> • fully understand very simple texts; • grasp the main idea of texts about familiar topics; and • read and understand elementary points of information such as dates, numbers, or names from relatively more complex texts to perform routine job-related tasks. 	<p>A person writing at this level can:</p> <ul style="list-style-type: none"> • write isolated words, phrases, simple statements or questions on very familiar topics using words of time, place or person.
Intermediate	<p>A person speaking at this level can:</p> <ul style="list-style-type: none"> • sustain a conversation on concrete topics; report on actions taken; • give straightforward instructions to employees; and • provide factual descriptions and explanations. 	<p>A person reading at this level can:</p> <ul style="list-style-type: none"> • grasp the main idea of most work-related texts; • identify specific details; and • distinguish main from subsidiary ideas. 	<p>A person writing at this level can:</p> <ul style="list-style-type: none"> • deal with explicit information on work-related topics since they have sufficient mastery of grammar and vocabulary.
Advanced	<p>A person speaking at this level can:</p> <ul style="list-style-type: none"> • support opinions; and understand and express hypothetical and conditional ideas. 	<p>A person reading at this level can:</p> <ul style="list-style-type: none"> • understand most complex details, inferences and fine points of meaning; and • have a good comprehension of specialized or less familiar material. 	<p>A person writing at this level can:</p> <ul style="list-style-type: none"> • write texts where ideas are developed and presented in a coherent manner.

ANNEX D – DIRECT DEPOSIT FORM



FINANCES AND PROCUREMENT DIRECTORATE
Supplier Creation &
Direct Deposit Enrollment Form

Protected once completed
For internal use only _____
Supplier ID Code

INSTITUTION AND ACTION REQUIRED - Please select:

Create - Senate of Canada ▼

Reason for action:

Section 1 - SUPPLIER DETAILS

LEGAL NAME: _____ Tel: _____

OPERATING NAME: _____ Tel: _____

ADDRESS:

Street No. /PO BOX: _____ Postal Code/Zip: _____

City: _____ Province / State: _____ Country: _____

Remittance Address if different from above:

Street No. /PO BOX: _____ Code Postal/Zip : _____

City: _____ Province / State: _____ Country: _____

HST/GST (If applicable Corporation) _____

Social Insurance Number (for Contractor) _____

Section 2 - SUPPLIER PAYMENT DETAILS

CANADIAN \$ | OTHER CURRENCY _____ (By Cheque Only)

Method of Payment:

CHEQUE | (CND \$) DIRECT DEPOSIT - Please Attach a blank "VOIDED" cheque or other related banking documents - *Recommended*

Direct Deposit Email Payment Notification:

EMAIL Address 1 _____

EMAIL Address 2 _____

Section 3 - CONSENT

I give consent to the Senate of Canada to pay the invoices for the supplier identified in Section 2 through Direct Deposit to the financial institution that I have designated through the attach cheque with "VOID" written on it or my other attached related banking documents.

Name : _____

Signature : _____ Date : _____

COMMENTS: _____

Please submit the completed and signed form (and attachment) to the Senate Procurement Division by e-mail at:

Proc-Appr@sen.parl.gc.ca