

February 12, 2020

REQUEST FOR PROPOSALS - RFP No. RP213-2020-01

FOR Corporate Travel Management Services

CLARIFICATION - QUESTIONS & ANSWERS

Please see the answers below regarding any questions raised in relation to this RFP. Video recording of the Vendor Session is not available, and questions raised in this session are included in this document.

- 1. Question:** Schedule D, Form D2 - states that Each Proponent should provide references from two (2) different clients (excluding the Participating PCHOs) to whom each candidate proposed for a key role has provided services within the last three (3) years in a role like that set out for the candidate in the Proposal. Are the required references limited to the proposed Account Manager or are bidders also required to include 2 client references for each proposed travel consultant?

Answer:

Please provide client references for the organization as well as the proposed Account Manager (s).

- 2. Question:** Does Canadian Patient Safety Institute and Canadian Partnership Against Cancer have Corporate Air Agreements? If so, with which carrier (s)?

Answer:

- i) The Partnership does not have any corporate air agreements
- ii) Canadian Foundation for Healthcare Improvement does not have any corporate air agreements.
- iii) Canadian Patient Safety Institute participates in the corporate programs with both WestJet and Air Canada.

- 3. Question:** Are we required to download the RFP through Merx even though we already have a copy? We were not sure if there was a set process for this in order to be compliant?

Answer:

No, that is not a mandatory requirement of the RFP.

- 4. Question:** There's no guarantee of volume? Is there a target participating/adoption rate?

Answer:

There is no guarantee of volume as the needs for the Participating PCHO's may fluctuate. The Participating organizations are unable to commit to a set volume as each has their own volume, which will also fluctuate. Target participation rates are noted below:

- i) The Partnership: current adoption rate is 95%, we would like to maintain or improve that rate.
- ii) CFHI requires staff and external delegates to book travel through CFHI's travel agent or CFHI's on-line travel portal, whenever possible. Most of travel is booked through the agent however we would like to see an uptake in self-service which is currently very low at approximately less than 10%.
- iii) CPSI requires travel to be booked through its travel provider. In exceptional circumstances, individuals may be reimbursed for booking trips on their own, but these cases are rare and amount to less than 1% of all bookings. Most of CPSI's travel will be booked through the selected travel provider. The travel volumes provided in the RFP reflect historical volumes booked through CPSI's current travel provider.

5. Question: Is there a portal that all PCHO's use?

Answer:

CFHI uses a portal (Concur) for booking travel/accommodations and have their travel policy uploaded. The Partnership currently books travel/accommodations via online or by telephone through an agent and our policy is found on our corporate website. CPSI books travel/accommodations through agents from its travel provider. The travel agents are familiar with CPSI's travel policy and apply it to bookings. Virtually all travel and accommodations are booked through the travel provider, unless in rare cases an exception is made.

Individuals like to book their own travel so the process must be user friendly and intuitive. Would like to maintain the agent booking option for individuals who are not tech savvy and require additional support when making travel/accommodation arrangements.

6. Question: What does it mean by a non-binding procurement process?

Answer:

By virtue of proponents responding to the RFP, no contract is formed. A contract is only formed when both parties have executed the contract.

7. Question: Is there a limitation on who can be used as a reference?

Answer:

References that do not include the Participating PCHOs.

8. **Question:** Can the Participating PCHO's introduce the successful proponent to the other PCHO's that are not participating in the RFP?

Answer:

The name of successful Proponent will be shared with the other organizations and those PCHO's can reach out directly to that vendor if they need the service.

9. **Question:** What are the biggest challenges with current incumbent?

Answer:

- i) CPAC & CHFI - Consistency - training of staff, staff not up to speed, transition in staff and incomplete raw data in reporting, and reconciliation of finances.
- ii) CPSI has no challenges with the current incumbent, but is looking at maximizing travel savings, leveraging technological solutions, and looking at service enhancements within an expanded PCHO travel volume.

10. **Question:** Any agreements with airlines, are they corporate programs?

Answer:

- i) CPAC & CFHI: No Agreements. Some employees prefer to use certain airlines.
- ii) CPSI does participate in the Air Canada and WestJet corporate reward programs. Employees are free to select their preferred carrier.

11. **Question:** Do you use flight passes?

Answer:

- i) CHFI had flight passes in the past with Porter.
- ii) The Partnership uses flight passes, although sparingly.
- iii) CPSI has examined flight passes in the past, but at the time was concerned about complications of allocating costs from subsequent bookings, so did not pursue this option.

Participating PCHO's would be willing to consider flight passes if it is seen as a cost-saving method.

12. **Question:** Do you have Agreements with hotels?

Answer:

Members of the PCHO and others completed an open procurement process for preferred

hotels across Canada. These hotels are in major cities across Canada. There is an existing plan to do another formal RFP in the coming year or two. These preferred hotels are used first, when possible. There is a list of preferred hotels that would be shared with the successful proponent.

13. Question: Do you have access to government rates?

Answer:

No, the Participating PCHO's are not able to access government rates as we are a not for profit or charity. Rates will be based on those provided in response to the RFP. Although we are a funded by the government, government rates are only made available to government departments; they are not available to not for profits or charities.

14. Question: Do you need reporting for all organizations combined or separately?

Answer:

Combined reporting is not required. Individual reporting for each participating PCHO is required.

15. Question: Do you have a Via rail contract?

Answer:

- i) CHFI has an Agreement with Via Rail which is reviewed annually.
- ii) The Partnership - No agreement with Via rail.
- iii) CPSI uses rail very sparingly and does not have a contract.

16. Question: Is there an expense management system being used?

Answer:

- i) The Partnership does not use an expense management system. Expenses are processed manually. Travel expenses through our travel provider are charged to a corporate ghost card and hotels are paid for by the traveler and then reimbursed.
- ii) CHFI - no
- iii) CPSI does not use an expense management system. Air bookings are charged to a corporate ghost card. Other travel expenses are paid by the individual traveler, and then submitted for reimbursement through a cloud-based expense reimbursement submission system (ZOHO expense).

17. Question: Office hours assistance - is there a standard 9-5, or is 24/7 support required?

Answer:

- i) CFHI requires 24/7 support.
- ii) The Partnership requires 24/7 support
- iii) CPSI requires 24/7 support which is provided through our current travel provider.

18. Question: Is there a need for international travel?

Answer:

- i) The Partnership & CHFI: Yes, but not frequently.
- ii) CPSI's travel is primarily domestic with some international travel for international conferences and obligations with the World Health Organization. Transborder and international air spend is between 5-10% of the total.

19. Question: Is there a need for event management support? Do you use a specific company?

Answer:

- i) The Partnership - Current provider offers a complimentary service that helps with venue searches, which we use frequently. Our work does not require us to hold large scale events and therefore PCO services are not required. If this was required, we would do a formal procurement.
- ii) CFHI - has an event coordinator, previously used a company. CFHI also uses a venue procurement company to supplement the event coordinator function. They're also looking at it internally for future needs.
- iii) CPSI does event planning through internal project coordinator resources but would be interested in looking at event management tools.

20. Question: Explain what the Contacts Relationship Management System is?

Answer:

The Contacts Relationship Management System (CRM) is used to track an organizations interaction with other organizations and individuals. The Participating PCHOs are looking for integration with their current CRM.

- i) The Partnership has an existing CRM.
- ii) CFHI is in the process of working out their CRM tool however will need a tool that integrates with the travel portal.
- iii) CPSI - CPSI does not yet have a CRM system though is looking at potential implementation of one in the year ahead, and has not yet assessed potential integration with a travel system

21. Question: Are hard copies required? Do they have the same deadline as e-copies?

Answer:

Yes, all submissions (both hard and soft) are due by Wednesday, February 19, 2020 no later than 3 pm, as advised in the RFP.

22. Question: Do you know the percentage of the adoption rate of your staff, who use the online booking tool would look like?

Answer:

- i) CFHI - Staff does not currently use online booking as the options are very limited. However, staff would be willing to use it, if the issues are resolved.
- ii) The Partnership has approximately 48% adoption for online booking.
- iii) CPSI does not currently use an online booking tool.

23. Question: Would the new Proponent be taking over your EXISTING Concur user, or would we be a NEW Concur user starting a Brand-New Site?

Answer:

- i) The Partnership does not use Concur
- ii) CFHI - This would need to be determined between the successful proponent and Concur.
- iii) CPSI does not use Concur.

24. Question: Please give clarification to the payment process. Would we be invoicing travel purchases, or would we be supplied with corporate credit cards to apply for payment, as we book the travel?

Answer:

- i) CFHI - most of the travel is charged to a travel credit card if it is booked through the travel agent of portal
- ii) The Partnership - Travel is charged directly to a corporate ghost card. Accommodations can be “held” using the corporate ghost card, but the ghost card must not be charged. Travelers should pay for the accommodations and then submit a reimbursement (transient accommodations).
- iii) CPSI’s air travel is charged to a corporate ghost card.

25. Question: Please expand on the meaning of the following statement under:

2.12 Appropriation

Each payment to be made under the Agreement at any given time is subject to the Participating PCHOs having been provided sufficient funding from the Minister for the fiscal year in which the payment is due.

Answer:

The Participating PCHO’s receive funding from Health Canada. If no funding is received from Health Canada, they will pay for all existing expenses incurred, but may not necessarily request new services.

26. Question: Can you confirm that our interpretation of the data in correct and the total estimated airline spend volume in 2019 for the Participating PCHOs was

\$2,441,411.53?

Answer:

The volumes should be viewed individually, as each PCHO will be having its own Agreement. Additionally, there is no guarantee of volumes. Historical volumes are provided for information, but the organizations cannot guarantee future volume.

27. **Question:** Are you able to provide the total air tickets issued for each of the Participating PCHOs?

Answer:

- i) CFHI: 1,131 air ticket transactions in 2019
- ii) The Partnership: 1,449 in 2018 and 1,535 in 2019
- iii) CPSI: 1,542 net ticket transactions in CY2019 and 1,354 in CY2018.

28. **Question:** The RFP calls out the “The Partnership” & CFHI in terms of total spend - what should the value of this RFP be priced at from a pricing standpoint and which one as a final forecasting? Want to ensure this is priced properly. Confused at what the annual spend would be?

Answer:

There is no projection of annual spend or any guarantee of volume. There are currently three organizations participating in this RFP, each with their own volumes and spend. Using the information provided in the RFP, please provide best pricing.

29. **Question:** What big plans and initiatives are you planning for 2020 and 2021 that would have a significant impact on the execution of your travel program?

Answer:

- i) CFHI - None
- ii) The Partnership - currently there are no significant events planned for 2020-2021.
- iii) CPSI - The RFP notes that CPSI expects its travel spend to fall slightly from CY2019 levels, closer to CY2018 levels, due to the conclusion of several large projects that required significant amounts of travel by external participants.

30. **Question:** Do you have a copy of your current travel policy that you can share?

Answer:

Copies of the travel policies were included in an appendix to the RFP (pg 41-58).

31. **Question:** Page 30, Form D2 - Can you please provide more detail to clarify the differences between the references requested in D2 from D1 (pg 28-29)

Answer:

Form D1 - Organizational references, Form D2 - Individual references (Account manager and/or other key contacts)

32. **Question:** Do any of the PCHO's book "Basic" economy fares? (Appendix A, The Partnership policy in section 4.1 states that the lowest available airfares appropriate to itineraries shall be sought as an example)

Answer:

- i) CFHI: the policy indicates "lowest reasonable direct economy fare...As such, discount and selected economy fares should be booked rather than full economy fares where these rates are available and where it is mutually convenient".
- ii) The Partnership: our standard for air fare is economy class. The lowest available airfares appropriate to itineraries shall be sought, and bookings shall be made as far in advance as possible.
- iii) CPSI books economy fares (not basic) for staff travel and Flex fares for Board and CEO travel.

33. **Question:**

- a. Is there a consultant involved in this bid; if yes, who?
- b. Which of the two stated volumes is the scope of work for this eventual contract?
- c. What percentage of your spend, broken down by air, car, hotel is eligible for commissions?

Answer:

- a. No
- b. There is no volume guaranteed for the subsequent contract.
- c. i) CFHI is not charged commission and pays a fixed transaction fee.
ii) CPSI pays a fixed transaction fees and is not aware of any commissions earned by their travel provider.
iii) The Partnership: is not charged commission and pays a fixed transaction fee.

34. **Question:** ONLINE BOOKING TOOL

- a. What online booking tool(s) are in use today?
- b. What is your current adoption rate?
- c. What is your current touch rate?

Answer:

- a. i) The Partnership uses a booking tool provided by our current travel provider. Adoption rate is approximately 48%. The online tool allows us to book flights, but for changes to flights we are required to call an agent.
ii) CFHI uses Concur. Adoption rate currently low due to limited options.
iii) CPSI does not use an online booking tool.

35. Question: ORGANIZATIONAL TOOLS

- a. What expense tool do you use?
- b. What HR tool is in place today?
- c. What is the appetite for change?

Answer:

- a.
 - i) CFHI is in the process of automating its expense claim process. It is currently manual.
 - ii) The Partnership does not use a tool. Expenses are processed manually.
 - iii) CPSI uses ZOHO expense for online expense submission, which is integrated with its accounting system. Expenses are then paid manually by cheque.
- b.
 - i) CFHI uses BambooHR for its HR information management system, however this is not linked to any travel system.
 - ii) The Partnership uses Unit4Business World (Agresso), but it is not linked to any travel system.
 - iii) CPSI does not use an ERP or other integrated HR solution.
- c. The appetite for change is to improve efficiency and effectiveness. All Participating PCHO's would like to lessen the amount of manual intervention required, so that time can less time can be spent managing these items. Any suggested tool must be easily integrated with minimal costs. We are open to considering new tools to assist with the objectives of the RFP.

36. Question: What are the top three things you would like to see changed within your current program?

Answer:

Participating PCHO's would like to see 1) easier reconciliation of charges to eliminate manual interventions 2) consistent service in general and when there is a transition of one travel agent to another; 3) access to wider pricing options for travel and opportunities for service enhancements (both traveller and back end support).

37. Question: What, other than following sourcing practice, is are the reasons you are going to tender at this time?

Answer:

CFHI, CPSI and the Partnership have not gone to sourcing in over 10 years. As a pan-Canadian health organization, registered charity and not-for-profit, it is important that we obtain the best value from taxpayer dollars. We also feel that the changes with technology have forced organizations to look at travel services differently to accommodate the changing needs and demands of travelers (e.g. mobile devices, self-serve options, etc.).

38. Question: What are the top three strategic items of value your current TMC's account

manager provides?

Answer:

- i) CFHI's current travel services customizes the travel experience depending on needs of the traveler. They work with many patient and family representatives who require special needs. It is important that they be treated with extra care and compassion. They are not looking for a cookie cutter approach and value the services that provide custom service and treat everyone as a VIP. Travel services provider should work like a partner (not a vendor) to ensure success.
- ii) CPSI values the support provided to the traveller through the booking process, currently done through an agent, and through the trip itself, including 24-7 support. CPSI values support in accessing discount programs and advice on potential cost savings and travel management practices. Finally, we value the reporting and reconciliation tools that are provided.
- iii) The Partnership values the open, solution/action orientated and supportive relationship that has been built with the account manager and team, the customization of our travel program that allows us to meet the needs of our travelers and business but also stay within the policy and the initiatives that provide us with real cost saving.

39. **Question:** How do you measure and report on the success of your program to your internal stakeholders?

Answer:

- i) CFHI produces an annual report that identifies our successes. We also evaluate our programs formally using an independent evaluator. Travel supports our programs ability to deliver success. We also receive regular reports to ensure best value. In addition, we ask our stakeholders after events to complete surveys where we evaluate all aspects of our events, etc. including the experiences they had with travel. Our current travel service provider issues surveys following travel to gauge their service levels. We would want more formal evaluation to be implemented, perhaps by an independent firm. But, not required at this point.
- ii) CPSI and the Partnership: does not conduct formal evaluations that are communicated to its internal stakeholders. We conduct annual meetings with our travel account manager to review the past year, discuss service enhancements and improvements, and examine potential cost savings. This meeting informs management's assessment of the value of travel provider services.