



REQUEST FOR PROPOSALS

NUNAVUT TUNNGAVIK INCORPORATED

Introduction

Nunavut Tunngavik Inc. (NTI), the land claims organization for Inuit in Nunavut, is requesting proposals from qualified proponents to provide travel management services for the Iqaluit headquarters as well as three other offices located in Rankin Inlet, Cambridge Bay, and Ottawa. The ability to meet timely deadlines and provide professional service will be a paramount consideration.

As per the NTI Purchasing and Contracting Policy, preference for Inuit Firms will be applied where applicable.

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A. **Instructions to Proponents**

1. Proposals must be received by NTI no later than 5 p.m. E.S.T. on August 18, 2017 at the following address:

Nunavut Tunngavik Inc. Sharron Griffin Director of Finance Department of Corporate Services (867) 645-5400 1-888-236-5400 sgriffin@tunngavik.com

2. Proposals, in paper copy form, must be submitted in a sealed envelope. The words “Travel Management Services Proposal”, the closing date, and the proponent’s name, must be included on the proposal and on the outside of the envelope.

3. Proposals transmitted by email will be accepted under the following conditions:

- The emailed proposal must be received on or before the closing date at the email address stated in this Request for Proposals (RFP).
- To ensure that the proposal is received before the closing date, it is recommended that it be sent by email well in advance of the closing date, and that the proponent confirm receipt by return email or by telephone inquiry.

NTI will not accept liability for any claim, demand or other actions for any reason should an email transmission be interrupted, not received in its entirety, received after the stated closing time and date, received by any other email address other than at the address stated above, or for any other reason.

4. NTI will not consider any proposal that:

- Is delivered after the closing date or time.
- Is delivered to any address other than that provided above.

After the closing date, only the identity and addresses of the proponents will be made public.

5. Proponents must address any questions to Sharron Griffin, tel: (867) 645-5400 or by email at sgriffin@tunnngavik.com. All questions and answers will be circulated to all vendors invited to bid on this RFP. Questions will be accepted until August 11, 2017 at 5 p.m. ET.

6. This is an RFP: It is not a tender or an offer. NTI is not bound to accept any proposal or the proposal that provides for the lowest cost or price.

7. NTI has the right to cancel this RFP at any time and to reissue it for any reason whatsoever, without incurring any liability and no proponent shall have any claim against NTI as a consequence.

8. NTI has the right to cancel this Request for Proposals at any time and to reissue it for any reason whatsoever, without incurring any liability and no proponent shall have any claim against NTI as a consequence.

9. If a contract is awarded as a result of this Request for Proposals, it shall be awarded to the proponent who is most responsive and whose proposal provides the best potential value to NTI. A proponent who is “responsive” is one who best

meets the requirements described in this Request for Proposals and possesses the ability to perform fully the requirements described in the Request for Proposals.

10. The negotiation and execution of a written agreement shall constitute the making of a contract. No proponent shall acquire any legal or equitable rights or privileges whatsoever under this Request for Proposals until the contract is signed.
11. The contract will contain relevant provisions from this Request for Proposals, from the accepted proposal, as well as other terms that may be mutually agreed upon, whether arising from the accepted proposal or as a result of any negotiations. NTI reserves the right to negotiate modifications with any proponent who has submitted a proposal.
12. In the event of any inconsistency between this Request for Proposals, and the ensuing contract, the contract shall govern.
13. Any amendments made by NTI to this Request for Proposals will be issued in writing and sent to all who have received the documents.
14. NTI is not liable for any costs of preparation or presentation of proposals.
15. An evaluation committee will review each proposal. NTI reserves the exclusive right to determine the qualitative aspects of all proposals relative to the evaluation criteria.
16. Proponents may amend their proposal up to the closing date and time by mail, email, or fax. A proposal may not be amended after the closing date, but may be withdrawn by the proponent at any time prior to acceptance.
17. NTI encourages the use of Inuit goods, services, labour, and training of Inuit labour.
18. A listing of approved Inuit Firms can be obtained from NTI at (867) 975-4900.
19. Proposals may be short-listed. Proponents whose proposals are short-listed may be requested to make a formal presentation. Such presentations shall be made at the cost of the proponent.
20. Vendors whose offers have been rejected will receive written notification within approximately ten business days of the selection.

Terms of Reference

1. Ability to provide the best option and prices
 - a. Provide best overall solution to travel needs

- b. Offer should be very competitive technically and financially
 - c. Give discounts (re; repeat booking or bulk discounts)
 - d. Ability to provide multiple/various quotes on ticketing and charters
 - e. Assistance in proposal development (re ticket costs, etc.)
 - f. Ability to provide tiered services
 - g. Recommend relevant offerings and provide costs saving strategies on hotel, vehicle rentals, etc.
2. Strong Administration Controls
 - a. Ability to follow NTI internal controls such as NTI's signing authority matrix and travel warrants
 - b. Provide back-up and reporting in a timely manner
 - c. Visa and other documentation services
 3. Demonstrated ability to deliver the following services:
 - a. Make bookings on the shortest notice
 - b. 24/7 traveler assistance
 - c. Team reachable at all times through popular communication methods (email, chats, internet, phone, etc.)
 - d. Layover day-room bookings
 4. Product Knowledge
 - a. Accreditation
 - b. Well versed with industry to offer the best advice of what to book and where in the south and north of 60
 - c. Customer support department well versed with operations and industry
 - d. Good knowledge of the communities with established connections
 5. Good reputation
 - a. Quality assurance
 - b. Billing done in timely manner to give customer time to pay

Request for Proposal Questions

Below are questions to be included in your proposal submission. Please clearly reference the questions in your submission.

Agency Profile

1. Describe your agency experience servicing non-profit and/or Inuit Organizations.

2. Describe your agency experience servicing clients required to comply with Canadian Regulations travel regulations.
3. What are the standard days/hours of operation of your agency?
4. Describe your 24-hour emergency services and your ability to assist travelers nationally or globally.
5. Is your emergency service guaranteed? If so, how?

Savings

1. Describe how your agency can deliver incremental savings beyond transaction fee savings.
2. Describe your corporate or government hotel program.
3. Describe your ability to manage unused ticket inventories for both traditional and on line transactions.

Services

1. List the primary individual(s) who will be responsible for managing NTI's account.
2. How does your agency compile and maintain profiles for NTI's travellers?
3. How does your agency handle the issuance of paper tickets (when needed/requested)?
4. How will you inform NTI of breaking industry news, security advisories and market updates?
5. What is the process of resolving customer service issues?
6. As a travel agency, are you able to provide all of these services: air, hotel, visa, car, train, other?
7. What additional services and benefits is your agency able to provide?
8. What is your level of experience in arranging northern-based travel and accommodations?

Reservation Process

1. What systems/procedures/tools are in place to streamline the email (Travel warrants and travel authorities) reservation process and reduce handling time?
2. What is the process for traveler profile maintenance particularly when changes are made via telephone, email and/or the web?
3. Describe your ability to provide special airline, car and hotel services for travelers, including seat clearance in preferred seating areas, automated frequent flyer upgrade processing and upgrades on selected vendors.
4. Describe preferred vendor relations for airline, car and hotel agreements providing an overview of existing preferred vendor programs.
5. In instances where accommodations are not available in the communities, do you have community profiles which allow for billeting?

Billing

1. Does your agency offer a corporate card product?

2. Does your agency offer a central billing option? If so, describe your ability to reconcile centrally-billed charges.
3. Does your agency offer an automated system to allocate transactions fees to company departments/projects?
4. Does your agency customize invoices to include budget coding?
5. Explain your process for voids, debit memos and refunds. What is the turnaround time for each? How and when do you notify us of the progress and ultimate resolution?
6. Provide a brief overview of your pricing philosophy and strategy.
7. How do you define transaction fee? Specifically address traditional versus online transactions.

C. Proposal Evaluation

The proposals will be evaluated according to the following criteria:

1. Proponent's system, process and procedure: 30%
2. Fees and expenses: 30%
3. Proponent's knowledge, skills and experience: 30%
4. Proven ability to meet client deadlines and emergency needs: 10%

1. Proponent's system, process and approach skill

The proponent must provide a complete outline illustrating it has the established system, process and procedure in place to provide the services. References with respect to provision of similar services to comparable clients must be included, with contact information provided (names, addresses and telephone numbers).

2. Fees and Expenses

The proposal should provide an outline of the preferred billing arrangements and include a description of a standard invoice. The proposal must include a detailed statement of the charges to be incurred. Costs must be stated in Canadian funds.

3. Proponent's knowledge, skills and experience

The proponent must also address their specific qualifications, knowledge and experience, including organizational and managerial competence, that it believes make it the suitable candidate for the proposed services. The proponent is encouraged to include detail qualifications of each team members and employees who will be involved in providing the proposed services.

4. Ability to meet client deadlines and emergency needs

The ability to meet NTI deadlines on all travel requests, including emergency needs on a regular basis, is critical. The proposal must demonstrate how the firm has consistently met all client deadlines and emergency needs in the past and must provide two references.

D. Inuit Firm Bid Adjustment

1. Inuit firms, registered on NTI's Inuit Firm Registry, or recognized as Inuit firms by agreement between NTI and the Inuvialuit Regional Corporation, shall receive a bid adjustment (Inuit Firm Bid Adjustment) of 10% on the fees and expenses component of the contract proposal.
2. Inuit firms must provide details of their Inuit firm status in order to receive an Inuit firm bid adjustment.
3. Pro-Rating of Inuit firm bid adjustment:
 - Contract proposals must include details concerning all sub-contractors, including the fees and expenses attributable to the subcontractor.
 - The Inuit firm bid adjustment shall not be applied to any portion of the contract proposal where the work is to be subcontracted to a non-Inuit firm.
 - The Inuit firm bid adjustment may be applied to those contract proposals made by non-Inuit firms with respect to any portion of the contract proposal where the work is to be subcontracted to an Inuit firm.