



Canadian Tourism
Commission

Commission canadienne
du tourisme

Negotiated Request for Proposal

Name of Competition:	Marketing and Communications Project Contractor
Competition Number:	DC-2016-MM-02
Closing Date and Time:	Monday February 29, 2016 14:00 Pacific Time (PT)
Contracting Authority:	Michael Miszczak 604-836-8336 procurement@destinationcanada.com

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SECTION A – INTRODUCTION

The Canadian Tourism Commission (CTC) doing business as Destination Canada (DC) is Canada's national tourism marketing organization. A federal Crown corporation, CTC supports the Canadian tourism industry by marketing Canada as a premier four-season tourism destination, and supports the Canadian economy by generating tourism export revenues.

Through collaboration and partnerships with the private sector, the Government of Canada, plus the provinces and territories, the CTC works with the tourism sector to maintain our competitiveness and position Canada as a destination where travelers can create extraordinary personal experiences.

CTC's approach focuses on those global markets where Canada's tourism brand leads and yields the highest return on investment. CTC is active in 12 key geographic markets: Brazil, China, India, Japan, Mexico, South Korea, Australia, France, Germany, United Kingdom, United States and Canada.

For further information, please visit <http://www.destinationcanada.com>

A.1 Purpose and Intent

The purpose of this Negotiated Request for Proposal (the "NRFP") is to solicit proposals for a Marketing and Communications Project Contractor who will contribute to the successful development and execution of initiatives in support of CTC's Millennial Travel Program. See Statement of Work (Section C) for detailed requirements.

It is CTC's intent to enter into an agreement with the proponent who can best serve the interests of CTC. At the final outcome of the NRFP process, the successful proponent ("Contractor") may be required to collaborate with CTC's other service providers and partners to ensure that public relations and communications services are consistent with CTC's mandate, brand and corporate strategy.

This procurement process is not intended to create and does not create a formal binding bidding process whereby every proponent is deemed to have entered into a "Contract A" with the CTC. Instead, the process is intended to enable CTC to learn what proponents can offer by way of goods or services in response to the CTC's Statement of Work. Depending on the number and variety of responses, the CTC will subsequently negotiate with those proposals that best serve its needs, as determined by the CTC.

By submitting a proposal, a proponent agrees to this negotiated process and agrees that they will not bring a claim against the CTC with respect to the award of a contract, failure to award a contract or failure to honour a response to this NRFP.

In summary, this NRFP is issued solely for the purpose of obtaining proposals. Neither the issuance of this NRFP nor the submission of a proposal implies any obligation by CTC to enter into any agreement. The intent of this NRFP is to identify those vendors capable of meeting CTC's requirements and with whom a final agreement may be negotiated.

A.2 Contract Term

CTC anticipates entering into contract negotiations with the selected proponent(s) for up to an eighteen (18) month period ending September 30, 2017, with the potential for a three (3) month extension, at CTC's sole discretion. CTC does not grant exclusivity, guarantee business or make any guarantee of the value or volume of work that may be assigned to the Contractor.

SECTION B – NRFP EVALUATION CRITERIA AND INSTRUCTIONS

B.1 Mandatory Criteria Evaluation

To qualify for evaluation, proposals will first be checked against the mandatory criteria set out in Section D. Proponents failing to satisfy the mandatory criteria evaluation will be provided an opportunity to rectify any deficiencies (“Rectification Period”). Proposals satisfying the mandatory criteria during the Rectification Period will be further evaluated as outlined in Section B.2. All proposals failing to satisfy the mandatory criteria after the Rectification Period will be excluded from further consideration and notified as such. The Rectification Period will begin at the closing of the NRFP, and will end within a time period defined by CTC in its sole discretion.

B.2 Desirable Criteria Evaluation

Proposals meeting the mandatory criteria will then be evaluated and scored on the desirable criteria set out below. CTC’s evaluation committee may be comprised of CTC employees and Contractors to CTC who are bound by an agreement of confidentiality with respect to the NRFP process. The evaluation committee will be responsible for reviewing and evaluating proposals and making an award recommendation to CTC Senior Executive.

All decisions on the degree to which proposals and/or presentations/demonstrations (if applicable) meet the stated criteria and the scores assigned during the evaluations, are at the sole discretion of CTC.

B.2.1	Desirable Criteria Questionnaire (Section E)	75%
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Proposals will be evaluated based on meeting the above desirable criteria. Proposals that achieve a score of 70% of 75% or higher (the Threshold”) will be evaluated further based upon, but not limited to Proposed Pricing.

B.2.2	Proposed Pricing (Section F)	25%
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	TOTAL	<u>100%</u>
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B.2.4	Negotiations	
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CTC intends to conduct consecutive negotiations with the top ranked proponent(s) as defined in Section H.10 Negotiations.

B.3 Proposal Submission, Intentions, and Questions Instructions

B.3.1 Submissions

Proponents should submit their entire proposal via e-mail to the Contracting Authority by the closing date and time (“Closing Time”) of **14:00 hours PT, Monday February 29, 2016.**

Any proposal received after the Closing Time may not be reviewed by the CTC. The proponent has sole responsibility for the timely submission of their proposal.

Proposals should be in PDF format and should be submitted as per the instructions in B.3.4 below. All proposals received as a result of this NRFP shall become the property of the CTC. The time stamp of CTC's email system shall be the official time for receipt of the proposal.

B.3.2 Intentions

Proponents should indicate if they intend to submit a proposal ("Intent to Submit") via e-mail to the Contracting Authority by 14:00 hours PT, **Friday February 19, 2016**.

B.3.3 Questions

Proponents may submit questions via e-mail to the Contracting Authority until 14:00 hours PT, **Friday February 19, 2016**. Questions submitted after this date and time may not be responded to.

If the CTC, in its sole discretion, determines that information generated from any question will be of interest to all, a summary of anonymous questions and answers will be made available to all proponents in the form of an amendment. The source of all questions will be kept confidential.

If a proponent believes that disclosure of a question and response would expose a proprietary aspect of its proposal, the proponent may submit the question with an advisory to the CTC explaining why it should not be included with the posted anonymous questions and answers. If CTC concurs with the request, the question will be answered in confidence and will not be posted. If CTC does not concur with the request, the proponent will be asked to restate the question, and if this is not possible, the proponent has the option to withdraw the question.

B.3.4 Instructions

All submissions, intentions, and questions are to be e-mailed to procurement@destinationcanada.com and should reference "**NRFP DC-2016-MM-02, Marketing and Communications Project Contractor - CONFIDENTIAL**" in the e-mail subject line. Include the following with your submission, intentions and questions:

- Company name
- Name and title of contact person
- Phone, mobile phone, fax and e-mail of contact person
- Reference to the corresponding NRFP section(s) if applicable

There is a maximum of eight megabyte ("MB") file size acceptance of any e-mail. Proponents should divide their responses into appropriate sized (smaller than 8 MB) numbered files. In the e-mail the proponent should provide the detail for each section and how many e-mails they will send. Proposals are stored in an electronically secure and restricted environment. Proposals will not be opened until after the Closing Time has passed.

B.4 NRFP Form of Response, Format and Depth

B.4.1 NRFP Form of Response

Proponents should respond to and include in their proposal:

- Appendix 1 – Proponent Information and Acknowledgement Form
- Appendix 2 – Material Circumstances Form
- Appendix 3 – Amendments

- Appendix 4 – Declaration of Sub-Contractor (if applicable)
- Section D – Mandatory Criteria Questionnaire (if applicable)
- Section E – Desirable Criteria Questionnaire
- Section F – Pricing Proposal (separate file)

B.4.2 NRFP Format and Depth

This Negotiated Request for Proposals sets out CTC's requirements, desired options and additional considerations. Proponents should prepare their proposals providing a straightforward and detailed description of their ability to satisfy the requirements set out in this NRFP. Emphasis in each proposal should be on completeness and clarity of content, and should correspond to the section numbering set out. Proposals that do not clearly address the requested requirements and/or do not reference the applicable section numbers may be refused for evaluation purposes.

References to hyperlinks or links to social media sites (e.g. LinkedIn) may not be considered by CTC in the evaluation process and should not be used. Therefore, any information provided for evaluation should be included in your written proposal.

Only material supplied in response to this NRFP and any presentations or demonstrations (if applicable) will be considered and evaluated. Information, proposals or presentations previously supplied to CTC and references to any material, information or presentations not included in your proposal response will not be considered. No assumptions should be made that CTC has any previous knowledge of the proponents' qualifications other than that supplied pursuant to this NRFP.

B.5 Contractor Performance Management

The CTC is committed to fostering and supporting strong positive relationships with its Contractors to ensure critical services are maintained and the highest value and corporate wide economic benefits are realized. As such, the Contractor's performance during the term of any agreement may be assessed using key performance measures.

Any Contractor who has demonstrated poor performance during either a current or previous agreement with the CTC may be considered as an unqualified proponent and their proposal may be rejected. CTC reserves the right to exercise this option as is deems proper and/or necessary.

SECTION C – STATEMENT OF WORK

C.1 BACKGROUND

Reporting to the Millennial Travel Program (“MTP”) Manager, Global Communications and Programs, CTC is looking for a Contractor to contribute to the successful creation and execution of content, programs and initiatives (media, trade and consumer) in support of Destination Canada’s Millennial Travel Program.

Supporting the Millennial Travel Program Manager and in collaboration with the Global Communication & Programs team, this Contractor will deliver on strategies, tools, products, events and related activities, which amplify the promotion of Canada as a travel and tourism destination for millennials in the Canadian and global marketplace.

This Contractor will work with suppliers by managing day to day interactions, project components and support the execution of program deliverables. The Contractor will be responsible for creating, writing, editing, monitoring and coordinating material and programs to generate interest and inspire millennial-aged travellers to Explore Canada now.

This role also supports and assists the Millennial Travel Program Manager in effective partner relations by executing deliverables associated with program partnerships and liaising with travel, media and lifestyle brands.

C.2 OBJECTIVE

The Contractor will be required to execute projects supporting consumer, trade and media channels. These will include maintaining and fostering partner, media and agency relations, as well providing recommended and implementing approaches to support related strategies and initiatives. The work involves coordinating a number of different marketing and communications-based projects concurrently and moving seamlessly from one project to another. The Contractor is expected to provide effective and efficient project management services and will rely on their strong knowledge of media trends along with their firm understanding of the international tourism and marketing environment. The media environment is constantly evolving and requires scanning of these environments to stay current in knowledge of innovations in media channels and communications, and the sharing of related insights.

The Contractor is responsible for day to day project management activities including analysis and interpretation of research, providing feedback and direction related to program development, interacting with CTC’s partners and suppliers, writing, editing, and producing communications products for both external and internal audiences. The Contractor will oversee the accuracy, completeness and effectiveness of content related to the program, its content sites and supporting social media channels. The Contractor has a direct impact on final marketing communication messages and contributes to the effective implementation of an integrated communications strategy. In addition the Contractor impacts, through the coordination of projects and contributions to the implementation of plans, to the success of CTC’s integrated marketing and communication campaigns.

C.3 SCOPE OF WORK

Project Support

- Supports the execution of MTP program through the day-to-day management of program production elements;

- Works with industry partners and suppliers to coordinate program deliverables;
- Assists in the planning and preparation of tools and resources for effective program management;
- Supports timely updates and reporting to support efficient and effective program delivery and measurement;
- Edits or produces reports, correspondence, presentations, power-point presentations, submissions, planning documents and various media and show-specific related documents;
- Assists in the production of partner agreements, and ensures they are linked to current financial or administrative systems employed by the CTC;
- Develops and organizes contracts and ensures compliance with all procurement and financial policies and procedures; and
- Enforces brand guidelines in all communications and materials developed.

Content and Strategic Support

- Supports the management of projects by others as directed by the Millennial Travel Program Manager, Global Communications and Programs, utilizing RACI/PAF project management guidelines for all major business unit projects;
- Supports Industry Relations for MTP;
- Plans, coordinates and implements programs, special projects and prepares reports as requested; and
- Develops and maintains communications links and an extensive network with other areas of the CTC, CTC senior management and industry partners to foster effective working relationships.

Media Programs and Media Relations

- Supports execution of media relations and public relations strategy supporting Millennial Travel Program;
- Supports relationship with industry, media and posts by supporting media inquiries;
- Coordinates activities and logistics as needed (permits, databanks, etc);
- Develops written content, creative material, and other assets needed to tell Canada's story;
- Participates in conferences and marketplaces; and
- Works with the social media team to engage on social channels.

C.4 KEY CONTRACTOR ATTRIBUTES

Knowledge

- Good knowledge of promotions, communications and media relations practices that will leverage Canada's destination stories;
- Good understanding of social media channels;
- Knowledge of the tourism industry as it relates to travel media would be an asset;
- Strong knowledge of project management and planning including financial and administrative management; and
- Understanding and application of a company's strategic principles for all plans and activities

Abilities, Skills and Competencies

- Outstanding communication skills, both verbal and written with an excellent ability to write well in a modern and dynamic style;
- Ability to deliver against strategy and measure success;
- Impact and influence on social media platforms;

- Manage multiple priorities and prioritize work to meet deadlines under time pressure;
- Strong interpersonal skills, ability to develop and retain relationships with stakeholders;
- Creativity, innovative, flexibility;
- Adaptability, resourcefulness, ability to work in an ambiguous environment; and
- Presentation skills, tools and techniques (e.g. slide presentations, social media campaigns, multi-media tools, trade fairs).

Experience

- Minimum of 4 years of experience in project management role (marketing related an asset);
- Experience in supporting and implementing strategic marketing and communications plans;
- Experience managing complex timelines;
- Experience in working in a partnership environment;
- Experience working with large-scale media networks would be an asset; and
- Experience in Canadian tourism industry would be an asset.

Education

University degree in Marketing, Communications, Public Relations, or another field directly related to the position, or an acceptable combination of education, training and experience.

Language

English is essential with French considered an asset.

Interpersonal Skills

The Contractor will be required to have excellent interpersonal skills with the ability to successfully build alliances with partners as interactions involve gaining the consensus/ agreement of others. Primary contacts include CTC employees, directors and managers, CTC in market team, partners, stakeholders, influencers, and advocates. Key interpersonal skills required include listening and communicating very effectively (orally and in writing), diplomacy and the ability to remain calm under pressure to coordinate timelines, tasks and deliverable schedules. Initiative balanced with consultation is a must.

C.5 DELIVERABLES

The project will be completed as required based on the direction provided by the Millennial Travel Program Manager and in collaboration with the Global Communication & Programs team. The maximum level of support anticipated is indicated in Schedule "F" – Pricing exclusive of any statutory holidays.

C.6 CONSTRAINTS

- All documents remain the property of CTC and by extension, the Government of Canada and Her Majesty the Queen.
- The Contractor must be available for work immediately upon contract award.

C.7 PHYSICAL, VISUAL AND AUDITORY DEMANDS

There are minimal physical, visual and auditory demands in this position. Physical activities may include operating a computer/mouse/calculator.

C.8 SCHEDULE

Requirements and deliverables will be as determined as required by Millennial Travel Program Manager and in collaboration with the Global Communication & Programs team.

C.9 CONFIDENTIALITY

No information will be released to anyone without prior written and informed consent of the CFO, CTC.

C.10 LOCATION

The Contractor will be required to perform the majority of the work on the CTC premises located at the following address:

Canadian Tourism Commission (Destination Canada)
Suite 800, 1045 Howe Street
Vancouver, BC V6Z 2A9

There may be a requirement for travel which will need to be approved by CTC and follow CTC's Guidelines for Travel, Hospitality, Conference and Events Expenditures Policy.

SECTION D – MANDATORY CRITERIA QUESTIONNAIRE

Full compliance with mandatory criteria is required in order for proposals to be further evaluated.

D.1 Mandatory Criteria

D.1.1 The proponent must have a minimum of four (4) years of extensive experience in a project management role (marketing related an asset but not mandatory). Are you able to comply with this requirement?

Yes

No

D.1.2 The proponent must provide an up-to-date resume. Are you able to comply with this requirement?

Yes

No

SECTION E – DESIRABLE CRITERIA QUESTIONNAIRE

Proponents should respond to the questions below clearly and concisely. If the proponent is attaching documents as part of their response to a specific question, the proponent should reference the attachments in their response.

E.1 Business / Technical Requirements

- E.1.1 Please provide detailed examples of your previous project management experience/roles in support of a significant marketing or media related initiative or initiatives.
- E.1.2 Describe your previous experience in supporting marketing and/or communication strategies and their implementation.
- E.1.3 Describe your experience working with media suppliers, agencies and other vendors.
- E.1.4 Please provide your experience in working with multiple partners at a given time. How did you manage relations, ensure effective communications and results?
- E.1.5 Provide examples of past successes related to marketing/communications campaigns, initiatives.
- E.1.6 Provide your understanding of Canada's tourism industry, its challenges and opportunities.

SECTION F – PRICING

Proponents should submit their pricing proposal in a separate file from the rest of their response. In the pricing submission, reference the NRFP# and name along with company information.

The CTC is constrained by a limited budget; therefore proponents are encouraged to present a best value for cost when submitting all pricing requests, while taking into consideration all of the requirements in this NRFP and as demonstrated through their response.

When evaluating proposed pricing, CTC may consider the total cost of ownership (TCO) associated with the product or service over its lifetime including, but not limited to, acquisition cost, staffing resources, training, installation, support, maintenance, transportation and logistics, operating costs, and disposal costs. This may also include transition, migration or integration costs which the CTC would be expected to pay. There should be no hidden costs which the CTC discovers at the end of the term.

CTC does not make a commitment or guarantee of any dollar value or volume of business for any proponent.

F.1 Proposed Pricing Detail

Marketing and Communications Project Contractor – Year + Name	Rate Per Hour	Maximum Level of Effort (in hours)	Extended
Year 1 April 1, 2016 March 31, 2017		2,032	
Year 2 April 1, 2017 to September 30, 2017		1,016	
Optional Extension			
October 1, 2017 to December 31, 2017		496	
Total Cost			\$

Maximum level of hours is an estimate based on the number days x ~8 hours per day. All prices should be quoted in **Canadian** dollars, excluding taxes.

F.2 Payment Discounts

CTC prefers a Net 30 payment term and may consider accelerating payment based on early payment discounts.

F.2.1 Indicate your payment terms, and explain any early payment discounts available to CTC.

F.3 Travel

All travel expenses will be paid for by CTC. They must be approved prior to any booking and must follow the CTC Guidelines for Travel, Hospitality, Conference and Event Policy.

Please Note: CTC will pay for hours worked when travelling but will not pay for time spent travelling or for your own time spent at the venue outside normal hours worked. It will be the responsibility of the contractor to accurately advise CTC of the hours worked.

SECTION G – PRESENTATION / DEMONSTRATION REQUIREMENTS

Intentionally Deleted

SECTION H – NRFP PROCESS AND TERMS

H.1 NRFP Process Schedule

The schedule for the proponent selection process is as follows:

Intent to Submit	Friday February 19, 2016, 14:00 hours PT
Deadline for Questions	Friday February 19, 2016, 14:00 hours PT
Closing Date and Time	Monday February 29, 2016, 14:00 hours PT
Notification: CTC will endeavour to notify all successful and unsuccessful proponents of its selection by approximately:	Monday March 7, 2016
Timeframe for Contract Negotiations	7-14 days following notification by CTC

Note: The schedule is subject to change at CTC's sole discretion.

H.2 Interpretation of the NRFP

If a proponent is in doubt as to the intended meaning of any part of this NRFP or finds errors, omissions, discrepancies or ambiguities, questions may be submitted and, if deemed necessary by CTC, an amendment to the NRFP may be issued.

It is the proponent's responsibility to understand all aspects of the NRFP requirements. Should any details necessary for a clear and comprehensive understanding be required, it is the proponent's responsibility to obtain clarification before submitting a proposal.

H.3 Inquiries and Communication

No individual other than the designated Contracting Authority identified on the NRFP cover is authorized by CTC to comment on any portion of this NRFP or the requirements described in this NRFP. CTC will not be bound by, and the proponent agrees not to rely upon, any information given or statements made by persons other than the designated CTC Contracting Authority.

Making inquiries to an unauthorized person or any attempt to influence the outcome of this process by contacting CTC employees (other than the Contracting Authority), the Board of Directors or government officials will result in immediate disqualification and may result in exclusion from future competitions.

H.4 Accuracy of Information

While the information set out, or referred to, in this NRFP has been prepared and included in good faith, CTC does not give any representation or warranty whatsoever that it is all-inclusive or that it is free of error. Some items may change at any time due to business circumstances.

H.5 Amendments

Information, instructions, modifications, and/or questions and answers may be incorporated by CTC in an amendment to the NRFP. If this NRFP was posted on the Government of Canada BuyandSell.gc.ca website ("BuyandSell"), CTC may post amendments to BuyandSell, provide to all proponents who received an invitation, or provide to all proponents who submitted an Intent to Submit a proposal.

It is the proponent's responsibility to regularly review BuyandSell for amendments to the NRFP that CTC in its discretion may post prior to Closing Time. Such amendments may contain important information, including significant changes to this NRFP. Proponents are responsible for

reviewing all amendments and confirm that all amendments issued have been read and included in the Proponent's response (see Appendix 3).

H.6 Modification and Withdrawal

Modifications to, or withdrawals of, a submitted NRFP will be accepted by the CTC by e-mail notice provided that such e-mail is received by CTC before the Closing Time. Modifications or additional information received after the Closing Time will not be accepted except upon invitation and request from the Contracting Authority.

H.7 Period of Validity

Proposals must remain open for acceptance for a period of not less than one hundred and twenty (120) days from the Closing Time.

H.8 Proposal Expenses

All costs, including travel, incurred by the proponent in the preparation of its proposal, participation in this NRFP, presentations, demonstrations, or the negotiation of any resulting contract, will be the sole responsibility of the proponent and will not be reimbursed by CTC, unless otherwise indicated. All such costs are taken at the sole risk of the proponent. By participating in this NRFP, the proponent agrees to absolve the CTC of any responsibility for the same.

H.9 Language

Proposals may be submitted in either French or English. The working language for the NRFP process and subsequent contract will be English.

H.10 Negotiations

The CTC reserves the right to negotiate contract scope and terms with the top-ranked proponent(s) whose expertise, experience, vision and reputation are judged to best serve the interests of the CTC, hereafter the "Preferred Proponent(s)". Proponents are cautioned not to assume that the lowest priced proposal will result in a contract award.

The CTC will enter into discussions and negotiations with the Preferred Proponent(s) to reach agreement on the final terms of the Agreement. Negotiations may include requests by CTC for supplementary information from the proponent to verify, clarify or supplement the information provided in its proposal or confirm the conclusions reached in the evaluation and may include requests by CTC for improved pricing from the proponent.

Consecutive Negotiations - The Preferred Proponent(s), as established under the evaluation, will be invited to enter into contract negotiations with CTC. CTC intends to conduct negotiations within the Timeframe for Contract Negotiations.

If, for any reason, CTC and the Preferred Proponent(s) fail to reach complete agreement within the Timeframe for Contract Negotiations, the CTC will be at liberty to terminate the discussions with the Preferred Proponent(s) and invite another suitably qualified proponent to enter into negotiations to reach agreement for the services. There will be no legally binding relationship created with any proponent prior to the execution of a written agreement.

H.11 Contract Award

If a contract is subsequently negotiated and awarded to a proponent as a result of this NRFP process, the contract;

- i. should be negotiated within the Timeframe for Contract Negotiations;
- ii. may include, but not be limited to, the general contract terms contained in Appendix 5; and

- iii. will commence upon signature by the duly authorized representatives of the CTC and the successful proponent.

H.12 Debriefing

Upon request, and at CTC's sole discretion, CTC will only provide a debriefing to proponents who met or exceeded the minimum Threshold or Shortlist. All requests must be in writing to the CTC Contracting Authority and should be made within thirty (30) days of notification of award. The intent of the debriefing information session is to aid the proponent in presenting a stronger proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process.

H.13 Material Circumstances

A material circumstance means any circumstance or relationship which may lead to an unfair advantage including but not limited to: being associated to or related to a CTC employee or Board member of CTC; having access to information not available to other proponents; communicating with any unauthorized person with respect to the NRFP process; engaging in any action which constrains or limits the ability of another proponent to submit a proposal for the goods or services herein; providing a gift or benefit to a CTC employee or Board member; or engaging in conduct that compromises or could be seen to compromise the integrity of the NRFP process (each a "Material Circumstance").

CTC may consider any Material Circumstance (as defined above) as disclosed in a proposal or otherwise, and CTC may eliminate a proposal from consideration on the ground that a Material Circumstance gives rise to a conflict of interest that CTC considers in its opinion would give rise to unfair advantage in the NRFP process, or would otherwise prejudice the integrity of the NRFP process.

H.14 Proponents Not to Promote Their Interest

Proponents must not make any public comment, respond to questions in a public forum or carry out any activities to publicly promote or advertise their interest in this opportunity.

H.15 Confidentiality

The CTC recognizes the proprietary nature of information that may be contained in response to this NRFP. Proponents must clearly mark and identify those areas of their proposals which contain confidential information. CTC will not use or disclose such confidential information, except for the purposes of evaluating the proposals submitted under this NRFP or as may be required by law, including but not limited to the *Access to Information Act* and the *Privacy Act*.

Proponents shall keep confidential all information received from the CTC and other information developed for the CTC in connection with this competition. Proponents shall not use CTC's confidential information except as required to develop a proposal and presentation in response to this NRFP.

Except as required by law, CTC will not disclose or publish the identity of proponents, nor reveal in any way the substantive information and financial terms contained in any proposal. Only the name of the Contractor will be revealed at the conclusion of the process and only after an agreement has been fully executed by the contracting parties.

H.16 Publicity

Proponents must not refer, expressly or by implication, to the CTC, or to this competition, in any advertising or other publicity release unless otherwise approved in advance and in writing by the Contracting Authority.

H.17 No Collusion

By submitting a proposal the proponent represents that its proposal has been prepared without collusion or fraud and in fair competition with proposals from other proponents.

H.18 Law

This NRFP process and any subsequent agreement will be governed by the laws of the Province of British Columbia and any dispute will be subject to the jurisdiction of the courts of British Columbia and all applicable federal laws.

H.19 Indemnities

The proponent shall be responsible for and shall indemnify CTC from all claims, loss and damages that relate to or arise out of errors, omissions or negligent acts of the proponent, its employees or agents associated with this NRFP process and all costs associated with those claims, loss and damages.

H.20 Rights of the Canadian Tourism Commission

In addition, CTC reserves the right, in its sole and absolute discretion, to:

- H.20.1 accept any proposal in whole or in part, with the exception of proposals that fail to comply with mandatory criteria, whether or not it is the lowest priced proposal and without prior negotiation;
- H.20.2 reject any, all or part of any proposal that:
 - i. is incomplete, obscure, irregular or unrealistic;
 - ii. fails to meet the objective of the NRFP;
 - iii. fails or omits any mandatory information; or
 - iv. is non-compliant with any requirement of this request;
- H.20.3 not accept any deviations from the stated terms and conditions;
- H.20.4 terminate the process at any time and/or re-issue this NRFP at any time;
- H.20.5 obtain information from the proponents to seek clarification or to verify any or all information provided by the proponent at any time throughout this NRFP process;
- H.20.6 contact references;
- H.20.7 enter into negotiations with any proponent who has submitted a compliant proposal, with the goal to establish an agreement acceptable to CTC;
- H.20.8 incorporate all, or any portion of the Statement of Work, the NRFP, and the successful proponent's proposal into a resulting contract document;
- H.20.9 to make an award in whole or in part, including the right to select and contract with more than one proponent to meet the requirements of the NRFP;
- H.20.10 not enter into any contract at all with any proponents responding to this NRFP.

SECTION I: LIST OF APENDICES

APPENDIX	FILE NAME
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1	Proponent Information and Acknowledgement Form
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2	Material Circumstances Disclosure
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3	Amendments
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4	Declaration of Sub-Contractors
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5	General Contract Terms
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APPENDIX 1: PROPONENT INFORMATION AND ACKNOWLEDGMENT FORM

1) PROPONENT INFORMATION

- a) Company Information - For identification and information purposes only, provide the following information about your company:

Complete legal company name and address:	
Primary business and length of time business established:	
Number of direct employees:	
Nature of company (i.e. sole proprietorship, corporation, partnership, joint venture):	
Primary contact for the NRFP (name, title, phone number and e-mail):	

- b) References - List three customers with similar requirements to those described in this NRFP who we may contact as references. For each reference include the name of the organization, key contact information (name, title, address, phone, e-mail), and a brief description of the service provided/performed. Proponent agrees that CTC may contact any of these references. It is requested that proponents refrain from using CTC as a reference in their proposal.

Reference #1:

Client Organization:	
Contact Person:	
Street Address:	
Telephone #:	
Email Address:	
Description of Services:	

Reference #2:

Client Organization:	
Contact Person:	
Street Address:	
Telephone #:	
Email Address:	
Description of Services:	

Reference #3:

Client Organization:	
Contact Person:	
Street Address:	
Telephone #:	
Email Address:	
Description of Services:	

2) PROPONENT ACKNOWLEDGEMENT

The proponent agrees that the information provided in their proposal is accurate and declares that he/she is a duly authorized signing authority with the capacity to commit his/her firm/company to the provisions contained herein. By signing below, the proponent specifically acknowledges that it has read, understood and agrees to the terms of this NRFP.

Executed this _____ day of _____, 2016

Authorized Signature:

Printed Name:

Title/Position:

Company Name:

City:

Address:

Phone Number:

Fax Number:

E-mail Address:

APPENDIX 2: MATERIAL CIRCUMSTANCES DISCLOSURE FORM

MATERIAL CIRCUMSTANCE:

CTC requires proponents to disclose all Material Circumstances (as defined in H.13) as an attachment to their proposal.

Check ONE:

No, there are no Material Circumstances to disclose; OR

Yes, there is/are one or more Material Circumstance(s) to disclose and a disclosure statement is attached.

APPENDIX 3: AMENDMENTS

Please confirm that any amendments to this NRFP issued have been read and included in proponent response. List the Amendments included in the response (if applicable).

Amendment No.:	Dated:	# of Pages:
Amendment No.:	Dated:	# of Pages:
Amendment No.:	Dated:	# of Pages:
Amendment No.:	Dated:	# of Pages:

APPENDIX 4: DECLARATION OF SUB-CONTRACTORS

The goods and or services in this proposal will be provided solely by the company named in Appendix 1 – Proponent Information and Acknowledgement.

Sub-contractors will be used to provide the goods and/ or services described in this proposal.

Companies called on as Sub-Contractors to collaborate in the execution of the proposed services.

Name:

Contact Person:

Title:

Phone Number:

Fax Number:

E-mail Address:

Address:

City:

Province:

Postal Code:

Description of services provided:

% of services the Sub-Contractor will be providing: _____%

APPENDIX 5: GENERAL CONTRACT TERMS

The following general terms may be required by the CTC in order to be awarded the Work under this NRFP. Specific language for each of these terms will be negotiated between the parties:

1. Non-exclusive contract;
2. Contract term as provided in the NRFP;
3. The Contractor will designate key personnel assigned to the CTC file who cannot be changed without the approval of the CTC;
4. Dedicated time commitments (full time equivalent basis) on a monthly or annual basis to CTC work, if applicable;
5. Service levels for typical work (e.g. commitments for timing from planning stages to campaign launch);
6. All intellectual property created by the Contractor will be the property of CTC. Contractor will certify that the intellectual property is delivered free from encumbrances and in compliance with all applicable laws;
7. Contractor will undertake to ensure that all campaigns and other activities conducted on behalf of the CTC in the Contractor's market are done in compliance with applicable laws;
8. Contractor, including their sub-contractors, indemnifies the CTC for any breach of the contract, in particular claims relating to breach of privacy, third party intellectual property claims, compliance with laws, etc.;
9. Contractor to maintain the appropriate insurance;
10. Fees to be paid on the basis of work delivered;
11. All expenses incurred by the Contractor to be passed through to the CTC without markup, including media placements;
12. Confidentiality clauses to be included;
13. CTC shall be entitled to terminate for convenience upon 60 days written notice and upon payment for any work completed or committed to the date of termination. If CTC terminates the contract or a particular work order for breach, then CTC is not required to pay for the work;
14. CTC approval required prior to Contractor sub-contracting all or part of the work or assigning the contract;
15. Contract to be governed by British Columbia law; and
16. Dispute resolution: senior management intervention followed by binding arbitration to be held in Vancouver, BC in accordance with the rules of the British Columbia International Commercial Arbitration Centre.