



Request for Information
For
Records and Information Management Services

Request for Information No.: **DC-2016-PA-05**

Issued: **Monday September 26, 2016**

Submission Deadline: **Wednesday October 19, 2016**

1. Introduction

This Request for Information (“RFI”) is issued by the Canadian Tourism Commission, doing business as Destination Canada (the “CTC”), for the purposes of gathering information about the marketplace in order to assist in the determination of future purchasing options or requirements. Respondents are asked to respond to the CTC and provide the information requested below.

The CTC 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.

For further information, please visit: www.destinationcanada.com

2. RFI Timetable

Issue Date of RFI	Monday September 26, 2016
Deadline for Questions	Monday October 03, 2016
Deadline for Addenda	Wednesday October 12, 2016
Submission Deadline	Wednesday October 19, 2016

The RFI timetable is tentative. It may be changed by the CTC at any time, and the CTC may choose to waive or extend the Deadline for Questions, Deadline for Addenda and/or the Submission Deadline.

3. Background

Destination Canada (DC) seeking Records and Information Management (RIM) Services to exercise industry best practices and ensure its full compliance with records and information management legal requirements.

4. Information Requested

Please see:

- appendix B for Purpose and Requirements
- appendix C for Fee Structure

5. Submission Instructions

Respondents are asked to submit their information and signed Respondent Submission Form by **Wednesday October 19, 2016** to the following address and to the attention of the following RFI Contact:

Peyman Azar, SCMP
Procurement Advisor
procurement@destinationcanada.com

Submissions are to be in PDF format and the email subject line should reference the RFI title and number (see RFI cover). Electronic submissions must not exceed 8 MB including email signature. Respondents should divide their responses into appropriate sized (smaller than 8 MB) numbered files. In the email the respondent should provide the details of each attachment and how many emails they will send.

Submissions should include a completed and signed Respondent Submission Form (Appendix A) that acknowledges, among other things, that this RFI and any respondent submissions will not create a legal relationship or obligation regarding the procurement of any good or service.

Respondents should direct any questions on this RFI process to the RFI Contact identified above.

APPENDIX A – RESPONDENT SUBMISSION FORM

1. Respondent Information

Please fill out the following form, naming one person to be the respondent's contact for the RFI process and for any clarifications or communication that might be necessary.	
Full Legal Name of Respondent:	
Any Other Relevant Name under which Respondent Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Fax Number:	
Company Website (if any):	
Respondent Contact Name and Title:	
Respondent Contact Phone:	
Respondent Contact Fax:	
Respondent Contact Email:	

2. Terms of Reference

In responding to this RFI, the respondent acknowledges its acceptance of the following RFI Terms of Reference:

a. Request for Information Not a Formal Competitive Bidding Process

This RFI is issued for information-gathering purposes and is not intended to be a formal legally binding "Contract A" bidding process. Without limiting the generality of the foregoing, this RFI will not necessarily result in any subsequent negotiations, direct contract award, invitational tendering process or open tendering process, and does not constitute a commitment by the CTC to procure any goods or services.

b. RFI Not to Limit the CTC's Pre-existing Rights

This RFI will not limit any of the CTC's pre-existing rights. Without limiting the generality of the foregoing, the CTC expressly reserves the right, at its discretion, to:

- (i) seek subsequent information or initiate discussions with any potential supplier, including potentials suppliers that did not respond to this RFI;
- (ii) initiate direct negotiations for the procurement of any good or service with any potential

supplier or suppliers, regardless of whether the potential supplier or suppliers responded to this RFI;

- (iii) contact a limited number of potential suppliers, which may include only those that responded to this RFI or may include potential suppliers that did not respond to this RFI, for the purpose of a competitive process for the procurement of any good or service;
- (iv) elect to proceed by way of open tender call where all potential respondents, including those that did not respond to this RFI, are eligible to compete for the award of a contract for the supply of any good or service; and
- (v) elect not to procure the good or service that is the subject of this RFI.

These expressly reserved rights are in addition to any and all other rights of the CTC that existed prior to the issuance of this RFI.

c. Pricing Information for General Information Purposes Only

Any pricing information provided by respondents is for general information purposes and is not intended to be binding on respondents. Any legally binding pricing or purchasing commitments will be established only where specified by the express terms of a subsequent tender call process or where established through the execution of a written agreement.

d. Information in RFI Only an Estimate

The CTC and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in the RFI or issued by way of addenda. Any quantities shown or data contained in this RFI, or provided by way of addenda, are estimates provided only as general background information.

e. Parties to Bear Their Own Costs

The CTC will not be liable for any expenses incurred by a respondent, including the expenses associated with the cost of preparing responses to this RFI. The parties will bear their own costs associated with or incurred through this RFI process, including any costs arising out of, or incurred in, (i) the preparation and issuance of this RFI; (ii) the preparation and making of a submission; or (iii) any other activities related to this RFI process.

f. Accuracy of Responses

The respondent acknowledges that the information provided is, to the best of its knowledge, complete and accurate.

g. Submissions Will Not Be Returned

Except where set out to the contrary in this RFI or expressly requested in the respondent's submission, the submission and any accompanying documentation provided by a respondent will not be returned.

h. Confidential Information of the CTC

All information provided by or obtained from the CTC in any form in connection with this RFI

either before or after the issuance of this RFI (i) is the sole property of the CTC and must be treated as confidential; (ii) is not to be used for any purpose other than replying to this RFI; (iii) must not be disclosed without prior written authorization from the CTC; and (iv) must be returned by the respondent to the CTC immediately upon the request of the CTC.

The respondent may not at any time directly or indirectly communicate with the media in relation to this RFI without first obtaining the written permission of the CTC.

i. Confidential Information of Respondent

Respondents are advised that the CTC is governed by the Federal *Access to Information Act* and *Privacy Act* and information submitted to the CTC in response to this RFQ may be subject to disclosure. Respondents should not include information in their submission that is proprietary or confidential and the respondent hereby acknowledges that any information provided in this submission, even if it is identified as being supplied in confidence, may be disclosed by the CTC. Respondents are advised that their submissions will, as necessary, be disclosed, on a confidential basis, to advisers retained by the CTC to advise or assist with the RFI process, including the review of submissions. Respondents are further advised that the CTC may make public the names of any or all respondents.

j. Governing Law

This RFI process will be governed by and construed in accordance with the laws of the province of British Columbia and the federal laws of Canada applicable therein.

Signature of Witness

Signature of Respondent Representative

Name of Witness

Name of Respondent Representative

Title of Respondent Representative

Date

APPENDIX B – PURPOSE AND REQUIREMENTS

Destination Canada (DC) seeking Records and Information Management (RIM) Services for the followings:

- Help define Destination Canada's Records Management and Information Management obligations to the Library Archives Canada (LAC) act or other compulsory practices.
- Review Destination Canada's current RIM policy and practices and identify gaps as it related to LAC act or other compulsory and industry best practices.
- Make recommendations and create a road map (project plan) on how gaps with LAC act can be addressed to achieve state of compliance. Recommendations should include Statement of Work and cost estimate in order to seek senior management approval.
- Make recommendations on how Destination Canada can best achieve RIM compliance on an ongoing basis as well as operational efficiency.
- Assist Destination Canada with any future RIM competitive bid solicitation as result of recommendation which includes but not limited to providing input into scope creation, Statement of Work and evaluation.

Requirements:

- Having accreditation as a Certified Records Manager (CRM), Information Governance Professional (IGP), Certified Information Professional (CIP), or other RIM certification, would be considered an asset.
- Must have minimum 5 years Records and Information Management experience with a federal government entity (departmental level or Crown Corporation). Experience must be recent (within the past 2 years).
- Must have strong knowledge of Library Archives Canada act as it relates to Federal government institutions.
- Must be up to date with the latest Library Archives Canada act and other Library Archives Canada requirements including Multi-Institutional Disposition Authorization (MIDA).
- Must be familiar with commonly used Records and Information Management and document technologies to make recommendation of their usage and benefits if required.
- Project management experience.
- Change management experience.

Additional Requirements:

- Provide 2-3 references for similar project.
- Provide a brief resume/profile of resource(s).
- Travel and onsite presence might be required to meet with internal stakeholders and discuss RIM practices and requirement (Information gathering).

APPENDIX C – FEE STRUCTURE

Please provide your fees using the following format:

Resource Name	Service Description	Hourly Rate \$ CAD *	Estimated Hours

* Hourly rate to be inclusive of all charges and exclusive taxes and travel costs.