



Canadian Tourism
Commission

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Negotiated Request for Proposal

Name of Competition:	Multilingual Translation Services (corporate)
Competition Number:	DC-2016-PH-03
Closing Date and Time:	November 4, 2016, 14:00 Pacific Time (PT)
Contracting Authority:	Philippa Horton Procurement Manager t 604-638-8343 procurement@destinationcanada.com

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SECTION A – INTRODUCTION

The Canadian Tourism Commission, doing business as Destination Canada ("DC"), is Canada's national tourism marketing organization. A federal Crown corporation, DC 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, DC works with the tourism sector to maintain our competitiveness and position Canada as a destination where travelers can create extraordinary personal experiences.

DC's approach focuses on those global markets where Canada's tourism brand leads and yields the highest return on investment. DC 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 translation services from any of the following languages:

- English
- French (Canada and France)
- Korean
- Japanese
- Spanish (Mexico)
- Portuguese (Brazil)
- German
- Chinese (simplified text).

DC requires translation services for a range of documentation, including but not limited to:

- promotional materials, including online and print advertising
- marketing materials
- media stories
- website copy
- corporate documents, such as research and guidelines

See Statement of Work (Section C) for detailed requirements.

It is DC's intent to enter into an agreement with the proponent who can best serve the interests of DC. At the final outcome of the NRFP process, the successful proponent ("Contractor") may be required to collaborate with DC's other service providers and partners to ensure that public relations and communications services are consistent with DC'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 DC. Instead, the process is intended to enable DC to learn what proponents can offer by way of goods or services in response to DC's Statement of Work. Depending on the number and variety of responses, DC will subsequently negotiate with those proposals that best serve its needs, as determined by DC.

By submitting a proposal, a proponent agrees to this negotiated process and agrees that they will not bring a claim against DC 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 DC to enter into any agreement. The intent of this NRFP is to identify those vendors capable of meeting DC's requirements and with whom a final agreement may be negotiated.

A.2 Contract Term

DC anticipates entering into negotiations with the successful proponent(s) for up to a three (3) year period, with an option to extend on an annual basis by DC for a total period not to exceed another two (2) years, at DC's sole discretion. DC 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 DC 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. DC's evaluation committee may be comprised of DC employees and consultants to DC 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 DC 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 DC.

B.2.1 Desirable Criteria Questionnaire (Section E) 25%

Proposals will be evaluated based on meeting the above desirable criteria. Proposals that achieve a score of 60% of 25% or higher (the "Threshold") will be evaluated further based upon, but not limited to Proposed Pricing and completion of a test.

B.2.2 Proposed Pricing (Section F) 35%

Following evaluation of Proposed Pricing, DC may limit further evaluation to a limited number of the top ranked proposals up to a maximum of the three (3) top ranked proposals (the "Shortlist"). Only those proposals on the Shortlist will be further evaluated through a test.

B.2.3	Test (Section G)	40%
	TOTAL	100%
B.2.4	Negotiations	

DC intends to conduct concurrent negotiations, as defined in Section H.10 Negotiations, with a limited number of the top ranked proponent(s) up to a maximum of the three (3) highest scored proposal(s).

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, Friday November 4, 2016.**

Any proposal received after the Closing Time may not be reviewed by DC. 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 DC. The time stamp of DC’s email system shall be the official time for receipt of the proposal.

B.3.2 Questions

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

If DC, 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 DC explaining why it should not be included with the posted anonymous questions and answers. If DC concurs with the request, the question will be answered in confidence and will not be posted. If DC 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.3.3 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, Wednesday October 19, 2016. Please Note: The Intent to Submit is not a mandatory requirement and therefore does not prevent a proponent from submitting by the required closing date and time.

B.3.4 Instructions

All submissions, intentions, and questions are to be e-mailed to procurement@destinationcanada.com and should reference “**NRFP DC-2016-PH-03**”

Multilingual Translation Services (corporate) - 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 DC’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 DC 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 DC and references to any material, information or presentations not included in your proposal response will not be considered. No assumptions should be made that DC has any previous knowledge of the proponents’ qualifications other than that supplied pursuant to this NRFP.

B.5 Contractor Performance Management

DC 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 DC may be considered as an unqualified proponent and their proposal may be rejected. DC reserves the right to exercise this option as is deems proper and/or necessary.

SECTION C – STATEMENT OF WORK

C.1 Background

As a national tourism organization, DC promotes Canada as a desirable destination and supports the Canadian tourism sector. A federal Crown corporation of the Government of Canada, DC's mandate is to work with the Canadian tourism industry and provincial and territorial governments to promote Canada as a premier tourist destination, grow tourism export revenue for Canada, grow tax revenue, support the creation of jobs and increase the global competitiveness of Canada's travel and tourism sector.

To do so, DC promotes Canada's extraordinary experiences in 12 markets:

- Canada (French and English)
- The United States of America
- United Kingdom
- Australia
- India
- France
- Germany
- Brazil
- Mexico
- Japan
- South Korea
- China

To support DC in its work in these 12 markets, there is a requirement for translation services that cover all destination market languages.

C.2 Overview

DC requires the services of a global translation service provider who can assist DC in translating various documents required to service the various international markets in which DC operates.

These materials include, but are not limited to:

- promotional materials, including online and print advertising
- marketing materials
- media stories
- website copy
- corporate documents, such as research and guidelines

Legal documents, such as contest terms and conditions and website privacy policies, are also subject to translation.

C.3 Scope of Work

The Contractor(s) will be required to perform the following services on an as required basis, based solely on DC's discretion:

- a. To translate, localize, edit, and proof-read DC's publications to / from any of the following languages:
 - English (US, Canada, Australia, India and UK)
 - French (Canada and France)
 - Korean
 - Japanese
 - Spanish (Mexico)

- Portuguese (Brazil)
- German
- Chinese (simplified text).

C.4 Approach and Methodology

- a. When DC requests the Contractor to translate text, DC will send the Contractor files in certain formats as defined in Appendix 6
- b. The Contractor will translate the text embedded in the file and send back the file with the translated text in the file format provided and requested by DC.
- c. In some instances, the space allocated for copy may require adjustment when the text is translated based on word or character count. The Contractor is required to provide translations respecting such space limitations when specified.

C.5 Performance Standards and Quality Measurement

- a. The Contractor must be capable of providing the required services in the following languages:
 - English(US, Canada, Australia, India and UK)
 - French (Canada and France)
 - Korean
 - Japanese
 - Spanish (Mexico)
 - Portuguese (Brazil)
 - German
 - Chinese (simplified text).
- b. The Contractor shall deliver those services as described above with staff that are native speakers, residing and working in the markets that the DC targets.
- c. DC expects the Contractor to:
 - utilize translation memory system to reduce the cost of translation services; and
 - utilize a workflow / project management system to allow DC to submit, track and monitor the progress and discussions of its requested services electronically.
- d. As part of project management services, the Contractor will study the materials provided by DC and clarify all technical queries for each job, such as target audience, technical content, required style, etc.

C.6 Deliverables and Schedule

The scope of each task and deadline for completion will be mutually agreed upon in advance. However, the following standards must be adhered to:

- a. The Contractor must be capable of providing services 24/7.
- b. The Contractor must be able to provide a 2 hours response time acknowledging receipt of request.
- c. The Contractor must be able to provide DC with a dedicated account manager.

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 Contractor must be capable of providing the required services in the following languages:

- English
- French (Canada and France)
- Korean
- Japanese
- Spanish (Mexico)
- Portuguese (Brazil)
- German
- Chinese (simplified text).

Are you able to comply with this requirement?

Yes No

D.1.2 The Contractor shall deliver those services as described above with staff that are native speakers, residing and working in the markets that DC targets.

Are you able to comply with this requirement?

Yes No

D.1.3 The Contractor shall use a translation memory system to reduce the cost of translation services.

Are you able to comply with this requirement?

Yes No

D.1.4 The Contractor shall use a workflow / project management system to allow DC to submit, track and monitor the progress and discussions of its requested services electronically

Are you able to comply with this requirement?

Yes No

D.1.5 The Contractor has the ability to provide translations that respect space limitations (i.e. the copy requires adjustment when the text is translated based on a specific word or character count.)

Are you able to comply with this requirement?

Yes No

D.1.6 The Contractor has the ability to provide back the file with the translated text in the file format provided and requested by DC.

Are you able to comply with this requirement?

Yes No

D.1.6 The Contractor is a legally incorporated firm and an established business operating for at least 5 years;

Are you able to comply with this requirement?

Yes No

D.1.7 The Contractor must be capable of providing services 24/7.

Are you able to comply with this requirement?

Yes No

D.1.8 The Contractor must be able to provide a 2 hours response time acknowledging receipt of request.

Are you able to comply with this requirement?

Yes No

D.1.9 The Contractor must be able to provide DC with a dedicated account manager.

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. **Responses should be limited to one page, Arial 12 font.**

E.1 Business / Technical Requirements

E.1.1

Please provide brief history of your company and also include an overview of how your firm meets the Mandatory Requirements, described as:

- *Demonstrated ability and in-market resources to provide localization, translation and editing services in the following languages: English, French (Canada and France), Korean, Japanese, Spanish (Brazil & Mexico), Portuguese, German; and Chinese (simplified text).*

Response:

E.1.2

Please identify your account management process and the specific account manager of your firm who will handle DC's account to perform the services. Provide a summary, no greater than one (1) page in length, which describes the process and support offered as well as the relevant experience, education, credentials, and areas of expertise of our dedicated account manager.

Response:

E.1.3

Provide a comprehensive list and description of services, in each market, offered by the Proponent and years of experience in each. Provide a list of Key Personnel in each market, along with their assignments and responsibilities, along with a brief overview of how the Proponent intends to execute the services outlined in the Statement of Work.

Response:

E.1.4

DC needs to ensure the accuracy, validity, and general quality of your firm's translation services. Please describe what warranty your firm can provide to DC relating to your translation services and describe in which cases you would redo the work or give discounts in cases where DC isn't satisfied with quality.

Response:

E.1.5

Please describe your electronic workflow process and identify your quality control procedures in ensuring all goods and services are delivered to DC's standard. In doing so, please highlight the tools used for:

- *Service requests*
- *Communication of requirement*
- *Translation*
- *Translation memory*
- *Content management*

- *Version control*

Response:

E.1.6

Please describe your turnaround time for standard translation services.

Response:

E.1.7

Please describe how your firm defines 'rush requests' or 'emergency services' and describe how you will handle all rush work requests to ensure goods and services are delivered as per the DC's requirements.

Response:

E.1.8

Please include an additional narrative that presents a strong case for why DC should engage your firm. In this section, the Proponent may include any additional information that, together with the foregoing comments and information, it believes to be essential in creating a thorough understanding of its suitability to perform the requested services.

Response:

Please note there will be a test to follow for all shortlisted proponents.

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.

DC 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, DC 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 DC would be expected to pay. There should be no hidden costs which DC discovers at the end of the term.

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

F.1 Proposed Pricing Detail

Regular Service

Regular Service is a service where an applicable time frame is given for completion and delivery of translation to DC.

Language	Rate (\$CAD)	Hourly rate (\$CAD)
English-to-Korean, Korean-to-English	\$__per word	\$__ per hour
English to French, French-to-English (Canada & France)	\$__per word	\$__ per hour
English-to-Spanish, Spanish-to-English (Mexico)	\$__per word	\$__ per hour
English-to-German, German-to-English	\$__per word	\$__ per hour
English-to-Portuguese, Portugese-to-English (Brazil)	\$__per word	\$__ per hour
English-to-Japanese, Japanese-to-English	\$__per word	\$__ per hour
English-to-Simplified Chinese, Simplified Chinese-to-English.	\$__per word	\$__ per hour

F.1.1 *Please describe how your regular pricing structure may vary with the use of translation memory.*

Response:

F.2 Emergency Service

An Emergency Service is to be provided in response to DC's urgent request that require completion and delivery of translation within a timeframe of 24 hours, or less, from when the request is submitted.

Language	Rate (\$CAD)	Hourly rate (\$CAD)
English-to-Korean, Korean-to-English	\$__per word	\$__ per hour
English to French, French-to-English (Canada & France)	\$__per word	\$__ per hour
English-to-Spanish, Spanish-to-English (Mexico)	\$__per word	\$__ per hour
English-to-German, German-to-English	\$__per word	\$__ per hour
English-to-Portuguese, Portuguese-to-English (Brazil)	\$__per word	\$__ per hour
English-to-Japanese, Japanese-to-English	\$__per word	\$__ per hour
English-to-Simplified Chinese, Simplified Chinese-to-English.	\$__per word	\$__ per hour

F.2.1 *Please describe how your emergency pricing structure may vary with the use of translation memory.*
Response:

F.3 Other Costs

Item	Rate (\$CAD)

F.3.1 *Is your firm willing to provide any financial incentive should DC elect to award all work under this contract to your firm? If yes, please describe your offer*
Response:

Response:
 Yes, the financial incentive is: _____

All prices should be quoted in **Canadian** dollars, excluding taxes.



F.4 Payment Discounts

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

F.4.1 Indicate your payment terms, and explain any early payment discounts available to DC.

SECTION G – TEST REQUIREMENTS

G.1 Test Requirements

DC will require proponents, who have made the Shortlist, to complete a written test where proponents will be expected to demonstrate the following:

To translate, localize, edit, and proof-read DC documents to / from any of the following languages:

- English (US, Canada, Australia, India and UK)
- French (Canada and France)
- Korean
- Japanese
- Spanish (Mexico)
- Portuguese (Brazil)
- German
- Chinese (simplified text).

Proponents will be notified and given instructions four business days before the deadline response date.

All costs associated with the test will be the responsibility of the proponent.

SECTION H – NRFP PROCESS AND TERMS

H.1 NRFP Process Schedule

The schedule for the proponent selection process is as follows:

Intent to Submit (*)	Wednesday October 19, 2016, 14:00 hours PT
Deadline for Questions	Wednesday October 19, 2016, 14:00 hours PT
Closing Date and Time	Friday November 4, 2016, 14:00 hours PT
Tests for Shortlisted proponents	~week of November 21, 2016
Notification: DC will endeavour to notify all successful and unsuccessful proponents of its selection by approximately:	~week of November 28, 2016
Timeframe for Negotiations	10 days following notification by DC

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

(*) Please note the intent to submit is not a disqualifying criteria. If you miss the above date, you can still submit your proposal within the closing date.

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 DC, 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 DC to comment on any portion of this NRFP or the requirements described in this NRFP. DC 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 DC Contracting Authority.

Making inquiries to an unauthorized person or any attempt to influence the outcome of this process by contacting DC 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, DC 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 DC in an amendment to the NRFP. If this NRFP was posted on the Government of Canada BuyandSell.gc.ca website ("BuyandSell"), DC 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 www.buyandsell.gc.ca for amendments to the NRFP that DC 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 DC by e-mail notice provided that such e-mail is received by DC 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, test, or the negotiation of any resulting contract, will be the sole responsibility of the proponent and will not be reimbursed by DC, 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 DC 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

DC 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 DC, hereafter the "Preferred Proponent(s)". Proponents are cautioned not to assume that the lowest priced proposal will result in a contract award.

DC 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 DC 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 DC for improved pricing from the proponent.

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

At any point in the Timeframe for Concurrent Negotiations, DC may elect to unilaterally terminate one or more negotiation(s). Final selection of one or more Preferred Proponents will be determined following DC's receipt of best and final offers (BAFO). Final selection will be based upon best overall value to DC. 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 DC and the successful proponent.

H.12 Debriefing

Upon request, and at DC's sole discretion, DC will only provide a debriefing to proponents who met or exceeded the minimum Threshold or Shortlist. All requests must be in writing to DC 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 DC employee or Board member of DC; 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 DC 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").

DC may consider any Material Circumstance (as defined above) as disclosed in a proposal or otherwise, and DC may eliminate a proposal from consideration on the ground that a Material Circumstance gives rise to a conflict of interest that DC 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

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

Except as required by law, DC 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 DC, 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 DC 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 Destination Canada

In addition, DC 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 DC;
- 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 APPENDICES

APPENDIX	FILE NAME
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1	Proponent Information and Acknowledgement Form
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2	Material Circumstances Disclosure Form
---	--

3	Amendments
---	------------

4	Declaration of Sub-Contractors
---	--------------------------------

5	General Contract Terms
---	------------------------

6	Software and File Formats
---	---------------------------

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 DC may contact any of these references. It is requested that proponents refrain from using DC 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:

DC 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

If applicable, the proponent should submit a list of sub-contractors it intends to use in providing the services described in this NRFP by completing the Declaration of Sub-Contractors, for approval by DC. DC reserves the right to withhold approval of such sub-contractors.

The proponent is responsible for supervising and coordinating all projects and/or services that they may delegate to the sub-contractors to ensure the services are provided to DC in a seamless manner.

Indicate the quality control measures and contract resolution processes you have in place for 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 DC 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 DC file who cannot be changed without the approval of DC;
4. Dedicated time commitments (full time equivalent basis) on a monthly or annual basis to DC 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 DC. 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 DC in the Contractor's market are done in compliance with applicable laws;
8. Contractor, including their sub-contractors, indemnifies DC 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 DC without markup, including media placements;
12. Confidentiality clauses to be included;
13. DC shall be entitled to terminate for convenience upon 30 days written notice and upon payment for any work completed or committed to the date of termination. If DC terminates the contract or a particular work order for breach, then DC is not required to pay for the work;
14. DC 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.

APPENDIX 6: SOFTWARE AND FILE FORMATS

- Adobe Creative Suite (CS) (including InDesign, Illustrator, Photoshop)
- Microsoft Word, Excel and PowerPoint
- Adobe Acrobat Pro
- Video subtitles (no preference)
- XML
- CMS for websites
- SharePoint
- Drupal
- Wordpress
- Other proprietary systems