



Canadian Tourism
Commission

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Negotiated Request for Proposal

Name of Competition:	HR Applicant Tracking System
Competition Number:	DC-2016-JW-04
Closing Date and Time:	January 20, 2017, 14:00 Pacific Time (PT)
Contracting Authority:	Jaymee Wurm Procurement Advisor 604-638-8330 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 a HR Applicant Tracking System. 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 selected 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) 35%

Proposals will be evaluated based on meeting the above desirable criteria. Proposals that achieve a score of 60% of 35% or higher (the “Threshold”) will be evaluated further based upon, but not limited to Proposed Pricing, and Presentations/Demonstrations.

B.2.2 Proposed Pricing (Section F) 40%

Following evaluation of Proposed Pricing, DC may limit further evaluation to a limited number of the top ranked proposals (the “Shortlist”). Only those proposals on the Shortlist will be further evaluated based upon Presentations/Demonstrations.

B.2.3 Presentations/Demonstrations (Section G) 25%

TOTAL 100%

B.2.4 Negotiations

DC 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, January 20, 2017**.

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, January 4, 2017. 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, January 4, 2017. 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-JW-04, HR Applicant Tracking System - 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
- 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

It was identified during a corporate efficiency audit conducted by an external auditor that DC Human Resources (“HR”) should consider the development of standardized tools and templates to support process efficiencies. DC has responded to this recommendation by exploring the possibility of improving and streamlining recruitment processes with the implementation of an HR Applicant Tracking System (“ATS”).

The current staffing and recruitment process is based on manual tracking of applicants following public posting (advertising) of employment opportunities, see the attached work flow diagram. Applications are received in a centralized Microsoft Outlook HR mailbox. The HR team members screen and sort all applications and resumes individually. This current process is highly labour intensive.

C.2 Objective

The objective of implementing an ATS product is to eliminate manual processes. The time saved from the ATS efficiencies could be better spent on sourcing qualified candidates, improving the applicant experience, and enhancing DC’s employee onboarding experience.

DC requires an ATS platform that is easy to use and maintain, customizable, and has added functionalities that will lead us to achieve future efficiencies in other areas of the DC recruitment process. Currently, DC uses different platforms and providers for the human resource information system (“HRIS”) and leave management system. DC is also interested in other HR products for potential future efficiencies.

C.3 Scope of Work

The Contractor will provide to DC a cloud-based ATS that:

- Ensures effective workflow by using one integrated system for every step of the recruitment process;
- Ensures efficient posting and management of internal and external job advertisements;
- Ensures efficient collection, screening, and management of applications;
- Accesses information quickly and reports on recruitment metrics;
- Tracks Employment Equity data as per Canadian Employment Equity Act enacted in 1995, and must remain up to date with any revisions;
- Has the capability to manage relationships with applicants (including correspondence); and
- Reduces time to hire and administrative efforts by reducing data entry such as electronic resume distribution to hiring managers.

The key deliverables for the ATS are to supply an ATS that is user-friendly, for both end users and job applicants, and can be customized to support the complexity of the DC recruitment work flow. The Contractor must provide guidance during implementation and deliver training for DC end users once the implementation is complete. The Contractor is also responsible for providing maintenance and having customer support available for DC.

3.1 Security Requirements

As a federal crown corporation, DC requires that the Contractor must comply with the following requirements:

- The ATS must meet or exceed Canada's privacy and data security requirements;
- The ATS databases, both primary and backups, must be physically located in Canada; The Contractor must provide the address/coordinates where such databases are held within ten days of contract award to the Project Authority;
- The ATS data centre must be regularly audited by an independent auditor and the Contractor must be able to provide an annual SAS70 or equivalent report to DC; and
- The ATS is accessible only through a secured internet network.

3.2 Technical Requirements

The ATS must include the following technical specifications:

- Accessibility via the internet;
- Provide ATS access to 6 users/recruiters. HR recruiters provide services to several client portfolios and different staffing teams require access to the ATS to provide those services to the clients;
- Provide 3 administrator licenses with full ATS access. The administrator provides the day to day maintenance and support while ensuring overall data quality control of every step of the recruitment process (applications, job templates, correspondences, screening questions, reports, etc.);
- Provide recruiters, hiring managers, and collaborators with unlimited access to their own jobs within the application to obtain maximum efficiency of the recruitment process. Hiring managers are required to have electronic access to resumes of their staffing process for screening purposes to avoid unnecessary printing of resumes;
- Allow recruiters and administrators, without Contractor intervention, to create, retrieve, edit, copy, delete, and save standard and custom fields and templates, job ads, screening questions, applicant correspondence, and reports, and to purge old data. This functionality will allow for a just-in-time and an interactive system to materialize to ensure efficiency of the staffing process;
- Allow recruiters and administrators to run standard and custom recruitment reports;
- Allow administrators to create, edit, and delete users' accounts and provide or remove access rights to users;
- Have electronic application forms hosted on the cloud for selection and modification by DC;
- Process applications submitted by applicants online according to the criteria specified by the HR recruiters: Once an applicant completes an online application, the responses are processed, the date and time of completion posted, and a report is made available to the HR recruiter;
- Allow multiple DC members access at the same time;
- Provide recruiters, hiring managers, and collaborators with unlimited access to their posted or owned jobs within the application to obtain maximum efficiency of the recruitment process;
- The capability to generate unique job requisition numbers automatically;
- Track posted jobs, including the number of applicants;
- Have 24/7 availability; and
- Be backed up on a regular basis

The ATS should ideally:

- Have the capability to create, save, and edit, customized application forms based on a competency profile for each job vacancy;
- Have the capability to specify the weight of rated applicant criteria;

- Have the capability to post links to the direct job postings developed on the DC website rather than being directed to the careers main page; and
- Provide authorized DC staff with access to a usage tracking view for planning and audit purposes.

From a DC user perspective, the ATS:

- Must be compatible with and accessible by Internet Explorer and should be compatible with and accessible by Safari;
- Should be accessible by commonly-used web browsers including but not limited to Google Chrome, Edge, and Firefox;
- Should integrate with DC's corporate website, in which the command to post, revise, or delete a job in the ATS should update automatically;
- Should integrate with LinkedIn, in which the command to post, revise, or delete a job in the ATS can flow through to LinkedIn;
- Must accept document uploads in Microsoft Word and Adobe PDF format;
- Must have the capability to parse resumes uploaded to the system in Microsoft Word and Adobe PDF format; and
- Should have full bilingual (English and French) functionality for DC administrators, recruiters, hiring managers.

From an applicant perspective, the ATS:

- Should be compatible with and accessible by commonly-used web browsers including but not limited to Internet Explorer, Google Chrome, and Edge;
- Must be compatible with Apple technology and accessible by Safari;
- Must provide applicants the option to use LinkedIn to create an account or sign-in and should allow applicants to use other social media account(s) (i.e. Gmail, Google+, Facebook, Twitter) to sign in;
- Must be fully bilingual in English and French, allowing applicants to navigate through the application in the language of their preference;
- Should provide the option to parse information from social media accounts into the DC online application form (i.e. name, contact info, work history);
- Should provide applicants with the capability to access, modify, and delete their application at any stage up until the closing time for the job posting;
- Must be responsively designed (mobile friendly) allowing applicants to access DC's careers page and view and apply for jobs;
- Must integrate with DC's corporate branding and provide a DC-branded interface throughout the application process; and
- Must provide capability to self-declare on a voluntary basis as a member of an employment equity designated group for reporting requirements as per the Canadian Employment Equity Act.

3.3 Functionality Requirements

The ATS must have the following functionality criteria:

- The capability to download ATS data in its entirety in an editable format (i.e. Microsoft Word or Excel);
- Job creation allowing requisitions to be created, reviewed, and approved electronically;
- Time stamps enabling DC to track the submission and/or date and time of most recent update and date and time of documents received from applicants;
- Reporting capabilities that allow DC customization of measured metrics and generation of ATS dashboards;
- A database search functionality (i.e. candidate name, skillset, keywords);

- The capability to create customized workflows for the different types of DC roles and job streams;
- **The capability to create and select different sets of screening questions for each role; and**
- The capability to create templates and customized fields and drop-down menus for job requisitions and postings, applicant correspondence and information (i.e. application status, eligibility to work in Canada status, source of hire) and branded language

Ideally, the ATS would have the following functionality criteria:

- Integration with a well-established email platform, preferably Microsoft Outlook, allowing correspondence with applicants or hiring managers through the ATS to automatically sync into Outlook and vice versa;
- The capability to receive and store multiple applicant documents at different stages of the recruitment process (i.e. technical tests completed, portfolios, academic verifications, reference lists);
- Accessibility for hiring managers to view applications for their active and closed competitions, and flag candidates for action;
- Tiered approval structure for requisitions (i.e. most senior staff approval last);
- Integration with social media platforms such as LinkedIn, Facebook, Twitter, allowing jobs to be directly posted to those platforms through the ATS; and
- The ability to sort and classify applicants based on designated criteria (i.e. prequalified candidates, current/former employees);

3.4 Implementation and Technical Support, Training, and System Updates

The Contractor must provide the following implementation and technical support, training, and system updates including, but not limited to, the following:

- Assign a dedicated project manager to work closely with DC's project manager on the configuration, setup, testing, and implementation of the ATS;
- Training of DC ATS super users prior to or the week following the ATS implementation date;
- Have ATS helpdesk services available via telephone or e-mail inquiry, Monday through Friday from 8 am to 5 pm PT; and
- DC anticipates that the ATS will receive system updates as the service improves and advances. It is expected that these standard system updates will be available to DC at no additional charge.

Ideally, the Contractor would provide the following additional training on the implementation of the ATS including, but not limited to:

- Host weekly progress or troubleshooting meetings with DC, via teleconference or in person, to ensure on time implementation;
- Training of DC hiring managers prior to or the week following the ATS launch date;
- Provide a super user and hiring manager training manual or one page summarized instructions on how to use the ATS;
- An ongoing dedicated point of contact to help DC navigate through system updates, and configuration changes, as needed; and
- Provide complimentary or low cost training options should additional support beyond what is provided as part of implementation be required.

3.5 Transition Services and Migration of Data at end of Contract Term

The Contractor agrees that, in the period leading up to the end of the Contract Term, it will make all reasonable efforts to assist DC in the transition from the Agreement to a new contract with another supplier.

C.4 Deliverables and Schedule

It is expected that implementation of the ATS will be complete as of April 14, 2017, to be confirmed during contract negotiations. DC expects all necessary training and any other implementation/roll-out requirements are completed prior or the week following this date to allow an ATS launch on April 24, 2017 (“Launch Date”).

C.5 DC Responsibilities and Support

DC will have an assigned project manager and team working closely with the Contractor’s project manager throughout the implementation process.

DC will provide the Contractor with DC specific branding material for integration with ATS including logos, colours, graphics, and any specific language required on the ATS portal.

SECTION D – MANDATORY CRITERIA QUESTIONNAIRE

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

D.1 Mandatory Criteria

This section outlines the information that the Proponents are required to submit. To qualify, Proponents must meet Mandatory Requirements (“shall”, “must”, “will”) set out in the NRFP. Proposals not meeting the Mandatory Requirements will not be given any further consideration. Proponents are required to complete the below table, confirming if they can or cannot meet the following mandatory requirements and specify the corresponding proposal page number.

The evaluation will be based solely on the content of the proposals. No assumptions should be made that DC has any previous knowledge of the Proponents’ qualifications other than that supplied pursuant to this NRFP.

The following assumptions have been made on your product. If any of these assumptions are not applicable for your product, please specify.

Assumptions	Yes	No
Cloud based and accessible via the internet		
Electronic application forms hosted on the cloud for selection and modification by DC		
Capability to generate unique job requisition numbers automatically		
Have 24/7 availability		
ATS must be backed up on a regular basis		
Provide recruiters, hiring managers, and collaborators with unlimited access to their posted or owned jobs within the application to obtain maximum efficiency of the recruitment process		
Multiple DC members can access at the same time		
Mandatory Requirements	Met / Not Met	Reference page in Proposal
Security Requirements		
ATS meets or exceeds Canada’s privacy and data security requirements		
ATS databases (primary and backups) must be physically located in Canada		
ATS data centre must be regularly audited by an independent auditor and the Contractor must be able to provide an annual SAS70 or equivalent report to DC		
Accessible via a secured internet network		
Technical Specifications		
Allow recruiters and administrators, without Contractor intervention, to create, retrieve, edit, copy, delete, and save standard and custom fields and templates, job ads, screening questions, applicant correspondence, and reports, and to purge old data		
Allow recruiters and administrators to run standard and custom recruitment reports		

Allow administrators to create, edit, and delete users' accounts and provide or remove access rights to users		
Process applications submitted by applicants online according to the criteria specified by the HR workflow		
Track posted jobs, including the number of applicants		
From a DC User Perspective		
Compatible with and accessible by Internet Explorer		
Accept document uploads in Microsoft Word and Adobe PDF format		
Capability to parse resumes uploaded to the system in Microsoft Word and Adobe PDF format		
From an Applicant Perspective		
Compatible with Apple technology and accessible by Safari		
Provide applicants the option to use LinkedIn to create an account or sign-in		
Be responsively designed (mobile friendly) allowing applicants to access DC's careers page, and view and apply for jobs		
Integrate with DC's corporate branding and provide a DC-branded interface throughout the application process		
Fully bilingual in English and French, allowing applicants to navigate through the application in the language of their preference		
Capability to self-declare, on a voluntary basis, as a member of employment equity designated group, for reporting requirements as per the Canadian Employment Equity Act		
Functionality Criteria		
Capability to download ATS data in its entirety in an editable format		
Job creation allowing requisitions to be created, reviewed, and approved electronically		
Time stamps enabling DC to track the submission and/or date and time of most recent update and date and time of documents received from applicants		
Customized reporting capabilities for metrics and generation of ATS dashboards		
A database search functionality		
Capability to create customized workflows for different types of DC roles and job streams		
The capability to create and select screening questions for each role		
The capability to create templates and customized fields and drop-down menus for job requisitions and postings, applicant correspondence and information (i.e. application status, eligibility to work in Canada status, source of hire) and branded language		
Implementation and Technical Support, Training, and System Updates		
Assign a dedicated project manager to work closely with DC's project manager on the configuration, setup, testing, and implementation		
Training of DC ATS super users prior to or the week following the ATS implementation date		

Helpdesk services available via telephone or e-mail inquiry, Monday through Friday from 8 am to 5 pm PT		
System updates at no additional charge		

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 Describe the core functionalities of your ATS and how it outperforms other solutions available on the market.

This question is scored out of 6.

- E.1.2 Innovation/Updated Technology: The Proponent makes regular investments to the research and development of their product offerings and current technology used is robust and nimble. What investments does your firm make in this regard?

This question is scored out of 2.

- E.1.3 The Contractor will be responsible for migrating content from the current database to the new platform. Applicant data is currently stored in Outlook. Please confirm your firm has the ability to migrate this data to the ATS? Please explain the process.

This question is scored out of 1.

- E.1.4 Are there any add-on functionalities as part of your ATS that will create efficiencies in other aspects of the recruitment process (i.e. candidate sourcing, employee onboarding)? Please make clear reference to the return on investment for each in Section F.1 Pricing.

This question is scored out of 1.

- E.1.5 DC has a workforce of approximately 100 employees, with the majority being based in our Canadian offices. Please describe your prior experience providing an ATS to crown corporations or the public sector similar in size to DC? Please provide the following information:

- Name of organization(s)
- Size of organization(s)
- Location of organization(s)
- Specify federal, provincial crown corporation or public sector

This question is scored out of 1.

E.1.2 Desirable Criteria

Proponents are required to complete the below table confirming they can or cannot meet the following desirable criteria and specify the corresponding proposal page number. Proponents will receive a score of 1 for each criterion they meet, for a maximum score of 24.

Desirable Criteria	Met / Not Met	Ref pg in Proposal
Technical Requirements		
Capability to create, save, and edit customized application forms based on a competency profile for each job vacancy		

Capability to specify the weight of rated applicant criteria		
Capability to post links to the direct job postings (instead of being directed to the careers main page)		
Provide authorized DC staff with access to a usage tracking view for planning and audit purposes		
From a DC User Perspective		
Be compatible with and accessible by Safari		
Be accessible by commonly-used web browsers including but not limited to Google Chrome, Edge, and Firefox		
Integrate with DC's corporate website, in which the command to post, revise, or delete a job in the ATS should update automatically		
Integrate with LinkedIn, in which the command to post, revise, or delete a job in the ATS can flow through to LinkedIn		
Full bilingual (English and French) functionality for DC administrators, recruiters, hiring managers		
From an Applicant Perspective		
Compatible with and accessible by commonly-used web browsers including but not limited to Internet Explorer, Google Chrome, and Edge		
Provide applicants the option to use social media account(s) to create an account or sign-in (i.e. Gmail, Google+, Facebook, Twitter)		
Provide the option to parse information from social media accounts into the DC online application form		
Capability to access, modify, and delete their application at any stage up until the closing time for the job posting		
Functionality Criteria		
Integration with a well-established email platform, preferably Microsoft Outlook, allowing correspondence with applicants or hiring managers through the ATS to automatically sync into Outlook and vice versa		
Capability to receive and store multiple applicant documents at different stages of the recruitment process		
Accessibility for hiring managers to view applications for their active and closed competitions and flag candidates for action		
Tiered approval structure for requisitions		
Integration with social media platforms (i.e. LinkedIn, Facebook, Twitter) allowing jobs to be directly posted to such platforms through the ATS		
The ability to sort and classify applicants based on designated criteria		
Implementation and Technical Support, Training, and System Updates		
Host weekly progress or troubleshooting meetings with DC, via teleconference or in person, to ensure on time implementation		
Training of DC hiring managers prior to or the week following the ATS launch date		

Provide a super user and hiring manager training manual or one page summarized instructions on how to use the ATS		
An ongoing dedicated point of contact to help DC navigate through system updates, and configuration changes, as needed		
Provide complimentary or low cost training options should additional support beyond what is provided as part of implementation be required		

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

Implementation / Set Up

- Implementation / Setup Fee \$ _____ (one-time fee)
- Super users Training \$ _____ (one-time fee)
- Hiring Managers Training \$ _____ (one-time fee)
- Super users/Hiring manager training manual \$ _____ each
- Data Immigration Fee* \$ _____ (one-time fee)

Annual Fees

- Annual Subscription Fee+ \$ _____ per year

Contract End / Transition Services

- Data Migration Fee^ \$ _____ (one-time fee)

Optional Additional Fees

- Additional Training Sessions (in person) \$ _____ per hour
 - Additional Training Sessions (videoconference) \$ _____ per hours
 - Supplementary Training Materials \$ _____ each (please detail)
 - Additional recruiter license \$ _____ per license, per year
 - Additional administrator license \$ _____ per license, per year
 - Add-on Functionalities \$ _____ each
- (Provide a separate listing if necessary)

* Price is to transfer files from Microsoft Outlook into ATS

+ Price is based on 6 recruiters, 3 administrators and unlimited hiring manager licenses

^ Price is to transfer files from Contractor ATS to new ATS system

All prices shall be quoted in **Canadian** dollars and exclude taxes.

F.2 Payment Discounts

DC prefers a Net 45 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 DC.

F.3 Pricing Strategies

DC may be open to other pricing strategies, incentives, volume discounts or other offerings (e.g. rebates, single volume purchase, credit for returnable product, etc.) that would benefit DC. DC, at its sole discretion, may or may not review or consider any such offerings that are proposed.

Please indicate any other pricing strategies that your company may be willing to discuss with DC.

SECTION G – PRESENTATION / DEMONSTRATION REQUIREMENTS

G.1 Presentations / Demonstrations Requirements

DC will require proponents who have made the Shortlist to give a presentation/demonstration of their ATS.

Presentations/Demonstrations will take place at:

Destination Canada HQ
Suite 800 – 1045 Howe Street
Vancouver, BC V6Z 2A9

It is requested that Account Representatives attend the presentation in person; however, video conference capabilities will be available.

All costs associated with the presentation/demonstration 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 (*)	January 4, 2017, 14:00 hours PT
Deadline for Questions	January 4, 2017, 14:00 hours PT
Closing Date and Time	January 20, 2017, 14:00 hours PT
Presentations of Shortlisted proponents	February 2 & 3, 2017 (to be confirmed)
Notification: DC will endeavour to notify all successful and unsuccessful proponents of its selection by approximately:	January 27, 2017
Timeframe for Negotiations	15 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 criterion. 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, 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.

Consecutive 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 Contract Negotiations.

If, for any reason, DC and the Preferred Proponent(s) fail to reach complete agreement within the Timeframe for Contract Negotiations, DC 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 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
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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 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.