



Canadian Tourism
Commission

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Negotiated Request for Proposal

Name of Competition:	Social Media Services for Japan Market
Competition Number:	DC-2016-SY-01
Closing Date and Time:	Monday January 16, 2017, 14:00 Pacific Time (PT)
Contracting Authority:	Sean Yun Procurement Advisor T: +1-604-638-8407 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 Social Media Services for DC's Japan market. 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 may 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 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)	60%
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Proposals will be evaluated based on meeting the above desirable criteria. Proposals that achieve a score of 60% or higher (the “Shortlist”) will be evaluated further based upon, but not limited to Proposed Pricing.

B.2.2	Proposed Pricing (Section F)	40%
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	TOTAL	100%
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B.2.4	Negotiations	
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DC intends to conduct concurrent negotiations, as defined in Section G.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	
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Proponents should submit their entire proposal via e-mail to the Contracting Authority by the closing date and time (“Closing Time”) of **14:00 hours PT, Monday January 16, 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, Wednesday 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, Wednesday 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-SY-01 Social Media Services for Japan Market - 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.

Unless specifically requested, 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 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 and Objective

DC requires the Contractor to provide social media services in accordance with the scope of work section set-out below.

C.2 Qualification

- Communicates effectively in Japanese and English; and
- Located in Tokyo, Japan.

C.3 Scope of Work

The Contractor will perform the following social media tasks on an as required basis, at DC's sole discretion:

1. Social Media Platforms Management

- Add, modify, delete content on DC's YouTube Channel;
- Add, modify, delete content on DC Twitter account and Facebook page;
- Add, modify, delete content on any other of DC's social media platform(s); and
- Assist DC's Media and Public Relations ("M&PR") Manager with any social media platform related issues.

2. Content Planning

- Coordinate with DC's M&PR Manager to develop a content plan to support DC's Japanese marketing strategy and priorities;
- Conduct content research;
- Provide translation review services on platform refreshes; and
- Participate in conference calls with DC head office and coordinate with other DC contractors (e.g. marketing agency).

3. Reporting

- Track and monitor key performance indicators ("KPIs") specified in Appendix 6 for DC's social media platform(s) on a monthly basis;
- Submit reports on DC's social media platform(s)' KPIs; and
- Review results from DC's social media platform(s)' KPIs and provide recommendations to improve upon DC's social media platform(s)' KPIs.

C.4 Deliverables and Schedule

The Contractor shall administer the content on DC Japan's social media, including its portal site, Facebook, Twitter and YouTube, to increase awareness of and showcase the Canadian tour products and destinations.

C.5 DC Responsibilities and Support

Each party will identify a Project Manager, who will be responsible for the day to day coordination of the services and will serve to facilitate communication between parties.

C.6 Proponent Responsibilities

The Contractor will appoint an Account Manager who will work as the service lead at all times during the Project. Additionally, the Contractor's personnel will:

- 1) Be responsible for coordinating all activities under the scope of work described in this section;
- 2) Attend meetings with DC's Japan office if required;
- 3) Communicate (speak and write) in both English and Japanese, this is a key requirement of the Account Manager;
- 4) Collaborate with multiple third parties (i.e. DC contracted suppliers, industrial tourism partners, DC headquarters in Canada, etc.); and
- 5) Contribute and recommend ideas while in the planning stage of all project and strategy development.

C.7 Constraints

Face to face meetings will take place on regular basis throughout the year. The Contractor will not travel long distance outside of Tokyo to perform its duties under this contract without prior permission from DC. DC will not cover the travel expense for long distance travel including flights and train travel from outside of Tokyo without prior approval.

C.8 Reporting and Communication

All reporting and communication must be completed in English.

C.9 Personnel Replacement

It is the Contractor's responsibility to select appropriate replacement(s) for all key roles and to inform DC of any changes.

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 Your company has at least 5 years of experience of providing social media service in Japan. Are you able to comply with this requirement?

Yes

No

D.1.2 Your Account Manager assigned to DC has at least 3 years of experience in dealing with clients for providing social media service. Are you able to comply with this requirement?

Yes

No

D.1.3 Your company has offices in Tokyo, Japan, from where the team delivering services for DC under this contract would be located. Are you able to comply with this requirement?

Yes

No

D.1.4 Provide a list of current or former clients where you have provided similar work to that required by DC described in this RFP. Include the name of the organization, key contact, telephone number, and a brief description of the work provided to each of these customers.

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. Please limit your response to each of the questions to no more than one page.

The maximum available marks for section E is 60, as detailed in B.2. The marks available for each question are 5.

Corporate Structure & Strengths

E.1 Please describe your organization by providing the following:

1. An overview of your company structure;
2. Your firm's business vision and mission; and
3. Your firm's business activities and services.

Response:

Experience & Expertise

E.2 DC manages its own social media platforms such as a Facebook page, Twitter account and YouTube Channel to create a Canada fan community and increase the number of visitors to Canada.

Please provide one (1) example of how you have integrated tactics into similar social media activities for your clients and specifically, please provide the following information:

- i. A general overview of the project;
- ii. A link to the social media platforms (if available);
- iii. Describe what tactic(s) were used to integrate the campaigns, PR and social media activities?
- iv. Why you have selected the implemented tactic(s)?
- v. What other creative solutions / recommendations were provided to enhance your client's needs?
- vi. What were the results / benefits to the client as a result of your creative solution / recommendations and the implemented tactics?; and
- vii. What challenge(s) did you encounter and how did you overcome the challenge(s)?

Response:

E.3 Please describe your firm's experience with social media platforms, specifically Facebook, Twitter, YouTube, blog and Flickr, and provide:

- The link to one (1) Facebook accounts that your firm currently manages;
- The link to one (1) Twitter accounts that your firm currently manages;
- The link to one (1) YouTube accounts that your firm currently manages;
- The link to one (1) Flickr accounts that your firm currently manages; and
- The link to one (1) blog site that your firm currently manages.

For each of the social media platforms that your firm provides, as per the request above, please:

1. Describe all the tasks that you currently do for the social media platform; and
2. If applicable, describe how you have integrated the social media platform into your

client's website.

Response:

E.4 Please describe your firm's experience with any popular Japanese social media campaigns or blogger programs and specifically provide the following information:

- a) Overview of the project;
- b) Why you chose this social media platforms?
- c) How are you currently using it to increase your client's social media activities in the web space?; and
- d) How do the social media activities support the client's marketing priorities?

Response:

E.5 Describe one (1) example of how you have taken a social media marketing strategy, and implemented it at a local level and as well as at a global level. Specifically, please provide the following information:

- a) Provide an overview of the social marketing strategy;
- b) Describe how you implemented the strategy;
- c) Did you implement the strategy the same way at the local level and at the global level? If not, please describe what your firm did differently?; and
- d) Describe the outcome of the strategy implementation, and specifically, list all key performance indicators that were affected after the strategy implementation.

Response:

E.6 Describe the outcome of the strategy implementation, and specifically, list all key performance indicators that were affected after the strategy implementation.

Response:

E.7 Has your firm used the following web analysis tools to manage your client's web and social media platforms?

Web Analysis Tools	Used Before?	
Syncapse	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Google analytics	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Hootsuite	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Facebook insights	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Adobe's Omniture	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Response:

E.8 Please provide one (1) example of your firm using a web analysis tool to track and analyze the web traffic of a specific marketing campaign against a pre-defined set of key performance indicators (KPIs) and specifically provide the following information:

- a) An overview of the marketing campaign;
- b) Please list all the KPIs that were used to measure against web traffic; and
- c) Did you use the result from the analysis and provide recommendations to other opportunistic social media prospects? If so, please describe the recommendation and the result of the recommendation.

Response:

E.9 Please describe your firm's experience with pay per click and search engine optimization and provide one (1) example of how your firm has used search engine optimization method(s) and/or pay per click services to enhance your client's social media activities.

Response:

E.10 Please describe your firm's approach and experience (if any) using social media platform(s) as a risk / crisis management: tool.

Response:

E.11 Please provide as much as information as possible to demonstrate your understanding of the Canadian Tourism Industry, Canada tourism destinations and Canadian historical background.

Response:

Account Management

E.12 Please identify the specific Account Manager at your firm who will handle DC's account to perform the services and include the following information for this proposed person:

1. A copy of the proposed person's resume, which includes relevant experience, education, credentials, areas of expertise, and any relevant awards / industry recognition received; and
2. Two (2) examples of how this proposed person manages its team and how they have effectively utilized each team members' expertise to successfully carry out similar work as described in Section C – Statement of Work of this RFP, for his/her clients in the past.

Response:

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 - Please fill in the following two (2) blanks.

F.1.1 The cost to perform the work set out below is _____ JPY per month.

- a. 1 comment/day for both Facebook “FB” wall and Twitter on weekdays business hours (the FB and Twitter entries must be on differing topics, unless specifically requested. 1 ad hoc comment/week;
- b. Respond to selected questions from consumers (up to 3/week);
- c. Up to 2 YouTube uploads/week;
- d. Risk management – should the need arise, work with DC Japan office, to coordinate the flow and take action based on DC crisis communication guideline;
- e. Assist Media and Public Relations (M&PR) Manager by trouble shooting technical issues; r
- f. Liaise with M&PR Manager to develop contents plan to support DC Japan marketing strategy and priorities;
- g. Content research;
- h. Reporting; and
- i. Tracking (including community monitoring) and the submission of a monthly update:
 - a. Report standardized DC social media KPIs
 - b. End results and recommendations for future activity

**FB report will include the following numbers:

- total Likes
- friends of fans
- talking about this: the # of unique users who have created a story from our page post
- reach: the # of unique users who have seen our post
- engaged users: the # of unique users who have clicked on our post (figures are for the first 28 days after a post's publication only)
- vitality: the percentage of people who have created a story from our page post out of the total number of unique users who have seen it

F.1.2 The rate to perform any additional work beyond the work described in the table above is _____ JPY / hour.

All prices should be quoted in **Japanese Yen**, excluding taxes.

F.2 Payment Discounts

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

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

F.3 Pricing Strategies

DC may be open to other pricing strategies, incentives, volume discounts or other offerings that would benefit DC. DC, at its sole discretion, may or may not review or consider any such offerings that are proposed.

F.3.1 Please indicate any other pricing strategies that your company may be willing to discuss with DC.

SECTION G – NRFP PROCESS AND TERMS

G.1 NRFP Process Schedule

The schedule for the proponent selection process is as follows:

Intent to Submit (*)	Wednesday January 4, 2017, 14:00 hours PT
Deadline for Questions	Wednesday January 4, 2017, 14:00 hours PT
Closing Date and Time	Monday January 16, 2017, 14:00 hours PT
Presentations of Shortlisted proponents (if required)	Week of January 23, 2017
Notification: DC will endeavour to notify all successful and unsuccessful proponents of its selection by approximately:	February 1, 2017
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 criterion. If you miss the above date, you can still submit your proposal within the closing date.

G.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.

G.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.

G.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.

G.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).

G.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.

G.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.

G.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.

G.9 Language

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

G.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.

G.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.

G.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.

G.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.

G.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.

G.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.

G.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.

G.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.

G.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.

G.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.

G.20 Rights of Destination Canada

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

- G.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;
- G.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;
- G.20.3 not accept any deviations from the stated terms and conditions;
- G.20.4 terminate the process at any time and/or re-issue this NRFP at any time;
- G.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;
- G.20.6 contact references;
- G.20.7 enter into negotiations with any proponent who has submitted a compliant proposal, with the goal to establish an agreement acceptable to DC;
- G.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;
- G.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;
- G.20.10 not enter into any contract at all with any proponents responding to this NRFP.

SECTION H: 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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6	Social Media Platforms Key Performance Indicators
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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.

APPENDIX 6: Social Media Platforms Key Performance Indicators

Facebook KPIs shall include:

- total “Likes”
- friends of fans
- talking about this: the # of unique users who have created a story from our page post
- reach: the # of unique users who have seen our post
- engaged users: the # of unique users who have clicked on our post (figures are for the first 28 days after a post's publication only)
- vitality: the percentage of people who have created a story from our page post out of the total number of unique users who have seen it