



**NEGOTIATED REQUEST FOR PROPOSAL (“NRFP”) ADDENDUM #3**

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**NRFP # DC-2017-TL-04 Event Registration Services**

**Close Date/Time:**

February 27, 2018  
14:00 hours  
Pacific Time

<b><u>Issue Date:</u></b>	February 16, 2018	<b><u>From:</u></b>	Destination Canada (“DC”) Procurement
<b><u>To:</u></b>	All Vendors	<b><u>E-mail:</u></b>	procurement@destinationcanada.com

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**Below are answers to question(s) submitted in regards to the above noted NRP:**

**Q1. Refer to Page 33 DC-Administration; How many users would you like to have access (to the online registration system)?**

Answer: Destination Canada’s preference would be for a system that does not limit the amount of admin users and allows client admin users to add new accounts as needed.

**Q2. Do you have URL's purchased already for each of the websites and if not would you like us to include purchase and annual hosting costs?**

Answer: Destination Canada has websites hosted by its own URLs and third party supplier URLs. Please include costs to host the website in pricing proposal.

**Q3. Do you have standardized contact emails for each of the events or would you like us to create and host?**

Answer: Destination Canada may require a Contractor to create and host email(s) for each of the events set out in the Scope of Work.

**Q4. Refer to Section C.4.3.5; Should the merchant transaction fees be included in the proposed pricing? If so, please specify the cost per guest and how many guests are required to pay at each of the events where payments are accepted?**

Answer: Please list the merchant transaction company and fees in the proposed pricing. Merchant transaction fees will be for reference only, therefore, they will not be evaluated. In 2017, Showcase Asia event’s seller registration fee is CAD 3,900 for two delegates and there were approximately 130 seller organizations registered.

**Q5. Refer to Section C4.3.6; When you refer to 'mobile platform' are you referring to allowing the guests to access the website via a mobile device, or requesting the integration of an event app ?**

Answer: All event registration websites would need to be responsive and accessible via mobile device. An event app is ideal. The event app should allow delegates to check schedules and appointments, send messages and share files. Note: please make sure the app is user friendly in China and does not require VPN to log in.

**Q6. For the Pricing Proposal, would you prefer to see only our resource and management costs or all fees associated summarized? As each year varies in the amount of events forecast, the investment costs can be deferred across each event per year, or shown as a separate line item. Which would you prefer?**

Answer: Please provide pricing per instruction set out in Section F. Please input pricing (excluding travel, onsite support) for each event in Table F.1 and list all other fees in Table F.2.

If you would like to propose an alternative pricing model, please describe in detail in Section F.3 - Pricing Strategies.

**Q7 Refer to page 10, Section C4.2.3 Award System, a. Custom programming of an online nomination/submission system. Please clarify and elaborate on what is meant by this.**

Answer: In most cases, events are by invitation only so registration forms are limited to existing accounts and accessible by username and password. However, we do allow prospects to “apply” to attend by creating their own user account and completing basic demographic information. These accounts are not a registration and must be:

- Stored in a separate data table or flagged as a prospect/nomination, not a registration
- Accessible to admin users to view and approve/decline as appropriate
- Notification will need to be sent to admin user(s) as these nominations are received.
- Approved accounts need to convert to an approved contact and will then have access to register.

**Q8 Refer to page 32, APPENDIX 6 - Section C 4.3.2 Users & Permissions. Please clarify categorization of Sellers/Partners by “ethnicity”.**

Answer: The word “ethnicity” is deleted from APPENDIX 6, Section C.4.3.2 Users & Permissions.

**Q9 Refer to page 11, Section C 4.3.5 - Payment Processing. [Does DC plan to have their own Merchant Account IDs, and if not, what taxes are expected to be collected for each of the various global events, ex: Canadian HST?]**

Answer: Taxes will not be collected on international events. Therefore, taxes will not be collected for events listed in this NRFP.

**Q10** Refer to page 12, Section C 4.5.2 – Event Assets – “Provide event packages for each event participant, and organize by country, Seller and Buyer groupings by last name, and cross referenced by company name. See Appendix 6 for event package contents.”

Does this include printing and shipping packages (ex: Event Program Book) from Canada to the global DC event office? Or preparing electronic documents for the global event office to print locally ahead of time?

Answer: In most cases, Destination Canada normally designs and prints our Event Program Book.

**Q11** Refer to page 14, Section C4.6.3 – There is reference to the role of “Event Manager” [(however this role appears to be the person representing DC for a specific global event – most likely located in that respective event region’s office). However, it is again referenced to in Section E 1.1. However, in section E 1.1 it appears to be an employee of the Contractor. Are we responsible for hiring the “Event Manager” or are they two different types of “Event Manager” – please clarify the interpretation.]

Answer: The Contractor does not need to provide an Event Manager but Destination Canada would need a dedicated systems support representative to manage each event set up, maintenance and handle ongoing troubleshooting support.