



Canadian Tourism  
Commission

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## Negotiated Request for Proposal

Name of Competition:	Trade Show and Event Management Services - Hong Kong Market
Competition Number:	DC-2019-PO-04
Closing Date and Time:	June 3, 2019, 9:00 Pacific Time (PT)
Contracting Authority:	Paulina Orozco Procurement Advisor 604-638-8372 <a href="mailto:procurement@destinationcanada.com">procurement@destinationcanada.com</a>

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## **SECTION A – INTRODUCTION**

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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 10 key geographic markets: China, India, Japan, Mexico, South Korea, Australia, France, Germany, United Kingdom and United States.

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 event decoration services, including design, construction, logistics, on-site support and relevant event management services for various trade shows and events in Hong Kong. DC is holding an event in October 2019, Showcase Canada, for which it requires a Contractor to deliver services. 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 three (3) years, with an option to extend on an annual basis by DC for a total period not to exceed another four (4) 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**

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### **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 evaluation against the mandatory criteria 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 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) 30%

Proposals will be evaluated based on meeting the above desirable criteria. Proposals that achieve a score of 60% of 30% or higher (the “Threshold”) will be evaluated further based upon, but not limited to Proposed Pricing, 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 up to a maximum of the three (3) 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) 30%

TOTAL 100%

B.2.4 Negotiations

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

### **B.3 Proposal Submission, Intentions, and Questions Instructions**

B.3.1 Submissions

Proponents should submit their entire proposal via e-mail to the Contracting Authority by the closing date and time (“Closing Time”) of **9:00 hours PT, Monday June 3, 2019.**

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 May 22, 2019. 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 May 22, 2019. 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](mailto:procurement@destinationcanada.com) and should reference "**NRFP DC-2019-PO-04 Trade Show and Event Management Services for Hong Kong 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)
- Appendix 5 – General Contract Terms
- Appendix 6 – Destination Canada Brand Standards Guide and Tradeshow/Salons
- Appendix 7 – Showcase Canada 2019 Venue Floor Plans
- Section D – Mandatory Criteria Questionnaire (if applicable)
- Section E – Desirable Criteria Questionnaire
- Section F – Pricing Proposal (separate file)

#### B.4.2 NRFP Format and Depth

This Negotiated Request for Proposals sets out DC's requirements, desired options and additional considerations. Proponents should prepare their proposals providing a straightforward and detailed description of their ability to satisfy the requirements set out in this NRFP. Emphasis in each proposal should be on completeness and clarity of content, and should correspond to the section numbering set out. Proposals that do not clearly address the requested requirements and/or do not reference the applicable section numbers may be refused for evaluation purposes.

References to hyperlinks or links to social media sites (e.g. LinkedIn) may not be considered by DC in the evaluation process and should not be used. Therefore, any information provided for evaluation should be included in your written proposal.

Only material supplied in response to this NRFP and any presentations or demonstrations (if applicable) will be considered and evaluated. Information, proposals or presentations previously supplied to DC and references to any material, information or presentations not included in your proposal response will not be considered. No assumptions should be made that DC has any previous knowledge of the proponents' qualifications other than that supplied pursuant to this NRFP.

### **B.5 Contractor Performance Management**

DC is committed to fostering and supporting strong positive relationships with its Contractors to ensure critical services are maintained and the highest value and corporate wide economic benefits are realized. As such, the Contractor's performance during the term of any agreement may be assessed using key performance measures.

Any Contractor who has demonstrated poor performance during either a current or previous agreement with DC may be considered as an unqualified proponent and their proposal may be rejected. DC reserves the right to exercise this option as is deems proper and/or necessary.

## **SECTION C – STATEMENT OF WORK**

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### **C.1 Overview**

Destination Canada (DC) markets Canada internationally in order to grow Canada's tourism export revenues and support its industry partners. DC focuses on 10 countries: Australia, China, France, Germany, India, Japan, Mexico, South Korea, the UK and USA.

DC requires a Contractor to provide event decoration services, including design, construction, logistics, on-site support and relevant event management services for various trade shows and events in Hong Kong. DC is holding an event in October 2019, Showcase Canada, for which it requires a Contractor to deliver services set out in Section C.2. All future events, Section C.3, will be defined by DC on an as and when required basis. Event designs must be innovative, creative, distinctive, functional, and attractive, with a layout reflecting the Canada brand, creating brand awareness and adapting to Hong Kong's constantly evolving and unique market.

Through trade events, DC aims to target qualified decision influencers to drive bookings to Canada, to create new business development opportunities and prospects, and to build the Canada brand awareness. The Contractor must work to develop innovative event designs so as to showcase the DC brand and attract buying and selling leads at key trade show events. Booths at trade shows must stand out and represent the DC brand so as to attract interest from the Hong Kong market that will directly lead to increased sales and relationship building.

### **C.2 Showcase Canada 2019**

Showcase Canada is an annual tradeshow organised by Destination Canada for Canadian sellers to conduct business to business appointments with key travel agents from China, Canada's third largest inbound market. For 2019, Showcase Canada will be held in Hong Kong with a target of 60-85 Canadian seller organizations participating.

The Contractor will work with DC to execute agreed upon plans for Showcase Canada 2019.

#### **C.2.1. Schedule for Showcase Canada 2019**

This schedule is subject to change by DC:

##### **Tuesday, October 22nd**

- All delegates arrive
- 13:00-21:00 Registration opens

##### **Wednesday, October 23th**

- 01:00 - 06:00 Event space decoration
- 09:00 - 11:00 DC Market briefing & Seminar
- 12:00 - 13:00 Lunch
- 13:30 - 17:45 B2B sessions marketplace half day appointments
- 18:30 - 20:30 Welcome reception

##### **Thursday, October 24th**

- 09:00 - 12:00 B2B appointments continues
- 12:00 - 13:00 Networking lunch
- 13:30 - 16:30 B2B appointments afternoon session
- 18:30 - 20:30 Farewell event (TBC)

### **Friday, October 25th**

- All delegates depart
- 16:30 – 17:30 Space to be cleared out (in partnership with hotel)

### **C.2.2 Event Tasks – General**

- Design and provide comprehensive 3D imagery of meeting space, foyer and lunch area in accordance with DC Brand Guidelines (see Appendix 6);
- Construction of approved design in all areas including any additional public space outside the designated meeting area, foyer and lunch area in line with DC Brand Guidelines (see Appendix 6);
- Supervise and manage construction and have the Event Manager, IT support and constructors on site for the 2 day event, in addition to the construction and clear out ; and
- Coordination and liaison with DC management staff throughout the design/construction and event periods.

### **C.2.3 Design details and requirements**

- Adheres to rules and regulations governing design, construction and safety, as provided by the venue and/or DC;
- Innovative and design concept in line with DC Brand guidelines (see Appendix 6);
- Should comply with the following specifications:
  - ✓ The total venue space for Showcase Canada 2019 is 670 m<sup>2</sup> of meeting area and a Brief & Buffet area of 300 m<sup>2</sup>;
  - ✓ The 970 m<sup>2</sup> is utilized for a 2-day event for one on one table talk appointment for 200-245 delegates; and
  - ✓ All construction and decoration must remain functional and robust throughout the event and is required to be constructed in accordance with local construction regulations and policies.

### **C.2.4 Event Production and Construction**

The contractor will build and decorate the venue in accordance with final design as approved by Destination Canada with zero deviation unless given prior approval from Destination Canada.

Upon the completion of the venue construction a Destination Canada representative will conduct a thorough inspection of the venue with the Contractor. Any errors, omissions or shortcomings of the venue construction or design shall be corrected immediately at no cost to Destination Canada.

The Contractor shall utilize environmentally friendly materials such as sustainable/recyclable materials, LED lighting, and recycled wood/bamboo whenever possible and lightweight materials in order to reduce shipping costs.

### **C.2.5 Venue Floor Plans**

Please see Appendix 7: Showcase Canada 2019 Venue Floor Plans.

### **C.2.6 Event Management**

When requested by DC, the Contractor will supply items such as furnishings, appliances, and electronics to DC for shows/events (including but not limited to event management, IT support, digital screens, video/ audio/ lighting control, photography/ video service, on-site interactive activity, constructors and designer etc.)

The contractor will manage the venue for Destination Canada, which includes performance of the following tasks:

- Liaison with hotel venue management to ensure compliance with all rules and regulations related to all aspects of the event at all times;
- In conjunction with the venue management, keep the venue clean, tidy, safe before and during the event;
- Mount/install/apply and subsequently remove or dismantle all materials/components; and
- Provide timely communication with Destination Canada and a quick resolution of any problems regarding the venue construction and design.

The Contractor will provide a dedicated team of at least 5 individuals: a Site Supervisor, an IT Support Resource, a Designer and two Construction Support resources for all services prior to, during, and after each trade show. They all must be on site throughout the event.

### **C.2.7 Event Decoration**

This includes but it is not limited to booth, reception area, buffet area, etc. All items supplied shall be of a simple and functional design, which compliments and is consistent with the design concept.

The booths must achieve an innovative, creative, distinctive, functional, and attractive layout reflecting the Canada brand, creating brand awareness and adapting to Hong Kong's constantly evolving and unique market.

### **C.2.8 Logistics**

The Contractor shall provide logistic services including but not limited to the following:

- Coordinate shipment/transportation of booths and decorations to/from each trade show venue, including brokerage, customs clearance, and drayage;
- Confirmation of on-site equipment requirements, including all audio/visual, food and beverage, and computer requirements and arrange rental contracts; and
- Pre-show check of the booths and decorations to assure integrity, its contents, and any supporting features.

The Contractor will provide a dedicated role for all site services prior to, during, and after each trade show. This individual will be responsible for services including but not limited to the following:

- Set-up and tear down of the booths and decorations for all trade show events;



- Opening and closing the event area each day, as per an established schedule, ensuring all aspects of the booths and decorations are fully operational prior, during, and at the completion of each event;
- Ensure signs, equipment, materials, and site and support personnel are in place and meet the standards as directed by DC;
- Supervise on-site equipment rentals, including but not limited to, audio visual equipment, food and beverage, computer rentals, power and internet hook-ups as required;
- Check the booths and decorations on a consistent basis to ensure all aspects are clean, tidy, and working properly; and
- Remain on site during the show to manage the booth and after to manage clean up.

### **C.2.9 Other**

- When DC has identified a need for the Contractor to perform the services, the Contractor will provide a proposal that details all the work that will be performed for DC, the deliverables and the total cost to perform the work. The Contractor shall not commence any work prior to obtaining written approval from the Project Authority.
- The Contractor may be required to travel to various major cities in Hong Kong to perform the construction and management of events.
- When travel is necessary to perform the work outlined under this contract, the Contractor is required to provide a list of travelling and accommodation expenses for DC approval.
- The Contractor shall adhere to the timeframes / project schedule set out at the beginning of the project.
- At the end of each event, DC and/or show participants will evaluate the performance of the Contractor. The result of this survey will be a significant factor in determining the continuation of work with the Contractor.

## **C.3 Future Events**

The Contractor will perform specified services for various tourism events for DC on an as and when required basis. Additional services will be compensated as per hourly rates set out in the contract agreed upon by DC and the Contractor(s) and the Event Tasks, Event Design, Event Production, Event Construction, Event Management, Logistics and all other services, will adhere to details set out in Section C.2.

### **C.3.1 Trade and Media Seminars**

DC will hold trade and media seminars followed by receptions at hotels throughout the year. These are separate one day events with the media or trade partners.

Tasks include:

- Design and provide comprehensive 3D imagery of meeting space in accordance with DC brand guidelines;
- Construction of approved design in all areas including any additional public space outside the designated meeting area in line with DC Brand Guideline (Appendix 6);
- Supervise and manage construction and be on site for the event; and
- Coordination and liaison with DC management staff throughout the design,/construction and event periods.

Note that the number, format and scale of events are reviewed annually and could be changed at any time at DC's discretion.

#### **C.4 Project Authority**

The work shall be carried out in close liaison with the Project Authority, or the authorized representative of the Project Authority:

Name: Vanessa Wu, Acting Managing Director - China  
Telephone: (8610) 8529 9066 ext 32  
Email: [wu.vanessa@destinationcanada.cn](mailto:wu.vanessa@destinationcanada.cn) ; wu.vanessa@destinationcanada.com

#### **C.5 DC Responsibilities and Support**

DC will be responsible for providing the following:

- Training on DC Brand Guidelines;
- Clear and measurable objectives and desired outcomes;
- Clear reporting structure within DC;
- Expectations of the show requirements and breakdown of tasks;
- Overall direction and supervision to the Contractor regarding objectives;
- Relevant information and resource materials to facilitate performance of event management activities;
- Oversee program plan approval;
- Final sign-off on all communications such as trade show floor design/build, image selection, branding elements, appropriate signage, etc.; and
- Review financials related to the program.

#### **C.6 Proponent Responsibilities**

The Contractor shall adhere to the timeframes/project schedule set out at the beginning of the project.

For each event, the Contractor shall arrange two sets of 10 quality photos of the display booth area after the installation is completed. The photos must illustrate the graphic details and construction of the event decoration from all angles.

Materials and components supplied by the Contractor(s) shall be of good quality, new in appearance and in accordance with the Contractor(s) production drawings and/or specifications.

Decorations must be clean and free of stains, scratches, dents or blemishes of any kind. All fabric surfaces must be cleaned and brushed. Any painted surfaces must be coated with a paint that will not flake, peel, or scale and the surfaces must withstand the application/removal of pressure-sensitive tape and press-on adhesive graphic materials without any lifting or scaling of the surface coating.

Inspection/quality control authority shall reside with the DC Project Authority or designated representative. The Contractor shall not unreasonably deny access to onsite inspections during production and/or installation/dismantling phases. Any work failing to meet the standards, specifications shall not be accepted.

#### **C.7 Risks and Constraints**

- All created material, data (including key account databases), content and so on will be the property of DC.

- The Contractor will be expected to provide and return all information to DC at the end of the contract term.

### **C.8 Reporting and Communication**

The Contractor will be expected to provide DC immediate responses to any given requests and must have the ability to work outside business hours and on weekends.

### **C.9 Language Requirements**

The Contractor personnel must be able to communicate in both English and Chinese, including both verbal and written communication.

### **C.10 Personnel Replacement**

The Contractor will provide DC with one dedicated, single point of contact (the “Event Manager”). The Event Manager will act as the Contractor’s client relationship partner and overall client service partner.

The Contractor will inform DC of any major personnel replacement, such as any partner servicing or managing DC’s account and the Contractor’s client relationship partner and overall client service partner.

## **SECTION D – MANDATORY CRITERIA QUESTIONNAIRE**

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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 a proven track record in successfully designing and constructing large scale events. Are you able to comply with this requirement?

Yes

No

**D.1.2** Your company possess a thorough knowledge of tourism brand awareness for the unique and constantly evolving Hong Kong market. Are you able to comply with this requirement?

Yes

No

D.1.3 Your company is capable to provide on-site support, event management, and construction personnel for events in Hong Kong (have offices or team based in Hong Kong is preferred, subcontract is an option). Are you able to comply with this requirement?

Yes

No

D.1.4 Your company can allocate dedicated resources to work outside business hours and on weekends and respond immediately to client's demands. Are you able to comply with this requirement?

Yes

No

## **SECTION E – DESIRABLE CRITERIA QUESTIONNAIRE**

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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. If the proponent is attaching documents as part of their response to a specific question, the proponent should reference the attachments in their response. The weighting for each question is expressed as a %.

### **E.1 Business / Technical Requirements**

- E.1.1 How will you approach the planning and execution for Showcase Canada 2019? Please provide an overview of your approach to meeting DC's requirements, a high level project plan and any risks and issues that you foresee, with mitigation tactics. **(5%)**
- E.1.2 Are you able to meet with DC and other stakeholders frequently and at short notice in DC office or on site as required? Please provide examples from your previous projects/contracts of how you have worked with stakeholders to plan for events. **(3%)**
- E.1.3 How important new trends, creativity and innovation tactics are to your company? Please explain the strategies and practices that you have in place to ensure a continuous innovative, creative, distinctive, functional, and attractive, design and approach in your projects, specifically creating brand awareness and adapting to Hong Kong's demands as an evolving and unique market. **(3%)**
- E.1.4 Please provide three samples of event decoration designed and built by your firm that demonstrates your capability in performing the work outlined in this NRFP. Provide images of the design and of the completed products. **(5%)**
- E.1.5 Please describe your quality control procedures in ensuring all goods and services will meet DC's standards. **(4%)**
- E.1.6 Please describe your project management plan and methodology in working with DC to complete the design and construction of, and logistical services for, the event booth and decoration in an efficient and effective manner. **(4%)**
- E.1.7 Please identify the specific Event Manager of your firm who will handle DC's account to perform the services and provide a summary, no greater than one page in length, which describes the relevant experience, education, credentials, and areas of expertise that demonstrates your ability to carry out the work as described in this NRFP. **(3%)**
- E.1.8 Provide below a list of current or former clients where you have provided similar work to that of the work outlined in this NRFP. Include name of organization, key contact, telephone number, and a brief description of the work provided to each of these clients. DC reserves the right to contact references directly and without notice, for clarification and/or with questions, which will aid in the selection process. **(3%)**

## **SECTION F – PRICING**

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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**

#### **Pricing for Showcase Canada 2019**

Please provide for Showcase Canada 2019, a total price for each including design, construction, material, management, travel and meals etc., i.e. one comprehensive lump sum price:

Price for C.2: \_\_\_\_\_

#### **Hourly rates for Future Events**

Please provide hourly rates of relevant positions required for completing future events.

<b>Position</b>	<b>Hourly Rate (in HK dollars)</b>
Event Manager	
Site Supervisor	
IT Resource	
Designer	
Site construction	

#### **Material/Equipment costs**

Please provide Material/Equipment costs required for completing **Showcase Canada 2019**.

Material cost: \_\_\_\_\_

Equipment cost: \_\_\_\_\_

All prices in this section should be quoted in HK dollars, excluding taxes. Refer to section F.3 Pricing Strategies for further options.

## **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.

F.3.2 Please indicate if there is another currency that you would prefer for this contract to be paid in and the discounts to be applied.

## **SECTION G – PRESENTATION / DEMONSTRATION REQUIREMENTS**

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### **G.1 Presentations / Demonstrations Requirements**

DC will require proponents, who have made the Shortlist, to give a presentation of items as required in Section C – Statement of Work and previous project examples similar to the Scopes of Work defined in Section C – Statement of Work.

The location and details for Presentations will be confirmed closer to the time.

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



## SECTION H – NRFP PROCESS AND TERMS

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### H.1 NRFP Process Schedule

The schedule for the proponent selection process is as follows:

Intent to Submit (*)	Wednesday May 22, 2019, 14:00 hours PT
Deadline for Questions	Wednesday May 22, 2019, 14:00 hours PT
Closing Date and Time	Monday June 3, 2019, 9:00 hours PT
Presentations of Shortlisted proponents (if required)	Week of June 17, 2019
Notification: DC will endeavour to notify all successful and unsuccessful proponents of its selection by approximately:	Week of July 29, 2019
Timeframe for Negotiations	3 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](http://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.

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

At any point in the Timeframe for Concurrent Negotiations, DC may elect to unilaterally terminate one or more negotiation(s). Final selection of one or more Preferred Proponents will be determined following DC’s receipt of best and final offers (BAFO). Final selection will be based upon best overall value to DC. There will be no legally binding relationship created with any proponent prior to the execution of a written agreement.

#### **H.11 Contract Award**

If a contract is subsequently negotiated and awarded to a proponent as a result of this NRFP process, the contract;

- i. should be negotiated within the Timeframe for Contract Negotiations;
- ii. may include, but not be limited to, the general contract terms contained in Appendix 5; and
- iii. will commence upon signature by the duly authorized representatives of DC and the successful proponent.

#### **H.12 Debriefing**

Upon request, and at DC's sole discretion, DC will only provide a debriefing to proponents who met or exceeded the minimum Threshold or Shortlist. All requests must be in writing to DC Contracting Authority and should be made within thirty (30) days of notification of award. The intent of the debriefing information session is to aid the proponent in presenting a stronger proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process.

#### **H.13 Material Circumstances**

A material circumstance means any circumstance or relationship which may lead to an unfair advantage including but not limited to: being associated to or related to a DC employee or Board member of DC; having access to information not available to other proponents; communicating with any unauthorized person with respect to the NRFP process; engaging in any action which constrains or limits the ability of another proponent to submit a proposal for the goods or services herein; providing a gift or benefit to a DC employee or Board member; or engaging in conduct that compromises or could be seen to compromise the integrity of the NRFP process (each a "Material Circumstance").

DC may consider any Material Circumstance (as defined above) as disclosed in a proposal or otherwise, and DC may eliminate a proposal from consideration on the ground that a Material Circumstance gives rise to a conflict of interest that DC considers in its opinion would give rise to unfair advantage in the NRFP process, or would otherwise prejudice the integrity of the NRFP process.

#### **H.14 Proponents Not to Promote Their Interest**

Proponents must not make any public comment, respond to questions in a public forum or carry out any activities to publicly promote or advertise their interest in this opportunity.

#### **H.15 Confidentiality**

DC recognizes the proprietary nature of information that may be contained in response to this NRFP. Proponents must clearly mark and identify those areas of their proposals which contain confidential information. DC will not use or disclose such confidential information, except for the purposes of evaluating the proposals submitted under this NRFP or as may be required by law, including but not limited to the *Access to Information Act* and the *Privacy Act*.

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

Except as required by law, DC will not disclose or publish the identity of proponents, nor reveal in any way the substantive information and financial terms contained in any proposal. Only the name of the Contractor will be revealed at the conclusion of the process and only after an agreement has been fully executed by the contracting parties.

**H.16 Publicity**

Proponents must not refer, expressly or by implication, to DC, or to this competition, in any advertising or other publicity release unless otherwise approved in advance and in writing by the Contracting Authority.

**H.17 No Collusion**

By submitting a proposal the proponent represents that its proposal has been prepared without collusion or fraud and in fair competition with proposals from other proponents.

**H.18 Law**

This NRFP process and any subsequent agreement will be governed by the laws of the Province of British Columbia and any dispute will be subject to the jurisdiction of the courts of British Columbia and all applicable federal laws.

**H.19 Indemnities**

The proponent shall be responsible for and shall indemnify DC from all claims, loss and damages that relate to or arise out of errors, omissions or negligent acts of the proponent, its employees or agents associated with this NRFP process and all costs associated with those claims, loss and damages.

**H.20 Rights of Destination Canada**

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

H.20.1 accept any proposal in whole or in part, with the exception of proposals that fail to comply with mandatory criteria, whether or not it is the lowest priced proposal and without prior negotiation;

H.20.2 reject any, all or part of any proposal that:

- i. is incomplete, obscure, irregular or unrealistic;
- ii. fails to meet the objective of the NRFP;
- iii. fails or omits any mandatory information; or
- iv. is non-compliant with any requirement of this request;

H.20.3 not accept any deviations from the stated terms and conditions;

H.20.4 terminate the process at any time and/or re-issue this NRFP at any time;

H.20.5 obtain information from the proponents to seek clarification or to verify any or all information provided by the proponent at any time throughout this NRFP process;

H.20.6 contact references;

H.20.7 enter into negotiations with any proponent who has submitted a compliant proposal, with the goal to establish an agreement acceptable to DC;

H.20.8 incorporate all, or any portion of the Statement of Work, the NRFP, and the successful proponent's proposal into a resulting contract document;

H.20.9 to make an award in whole or in part, including the right to select and contract with more than one proponent to meet the requirements of the NRFP;

H.20.10 not enter into any contract at all with any proponents responding to this NRFP.

## **SECTION I: LIST OF APPENDICES**

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<b>APPENDIX</b>	<b>FILE NAME</b>
1	Proponent Information and Acknowledgement Form
2	Material Circumstances Disclosure Form
3	Amendments
4	Declaration of Sub-Contractors
5	General Contract Terms
6	Destination Canada Brand Standards Guide
7	Showcase Canada 2019 Venue Floor Plans

**APPENDIX 1: PROPONENT INFORMATION AND ACKNOWLEDGMENT FORM**

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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 \_\_\_\_\_, 2019

Authorized Signature:

\_\_\_\_\_

Printed Name:

\_\_\_\_\_

Title/Position:

\_\_\_\_\_

Company Name:

\_\_\_\_\_

City:

\_\_\_\_\_

Address:

\_\_\_\_\_

Phone Number:

Fax Number:

\_\_\_\_\_

E-mail Address:

\_\_\_\_\_

## **APPENDIX 2: MATERIAL CIRCUMSTANCES DISCLOSURE FORM**

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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**

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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

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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**

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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: Destination Canada Brand Standards Guide and Tradeshow Salons**

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<https://www.brandcanadalibrary.ca/portals/public/>

<http://bookofinspiration.com>

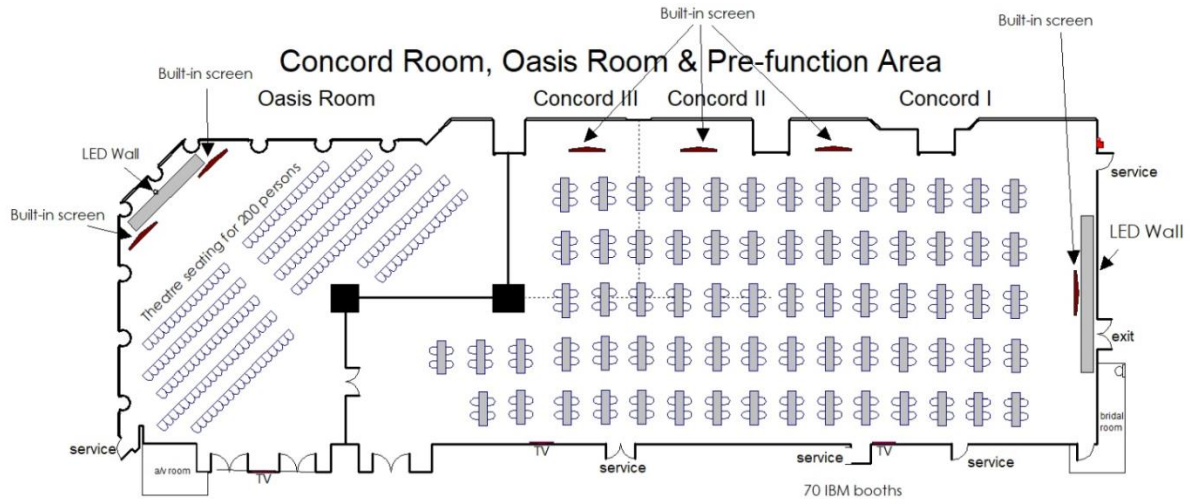
Please click on the “Tradeshow/Salons” section for actual event images

<https://live.photoplus.cn/activity/live/191920?uniqCode=XRpzBhKxjY&from=singlemessage&isappinstalled=0&code=021s6tU01Bs7kY15lhV01XFpU01s6tUm&state=STATE>

Reference: The photo gallery of 2018 Showcase Canada

## APPENDIX 7: Showcase Canada 2019 Venue Floor Plans

### Briefing & B2B Meeting floor plan (Tentative)



### Lunch & B2B Meeting floor plan (Tentative)

