



Canadian Tourism
Commission

Commission canadienne
du tourisme

Request for Supplier Qualification

Name of Competition:	DC Event Management Services Roster
Competition Number:	DC-2022-PO-02
Closing Date and Time:	June 14, 9:00 Pacific Time (PT)
Contracting Authority:	Paulina Orozco Procurement Advisor procurement@destinationcanada.com

Note: This document may not be reproduced nor distributed without the prior express approval of the Canadian Tourism Commission's Procurement Department, except where authorized for use by a proponent who is responding directly to this Request for Supplier Qualification.

SECTION A – INTRODUCTION

At Destination Canada we believe in the power of tourism.

Our vision is to enhance the wealth and wellbeing of Canadians and enrich the lives of our guests.

Our mission is to influence supply and build demand for the benefit of locals, communities and visitors through leading research, alignment with public and private sectors, and marketing Canada nationally and abroad. In collaboration with our partners, we promote Canada as a premier four-season leisure and business tourism destination around the country and world.

Destination Canada's approach focuses on markets where Canada's tourism brand leads and yields the highest return on investment. We use research to drive our evidence-based marketing in ten key geographic leisure source markets: Australia, Canada, China, France, Germany, Japan, Mexico, South Korea, United Kingdom and the United States. In addition, our Business Events team leverage in-depth global market analysis to target international clusters aligned with Canada's priority economic sectors.

We believe that Canada's diversity, its greatest asset, is also what touches travellers' hearts most deeply. To that end, we are committed to inclusive leadership within our workforce, workplace, and interactions with partners and travellers alike.

Destination Canada is a Crown corporation wholly owned by the Government of Canada and formed under the Canadian Tourism Commission Act.

For further information, please visit <https://www.destinationcanada.com/en/home>.

A1. Purpose and Intent

The purpose of this Request for Supplier Qualification (the "RFSQ") is to create a roster of a limited number of qualified event planning and management agencies who are Canadian incorporated, with physical headquarters, presence in Canada and that have the ability to serve as temporary contracted resources to DC in Canada, the United States and other global markets on a project by project basis.

DC generates demand, in collaboration with our partners, for international travel to Canada, for both leisure and business purposes. Our partners include federal departments, provincial and city destination marketing organizations, and other tourism partners such as airlines, hotels and resorts.

The DC brand reflects the growing significance of the meetings industry to Canada's economy. Meetings can be the catalyst in introducing Canada's export business interests to key influencers, business stakeholders, entrepreneurs, and investors from around the world. As visitors get to know Canada and its high quality products, services, and facilities, these visitors can become advocates for Canada, uncovering investment and trade opportunities, identifying business partnerships and creating the foundation for trade relationships.

It is DC's intent to develop a roster of pre-qualified proponents (the "Roster") which will be utilized as required to meet DC's needs.

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 the DC. Instead, the process is intended to enable DC to learn what proponents can offer by way of goods or services in response to the 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 the 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 RFSQ.

In summary, this RFSQ is issued solely for the purpose of obtaining proposals and developing a Roster. Neither the issuance of this RFSQ nor the submission of a proposal implies any obligation by DC to enter into any agreement. The intent of this RFSQ is to identify those vendors capable of meeting DC's requirements and with whom a final agreement may be negotiated.

A2. Roster Term

Qualified proponents that demonstrate the ability to meet the requirements identified in this RFSQ may be included on DC's Roster. The initial term for proponent inclusion on DC's Roster may be for a period up to three (3) years, with an option to extend on an annual basis by DC. The total period of the Roster (initial term plus any extensions) is not to exceed five (5) years. 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.

A3. Standing Offer Agreement

Any proponent, who is selected for the Roster, will be required to enter into a mutually agreeable non-exclusive standing offer agreement ("SOA") with DC. Each individual future project or service requirement would then be initiated by way of a statement of work ("SOW") and/or a DC Purchase Order ("PO"), which will set out the specifics of the project or service and will be governed by the terms and conditions of the SOA. Proponents should note that execution of a SOA with DC pursuant to this RFSQ does not guarantee that any work will be issued to that proponent.

A4. Roster / SOA Process

The Roster will be utilized as required, at DC's sole discretion, to meet DC's needs. DC does not guarantee business or make any guarantee of the value or volume of work that may be assigned to any proponent that has qualified for the Roster. See Section I for conditions set out by DC for using Rosters and SOAs following an RFSQ process.

SECTION B – RFSQ EVALUATION CRITERIA AND INSTRUCTIONS

B.1 Mandatory Criteria Evaluation

To qualify for evaluation, proposals will first be checked against the mandatory criteria set out in Section D. Proponents failing to satisfy the mandatory criteria evaluation will be provided an opportunity to rectify any deficiencies (“Rectification Period”). Proposals satisfying the mandatory criteria during the Rectification Period will be further evaluated as outlined in Section B.2. All proposals failing to satisfy the mandatory criteria after the Rectification Period will be excluded from further consideration and notified as such. The Rectification Period will begin at the closing of the RFSQ, 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 RFSQ 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) 70%

Proposals will be evaluated based on meeting the above desirable criteria. Proposals that achieve a score of 60% of the 70% or higher (the “Shortlist”) will be evaluated further based upon, but not limited to Proposed Pricing.

B.2.2 Proposed Pricing (Section F) 30%

Following evaluation of Proposed Pricing, DC may limit further evaluation to a limited number of the top ranked proposals (the “Shortlist”).

TOTAL 100%

Following evaluation, DC reserves the right to select a limited number of top ranked proponents to be included on the DC Event Management Services Roster to ensure those selected for the Roster can best meet all of DC’s requirements.

B.2.3 Negotiations

DC intends to conduct negotiations with the top ranked proponent(s) as defined in Section G.10 Contract Negotiations.

B.3 Proposal Submission, Intentions, and Questions Instructions

B.3.1 Submissions

Proponents should submit their entire proposal via e-mail to the Contracting Authority by the closing date and time (“Closing Time”) of **9:00 hours PT, June 14, 2022**.

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

B.3.2 Intentions

Proponents should indicate if they intend to submit a proposal (“Intent to Submit”) via e-mail to the Contracting Authority by **9:00 hours PT, June 3, 2022**.

B.3.3 Questions

Proponents may submit questions via e-mail to the Contracting Authority until **9:00 hours PT, May 30, 2022**. 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.3.4 Instructions

All submissions, intentions, and questions are to be e-mailed to procurement@destinationcanada.com and should reference “**RFSQ DC-2022-PO-02 DC Event Management Services Roster - 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 RFSQ section(s) if applicable

There is a maximum of twenty megabyte (“MB”) file size acceptance of any e-mail. Proponents should divide their responses into appropriate sized (smaller than 20 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 RFSQ Form of Response, Format and Depth

B.4.1 RFSQ 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
- Section D – Mandatory Criteria (if applicable)
- Section E – Desirable Criteria Questionnaire
- Section F – Pricing Proposal (separate file)

B.4.2 RFSQ Format and Depth

This Request for Supplier Qualification sets out DC's requirements, desired options and additional considerations. Proponents should prepare their proposals providing a detailed description of their ability to provide the requirements set out in this RFSQ. 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 RFSQ 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 RFSQ.

SECTION C – STATEMENT OF WORK

C.1 Background

At Destination Canada, we believe that tourism enhances the wealth and wellbeing of Canadians and enriches the lives of our guests. We believe that Canada's diversity, its greatest asset, is also, what touches travellers' hearts most deeply.

Our mission is to influence supply, and build demand for the benefit of locals, communities and visitors through leading research, alignment with public and private sectors, and marketing Canada nationally and abroad.

Our work in destination development ensures that we are able to sustain a premier four-season tourism economy that is regenerative in nature - supporting our economy and the environment.

Destination Canada is a Crown corporation wholly owned by the Government of Canada.

For further information, visit <http://www.destinationcanada.com>

After more than two years of lockdowns and border closures, conferences and events are once again experiencing a resurgence. As in-person events and conferences continue to ramp up, DC is supporting the industry by positioning Canada as a top destination and helping ensure a resilient industry that spurs recovery and drives economic growth.

To achieve this, we are taking significant steps *now*, because we know that the work that we undertake today will have a profound impact in shaping our industry for many years to come. We are telling powerful stories about the diverse destinations and extraordinary experiences that are available across Canada. We are shining a light on the resilient economic sectors that we lead along with the visionary thought leaders who are creating a better future. We are also conducting extensive research to guide our way forward and to ensure our messaging and activities are delivered to the right people at the right time.

The COVID-19 pandemic has not only underscored the importance of being nimble and agile in our approach, but of also remaining resilient and flexible as we adapt to a constantly changing world. As we continue to emerge from the pandemic, we are boldly launching innovative strategies and approaches that showcase Canada's competitive edge.

In the short term, focus and perseverance will be of paramount importance. This will allow us to prioritize events that will have the most impact on Canadian economic recovery and the perseverance to continually raise awareness for Canada as we emerge from the pandemic.

C.2 Objective

In order to achieve our mission and mandate, to remain relevant and agile in the destination marketing field, DC is seeking to engage the services of a Contractor that will successfully develop and execute events established in 2022 and onwards. These events should maximize the potential for Canada and enhance the positioning of Canada as a top destination for both leisure and business.

DC's work is dynamic. Services and expertise are required from outside the organization in order for DC to remain relevant and agile in the destination marketing field. DC will work with external event management companies to provide expertise when required for a short period of time or to deliver on a specific, time-bound project.

DC intends to establish a Roster of event management companies (Contractors) to work with on an as needed basis.

C.3 Scope of Work

As a federal Crown corporation, DC must follow strict guidelines when it comes to contracting services. The purpose of this RFSQ is for DC to build a Roster of qualified event management agencies which can be procured on a project by project basis.

This is a brand new RFSQ. Examples of potential projects could include:

- A one-night reception with government officials and provincial/territorial partners.
- A multi-day conference with full event management and registration services.
- A Canada-themed function as part of a larger media trade show in the US.
- Vendor sourcing; which may include site selection, venues, technical services, etc.
- Event management support to our in-market teams overseas.

The Roster does not guarantee work, but provides DC with the ability to secure services when needed.

Depending on the value and scope of the project, DC may reach out to one or multiple Contractors at any time with a Statement of Work and will award the work to the Contractor who has provided a response identified as the best fit for DC.

C.4 Approach and Methodology

When a project is conceived, DC will reach out to the Contractor on the Roster with an initial Statement of Work. DC's requests to the Contractor could include but are not limited to:

1. A detailed event proposal and estimate, based on the best knowledge provided within the Statement of Work.
2. The bio(s) of the best candidate(s) which the Contractor either directly employs or has an arrangement with for the provision of contracted resources related to the services required.
3. A projected timeline/schedule.
4. Confirmation/clarification of the project deliverables.

DC will review the proposals received and decide on the best Contractor for whom to move forward.

C.5 Deliverables and Schedule

C.5.1 Under the direction of DC, the Contractor will be responsible for developing and implementing an event management plan for each of the events. The event management plan includes, but it is not limited to:

- a. Project schedule that sets out the dependencies, timelines, and critical path to ensure the programming, events, and activities go ahead in a coordinated, efficient, and effective manner;
- b. Market intelligence on event and B2B marketplace innovations and creative ideas to ensure events are fresh and current;
- c. Programming, events, and activities overview, developed in collaboration with DC and key stakeholders;
- d. Space and infrastructure plan, where required;

- e. Design, produce, and install the overall creative “look”, displays, exhibits, and environment(s) for events;
- f. Identify, procure, secure, and install equipment and infrastructure to meet the physical requirements necessary to deliver the event;
- g. Develop and deliver events involving DC staff, partners, buyers, sponsors, vendors, entertainment, speakers, contractors and other key stakeholders, where appropriate;
- h. Develop and deliver invitations and invitation lists for the events and manage RSVPs;
- i. Project budget with sufficient detail and content to demonstrate the work is proceeding in a comprehensive and cost effective manner;
- j. Collect, manage and collate event performance measurement data such as surveys and a final report; and
- k. Maintain Health, Safety and Emergency (HSE) procedures at the event.
- l. Provide input on best practices and trends related to sustainability.

C.5.2 Develop a post program report which includes but it is not limited to:

- a. Final registration details;
- b. Overview of program results; and
- c. Summary of successes, innovations and issues, including recommendations on improving program efficiency and value. Registrations, marketplace, events, strategies to increase continued partner and buyer satisfaction and participation.

C.5.3 Develop financial reporting which includes but it is not limited to:

- a. Accurate financial accounting of all billable items associated with the program. Events may be invoiced and paid in the currency of the country in which such event take place (US based events can be invoiced and paid in US dollars);
- b. Review of DC investments and recommend improvements;
- c. All travel expenses incurred itemized separately on final budget and invoice; and
- d. All billing to be submitted to DC HQ office.

Reports must be submitted no later than 30 business days following the completion of the event. All final deliverables are to be done in English with any translation requirements completed by DC identified resources.

C.6 Performance Standards and Quality Measurement

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 the agreement may be assessed using key performance measures. Annual Contractor performance reviews will be completed and shared with the Contractor.

The Contractor 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.

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 deemed proper and/or necessary.

C.7 DC Responsibilities and Support

DC will provide all required information, documentation, research, etc. that would be required to complete any project issued to the Contractor through the Statement of Work process.

The Contractor will not begin any work until such time as either the Statement of Work has been signed by both parties.

DC will be responsible for the following activities:

- a. Onboarding of event management company.
- b. Training on DC Brand Guidelines.
- c. Provide clear and measurable DC objectives and desired outcome of each event.
- d. Provide clear reporting structure within DC team.
- e. Provide expectations of the event requirements and breakdown of tasks.
- f. Overall direction and supervision to the Contractor in accomplishment of event objectives.
- g. Provide relevant information and resource materials to facilitate performance of event management activities.
- h. Oversee program plan approval.
- i. Provide final sign-off on all communications such as website and survey copy, image selection, invitation copy and images, marketplace directory, e-blast messages, signage, program and event collateral.
- j. Review financials related to the program.
- k. Arranging payment to Contractor following delivery of agreed deliverables.

The Contractor may be responsible for securing a website supplier for a large-scale conference/event that will provide a customized program website including but not limited to the following features: program description, agenda, registration (buyers/suppliers), marketplace appointments, and photography.

C.8 Contractor Responsibilities

Upon successful award of a project, the Contractor will provide a key contact for DC. The Account Manager is required to ensure a single point of contact to DC as well as the continuity and the quality of project work and attend meetings. The Account Manager will:

- Assign a Project/Event Manager for each event; this could be the same person as the Account Manager.
- Coordinate all event activities.
- Setup regular status calls and event specific meetings/teleconferences, as needed.
- The Contractor must be flexible with time zones in order to be able to connect with team members Canada wide and international stakeholders.
- Respond within 48 hours to any DC requests.
- Provide immediate notification and a mitigation plan on any project delays.
- Generate event metrics and post event report with agreed timelines.

- The contractor will be responsible for the budget of the following items, including but not limited to:
 - a. Air (working with DC travel management company)
 - b. Hotel;
 - c. Venue rental;
 - d. Food and beverage;
 - e. Transportation;
 - f. Technical production (staging; audio visual/lighting);
 - g. Décor;
 - h. Entertainment;
 - i. Third-party vendors;
 - j. Activities;
 - k. Promotional give-aways and gifts;
 - l. Creation and management of the registration process. This could include: Invite management to full registration process and delivery and/or B2B appointment matching);
 - m. Printing and reproduction (name badges, displays, signage, and collateral);
 - n. Site inspections;
 - o. Travel and/or onsite staff;
 - p. Design fees;
 - q. On-site fees;
 - r. Administration including office, communications, courier and shipping charges;
 - s. Management fees.

C.9 Risks and Constraints

The Contractor will be responsible for contracting and paying out all sub-contractors and vendors invoicing DC for reimbursement.

Contractor will be required to abide by government policies and standards with regards to events.

The Contractor may be required to travel on behalf of DC. All travel must follow DC's travel policy. All travel costs must be included in the project estimate and be approved by DC's Project Authority.

C.10 Reporting and Communication

The Contractor will provide:

- Weekly progress updates and/or meetings leading up to each event.
- Monthly progress reports.
- Event reports on a continuous basis.
- Post-event debrief that includes analysis of survey results, metrics, program elements, brand activations and recommendations for improvement.

C.11 Expenses and Accounting

All documented out-of-pocket expenses (such as travel, postage, shipping, telephone) or costs incurred in producing materials (such as stationary, photography, promotional giveaways) will be paid at cost with no management fee, mark-up, or commission.

C.11.1 Invoicing

- a. The Contractor will be required to provide timely invoices to DC with details of the work performed and an invoice number.
- b. The Contractor will pay third party suppliers' invoices associated with executing the services. If applicable, the Contractor will then submit an invoice report to DC on a monthly basis that includes a summary of the work completed and associated back up document including copies of all receipts and invoices.
- c. The Contractor will invoice each event / project separately.
- d. The foreign exchange rate on invoices is to be based on supporting documents such as credit card statement or bank statement. Invoice in Canadian dollars. OANDA* + 1% can be applied to cost with no supporting document such as a per diem claim if travelling outside of Canada. Foreign exchange rate cited on the invoice and applied at the OANDA* rate + 1%
* <https://www.oanda.com/ca-en/>

C.11.2 Books and Records

- a. The Contractor will maintain proper books and records in accordance with generally accepted accounting principles.
- b. The Contractor will prepare and maintain books and records of account respecting all work provided to DC and all financial commitments and expenses incurred in relation to work performed.
- c. DC will have the right to inspect all business and accounting records related to the invoices and the amounts included.

C.11.3 Travel Expenses

- a. Employees of and contractors to the Contractor will only travel when it is reasonably necessary to carry out the work, and then only provided that prior approval for such travel has been obtained from DC, and that the expenses incurred in connection with such travel are in compliance with DC's travel policy. The Contractor must provide a budget or estimate to DC Project Authority for approval before proceeding with the expense. All travelling and living expenses must be pre-approved via travel authority form by DC and must be supported by original receipts. The travel pre-approval must be included as a backup to the travel claim.
- b. For pre-approved travel and living expenses, DC shall reimburse the Contractor in accordance with the Treasury Board Travel Directive specified in Appendices B, C and D found at: <https://www.canada.ca/en/treasury-board-secretariat/services/travel-relocation/travel-government-business.html> and with the other provisions of the Directive referring to "travelers", rather than those referring to "employees" (see "Special Travel Authorities" link). Air fare shall be limited to full-fare economy class only. The Contractor is required to seek the lowest possible airfares, including charters and other discounts for each trip and to book immediately in order to take advantage of the lowest fares. DC retains the right to limit the reimbursement of the air portion when the lowest appropriate fare is not obtained. Upgrades to business or first class may be personally paid by the Contractor, where this is company policy.

C.12 Personnel Replacement

The Contractor cannot make any changes to the Account Manager or key personnel without written permission of DC's Contract Authority. The Contractor is required to advise DC's Contract Authority two (2) weeks' in advance of any change to the Account Manager or key personnel. If replacement is required, the Contractor is responsible for providing, in a timely manner, a replacement with equivalent or greater experience.

SECTION D – MANDATORY CRITERIA QUESTIONNAIRE

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

D.1 Mandatory Requirements

- D.1.1 The proponent must have the ability to work, travel globally and show proof of COVID-19 full vaccination status that meets the needs of all trade show/ event locations.

Are you able to comply with this requirement?

Yes No

- D.1.2 The proponent must be a Canadian incorporated company and must have physical headquarters and presence in Canada but have experience and the ability to work in the US and globally.

Are you able to comply with this requirement?

Yes No

- D.1.3 The proponent must have experience in developing and implementing a minimum of twelve (12) live events globally. Please list six (6) of your most recent events.

Are you able to comply with this requirement?

Yes No

- D.1.4 The proponent must have managed three (3) Business to Business (B2B) events in Canada and/or the US. Please list three (3) most recent B2B events.

Are you able to comply with this requirement?

Yes No

- D.1.5 The proponent must ensure their core team is accessible to DC during a core workday and must be flexible to work within all of Canada's time zones from Atlantic to Pacific.

Are you able to comply with this requirement?

Yes No

SECTION E – DESIRABLE CRITERIA QUESTIONNAIRE

Proponents should respond to the questions below clearly and concisely. If the proponent is attaching documents as part of their response to a specific question, the proponent should reference the attachments in their response.

E.1 Business / Technical Requirements

E.1.1 Company Background and Overview

Provide a brief history and overview of the company including the following items:

- Date of Incorporation and copy of Certificate of Incorporation.
- Company ownership structure (e.g. privately held, public, etc.)
- Do you have any Russian participation in the governance structure of your firm either as an investor or on your Board of Directors?
 - a. If yes, of what significance?
- Are you currently undertaking any work for an enterprise based in Russia?
 - a. If yes, of what significance to your overall operation?
- Composition and competencies of the executive management team (e.g. org chart).
- The countries in which the company currently operates.
- The proportionate amount of income generated from your five (5) largest customers (e.g. 50% total from five (5) customers) accompanied by an estimate on total number of customers that you currently serve.
- Copies of Financial Statements for the last three years, 2019, 2020, 2021.
- Copies of applicable anti-fraud prevention policies and guidelines.
- Overview of diversity, equity and inclusion policies and guidelines.
- Overview of your event sustainability policies and guidelines.

Response must be limited to two (2) pages, Arial 11 font (excluding organizational chart, financial statements, anti-fraud prevention, diversity, equity and inclusion and sustainability policies and guidelines).

Weighting: 10%

E.1.2 Provide information on the Account Manager and all key personnel on the proposed team that would work with DCBE. Include the following information:

- Details of their relevant skills and experience, education, credentials, areas of expertise and any relevant awards/industry recognition received.
- Roles and responsibilities.
- Describe your plan to provide DCBE with at least the same level of services provided by the proposed team if the proposed Account Director leaves your organization.

Response must be limited to two (2) pages, Arial 11 font.

Weighting: 10%

E.1.3 Provide the following information that demonstrates your firm's ability to carry out the work as described in the Statement of Work:

A list of clients (including tourism and government / Crown corporation sectors), client testimonials and overview description for events that the proponent has organized that would demonstrate your ability to focus on specific themes as described in this RFSQ.

Response must be limited to one (1) page, Arial 11 font.

Weighting: 5%

- E.1.4 Provide up to two (2) project summaries or narrative examples that demonstrate your firm's approach to complex issues related to event planning and management and specifically describe:
- Event and budget.
 - Creative solutions and recommendations provided to meet the client's needs and challenges.
 - Results/benefits/measurable outcomes to the client as a result of your creative solutions and recommendations.
 - Pursuing and applying innovations and/or best practices to improve the event.

*Response must be limited to two (2) pages, Arial 11 font.
Weighting: 10%*

- E.1.5 Provide up to two (2) examples that can demonstrate your creativity in planning and delivering a successful event.

*Response must be limited to two (2) pages, Arial 11 font.
Weighting: 10%*

- E.1.6 Provide up to two (2) case studies that can demonstrate your company's success in integrating your client's vision and brand into an event.

*Response must be limited to two (2) pages, Arial 11 font.
Weighting: 10%*

- E.1.7 Provide up to two (2) case studies that can demonstrate your company's ability to fiscally deliver a smaller scale event (25-50 people) in a US destination, with a budget of approximately \$25,000 CAD.

- a) Include: venue, food and beverage, décor, entertainment, A/V, staff; etc.
- b) Describe creative and innovative ways in which you will manage costs and maximize budgets.

*Response must be limited to two (2) pages, Arial 11 font.
Weighting: 10%*

- E.1.8 Explain your project management approach including project management software, work breakdown, communications, budget management, and risk mitigation. Factor in approaches for handling scope creep and client service.

- a) Describe how would you manage a sudden increase of events/ scope of work?

*Response must be limited to one (1) pages, Arial 11 font.
Weighting: 10%*

- E.1.9 Provide a listing of events that your company has managed in the last three (3) years that would demonstrate your ability to carry out the work described in Section C.3 of this NRFP.

*Response must be limited to one (1) page, Arial 11 font.
Weighting: 10%*

- E.1.10 Include an additional narrative that presents a strong case for why DC should engage your firm. What unique contributions would your company bring? The proponent may include any additional information that it believes to be essential in creating a thorough understanding of its suitability to perform the requested services.

Response must be limited to one (1) page, Arial 11 font.
Weighting: 15%

E.3 Weighting Table for Reference

The following table is provided as a reference to illustrate how each question is scored and weighted.

Desirable Criteria Question #	Desirable Criteria Question Weighting	Desirable Criteria Question Weighted	Example Proponent Score	Example Proponent Weighted Score
E.1.1	10%	7%	4/5	5.60%
E.1.2	10%	7%	4/5	5.60%
E.1.3	5%	4%	5/5	4.00%
E.1.4	10%	7%	3/5	4.20%
E.1.5	10%	7%	3/5	4.20%
E.1.6	10%	7%	4/5	5.60%
E.1.7	10%	7%	3/5	4.20%
E.1.8	10%	7%	4/5	5.60%
E.1.9	10%	7%	3/5	4.20%
E.1.10	15%	10%	4/5	8.00%
Example Total	100%	70%	37/50	51.20%
A score of 60% = 42% or higher is required to advance to the next stage of evaluations, Proposed Pricing.				

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 RFSQ number and name: **DC-2022-PO-02 DC Event Management Services Roster** along with company information.

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 RFSQ 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

The successful proponent will be compensated based on a percentage of the total event cost excluding taxes.

Provide your management fee as a percentage of the total event cost: ____ %.

Please provide an exhaustive list of any other costs resulting from the performance of the work as described in this RFSQ whereby a fee structure other than the management fee applies. Ensure your pricing proposal is clear to eliminate the chance of any hidden costs.

All prices are to be quoted in Canadian dollars, excluding taxes.

F.2 Rates

Please provide a copy of your hourly rate sheet, including but not limited to:

Name	Title	2022	2023	2024	2025
	Founder/Owner	\$___ /hr	\$___ /hr	\$___ /hr	\$___ /hr
	Account Manager	\$___ /hr	\$___ /hr	\$___ /hr	\$___ /hr
	Event Manager	\$___ /hr	\$___ /hr	\$___ /hr	\$___ /hr
	Event Coordinator	\$___ /hr	\$___ /hr	\$___ /hr	\$___ /hr

	Travel Logistics Coordinator	\$___ /hr	\$___ /hr	\$___ /hr	\$___ /hr
	Onsite Travel Staff	\$___ /hr	\$___ /hr	\$___ /hr	\$___ /hr
	Technical Producer	\$___ /hr	\$___ /hr	\$___ /hr	\$___ /hr
	Please name additional roles, if relevant	\$___ /hr	\$___ /hr	\$___ /hr	\$___ /hr

F.2 Payment Discounts

DC’s standard payment terms are Net 30 days upon receiving an invoice, with the required project and billing information, and after the services have been rendered or goods received. There may be certain times of the year when DC may be able to accelerate payments. For proponents who are able to offer a term where DC may elect to take the discount when possible, this alternative would be considered.

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

F.3 Pricing Strategies

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

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

SECTION G – RFSQ PROCESS AND TERMS

G.1 RFSQ Process Schedule

The schedule for the proponent selection process is as follows:

Deadline for Questions	May 30, 9:00 hours PT
Intent to Submit (*)	June 3, 9:00 hours PT
Closing Date and Time	June 14, 9:00 hours PT
Notification: DC will endeavour to notify all proponents of its selection by approximately:	Mid August, 2022
Timeframe for Negotiations	Five days following notification by DC

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

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

G.2 Interpretation of the RFSQ

If a proponent is in doubt as to the intended meaning of any part of this RFSQ or finds errors, omissions, discrepancies or ambiguities, questions may be submitted and, if deemed necessary by DC, an amendment to the RFSQ may be issued.

It is the proponent's responsibility to understand all aspects of the RFSQ 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 RFSQ cover is authorized by DC to comment on any portion of this RFSQ or the requirements described in this RFSQ. 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 RFSQ 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 RFSQ. If this RFSQ was posted on the Government of Canada BuyandSell.com 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 BuyandSell for amendments to the RFSQ that DC in its discretion may post prior to Closing Time. Such amendments may contain important information, including significant changes to this RFSQ. 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 RFSQ 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 RFSQ, 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 RFSQ, 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 RFSQ process will be the preferred language of the proponent.

G.10 Contract Negotiations

The DC reserves the right to negotiate contract scope and terms with the proponent whose expertise, experience, vision and reputation are judged to best serve the interests of DC, hereafter the "Preferred Proponent". Proponents are cautioned not to assume that the lowest priced proposal will result in a contract award.

The DC will enter into discussions and negotiations with the Preferred Proponent 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 top ranked proponents, as established under the evaluation, will be invited to enter into contract negotiations with DC. DC intends to conduct negotiations within the Timeframe for Negotiations.

At any point in the Timeframe for Negotiations, DC may elect to unilaterally terminate one or more negotiation(s). Final selection of one or more proponents will be determined following DC's receipt of Best and Final Offers. 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 RFSQ process;

- any such agreement will commence upon signature by the duly authorized representatives of DC and the successful proponent; and
- may include, but not be limited to, the general contract terms contained in Appendix 5.

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 RFSQ 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 RFSQ 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 RFSQ process, or would otherwise prejudice the integrity of the RFSQ 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

The DC recognizes the proprietary nature of information that may be contained in response to this RFSQ. 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 RFSQ 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 RFSQ.

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 RFSQ 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 RFSQ process and all costs associated with those claims, loss and damages.

G.20 Rights of the Canadian Tourism Commission

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 RFSQ;
 - 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 RFSQ 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 RFSQ 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 RFSQ, 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 the stated maximum number of top-ranked proponents, to meet the requirements of the RFSQ;
- G.20.10 not enter into any contract at all with any proponents responding to this RFSQ.

SECTION H – ROSTER AND STANDING OFFER AGREEMENT CONDITIONS

The conditions set out in this Section regarding the use of the Roster and SOAs are subject to change from time to time as DC may deem necessary, without notice to the Contractors on the Roster.

1. The criteria for selecting a Contractor from the Roster for each project or task will vary, depending upon DC's requirements.
2. The DC reserves the right to engage any Contractor in the Roster on an "as, if and when requested" basis and may be contacted directly or asked to compete on opportunities for the provision of services.
3. Any Contractor selected to provide services may be required to execute a statement of work that will be governed by the SOA.
4. If Contractors are asked to compete on opportunities, DC may not necessarily select the Contractor offering the lowest price, and may also evaluate qualifications or other criteria required for a specific project.
5. Contractors should, during the period that the SOA is in effect, advise DC of any material changes to the information contained in their response.
6. The DC has no obligation to:
 - a. inquire as to the availability of substitute key personnel when advised by a Contractor that the key personnel named on the SOA is not available for a particular project;
 - b. evaluate or accept any substitute key personnel proposed by a Contractor;
 - c. enter into a statement of work with any one or more Contractor; or
 - d. invite any one or more Contractor to participate in competitive processes for a statement of work.
7. The DC reserves the right to utilize vendors that are not on the Roster.
8. DC may, from time to time, conduct pre-qualification evaluations with alternative proponents that did not participate in this competition, and/or with proponents that were not selected in previous pre-qualifications. As a result, DC may, solely in its discretion, add alternative proponents to the existing Roster and increase the number of proponents at any time during the Roster term. There is no assurance that DC will require any future additions to the Roster or will accept any requests for inclusion.
9. DC expects requirements and future evaluations will stay materially the same as the initial pre-qualification process. However, there may be variations depending on DC's requirements at that time. The basis for future pre-qualification requirements and evaluations will be at DC's sole discretion.
10. DC reserves the right to remove a Contractor from the Roster for any reason that DC deems to have a material influence on the ability of the Contractor to satisfactorily provide DC with the goods or services under the Roster.

SECTION J: LIST OF APPENDICES

APPENDIX	FILE NAME
1	Proponent Information and Acknowledgement Form
2	Material Circumstances Disclosure
3	Amendments
4	Declaration of Sub-Contractors
5	General Contract Terms

APPENDIX 1: PROPONENT INFORMATION AND ACKNOWLEDGEMENT 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 RFSQ (name title, phone number and e-mail):	

- b) References - List three customers with similar requirements to those described in this RFSQ 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/Title:	
Street Address:	
Telephone #:	
Email Address:	
Description of Services:	

Reference #2:

Client Organization:	
Contact Person/Title:	
Street Address:	
Telephone #:	
Email Address:	
Description of Services:	

Reference #3:

Client Organization:	
Contact Person/Title:	
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 RFSQ.

Executed this day of , 2022

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 G.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 and addenda to this RFSQ issued have been read and included in proponent response. List the amendments and addenda included in the response (if applicable).

Amendment/Addendum No.:	Dated:	# of Pages:
Amendment/Addendum No.:	Dated:	# of Pages:
Amendment/Addendum No.:	Dated:	# of Pages:
Amendment/Addendum No.:	Dated:	# of Pages:

APPENDIX 4: DECLARATION OF 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 Form.
- 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 RFSQ. Specific language for each of these terms will be negotiated between the parties:

1. Non-exclusive contract;
2. Contract term as provided in the RFSQ;
3. The Contractor will designate key personnel assigned to the 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 the DC without markup, including media placements;
12. Confidentiality clauses to be included;
13. DC shall be entitled to terminate for convenience upon 60 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.