



Canadian Tourism
Commission

Commission canadienne
du tourisme

Request for Quotation

Name of Competition:	Virtual Event Presentation Studio with Audio Visual Services, Canada
Competition Number:	RFQ DC-2021-CD-08
Closing Date and Time:	November 16, 2021, 14:00 Pacific Standard Time (PST)
Contracting Authority:	Christine Duguay 604-638-8345 procurement@destinationcanada.com

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SECTION A – INTRODUCTION

The Canadian Tourism Commission, doing business as Destination Canada ("DC"), is Canada's national tourism organization and a Crown Corporation of the federal government. DC supports the Canadian tourism industry by:

- sustaining a vibrant and profitable Canadian tourism industry;
- marketing Canada as a desirable tourist destination;
- supporting a cooperative relationship between the private sector and the governments of Canada, the provinces and the territories with respect to Canadian tourism; and
- providing information about Canadian tourism to the private sector and to the governments of Canada, the provinces and the territories.

At Destination Canada we believe in the power of tourism.

Our aspiration is to enhance the quality of life of Canadians and enrich the lives of visitors.

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 nine key geographic leisure source markets: Australia, Canada, China, France, Germany, Japan, Mexico, 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.

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

A1. Purpose and Intent

The purpose of this Request for Quotation (the "RFQ") is to solicit quotes for presentation studios with audio visual (AV) services from which to hold virtual events/webinars. Events of this nature are held periodically throughout the year, including but not limited to:

- DC's Annual Public Meeting usually held in November or December
- DC's Inside Track presentation usually held in May in conjunction with DC's Rendez-Vous Canada event.

DC intends to establish a shortlist of studios to partner with to run virtual events/webinars with on an as required basis.

See Section B for detailed requirements.

By submitting a quote, proponents agree that they can meet the requirements of this RFQ and will comply with all terms & conditions outlined herein.

A2. Contract Term

The term of the contract will be for up to a two (2) year period, with an option to extend on an annual basis by the CTC for a total period not to exceed another three (3) years, at the CTC's sole discretion.

A3. Instructions to Proponents

- 1) Quotations must be received by e-mail prior to the closing date and time noted on the cover page in order to be considered valid. Quotations must be sent to procurement@destinationcanda.com.
- 2) Proponents should reference “**RFQ # DC-2021-CD-08 Virtual Event Presentation Studio with Audio Visual Services, Canada**” in all correspondence.
- 3) Questions concerning this RFQ may be emailed to procurement@destinationcanda.com until **14:00 hours Pacific Daylight Time, November 3, 2021**.
- 4) Your response details shall be binding upon you for 90 days.
- 5) Proponents are solely responsible for their own expenses in preparing their submission.
- 6) If a proponent discovers an error in its submission, the proponent may forward a correction notice to the CTC but it must be received prior to the closing date & time.
- 7) All inquiries related to this RFQ are to be directed to the Contracting Authority only. Information obtained from any other source is not official and may be inaccurate.
- 8) CTC will not use or disclose such confidential information, except for the purposes of evaluating the proposals submitted under this RFQ or as may be required by law, including but not limited to the Access to Information Act and the Privacy Act.
- 9) There is a maximum of twenty megabyte file size acceptance of any e-mail. Proponents should divide their response 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.

A4. Contract Award

- 1) The CTC will not be obligated to any proponent in any manner whatsoever, until a valid purchase order has been issued by the CTC or an agreement has been executed between the parties.
- 2) See Section C for a copy of CTC’s purchase order terms & conditions that may apply to all purchase orders issued for products and/or services.
- 3) Any agreement will be non-exclusive with no commitment or restrictions to volume of business for any proponent. CTC does not grant exclusivity, guarantee business or make any guarantee of the value or volume of work that may be assigned to the selected proponent.

A5. Rights of the CTC

- 1) To seek clarification of some or all submissions;
- 2) To reject any or all submissions received if it/they fail to meet the requirements;
- 3) To collapse this process at any time and not proceed with the acquisition of goods or services;
- 4) To select one or more proponents;
- 5) To contract with any proponent regardless of the prices quoted. For further clarity, CTC shall not be bound to accept the lowest priced submission or any submission;
- 6) To enter negotiations with any party who has submitted a compliant submission, with the goal to establish an agreement acceptable to CTC; and
- 7) To incorporate all, or any portion of the RFQ, Statement of Work, and the successful submission in the resulting agreement, if applicable.

A6. Disclosure of all Material Circumstances

Disclose all material circumstances (see Appendix 1). 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 CTC employee or Board member of CTC; having access to information not available to other proponents; communicating with any unauthorized person with respect to the RFQ 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 CTC employee or Board member; or engaging in conduct that compromises or could be seen to compromise the integrity of the RFQ process (each a "Material Circumstance").

SECTION B – STATEMENT OF WORK

B.1 BACKGROUND AND OBJECTIVE

Destination Canada (DC) requires a Contractor for presentation studios with audio visual (AV) services from which to hold virtual events/webinars on an as required basis.

To increase the professionalism of a few key events throughout the year, Destination Canada looks to work with a local presentation broadcast studio with AV services. Events are held periodically throughout the year and most events are held in Vancouver, BC, but DC could hold events across Canada in these specific cities: Calgary, Ottawa, Toronto, and Montréal.

B.2 SERVICES

Destination Canada has the opportunity to engage with government, industry, media and Canadians from all coasts through virtual events/webinars. Services will be on an as required basis.

The Contractors must be able to provide a professional broadcast studio environment from which to manage and run Destination Canada's virtual events/webinars. Some events/webinars may be a mix of a live session and pre-recorded content. The pre-recorded content would be videos provided by DC and not required to be filmed in studio. As a federal Crown Corporation, the events/webinars will be fully bilingual (i.e. in English and French). The events/webinars must be broadcasted in both an English and French channel / platform with two (2) presentation decks, one English and one French, broadcast to their respective streams. The events/webinars can be from one (1) hour to two (2) hours in length but the requirements for the space could be for up to five (5) hours.

Requirements include:

- A professional broadcast studio
- Access to simultaneous translation technology
- Ability to broadcast on two (2) streams
- A presentation stage with sufficient space for four (4) to six (6) speakers on stage at one time
- An audio package
- A video / camera package
- A lighting package
- Web streaming capability – studio's custom option and/ or to an outside platform (i.e. YouTube, etc.)
- Associated labour.

B.3 DELIVERABLES

The Contractor will provide:

- The studio and AV equipment as per the event requirement.
- Onsite event production support for the event/webinar.
- Full service audio visual management and production for the event/webinar.
- Onsite or remote simultaneous translation; DC has pre-existing relationships with the interpretation companies; the Contractor is to provide the technical requirements to deliver the translation (translation booths, audio feeds).
- Broadcasting; presentations are to be broadcasted out and not shown on a screen in the space. Light-emitting diode (LED) screens in studio are a nice to have, but not a requirement.
- An interactive element with the ability to have guests ask questions to the speakers.
 - The ability to accommodate questions to be posted online in a chat function.

- Recording of the event/webinar to be recorded for re-broadcast.
- Broadcasts accessible to DC's desired audience as specified by DC (i.e. media, partners, Canadian public, etc.).

B.4 DELIVERY

While the number of events/webinars can vary from year to year and location to location, the Contractor should expect and be able to execute the following two (2) events per year at minimum:

- Annual Public Meeting (APM) which occurs annually in November or December in Vancouver or Ottawa for 2021/2022.*
- DC's Inside Track presentation in Vancouver for 2022 which will occur in May prior to DC's Rendez-Vous Canada event.*

Events are held periodically throughout the year and most events are held in Vancouver, but DC could hold events across Canada in these specific cities: Calgary, Ottawa, Toronto, and Montréal. The city will be specified by DC for each event/webinar.

*Dates and requirements could change from that stated above at DC's discretion.

B.4.1 EXAMPLE

Example of the APM event/webinar:

- 7:30 a.m. – DC planning team onsite
- 8:00 a.m. – DC Executive team onsite
- 8:30 a.m. – rehearsal
- 9:00 a.m. – translation onsite
- 10:00 a.m. – webinar live
 - Approximately a 60 minute session
 - Mix of live and pre-recorded content
- 11:00 a.m. – Question and answer portion with live questions from the audience
- 11:30 a.m. - APM ends
- 12:00 p.m. – DC vacates the site.

B.5 PRICING

The Contractor is to complete the pricing table below:

Service	Inclusions within the service	Price
Presentation Studio / Venue Stage area with capacity from one (1) to four (4) (ex: for a panel discussion)		
Presentation Studio / Venue Stage area with capacity from four (4) to six (6) presenters (ex: for a panel discussion)		
Audio Package Presentation audio package with microphones, two (2) feeds and stage monitors		
Video Package Two (2) feeds Presentation package, monitors for presenters and presentation, comfort monitor		
Broadcast Cameras		
Lighting Presentation package		
Virtual Event Platform Two (2) feeds, English and French channels with question and answer capabilities		
Webcasting Sent to two (2) feeds Package price for less than 1000 attendees Event to be recorded for re-broadcast		
Webcasting Sent to two (2) feeds Package price for 1000 plus attendees Event to be recorded for re-broadcast		
Simultaneous Translation Booths and audio requirements		
Labour – Pre-event Management		
Labour – Onsite Project Manager		
Labour Onsite (based on 5 hours) Camera Operators		

Labour Onsite (based on 5 hours) Audio Operators		
Labour Onsite (based on 5 hours) Video Operators		
Labour Onsite (based on 5 hours) Streaming Operators		
Other; Please advise of other associated elements and costs		

Please mark an “X” under the cities where your company can provide event/webinar support for DC and indicate the location:

	Vancouver, BC	Calgary, AB	Ottawa, ON	Toronto, ON	Montreal, QC	Other city/province (list)
Yes/No						
Exact location (i.e. municipality)						

- All pricing must be stated in Canadian Dollars (CAD), including applicable taxes shown on a separate line item.
- All pricing must be firm for two (2) years.
- If the proponent believes that any other cost element(s) have been missed and should be considered, please add as a separate line item.
- CTC’s payment terms are Net 30 days.
- Any proponent providing products/services from outside Canada shall be the Importer of Record and is responsible for all associated costs (i.e. custom duties, similar levies, brokerage fees, and taxes).

SECTION C – TERMS AND CONDITIONS

The following standard terms and conditions appear on all CTC Purchase Orders.

“Agreement” means the GENERAL TERMS AND CONDITIONS (as defined below) below and SPECIFIC TERMS AND CONDITIONS (as defined below).

“Contractor” means the person identified as such on the front page of this purchase order.

“CTC” means the Canadian Tourism Commission.

“Product” means a) the goods, b) the services, or c) the goods and services specified on the front page(s) of this purchase order.

“Specific Terms and Conditions” means the terms and conditions set out on the front page(s) of this purchase order, in any schedules or other attachments to this purchase order and in any documents expressly incorporated by reference to this purchase order.

“Warranty Period” means the 12-month period that commences on acceptance by the CTC of the goods or such other period of time as is set out in the SPECIFIC TERMS AND CONDITIONS.

Contractor shall supply the Product, and the CTC shall pay for the Product, in accordance with this Agreement.

For any component of the Product that involves the supply of goods, the following terms and conditions shall apply unless otherwise specified in the Specific Terms and Conditions:

- 1) Contractor shall package the goods to ensure protection from the normal hazards of transportation.
- 2) Contractor shall bear the risk of loss of or damage to the goods until acceptance by the CTC at the destination specified for the delivery of goods.
- 3) Contractor shall be responsible for all packing, loading, unloading, transportation and installation costs, if any.
- 4) CTC reserves the right to change the place of delivery at any time prior to the shipment of goods. If the CTC does change the place of delivery from that set out in this Agreement, the CTC and the Contractor agree that the prices set out in the Agreement shall be decreased or increased in the Contractor’s cost directly related to the change.
- 5) Contractor warrants title to the goods shall pass to the CTC upon acceptance by the CTC at the destination specified for the delivery of goods, or such time as is specified in the Specific Terms and Conditions, free and clear of all liens and attachments.
- 6) Contractor warrants that the goods delivered shall be of merchantable quality fit for the purpose.
- 7) Contractor warrants, unless otherwise specified in this Agreement, that the goods will be new and will conform to the specifications set out in the Agreement.
- 8) If the CTC gives the Contractor notice during the Warranty Period that any of the goods supplied under this Agreement are defective or do not conform to the specifications set out in this Agreement, the Contractor agrees to repair or replace such goods and to be fully responsible for all costs, including without limitation, transportation costs associated with such repair or replacement. The warranty set out in the preceding sentence shall not in any way limit any warranty stipulated or implied by law.
- 9) Unless otherwise expressly stated, all amounts set out in this Agreement are stated in, and shall be paid in Canadian dollars.
- 10) With respect to payments due under this Agreement, the Contractor shall submit invoices to the CTC at the address indicated on the front page of this purchase order. On all invoices submitted, the Contractor shall refer to the number of this purchase order, set out all taxes owing as separate line items. Contractor shall submit with each invoice such supporting documentation as the CTC may reasonably request. Contractor shall not submit an invoice for any goods until after the goods have been shipped. Contractor shall not submit an invoice for any services until after the services have been provided.
- 11) Prior to the expiration of the 30 days following the day on which the CTC receives a correct invoice from the Contractor for any payment due under this Agreement, the CTC shall pay the Contractor the amount due.
- 12) No interest shall be payable on overdue amounts. Discounts shall be calculated based on the date when the CTC has received a both a correct invoice and delivery of the product in question.
- 13) Taxes shall be applicable as set out in the Specific Terms and Conditions.

- 14) Contractor shall at all times indemnify and save harmless the CTC;
 - a) against all claims, including claims made by the Contractor's personnel under worker's compensation, legislation, demands, awards, judgments actions and proceedings by whomsoever made, brought, or prosecuted in respect of loss of, damage to or destruction of property (including loss or damages sustained by the Contractor or personal injury including death); and
 - b) against any and all loss of, damage to or destruction of property, expenses and costs (including legal fees) suffered or incurred by the CTC arising out of or in any way connected with the Contractor's performance or non-performance under this Agreement.
- 15) Contractor's liability to indemnify or reimburse the CTC under this Agreement shall not limit or prejudice the CTC from relying on any other remedy available to the CTC at law or in equity.
- 16) Contractor hereby assigns to the CTC, and warrants that it has the right to assign, all rights in the copyright works, the designs, images and the inventions generated and supplied, in connection with this Purchase as such copyright works, designs and inventions (the "Project Technology") come into existence from time to time. Contractor warrants that all items delivered to the CTC in connection with the Purchase will be original work and as such will be assigned to the CTC as Project Technology under the previous sentence.
- 17) Contractor warrants that it has the right to use and sell all components of the Product that may be covered by copyright, patent, industrial design or other intellectual property rights and agrees to indemnify the CTC against any claims brought by any third party alleging infringement of the third party's rights in the product or any component of the Product.
- 18) It is the Contractor's responsibility to maintain adequate insurance to comply with conditions of this Agreement.
- 19) CTC may terminate this Agreement, in whole or in part without liability, forthwith upon written notice to the Contractor;
 - a) if the Contractor fails to comply strictly with its obligations under this Agreement;
 - b) if the Contractor is adjudged bankrupt, or makes a general assignment in bankruptcy or if a receiver is appointed to take charge of the Contractor's affairs; or
 - c) without cause, upon written notice to the Contractor.
- 20) If CTC terminates this Agreement, the liability of the CTC shall be limited to the value of the Product that has been delivered in accordance with this Agreement up to the effective date of termination and that has not been paid for.
- 21) Contractor agrees to return to the CTC forthwith following a request from the CTC all property and other materials used in connection with the project that was provided to the Contractor by the CTC for use by the Contractor in carrying out its obligations under this Agreement.
- 22) Contractor shall not refer, expressly or by implication, to the CTC or to this Agreement in any advertising or other publicity release.
- 23) Contractor shall keep confidential all information received from the CTC in the course of carrying out its obligations under this Agreement.
- 24) CTC shall keep confidential all information received from the Contractor in the course of carrying out its obligations under this Agreement or as may be required by law, including but not limited to the *Access to Information Act* and *the Privacy Act*.
- 25) No delay or omission by the CTC to exercise any right or power accruing upon any noncompliance or default by the Contractor with respect to any of the terms of this Agreement shall be construed as a waiver of such non-compliance or default.
- 26) A waiver by the CTC of any breach of the terms of this Agreement shall not be construed to be a waiver of any preceding or succeeding breach.
- 27) CTC shall not be deemed to have waived any matter under this Agreement unless the CTC has given the Contractor a written notice that the CTC has waived the matter in question.
- 28) It is the express wish of the Parties that this Agreement and any related documents be drawn up in the English language.
- 29) Contractor may not be assign this Agreement without the express written consent of the CTC and any attempt to make such assignment without such consent shall be void.

- 30) Time shall be of the essence of this Agreement and of every part thereof.
- 31) This Agreement shall enure to the benefit of and be binding upon the successors and assigns of the CTC and the Contractor respectively.
- 32) This Agreement shall be governed by and construed in accordance with the laws of the Province of British Columbia and the applicable laws of Canada.
- 33) Any Schedules that are appended to this Agreement and are incorporated by reference and deemed to be an integral part hereof.
- 34) This Agreement and its schedules, if any, constitutes the entire agreement between the parties hereto pertaining to the subject matter hereof and supersedes all prior and contemporaneous agreements, understandings, negotiations and discussions, whether oral or written, and any terms and conditions set out in the Contractor's confirmation and invoices. Without limiting the generality of the preceding sentence, no local, general or trade custom shall be deemed to vary the terms of this Agreement.
- 35) In the event of any inconsistency between these General Terms and Conditions and the Specific Terms and Conditions of this Agreement, the Specific Terms and Conditions shall override the General Terms and Conditions to the extent of the inconsistency. This Agreement may only be amended by written agreement by the Contractor and the CTC.

APPENDIX 1: MATERIAL CIRCUMSTANCE

CTC requires Proponents to disclose all Material Circumstances as an attachment. 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 2: PROPONENT INFORMATION AND ACKNOWLEDGMENT FORM

1) PROPONENT INFORMATION

- a) Company Information - For identification and information purposes only, provide the following information about your company:

Complete legal company name and address:	
Primary business and length of time business established:	
Number of direct employees:	
Nature of company (i.e. sole proprietorship, corporation, partnership, joint venture):	
Primary contact (name, title, phone number and e-mail):	

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 Proposal.

Executed this _____ day of _____, 2021

Authorized Signature:

Printed Name:

Title/Position:

Company Name:

City:

Address:

Phone Number:

Fax Number:

E-mail Address:
