



Request for Quote/Proposal: Audio Visual Production Services - Rendez-vous Canada 2025

About Rendez-vous Canada 2025

Rendez-vous Canada (RVC) is Canada's annual signature international tourism marketplace where the international travel trade connects with Canada's tourism industry partners. Rendez-vous Canada is co-managed and produced by Destination Canada and the Tourism Industry Association of Canada.

Rendez-vous Canada 2025 will take place May 27 – 30 at the RBC Convention Centre Winnipeg in Winnipeg, Manitoba.

Destination Canada and the Tourism Industry Association of Canada are responsible for the overall vision, strategy, branding, performance targets, objectives, and standards for Rendez-vous Canada. Tourism Industry Association of Canada is further responsible for managing all aspects of the Event Plan, and for ensuring that the vision for each Rendez-vous Canada is delivered on time and budget.

The Tourism Industry Association of Canada operates and manages the Rendez-vous Canada Project Office.

Rendez-vous Canada has been operating annually since 1977.

About the Tourism Industry Association of Canada (TIAC)

The Tourism Industry Association of Canada (TIAC) is an incorporated not-for-profit membership organization and the leading voice for the Canadian tourism industry, dedicated to promoting and supporting a competitive and sustainable tourism sector. The Tourism Industry Association of Canada advocates for policies and programs that benefit its members, ensuring the continued growth and prosperity of Canada's tourism industry.

Founded in 1930 to encourage the development of tourism in Canada, the Tourism Industry Association of Canada serves today as the national private-sector advocate for this \$105 billion sector. Based in Ottawa, the Tourism Industry Association of Canada acts on behalf of Canadian tourism businesses and promotes positive measures that help the industry grow and prosper.

TIAC is responsible for representing tourism interests at the national level, and its advocacy work involves promoting and supporting policies, programs and activities that will benefit the sector's growth and development.



TIAC's membership reflects partnerships among all sectors of the industry, and provincial, territorial, and regional tourism associations, enabling the association to address the full range of issues facing Canadian tourism.

TIAC acts as the Show Manager for RVC.

For further information, please visit www.tiac-aitc.ca

About Destination Canada (DC)

The Canadian Tourism Commission, doing business as Destination Canada (DC), is Canada's national tourism marketing organization. A federal Crown corporation, Destination Canada 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, Destination Canada works with the tourism sector to maintain our competitiveness and position Canada as a destination where travelers can create extraordinary personal experiences.

Destination Canada's approach focuses on those global markets where Canada's tourism brand leads and yields the highest return on investment. Destination Canada is active in 10 key geographic markets: China, Japan, Mexico, South Korea, Australia, France, Germany, United Kingdom, United States and Canada.

For further information, please visit www.destinationcanada.com

Event Objectives

The event brings qualified travel buyers together to explore and partner with Canadian tourism professionals to gain the tools they need to market and sell Canada with confidence.

This annual event rotates across Canada and provides 1,500+ international tourism industry leaders an opportunity to meet one-on-one at the marketplace. Collaboration is quick, yet efficient, with pre-scheduled appointments by mutual request of both the buyer and seller. The result — focused engagement around the best of the best of Canada's tourism experiences. To view a sample of the current Rendez-vous Canada schedule, click [here](#).

Event Details

Event Name:	Rendez-vous Canada 2025
Dates & Hours:	May 27 – 30, 2025 (Delegate on-site and event running)
Registration:	8 am – 5 pm, May 27, 2025



Session/Appointments: 9:00 am – 5:00 pm May 28 - 30, 2025 (Halls A, B & C - TBC)

Move-in: May 24, 2025

Move-out: May 31, 2025 – by 11:59 pm

Tentative Secured Space: RBC Convention Centre Winnipeg

South Building

- Third Floor - **May 24 to 31**
 - Halls A, B, C - Marketplace
 - Hall D – Food and Beverage Functions
 - Lobby
- Ground Floor – all meeting space - **May 25 to 30**
 - Carlton Lobby
 - York Ballroom 1
 - York 2, 3 & 4
 - York Concourse

North Building

- Second Floor
 - Millenium Suite **May 25 - 31**
 - Pan Am Room **May 25 - 31**
 - 2E, 2F, 2G and 2H **May 24 - 31**
 - Presentation Theatre **May 25 - 31**
 - President's Board Room **May 25 - 31**

Audience: 450 seller companies/900 delegates, 400 buyers, 35 Media

Trade Show Halls “RVC Marketplace” Halls A, B & C (TBC) of the South Building, RBC Convention Centre, Winnipeg. Hall D (TBC) is being used for food & beverage functions.

Scope of Work

TIAC is requesting a proposal for an audio-visual services provider that will work closely with TIAC and Destination Canada to deliver the next Rendez-vous Canada at the RBC Convention Centre Winnipeg. The event will take place between May 27 to May 30, 2025.



Key Projects / Deliverables	Requirements
1. Marketplace (May 28 to May 30) Hall A, B & C (South Building)	<ul style="list-style-type: none"> • Chimes and PA for announcements • 4 screens • 1 Large LED Billboard
2. Luncheon (May 28 to May 30) Hall D (South Building)	<p>Note: This is the minimum package – there may be upgrades required closer to the day of the event</p> <p>VISUALS</p> <ul style="list-style-type: none"> • (4) 12 x 21.4 front screen projection • (4) 14K DLP projector • 16' x 16' or (24') x 32" center stage • Podium + Mic <p>SPONSOR - SPEAKER Message support</p> <ul style="list-style-type: none"> • Mac Book (main and back up) with Playback Pro for video playback • Notebooks (main and back up) for powerpoint – French and English • Analogway Ascender Seamless Switcher • (4) 65" LED Comfort monitors on each side of main stage <p>IMAG Pkg</p> <ul style="list-style-type: none"> • (1) stationary Camera pkg for magnification and recording package • (1) wireless Camera pkg for magnification, capture from various angles and recording <p>AUDIO</p> <ul style="list-style-type: none"> • 4CH Wireless mic pkg • Meyer Audio Amplification, multi-directional package <p>LIGHTING</p> <ul style="list-style-type: none"> • Rigged stage wash • Rigged satellite stages and periphery • 24 Moving Heads for Gobos and multi-directional beams • 24 Moving Heads washing the stage <p>PRODUCTION SUPPORT</p> <ul style="list-style-type: none"> • Clearcom pkg for communication between tech team and production support <p>LABOUR –Technical Director, Video Engineer, Audio Engineer, Lighting Designer, Multimedia Operator and (2) Camera Operator, Support labour for set up, 4hr rehearsal (may have to be outside business hours), luncheon support and dismantle.</p>
3. Registration (May 27 to May 30) TBC	<ul style="list-style-type: none"> • 12 Laptops with mouse • 4 monitors • 4 barcode scanners (with monitors) • 1 laser printer (on back counter) • 6 printers



4. Office space Meeting rooms TBC	<ul style="list-style-type: none"> No A/V requirements at this time
5. Media room TBC	<ul style="list-style-type: none"> Podium + Mic
6. Other (TBD at later date) a. Inside Tack May 27 b. Reception (off-site – venue TBD) – May 27 or 28 c. Breakfast (TBD – only if we find sponsors) May 28, 29, 30 Hall D	<ul style="list-style-type: none"> Requirements will be confirmed at a later date

Projected Key Project Activities

1. Kick-off meeting with the Rendez-vous Canada project team:
 - a. Once the winning bid has been identified, in advance of formally signing the contract. We will meet with the winning proponent as soon as possible to establish the working relationships and discuss establishing a workplan, defining scope, and timelines
2. Review project content (in various phases as it is readily available)
3. Analyze and incorporate the project team’s initial comments for each deliverable
4. Develop layout of the 1st draft, incorporating minimum of two rounds of changes from the project team. This process will be applied to all deliverables
5. Ongoing meetings and communication will be required to ensure timelines are met efficiently, and final deliverables are met

Project Timelines

The Audio Visual Services provider must be prepared to commence work immediately.

Access to the RBC Convention Centre Winnipeg for installation will begin on Saturday, May 24, at 7 am for the marketplace (Halls A, B, C, and D). The remaining halls and rooms will be accessible on Sunday, May 25, starting at 7 am. Please note that these times are subject to change. The exact access times will be confirmed closer to the event.

Move out of all rooms and halls by latest on Saturday, May 31 at 11:59 pm.

Minimum Requirements of Bidder

The bidder must demonstrate that they:



1. Have the capability to deliver all aspects of this RFP;
2. Have direct experience with design thinking and visualization of concepts;
3. Have extensive experience working on and delivering a live marketplace of this nature;
4. Are able to meet the requirements of the project as described in this RFP and
5. Are able to complete all deliverables during Rendez-vous Canada (May 27 – May 30)

Project Costing

We ask bidders to provide multiple options for each of the deliverables with the estimated costs associated with each option. The final budget will be based on the proposed plan, estimated activity costs and consultation with TIAC.

Costing must be all-inclusive of all costs, including third-party expenses and all labour. Note that Internet, power and rigging is exclusive to the RBC Convention Centre Winnipeg. Proposals must indicate Internet, power and rigging requirements and associated costs.

Costing should clearly outline any consideration of concessions, incentive and discounts extended to TIAC.

Proposal Submission Guideline

Submissions must include, but are not limited to, the following components:

1. **Scope:** Include a statement summarizing your understanding of the scope of the project.
2. **Proposed Work Plan:** Using the tasks described in the Key Project / Deliverables section of the RFP as your reference point, describe in narrative form, your plan for accomplishing the work for your main recommendation and the additional recommendations. Modifications to the Key Project / Deliverables as presented are permitted; however, reasons for changes should be fully explained and justified. Include proposed timeframes and explanations of how the RFP requirements will be achieved.
3. **Deliverables:** Provide a description of your understanding of the final deliverables expected by the Tourism Industry Association of Canada.
4. **Supply** work samples and examples of deliverables.
5. **Supply** provisional plans, mock-ups, drawings, and layouts for each deliverable
6. **Project Costing:** Supply a comprehensive breakdown of the cost estimates associated with each of the project deliverables, including a summary of proposed equipment (i.e. projector lumens, etc...)
7. In **costing** identify consideration of concessions, incentives and discounts extended.
8. **Special Considerations:** Identify any unique challenge(s) that you perceive in executing the project, and how you might approach the challenge(s).



9. **Project Staff:** Identify a dedicated Account Manager and Technical Director assigned for the period of contact, as well as V1, L1, and S1 leads.
10. **Prior Experience:** Identify your company and assigned project staff experience. Experience statements included should refer to work done by individuals who will be assigned to this project as well as that of your company. The company shall identify any third parties (sub-contractors, vendors, and suppliers) that will be responsible for the implementation of the anticipated contract.
11. **References:** Provide three (3) references of past or current clients with similar project work (please include client name, contact person, email address, and phone number, along with a brief description of each project). Do not include any Tourism Industry Association of Canada personnel in your references.

Proposal Evaluation

Proposals will be evaluated by a selection committee. An Audio Visual Services provider will be chosen based on a bidder's response to the requirements and evaluated according to the criteria listed below:

Contractor Evaluation (30%)

- Company's overall capabilities based on understanding of project scope and activities
- Qualifications and experience in delivering similar high-impact events
- Demonstrated experience/past performance
- Team member qualifications
- Preference is given to bidders who are / or will become a member of the Tourism Industry Association of Canada.

Proposed Work Plan (20%)

- Understanding of the project, including clarity and relevance of the proposal
- Quality of the work plan, including approach to deliverables
- Proposal preparation, thoroughness, and responsiveness to the requirements of RFP
- Outline of deliverables and how they will be met
- Identification, explanation, and justification of modified tasks and/or unique challenges expected
- Creative and innovative approach to the project

Estimation of Project Costs (50%)

- Itemized and detailed budget estimates and allocations should be commensurate with the level of activity not limited to all rental charges, shipping/delivery, I/D labour, etc.
- Consideration of concessions, incentives and discounts extended
- Competitiveness compared to other bidders



Proposals must be submitted in English in PDF or PPT format (including appendices, where applicable) to email: rfp@tiac-aitc.ca no later than September 27th, 2024 at 5 pm ET. No other submission format will be accepted.

All proposals must be marked with the bidder's name and reference the title of this project.

The Tourism Industry Association of Canada will notify all bidders upon receipt of their proposal via email. The Tourism Industry Association of Canada is not responsible for bids that fail to reach its office by the submission deadline.

Critical Timelines

This proposal was broadcast on July 2024

Email or phone inquiries are welcome until 10 a.m. Eastern Time on August 23rd, 2024.

Proposal submissions must be received by the Tourism Industry Association of Canada office no later than September 27th, 2024 at 5 pm ET

The selection committee will review submissions and convene in November to decide on the winning bidder. All bidders will be notified of outcomes by November 29th, 2024.

The Audio Visual Services provider must be prepared to commence work immediately.

Key Terms of Engagement

Although not exhaustive, this list of key terms of engagement will become an integral part of the Agreement between the Tourism Industry Association of Canada on behalf of Rendez Vous Canada and the successful bidder.

- **Acceptance of the Proposal:** Tourism Industry Association of Canada reserves the right not to accept the lowest price or any proposal. The RFP should not be construed as a contract to purchase services. The Tourism Industry Association of Canada shall not be obligated in any manner until a written agreement relating to an approved proposal has been duly executed.
- **Proposal Revisions:** Proposal revisions must be received prior to the RFP submission/closing date and time.
- **Financing of Proposals:** The cost associated with preparing and submitting proposals will not be paid by the Tourism Industry Association of Canada
- **Acceptance of RFP Conditions:** Receipt of the proposal offer will be considered acceptance of the RFP terms and conditions by the bidder.
- **Subcontracting:** Subcontracting is allowed as a condition of the anticipated contract for service. When allowed, proposed subcontractors must be listed. Joint proposal submissions must indicate which bidder has overall responsibility for project management.



- **Project Contact:** The Tourism Industry Association of Canada will assign a project contact at the time the contemplated contract is awarded. The successful bidder will also assign a project contact at that time.
- **Negotiation Delay:** If a written contract cannot be concluded within five days of notification to the designated bidder, the Tourism Industry Association of Canada may, in its sole discretion, terminate negotiations with that bidder and either negotiate a contract with another bidder of its choice or choose to terminate the RFP process and not enter into a contract with any of the bidders.
- **Funding:** The implementation of the selected proposal is dependent upon funding being approved by the Tourism Industry Association of Canada.
- **Proposals as Part of Contract:** Proposals may be negotiated with bidders and, if accepted, will form part of any contract awarded.
- **Disclaimers/Limitations of Liability:** Neither acceptance of a proposal nor execution of an agreement shall constitute approval of any activity or development contemplated in any proposal that requires any approval, permit, or license pursuant to any federal, provincial, regional district or municipal statute, regulation, or by-law. It is the responsibility of the contractor to obtain such approvals prior to the commencement of the services under the proposed contract.
- **Copyright:** During the project period, the successful bidder shall not sell, transfer, mortgage, lease, or otherwise dispose of any tangible or intangible assets including any intellectual property purchased for the Tourism Industry Association of Canada under the contracted agreement without prior written consent of the owners. The copyrights, trademarks, and any other intangible or tangible rights relating to the Underlying Works belong to TIAC and shall be delivered forthwith to TIAC upon completion of the particular project, or as otherwise requested by TIAC.

Tourism Industry Association of Canada reserves the right to modify the conditions of the RFP, at any time up to the closing date and time.

Confidentiality and Security

- **Other Purpose:** This document or any portion thereof, may not be used for any purpose other than the submission of proposals.
- **Security and Privacy of Information:** The successful bidder must agree to maintain security standards consistent with the security policies of the Government of Canada. The successful bidder must also agree to comply with the Tourism Industry Association of Canada Privacy Policy regarding information received from participants in industry consultation activities. This include strict control of access to data and maintaining confidentiality of information gained while carrying out their duties under the terms of any contract.
- **Health and Safety:** Although we are planning, as directed by the facility, a full capacity event, there may still be some health and safety regulation protocols in place for our trade show, or TIAC might elect to implement certain protocols for the safety of our delegate, buyers and sellers, staff, and suppliers. . We expect our audio-visual partner to adhere to these rules and have their own protocols as well.



- **Environmental Sustainability:** TIAC has a core value of being a leader in environmental sustainability, promoting and supporting best practices. To achieve our vision and act in accordance with this core value, TIAC incorporates the principles and practices of sustainable development into its decision-making, governance, policies, operational practices, programs, events and day-to-day operations. Your environmental sustainability policies will be taken into consideration when reviewing proposals.
 - A no-idling policy of no more than five minutes of idling every hour in the dock/yard should be in place during move-in, move-out, and during Trade Show hours.
 - The audio-visual supplier will cooperate with TIAC to ensure that a minimum waste diversion rate of 40% is achieved for the event on the exhibit floor.
 - The audio-visual supplier will have documented environmental procurement policies and will actively follow and purchase according to these policies or will specify the environmental sustainability attributes of the products to be purchased.
 - The audio-visual supplier will purchase environmentally preferable products at least 20% of the time.
- **Disclosure:** All documents submitted by bidders shall become the property of Tourism Industry Association of Canada, and as such will be subject to the disclosure provisions of the Freedom of Information and Protection of Privacy Act. Information pertaining to Tourism Industry Association of Canada obtained by the bidder as a result of participation in this project is confidential and must not be disclosed. Samples of work provided as part of submission requirements remain property of the bidder.

TOURISM INDUSTRY ASSOCIATION OF CANADA, ITS EMPLOYEES, AGENTS, AND CONSULTANTS EXPRESSLY DISCLAIM ANY AND ALL LIABILITY FOR REPRESENTATIONS, WARRANTIES EXPRESSED OR IMPLIED OR CONTAINED IN, OR FOR OMISSIONS FROM THIS RFP PACKAGE OR ANY WRITTEN OR ORAL INFORMATION TRANSMITTED OR MADE AVAILABLE AT ANY TIME TO A BIDDER BY OR ON BEHALF OF TOURISM INDUSTRY ASSOCIATION OF CANADA. NOTHING IN THIS RFP IS INTENDED TO RELIEVE BIDDERS FROM FORMING THEIR OWN OPINIONS AND CONCLUSIONS IN RESPECT TO THIS RFP.

Bilingualism

TIAC is a bilingual organization, and we are proud to serve our members and all delegates in both official languages. Please outline your language capabilities in your proposal. Note that bilingualism is not mandatory but a very strong asset.

Location Requirements – Multi Year Agreement

As an option for a multi-year agreement to be taken into consideration, proposals should include the following information related to future RVC locations in addition to the information outlined above.



Although this Request for Proposal is for 2025 only, the following information will be helpful to determine if the agreement could be extended beyond that, providing services that were deemed excellent.

- A description of how the company can provide a consistent level of service for each of the upcoming RVC 2026, 2027 & 2028 (locations yet to be determined).
- Provide a listing of all company office locations. For each office, provide a list of what services are available directly from these locations.
- Provide a list of all venues in Canada where the company is currently the preferred supplier of show services or other services.

RFP Schedule

Deadline for questions:	August 23 rd , 2024 (email: rfp@tiac-aitc.ca)
Deadline Intent to Submit:	August 30 th , 2024 (email: rfp@tiac-aitc.ca)
Deadline for submitting Proposal:	September 27 th , 2024 (email: rfp@tiac-aitc.ca)
Contract Awarded:	November 29 th , 2024

RVC/TIAC Contact

Jennifer Taylor
Vice President, Business Development and Member Relations
Tourism Industry Association of Canada

