



Request for Quote/Proposal: Trade Show 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 on 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

Types of exhibits: 450 - 8'x10' Seller Booths Full Booth (or separated as 4' x 8' Half Booths
20 - 8'x10' Activation Zones
4 - 20'x50' Networking Zones
DC Booth space - 50' x 50'
TIAC Booth - 20' x 50'



Help (appointment) Desk space -8'x10.'

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 exhibit services at the RVC event. The services required are for the trade show and registration elements as detailed below. The requirements below are subject to change as they are for the purpose of this request for a quote and are typical for an in-person event. They may change after a site visit has taken place.

Trade show and exhibitor services

- Provide divided meeting spaces for up to 450 sellers in halls A, B & C of the South building, RBC Convention Centre. See Appendix A – Sample of 2024 Marketplace floorplan
 - Over half of the full booths will be shared as half-booth space.
 - Full booth space includes four (4) chairs and two (2) small tables.
 - Half booth space includes two (2) chairs and one (1) small table.
- Networking Zones (lounge areas) as per draft floor plan
- Carpeting (if required) for Marketplace ONLY
- Prepare the exhibitor manual including all their exhibitor services forms in English and in French (PDF and/or online format) to order their show services and liaise with the venue to obtain their services forms, such as electrical, rigging, telecommunications (internet), audio-visual equipment, etc.

Trade Show structural elements

- Registration Counter (Branded)
- Marketplace Networking Refreshment Zones
 - Includes a break station and a series of bistro tables and chairs.
- Booth signs
- TIAC Branded Booth
- Hanging Aisle Markers
- Halos
- Lightboxes
- Wayfinding Signage (Large Displays)
- Help Desk – Appointment navigation



Design and Technology

- Floor plans (registration, foyer area elements, trade show, etc.)
- Graphics (show structures, signage, halos)

Signage

- Prepare final artwork (design template will be supplied) and print all signage in both official languages. For each file, a PDF will be required for approval by TIAC, and three (3) rounds of corrections should be included.
- Signage elements include:
 - Booth signs
 - Wayfinding Signage

Registration Area

- Up to 8 branded registration kiosks – see Appendix B
- To be located in room (tbc)

Help Desk

- 1 branded Help Desk – see Appendix C
- To be located in the Marketplace

Marketplace Networking Refreshment Zones (1 of 4)

Coffee and snacks, delegate networking and option for sponsor branding

- Includes a break station with option for branding.
- Series of bistro tables and chairs.
- Marketplace networking activation, meal/beverage upgrade and Decor upgrades costs are the responsibility of the sponsor.
- Consideration of incorporation of activation zone.

Activation Zone (1 of 20)

Opportunity for Sponsors/Sellers to showcase (non-appointment taking)

- Marketplace footprint - 10' x 16'
- Pipe and drape
- Additional Activation, Decor upgrades costs, power, etc., responsibility of sponsor



Material Handling

- RVC material shipping from Ottawa (180 Elgin Street) to the trade show venue. Expect (TBC) skids of material combined. A labourer must be available to skid and shrink wrap material manually as no loading docks are available at 180 Elgin Street.
- Handle various deliveries for RVC requirements at show site and deliver where needed.
- Intake and manage advance handling of materials from show participants.
- TIAC material shipping from trade show venue to Ottawa (180 Elgin Street).

Health and Safety

Although we are planning, as directed by the facility, a full capacity event, there might well be some health and safety regulation protocols still in place for our trade show or TIAC might elect to have some of them in place for the safety of our delegates, buyers and sellers, staff and suppliers. We expect our exhibit house partner to adhere to these rules and have their own as well.

Site Visit

Include one site visit with TIAC key contacts to review facilities, and logistics and finalize the schedule. Following the site visit, the supplier will provide a cost estimate detailing the current year's requirements and services. An anticipated site visit is August 2024.

Administration & Pricing

- Provide a detailed outline of costs associated with providing services as per requirements. It is understood that new requirements will be discussed and priced as needed.
- Provide a rate sheet of the pricing structure for each of the exhibit house's services. This rate sheet should detail which services are billed at a flat rate, hourly rate, percentage markup, or by weight or volume.
- Specify what services are handled in-house and what is subcontracted to other vendors.
- Specify show management discounts.
- Provide a draft invoice 40 days out of event.
- Provide a final invoice 15 days after the event.

Reports

- Provide, upon request from TIAC, a pre-event summary of exhibitor orders showing services and items ordered by each exhibitor.
- Submit a post-event report within 30 days of conclusion of event, providing Exhibitor orders information and other initiatives and services offered by supplier to serve as historical data.



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.

Please indicate how your company would address the following criteria. 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 show services supplier will cooperate with TIAC to ensure that a minimum waste diversion rate of 40% is achieved for the event for the exhibit floor.
- The show services supplier will cooperate with TIAC to ensure that exhibit hall working lights are operated by the facility at less than maximum power during move-in and move-out activity, taking advantage of natural daylight while not sacrificing safety.
- The show services supplier will cooperate with TIAC to ensure that booth electricity and show lights are turned off after show hours.
- The show services 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 products to be purchased.
- The show services supplier will purchase environmentally preferable products a minimum of 20% of the time.

Client Services

TIAC is looking for a partner in the delivery of Rendez-vous Canada to ensure success of the event while incorporating new ideas, elements, and different structures – to keep the event dynamic and fresh. It is our expectation that our clients will receive excellent service from our supplier, during the planning process and on-site during the event.

TIAC will be assigned one key contact for the duration of the contract.

Bilingualism

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

Sub-Contractors

TIAC should be notified if any subcontractors are to be hired. It is understood that the sub-contractor is to operate under the same conditions and obligations as specified in the contract.



Proposal Requirements

Exhibit Houses/Trade Show Services Providers that wish to submit a proposal for this event are required to provide the following information:

Standard Requirements

As part of your proposal, please include the following information:

1. Company profile. General information about the company and a description of its products and services.
2. Experience and references.
 - a. Please provide the names of key personnel who will be assigned to this event during the planning stage and on-site.
 - b. Provide a list of at least two organizations for whom you have provided services for a comparable type of event (size and scope) in your last two operating years (outside of non-operating time due to the pandemic) and include contact information for these clients. Indicate the type of event and number of attendees and trade show booths.
3. Professional fees.
 - a. Provide complete cost estimates for all show services as outlined above (including production, rental, labour, setup and dismantle of all items).
 - b. Printing costs: price per graphic 3 sizes
 - c. Provide a guaranteed pricing policy to cover all elements included in the terms of the proposal. Pricing policy should cover future events should the arrangement be extended.
 - d. Payment terms: Our typical terms are 25% deposit 2 weeks prior to the event (note that an invoice must be sent 1 month prior) and the balance 30 days net after receipt of final invoice.
4. Proof of insurance.
5. Health and safety. Please provide the health and safety protocols in place for your employees. Also indicate how you integrate these health and safety protocols and/or measure in creating a floor plan, how these measures are integrated in the exhibitor manual (if applicable), etc.
6. Documentation.
 - a. Provide a list of sub-contractors, if any.
 - b. Please include a sample exhibitor manual (include proposed 2025 pricing for exhibitors and a Show Management discount).
7. Business considerations. Include information related to the company's business continuity planning and ability to maintain a high level of service to clients in the event of loss of personnel or technology failures.
8. Additional documentation. Although not required, Exhibit Houses/Trade Show Services Providers may provide additional documentation as needed.



Location Requirements – Multi Year Agreement

As an option for a multi-year agreement will be taking 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 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 in which the company is currently the preferred supplier of show services or other services.

Proposal Evaluation

The final contract will be awarded based on a combination of the following:

- Overall capabilities
- Costs of services
- Ability of vendor to provide high level of service
- Information provided in response to the RFP
- Sustainable Initiatives and Technological Innovation
- Recommendations from previous and existing clients

RFP Schedule

Deadline for questions:	June 14, 2024 (email: mcc@tiac-aitc.ca)
Deadline Intent to Submit:	June 21, 2024 (email: mcc@tiac-aitc.ca)
Deadline for submitting Proposal:	June 28, 2024 (email: mcc@tiac-aitc.ca)
Contract Awarded:	July 12, 2024



Timelines

Below is an approximate timeline for deliverables. Subject to change.

December	
July - August	Contract awarded, initial discussion and first draft of trade show floor prepared
September	Site visit. The trade show floor to be finalized and approved by venue and fire Marshalls. All elements, structures, services, and costs confirmed ahead of budget.
October - November	Trade show, exhibitor manual completed and ready for distribution (in both languages). Trade show elements designed and confirmed with production deadlines set
December - March	Trade show, start working on production including signage
April	Signage finalized and in production, preliminary invoice.
May	Advance warehousing, last-minute items, shipping material to show site.
May	Live
June	Reporting and invoicing

RVC/TIAC Contact

Jennifer Taylor

Vice President, Business Development and Member Relations

Tourism Industry Association of Canada

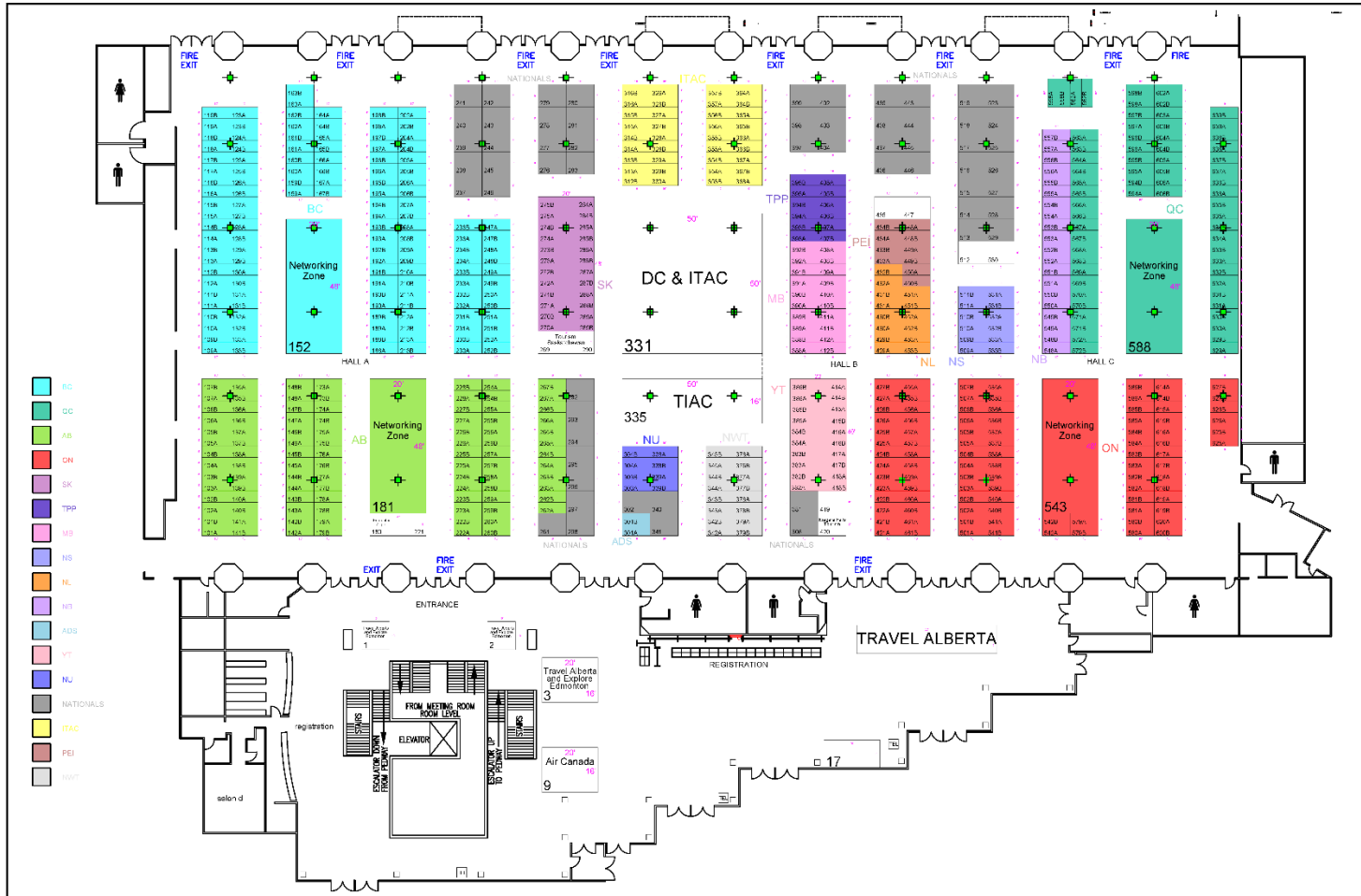




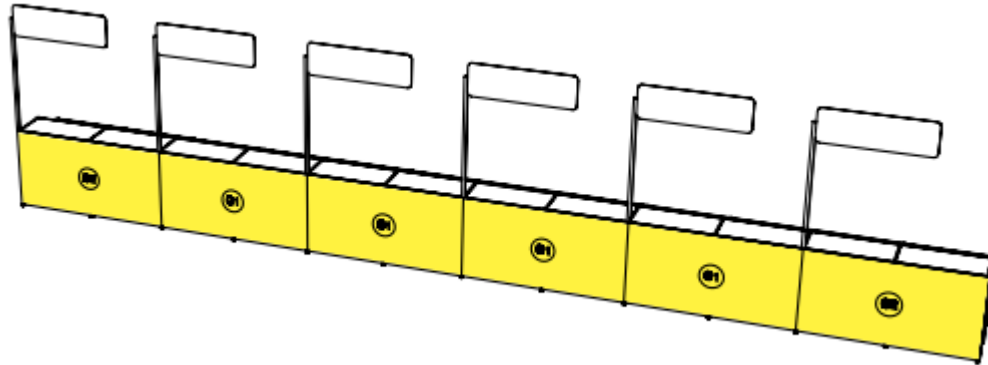
TOURISM INDUSTRY
ASSOCIATION OF CANADA

ASSOCIATION DE L'INDUSTRIE
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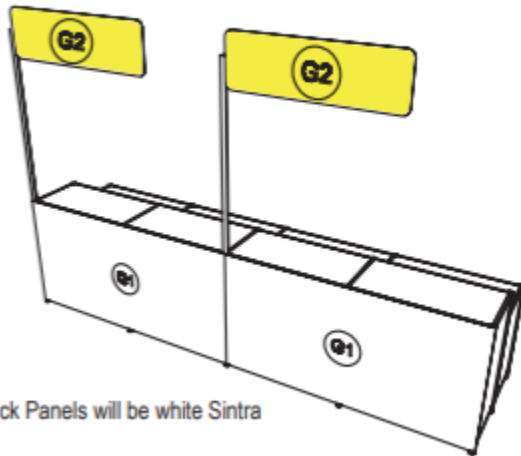
APPENDIX A: SAMPLE MARKETPLACE FLOOR PLAN RVC 2024



APPENDIX B: REGISTRATION SAMPLE RVC 2024



APPENDIX C: HELP DESK



Kick Panels will be white Sintra

G1-1 - new

**Appointments Help
Aide pour les rendez-vous**

G1-2 - new

**Hotel Information
Information sur les hôtels**