

## How to Respond to a Request for Qualifications

### What is a Request for Qualifications (RFQ)

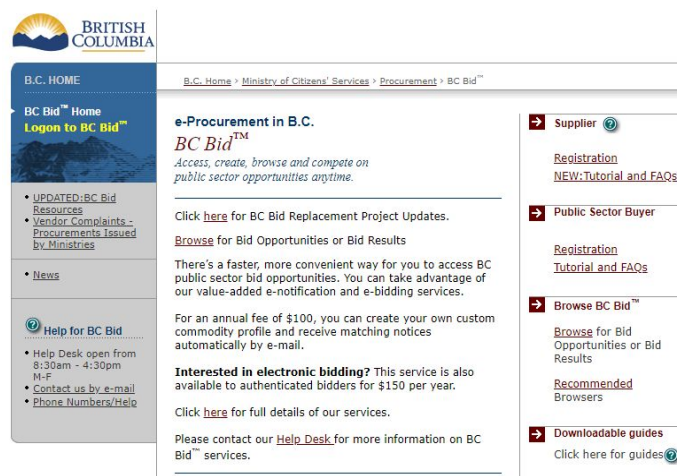
The purpose of an RFQ is to build a pre-qualified list of contractors experienced in a particular category to provide services to Destination BC, and, in some cases, its tourism partners (e.g. Regional Destination Management Organizations, Community Destination Management Organizations, Sector Management Organizations, and other tourism businesses across the province).

If there is a current RFQ posted on BCBid.ca, this means that Destination BC is seeking new contractors in a particular area of expertise. Once the RFQ closes, Destination BC will use this list on an as-needed basis to resource upcoming projects for the type of work indicated, and for the period of time indicated in the RFQ. Tourism partners across the province will also have access to this list, but are not obliged to hire only from the RFQ list.

### How do I respond to the RFQ?

#### Step 1: Go to [www.BCBid.ca](http://www.BCBid.ca)

BC Bid is a marketplace where public sector organizations (including cities, school districts, health authorities, Crown corporations and the B.C. government) advertise opportunities for contracts for a wide range of goods and services. On this site, you can access, create, browse and compete on public sector opportunities at any time.



The screenshot shows the BC Bid website interface. On the left is a sidebar with the British Columbia logo and navigation links: 'BC Bid™ Home', 'Login to BC Bid™', 'UPDATED: BC Bid Resources', 'Vendor Complaints - Procurements Issued by Ministries', 'News', and 'Help for BC Bid' (with details on help desk hours and contact info). The main content area is titled 'e-Procurement in B.C. BC Bid™' and describes the platform for accessing public sector bid opportunities. It includes links for project updates, browsing opportunities, and creating a custom commodity profile. A section for 'Interested in electronic bidding?' mentions a \$100 annual fee and a \$150 per year service fee. At the bottom, it provides a link to the 'Help Desk' for more information. On the right side of the main content area, there are three expandable sections: 'Supplier' (with links for Registration, Tutorial, and FAQs), 'Public Sector Buyer' (with links for Registration, Tutorial, and FAQs), and 'Browse BC Bid™' (with links for browsing opportunities, recommended browsers, and downloadable guides).

## Step 2: Click on “[Browse](#) for Bid Opportunities or Bid Results”

### e-Procurement in B.C.

*BC Bid™*

*Access, create, browse and compete on public sector opportunities anytime.*

Click [here](#) for BC Bid Replacement Project Updates.

[Browse](#) for Bid Opportunities or Bid Results

There's a faster, more convenient way for you to access BC public sector bid opportunities. You can take advantage of our value-added e-notification and e-bidding services.

For an annual fee of \$100, you can create your own custom commodity profile and receive matching notices automatically by e-mail.

**Interested in electronic bidding?** This service is also available to authenticated bidders for \$150 per year.

Click [here](#) for full details of our services.

Please contact our [Help Desk](#) for more information on BC Bid™ services.

## This takes you to “Browse Opportunities”



B.C. HOME

BC Bid™ Home

Opportunities

Contract Awards

Unverified Bid Results


My Profile

My Documents

My Company Details

Register Now

Guides

 Help for BC Bid





• [Need help?](#)

### *Browse Opportunities*

You can browse through the currently available opportunities by choosing one of the following search options:

- [Browse opportunities by organization](#)
- [Browse All Open Opportunities](#)

Browse opportunities arranged by product groupings. Click on the binoculars directly adjacent to the commodity headings (Goods, Services or Construction) to refine the commodity search

- ... 
- [Construction, Hydroelectric and Public Works](#) 
  - [Goods](#) 
  - [Services](#) 

Or browse using the Advanced Search. Find all open or closed tenders, or narrow your search by entering a date range, tender number, or other criteria:

- [Browse Using The Advanced Search.](#)

You can also browse opportunities posted by the Province of Alberta:

- [All Categories](#)
- [Construction](#)
- [Goods](#)

**Step 3: Click on “Browse opportunities by organization”**



**BRITISH COLUMBIA**

B.C. HOME  
BC Bid™ Home  
Opportunities  
Contract Awards  
Unverified Bid Results  
My Profile  
My Documents  
My Company Details

*Browse Opportunities*

You can browse through the currently available opportunities by choosing one of the following search options:

- [Browse opportunities by organization](#)
- [Browse All Open Opportunities](#)

**Step 4: Click on Destination BC - Opportunities by Organization (alphabetical list)**



**BRITISH COLUMBIA**

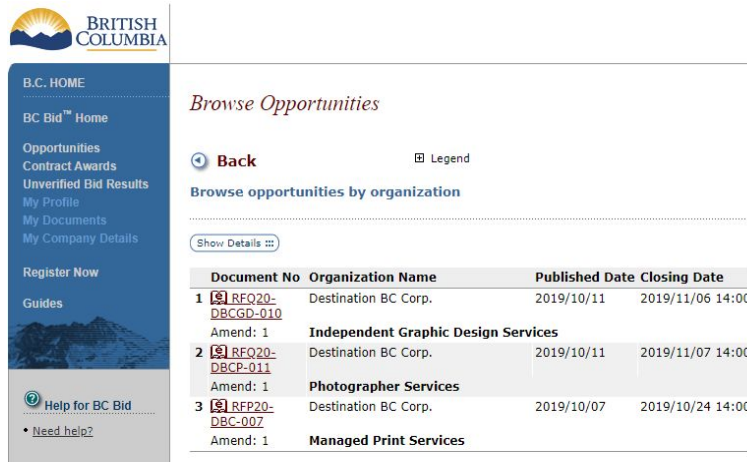
B.C. HOME  
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My Company Details  
Register Now  
Guides  
Help for BC Bid  
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*Opportunities By Organization*

[Back](#)

| Organization   | # of Tenders |
|--|--------------|
| 1 <a href="#">Auditor General</a>                                | 1            |
| 2 <a href="#">BC Assessment</a>                                  | 1            |
| 3 <a href="#">BC Housing Management Commission</a>               | 12           |
| 4 <a href="#">BC Hydro and Power Authority</a>                   | 21           |
| 5 <a href="#">BC Hydro and Power Authority (Planholder List)</a> | 1            |
| 6 <a href="#">BC Institute of Technology</a>                     | 3            |
| 7 <a href="#">BC Investment Management Corporation</a>           | 1            |
| 8 <a href="#">BC Liquor Distribution Branch</a>                  | 20           |
| 9 <a href="#">BC Lottery Corporation</a>                         | 2            |
| 10 <a href="#">BC Pavilion Corporation</a>                       | 2            |
| 11 <a href="#">BC Pension Corporation</a>                        | 1            |
| 12 <a href="#">BC Public Service Agency</a>                      | 2            |
| 13 <a href="#">BC Rapid Transit (Skytrain)</a>                   | 1            |
| 14 <a href="#">BC Timber Sales - Contracts</a>                   | 42           |

## Step 5: Review Destination BC's Current RFQ Opportunities



The screenshot shows the 'Browse Opportunities' page on the Destination BC website. The left sidebar contains navigation links: B.C. HOME, BC Bid™ Home, Opportunities, Contract Awards, Unverified Bid Results, My Profile, My Documents, My Company Details, Register Now, and Guides. The main content area has a 'Back' button and a 'Legend' link. Below these is a section titled 'Browse opportunities by organization' with a 'Show Details' link. A table lists three RFQ opportunities:

| Document No                                    | Organization Name  | Published Date | Closing Date     |
|--|--|----------------|------------------|
| 1 <a href="#">RFQ20-DBC-GD-010</a><br>Amend: 1 | Destination BC Corp.<br><b>Independent Graphic Design Services</b> | 2019/10/11     | 2019/11/06 14:00 |
| 2 <a href="#">RFQ20-DBC-P-011</a><br>Amend: 1  | Destination BC Corp.<br><b>Photographer Services</b>               | 2019/10/11     | 2019/11/07 14:00 |
| 3 <a href="#">RFQ20-DBC-007</a><br>Amend: 1    | Destination BC Corp.<br><b>Managed Print Services</b>              | 2019/10/07     | 2019/10/24 14:00 |

In this example, you can see current RFQ opportunities for Destination BC:

1. There are 3 current RFQs for Destination BC
2. The PDFs with the relevant documents are indicated by links beside each number
3. The published date and the closing dates are indicated for each RFQ (typically most RFQs are posted for 3-4 weeks)
4. The amendments are indicated - this indicates the number of question and answer documents posted related to each RFQ

## Step 6: Click on the relevant RFQ Opportunity



This screenshot is identical to the one in Step 5, but a red rectangular box highlights the first row of the table, which corresponds to the 'Independent Graphic Design Services' RFQ. The highlighted row contains the document number, organization name, published date, and closing date for that specific opportunity.

Clicking on this link will open a new page that summarizes the opportunity (the RFQ Summary Page).

## Step 7: Review the Request for Qualifications (RFQ) Summary Page

This page provides you with all of the key information related to the particular RFQ; in the example below you will see:

- Name of the company issuing the RFQ - Destination BC Corp
- Category of the RFQ - in this example, Independent Graphic Design Services
- Supplier attachments exist
- Contact person
- Solicitation number
- Most recent Amendment
- Publishing and closing dates
- Amount of time remaining before submissions are due
- Summary of the opportunity

**Logon**

**Attachments**

[View Interested](#)

[Send Me Amendments](#)


[Print](#)

[Refresh](#)

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[Exit Document](#)

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 **Help Desk**

• [Need help?](#)


### Request for Qualifications e-Advertisement

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**Destination BC Corp.**

**Independent Graphic Design Services**

Graphic Design

- All Locations Specified
-  Supplier Attachments Exist
- This document may be responded to Online

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**For more information contact:**

Hilary Dempsey  
Project Manager

Destination BC Corp.  
DBC  
510 Burrard Street  
Vancouver, British Columbia  
V6C 3A8

Phone:

Fax:

Email: [Hilary.Dempsey@DestinationBC.ca](mailto:Hilary.Dempsey@DestinationBC.ca)

**Final**

|                        |                     |
|------------------------|---------------------|
| Solicitation Number:   | RFQ20-DBC GD-010    |
|                        | <b>Amendment #1</b> |
| Original Publish Date: | 2019/10/09          |
| Publish Date:          | 2019/10/11          |
| Close Date & Time:     | 2019/11/06 14:00    |
| Time Zone:             | Pacific Time        |

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**Approx. Time Left:** 22day 3hr 21min 46sec

All dates are yyyy/mm/dd

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**Summary Details:**

Addendum # 1 - October 11, 2019 - Questions & Answers #1

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Destination BC wishes to create a list of Qualified Suppliers with expertise in the area of graphic design. This posting is to provide an opportunity for independent graphic designers to become Qualified Suppliers for Destination BC.

The selected Respondents should be willing to work within an ecosystem of collaboration with other Destination BC ("DBC") marketing agency partners and suppliers, as well as with Destination BC's tourism partners (e.g. Regional Destination Management Organizations, Community Destination Management Organizations, Sector Management Organizations, tourism businesses). The selected Respondents will support Destination BC's goal of becoming the most highly recommended destination in North America through engaging design that meets the objective and is on-brand.

Based on the review of the Request for Qualifications (RFQ) Responses, Destination BC intends to establish a List of Qualified Suppliers who, on an "as, if and when requested" basis, may be contacted directly, or asked to compete, to enter into Contract(s) for provision of design services. This list will also be shared with, and used by, our tourism partners across the province.

Please refer to the attachments for full details.



## Step 8: Click on “Supplier Attachments Exist”

[Ligon](#)

[Attachments](#)

[View Interested](#)

[Send Me Amendments](#)

[Print](#)

[Refresh](#)

[Exit Document](#)

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[Help Desk](#)

[Need help?](#)

*Request for Qualifications e-Advertisement*

**Destination BC Corp.**  
**Independent Graphic Design Services**  
Graphic Design

- All Locations Specified
- Supplier Attachments Exist
- This document may be responded to Online

**For more information contact:**

Hilary Dempsey  
Project Manager

Destination BC Corp.  
DBC  
510 Burrard Street  
Vancouver, British Columbia  
V6C 3A8

Phone:

Fax:

Email: [Hilary.Dempsey@DestinationBC.ca](mailto:Hilary.Dempsey@DestinationBC.ca)

| Final  |   |
|--|---|
| Solicitation Number:   | RFQ20-DBC GD-010<br><b>Amendment #1</b> |
| Original Publish Date:   | 2019/10/09                              |
| Publish Date:  | 2019/10/11                              |
| Close Date & Time:   | 2019/11/06 14:00                        |
| Time Zone:   | Pacific Time                            |
| <p><b>Approx. Time Left:</b> 22day 3hr 21min 46sec</p> <p style="font-size: small;">All dates are yyyy/mm/dd</p> |   |

**Summary Details:**

Addendum # 1 - October 11, 2019 - Questions & Answers #1

## Step 9: Open all attachments in “Additional Information to Download”

✕

**Additional Information to Download**

Supplier Attachments may exist as header attachments, at the top of the tender plus, for certain notices or ITQs, in the body of the notice. Please check to make sure that you have opened all supplier attachments.

|                  |                                    |             |            |
|------------------|------------------------------------|-------------|------------|
| Attachment Title | RFQ20-DBC GD-010 - Final           | (166.94 kB) | Supplier ▼ |
| Attachment Title | RFQ20-DBC GD-010 - Appendix B      | (562.96 kB) | Supplier ▼ |
| Attachment Title | Addendum #1 - Questions Answers #1 | (115.87 kB) | Supplier ▼ |

1. RFQ - this is the PDF file that contains all of the information about the opportunity as well as the questions you will need to respond to in order to apply. Read all sections very carefully, making sure to answer all questions.
2. Appendix B - sample contract which must be reviewed and the terms within it agreed to in the relevant section.
3. Addenda - Questions & Answers related to the RFQ are posted regularly during the posting period; make sure to check back frequently to ensure you are aware of all clarifications and any changes to the RFQ.

Examples of each of these documents follow here:

## Document Example A: Sample Request for Qualifications (RFQ) - cover page



### Request for Qualifications

#### Independent Graphic Design Services Request for Qualifications No. RFQ20-DBC-GD-010

Issue date:  
October 9, 2019

Closing Location:  
Destination British Columbia  
12th Floor – 510 Burrard Street  
Vancouver BC V6C 3A9

**One complete electronic Response must be received before 2:00 PM Pacific Time on November 6, 2019** (the "Closing Time") using one of the following submission methods:

Via email to [Hilary.Dempsey@DestinationBC.ca](mailto:Hilary.Dempsey@DestinationBC.ca)

Or

Respondents may submit an electronic Response using BC Bid. Responses must be submitted in accordance with the BC Bid requirements and e-bidding key requirements ([www.bcbid.ca](http://www.bcbid.ca)). Only pre-authorized electronic bidders registered on the BC Bid system can submit an electronic proposal using the BC Bid system. Use of an e-bidding key is effective as a signature.

Contact Person:  
**Hilary Dempsey**  
[Hilary.Dempsey@DestinationBC.ca](mailto:Hilary.Dempsey@DestinationBC.ca)

## Document Example B: Sample General Service Agreement (GSA) - cover page

This is the typical contract that Destination BC uses to create a contract with a successful pre-qualified supplier



### GENERAL SERVICE AGREEMENT

| For Administrative Purposes Only |                               |
|----------------------------------|-------------------------------|
| Contract No.:                    | Template version: April, 2013 |
| Registration No.:                |                               |

## Sample C: Addendum #1: Questions and Answers

This is a sample of typical questions, received by the Contact Person via email, and with their respective answers responded to in the Addendum on BCBid.ca.



Destination British Columbia  
BFP20\_DBCP\_011\_Photography Services  
Addendum #1: Questions and Answers

#### Question 1:

Can companies from outside Canada apply for this opportunity?

#### Answer 1:

Yes, independent photographers from outside Canada can apply for this opportunity. However, please review the following carefully to ensure you qualify.

- a) To capture BC's diversity, we are looking for photographers who are located throughout the province, both within and beyond Metro Vancouver, and especially in more remote locations outside of major urban centres.
- b) All travel outside of British Columbia is the responsibility of the Respondent; only travel expenses confirmed in a specific photography contract will be covered by Destination BC or its partners.
- c) Respondents must be available for meetings or communication between 8am – 4pm PST.
- d) The Mandatory Requirements state:  
Respondents must be familiar with British Columbia and have captured photography in similar landscapes and conditions to those of BC.

**Question 2:**  
Do Respondents need to come to Vancouver/British Columbia for meetings?

#### Answer 2:

Successful respondents may need to attend meetings between 8am - 4pm PST in Destination BC's (or its partners') offices within 48 hours notice. All travel expenses associated with these meetings would be at the photographer's expense.

**Question 3:**  
Can we perform the tasks (outlined in the RFQ) outside Canada?

**Answer 3:**  
No. As stated throughout the RFQ, we are looking for photographers who can capture the diversity of British Columbia, Canada, therefore the photography must be captured within British Columbia, Canada.



Destination British Columbia  
BFP20\_DBCP\_011\_Photography Services  
Addendum #1: Questions and Answers

#### Question 4:

Can we submit the proposals via email?

#### Answer 4:

Proposals must be submitted via email or on BC Bid as per instructions on the front cover of the RFQ.

#### Question 5:

How do I respond to the RFQ?

#### Answer 5:

Please review all sections in the RFQ document, especially Section 11: RFQ Response Requirements which outlines all sections that must be completed and how the response must be submitted.

#### Question 6:

We have seen that Destination BC has posted several RFQs for different creative services – can we apply once for all categories?

#### Answer 6:


No. Each RFQ must be responded to separately as each one is for a distinctly different category with unique requirements.

## Step 10: Review the RFQ document and respond to all RFQ questions

1. The RFQ document contains extensive background information and legal terms, which should be read carefully; these sections are followed by a series of questions that you need to respond to in writing in order to apply for the RFQ category opportunity.
2. After reading the entire document, look for a section typically called **Response and Review Criteria**. Review these two tables within the Response and Review Criteria section:
  - a. Mandatory Requirements
  - b. Desirable Requirements

You must ensure that you meet **all** of the Mandatory Criteria, before beginning to respond to the questions outlined in Desirable Criteria.

3. Respond to the RFQ criteria following the checklist provided in the Section **RFQ Response Requirements** (sample below). You must respond in exactly the format indicated e.g. if a single PDF with a maximum size is required, ensure you submit a PDF file and do not exceed the file size. Read each question under Mandatory Requirements and Desirable Requirements carefully to ensure you provide all required information.



**11. RFQ Response Requirements**

Please ensure all of the following are completed and submitted as a single PDF (maximum 2MB) by the closing date and time indicated on the front cover of this Request for Qualifications to ensure full consideration. The PDF should be named as follows:  
 <Your name/company>\_RFQ20\_DBCP\_007.pdf

Responses should be in the following format and sequence:

- Letter-size pages
- Consecutively numbered
- 11-point font and single-spaced.

☐ Appendix A – complete and signed plus three references

☐ Appendix B – Contract Form confirmation and agreement to details within

☐ Mandatory Criteria must be confirmed as met – indicate Yes or No for each one below:

| Mandatory Criteria   | Yes | No |
|--|-----|----|
| a) The response must be received before the specified closing time.  |     |    |
| b) The response must be in English, and English must be the primary language spoken and communicated   |     |    |
| c) Responses must be submitted as a single PDF file.   |     |    |
| d) Respondents must be familiar with British Columbia and have captured photography in similar landscapes and conditions to those of BC.                                   |     |    |
| e) All images purchased by Destination BC, or its partners, must include third-party rights.   |     |    |
| f) The Response must include a completed form, in substantially the same form as Appendix A, originally signed by a person authorized to sign on behalf of the Respondent. |     |    |

☐ Desirable Criteria response – please provide answers to all five sections in 10.2 Desirable Criteria (BC Knowledge/Brand Alignment, Professional Experience, and Case Study plus Pricing and Corporate Experience) including all requested links. Maximum of 4.5 pages.

4. Send your completed response to the contact person indicated on the front page of the RFQ document before the deadline indicated on the front page of the RFQ. The deadline is specific e.g. 2pm on November 1, 2019 - any responses received after this deadline (even a few minutes after 2pm) will not be accepted. It is a good idea to attach a “Read receipt” request to your email before you send it; no individual confirmations will be sent.



**Step 11: Review all Documentation carefully and check back regularly on [BCBid.ca](http://BCBid.ca) for each RFQ's updated Questions and Answers (indicated as Amendments>Addenda).**

If you have questions related to the RFQ, please direct them to the Contact Person indicated on the front cover of the RFQ.

**Please note: individual questions sent to the Contact Person will not be answered directly, but instead, answers to these, and similar questions will be grouped together and posted on [BCBid.ca](http://BCBid.ca) every 2 - 5 days, depending on the volume of questions, as an amendment entitled "Addendum 1, 2, 3"etc.**