

Regional Tourism Organization 4 Inc. (RTO4)

Request for Proposals

For

Community and Data Driven Accessibility Program

Release Date:

August 4, 2023

Deadline for Submissions

12:00pm August 10, 2023

Introduction

The Regional Tourism Organization 4 (RTO4) invites interested vendor(s) to submit proposals to conduct a community and data driven Accessibility Program.

Background

The Ministry of Tourism, Culture & Sport divided Ontario into 13 regions and encourages the Tourism industry to form partnerships while taking a regional approach. RTO4 was incorporated in October 2010 pursuant to the Ontario Ministry of Tourism & Culture's new regional tourism management strategy.

Region 4 is comprised of Huron County, Perth County, Waterloo Region and Wellington County. RTO4's goal is to grow the tourism economy through active partnerships in Huron, Perth, Waterloo and Wellington. Its strategy is to provide the necessary tools directly to tourism operators and DMO's, empowering them to identify and develop the core assets that make the region unique.

Further Information

- Ontario's tourism regions: <http://www.mtc.gov.on.ca/en/regions/regions.shtml>
- RTO4: <http://www.rto4.ca>

About this RFP

This request for proposal (RFP) document consists of the following:

1. Scope of work
2. Key Deliverables
3. Terms and conditions
4. Submission requirements

Intention to submit proposal.

To ensure you are apprised of any additional information as may be provided, please confirm your intention to submit a proposal upon receipt of this RFP.

As detailed below in Questionnaire and Submission, proposals and questions must be submitted to:

Regional Tourism Organization 4 Inc.
Charlotte Moore
Senior Manager of Digital Innovation
charlotte@rto4.ca

1. Scope of work

1.1 General Description of Requirements

The purpose of this RFP is to invite qualified organizations/firms/consultants to submit proposals to complete an introductory Accessibility program and audit with RTO4. Working with RTO4 Destinations, Municipalities and Community Members including those from the Accessibility community. This program must be data driven and lead to further accessibility work done by the communities that make up the RTO4 region.

2. Key Deliverables

- 1) **Accessibility Program** – work with RTO4, Destination partners, Municipalities and Community Members to educate and reflect on the experiences of both visitors and community members from the accessibility community within RTO4 region Destinations.
- 2) **Accessibility Audit** – work with RTO4 to complete an Accessibility Audit of RTO4 region Destinations, including crowd sources data, deliverable through a digital platform.
- 3) **Expanded and Targeted Accessibility Work** – work with RTO4 to verify the data collected through the Accessibility Audit in all OR select Destinations within RTO4.

2.2 Data Collection

The Accessibility organization/company/consultant will be required to collect all data through a digital portal or application that is forward facing and publicly available.

2.3 Data presentation

It is required that the data be presented in a user friendly and easily accessed way, digitally available and must be shared with with the greater public.

2.4 RTO4 interaction

RTO4 will coordinate and collaborate with the chosen Accessibility organization/company/consultant and facilitate the administrative role throughout this program.

3. Terms and conditions

RTO4 reserves the right, at its sole option, and for its convenience, to accept and/or reject any proposal, in whole or in part, for any or no reason. By making this RFP, RTO4 does not imply or give any assurance whatsoever that any proposal will be accepted. No contractual or other legal obligations arise on the part of RTO4 to any proponent by this RFP until such time as a final, written agreement, if any, is subsequently entered into with a proponent.

RTO4 may or may not award the business that is the subject of this RFP to any proponent or proponents at their sole discretion. RTO4 reserves the right to negotiate with proponents, seek clarification from proponents regarding their proposal responses and invite modifications to the proposal responses submitted.

RTO4 retains the right to withdraw or modify this RFP at any time without notice and without obligation to proponents. RTO4 may waive compliance with the requirements of this RFP and consider a proposal response that does not meet all of the requirements of this RFP.

Your proposal is submitted at your own risk. If, prior to the deadline for submission of proposals you fail to notify RTO4 of an error and your proposal is selected, you shall not be entitled to any compensation or time by reason of the error or its later correction.

No part of this RFP will become part of any final agreement between RTO4 and the provider unless specifically incorporated into a final, written agreement. Any or all contents of your proposal may become part of the final agreement.

Your proposal response, including fees, shall constitute a binding offer capable of acceptance in whole or in part by RTO4, and if selected will remain valid until such time as a final agreement is negotiated and executed.

RTO4 shall not be in any way responsible for or liable for any costs associated with your proposal and you shall not make claim to them for any such cost or expenses. By submitting a proposal response, you agree to waive any right to claim damages for any reason, cause, or thing arising out of the RFP process.

If you are selected you may be required to provide satisfactory proof of maintenance of relevant insurance coverage (including commercial, professional, general liability and automobile insurance).

The data collected and reports generated are the sole property of RTO4 and can only be distributed, shared or otherwise used at their sole discretion.

3.1 Potential for conflicts of interest

Each proponent, in their proposal submission, shall declare all conflicts of interest or any situation that may be reasonably perceived as a conflict of interest that exist now or may exist in the future. Failure to comply with this requirement will render the proposal noncompliant and will cause the proposal to be rejected. RTO4 reserves the right to disqualify from further consideration proposals that in their opinion demonstrate a conflict of interest.

Any contract awarded as a result of this RFP will be non-exclusive. RTO4 may at their sole discretion, purchase the same or similar services for other sources during the term of the contract.

3.2 Termination

In the event that the successful proponent, in the opinion of RTO4 fails to satisfactorily perform the services in accordance with the terms and conditions of the contract including the instructions to proponents, terms of reference and any other documented terms and conditions, RTO4 reserves the right to terminate services. RTO4 further reserves the right to terminate the contract without showing cause, prior to its conclusion, upon giving at least ten (10) days written notice to the successful proponent.

3.3 Terms of payment

Payment will be made in response to invoices itemized in accordance with the final executed contract, provided the invoices are based on work/deliverables described in the scope of the project and are consistent with the timetable of each negotiated deliverable, are completed to RTO4's satisfaction and provided there exists no defaults of obligations.

3.4 Subcontracting and assignments

It is understood and agreed that the successful proponent will be an independent contractor. Any proposed subcontracting agreements must be approved by RTO4 and will not release you from any obligation with respect to the performance of your obligations.

3.5 Errors and omissions

RTO4 shall not be held liable for any errors or omissions in any part of this RFP. While considerable effort to ensure an accurate representation in this RFP, the information contained in the RFP is supplied solely as a guideline for proponents. The information is not guaranteed or warranted to be accurate, not is it necessarily comprehensive or exhaustive. Nothing in the RFP is intended to relieve proponents from forming their own opinions and conclusions with respect to the matters addressed in the RFP.

3.6 Indemnification

The successful proponent shall indemnify and hold harmless RTO4, its Board of Directors, its officers and partners from and against all actions, claims, demands, losses, costs, damages, suits, or proceedings whatsoever which may be bought against or made and against all losses, liabilities, judgments, claims, suits, demands or expenses which may sustain, suffer or be put to resulting from or arising, out of the successful proponent's failure to exercise reasonable care, skill, or diligence or omissions in the performance or rendering of any work or service required hereunder to be performed or rendered by the successful proponent, its agents, officials and employees.

3.7 Confidentiality

The vendor shall not at any time before, during or after completion of the project, divulge any confidential information communicated to or acquired by you or disclosed by RTO4 in the course of carrying out this project.

3.8 Acceptance of terms

By submitting a proposal, you represent you have read, completely understand, and accept all terms and conditions of the RFP in full.

3.9 Price Proposal

Respondents shall provide a framework for how they intend to bill for said services. The RTO4 will work with the chosen agency to establish budget maximums prior to execution.

4. Submission requirements

4.1 Proposal guidelines

Your proposal must:

- Be submitted electronically (Adobe PDF file preferred). Your submission should not exceed 5 pages in length.
- Be accompanied by a cover letter and/or e-mail personally signed or signed by an authorized representative of your company certifying the accuracy of all information contained in your submission and acknowledging your company's offer of services according to the terms and conditions of this RFP.
- Include responses to all questions. Please cite each question in framing your responses and provide clear and concise answers. Ambiguous statements such as "all reasonable effort to provide" must be avoided.

4.2 Questionnaire

Any submissions over the 5-page limit will automatically be excluded from the evaluation process.

1. Provide your company's history.
2. Specify the project team leader/liaison and primary team members who will be working on our account.
3. Demonstrate your team's experience in conducting Accessibility Programs, Audits and additional work.
4. Outline your proposed approach to delivery, referencing the requirements and desired intents. Specify any assumptions.
5. Provide a quotation of your proposed process and describe how your billing process works.
6. Provide any information you believe will be helpful in assessing your capabilities.

4.3 Evaluation criteria

Proposals received in response to this RFP will be evaluated by a review committee. While there will be no official scoring sheet, proposals will be evaluated with regard to the following:

- Perceived fit between our teams
- Competitive pricing and fee structure
- Completeness – incomplete or proposals deemed non-responsive will be immediately rejected from consideration.

4.4 Submission

It is your responsibility to seek clarification of any matter that you consider unclear before submitting your proposal. RTO4 is not responsible for any misunderstanding or misinterpretation of the RFP requirements.

Proposals must be submitted via e-mail by the specified deadline to:
Regional Tourism Organization Four Inc.
Charlotte Moore
Senior Manager of Digital Innovation, RTO4
charlotte@rto4.ca

Reminder:

Deadline for proposal submission is 12:00 hrs Eastern Standard Time, Thursday, August, 10 2023