

## **Introduction**

The Brockville and District Chamber of Commerce is inviting proposals in order to select a proponent to provide services for the development of a strategic plan.

## **About the Brockville and District Chamber of Commerce**

The Brockville and District Chamber of Commerce is a Not for Profit Incorporated entity established in 1906. It is part of a network of Chambers of Commerce and Boards of Trade that exist in virtually every community across Ontario and Canada. The Chamber network consists of 65,000 businesses provincially and 170,000 businesses nationally.

Locally, the Chamber has over 400 members and is recognized as this area's official "Voice of Business." This voice is an effective force in influencing issues and legislation affecting your business and our community. It is a membership-based association that is led by an elected volunteer Board of Directors.

## **Mission Statement**

Through proactive leadership in advocacy and networking, the Chamber supports and grows businesses to build a strong economic community.

The Chamber serves small businesses, tourism-oriented businesses, industry and institutions through these core functions:

- Advocacy on behalf of businesses to ensure a competitive business environment.
  - Providing networking and recognition events.
  - Distributing information pertinent to the operation of business and the business community in general.
  - Delivering value added services including discounts, referrals and marketing opportunities.
  - Offering a forum in which every business has input into the decisions that affect this community.
  - Promoting initiatives that support the economic development of the region
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- Provides Webinar's and Learning opportunities

## **Issues impacting the Chamber**

The COVID-19 pandemic has served to affect the existing organizational, advocacy and revenue model of the Chamber. Plus, the Chamber delivered Tourism Services for the last 18 years for the City of Brockville but as of December 31, 2020 the Chamber will no longer be delivering these services for the city.

### Key Objectives of the required Strategy Plan

1. Review of the current plans, mission statement and vision.
2. To be a useful, relevant document, with practical recommendations to guide the Chamber in ways and means to increase its advocacy and revenues
3. Clarify roles and responsibilities and possible restructuring needs to meet goals
4. Identify trends and opportunities to utilize emerging technology
5. Identify product development opportunities that should be explored in the future
6. To set in motion how to effectively promote the destination to the benefit of its businesses

### Scope of Work

The selected proponent will work with the Chamber to create a Strategy Plan for implementation over the next 3-5-year period. The Strategic Plan will align with the Chamber mission, vision and goals. Once a proponent is selected, the proponent will work with the Chamber to create the strategy plan by November 30th, 2020.

### Critical Path & Timing

November 6, 2020	Release of this RFP
November 13, 2020	Deadline for questions
November 20, 2020	Provide submission requirements
November 25, 2020	Selection process completed; contract signed
December 11, 2020	Strategy completed

### Submission requirements

1. Provide an overview of your company including legal name, address and URL. Identify the representative authorized to negotiate on behalf of your company and include full contact information.
2. Provide a brief history of your company including years in business; describe its ownership and management structure, and its lines of business.

3. Provide a representative client list. Identify any past or current relationships within Brockville and the Region.
4. Identify project lead and key team members. Outline their roles and responsibilities and provide brief bios. Also outline the core facilitation process.
5. Describe your relevant qualifications and expertise with the planning and execution of strategic plans of this nature.
6. Provide if you have done any COVID pivoting exercises.
7. Clearly document your quotation basis and provide a cost breakdown as appropriate. Specify applicable hourly rates and any assumptions. Identify anticipated expenses and HST. In those instances where proponents are proposing to deliver services in partnership with other consultants, please identify in your proposal the lead proponent (who is in charge of oversight and who will sign the contract).
8. Your approach to delivery of the desired Strategic Plan
9. Methods and philosophy that will be used to facilitate the planning process
10. Provide any additional information you believe will be helpful in assessing your capability

**Notes:**

It is your responsibility to seek clarification of any matter that you consider unclear before submitting your proposal by the deadline specified herein for submission of written questions. The Brockville & District Chamber of Commerce is not responsible for any misunderstanding or misinterpretation of this RFP document or requirements.

**Proponent Submission Deadline Information**

The deadline to submit your interest in being a proponent is 12:00 pm (noon) on November 20, 2020

Proposals must be submitted electronically (only) to:

[pjrobertson@brockvillechamber.com](mailto:pjrobertson@brockvillechamber.com)

## **APPENDIX A Terms and Conditions**

### **1.0 Terms and Conditions**

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

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

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

#### **1.1 Potential for conflicts of interest**

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 must be declared. Failure to comply with this requirement will render the proposal non-compliant and will cause the proposal to be rejected. Brockville and District Chamber of Commerce reserves the right to disqualify from further consideration proposals that in the Brockville and District Chamber of Commerce opinion demonstrate a conflict of interest.

#### **1.2 Termination**

In the event that the successful proponent, in the opinion of Brockville and District Chamber of Commerce, 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, Brockville and District Chamber of Commerce reserves the right to terminate services. Brockville and District Chamber of Commerce further reserves the right to terminate the contract without showing cause, prior to its conclusion, upon giving at least 2 (two) days written notice to the successful proponent.

### **1.3 Terms of payment**

Payment will be made in response to invoices 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 Brockville and District Chamber of Commerce satisfaction, and provided there exists no defaults of obligations.

### **1.4 Subcontracting and assignments**

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

### **1.5 Errors and omissions**

Brockville and District Chamber of Commerce 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 neither guaranteed nor warranted to be accurate, nor 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.

### **1.6 Indemnification**

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

The successful proponent shall indemnify and hold harmless Brockville and District Chamber of Commerce, 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 brought 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.

### **1.7 Confidentiality**

In the performance of this contract, the successful proponent will 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 Brockville and District Chamber of Commerce.