Request For Proposals
Exhibit Fabrication

NMC RFP EF01-01

National Music Centre
Calgary, Alberta

RFP Date of Issue: November 5, 2013
RFP Closing Date: December 13, 2013, 16:00 hrs MST
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1.0 Introduction

Eligible proponents are invited to submit Proposals for the provision of the Services as specified in this RFP.

This RFP will be conducted with the objective of maximizing the benefit to the National Music Centre (NMC), while offering proponents a fair and equitable opportunity to participate.

Eligible proponents are advised to pay careful attention to the wording used throughout this RFP. Failure to satisfy any term or condition of this RFP may result in an unacceptable Proposal.

Subject to the amendments specified below, the RFP Administration Terms and Conditions in Appendix A form part of this RFP. Eligible proponents by submitting a Proposal are deemed to have accepted the RFP Administration Terms and Conditions.

Interested parties should note that access to the Appendices C to I associated with this RFP is only possible by contacting the Contracting Manager at rfp.response@nmc.ca. An electronic copy of Appendix B – Confidentiality Agreement must be completed in full and forwarded to the Contracting Manager before the remaining Appendices will be released.

1.1 About the National Music Centre

The National Music Centre gives Canada a place that amplifies the love, the sharing, and the understanding of music. Its vision is to become a national catalyst for discovery, innovation, and renewal through music. NMC is home to the histories and memories of music in Canada, with a growing collection of unique and iconic musical instruments and sound equipment.

Designed by Allied Works Architecture, the new National Music Centre will be a 160,000 square-foot, architecturally stunning destination in the heart of Calgary’s East Village. It will resonate with the community by way of expanded programming, including education, performance, entertainment, recording, artist incubation, and community building collaborations—both in Calgary and across the country.

Across our nation, the soundtrack of Canadian culture plays daily. It connects us, creates links to our past, engages us in the moment, and awakens inspiration for the future. Music in Canada will now have a place to call home—the National Music Centre.

Visit www.nmc.ca/media for more information about the new building.
1.2 NMC Experience

For the first time, the spectrum of Canada’s enduring musical narrative will be combined with collections, programs, and inspiration spaces—allowing all of us to remember, explore, create, and celebrate the story of our music as one we wrote together.

Programming

Programming at NMC is innovative, diverse, inclusive, and collaborative. NMC reaches music lovers through programs and exhibitions, including a wide demographic of people from elementary school children to professional musicians. NMC delivers programming in four streams: education, exhibitions, incubation and performance. These streams are designed to:

• provide original and inspiring experiences for all ages and tastes,
• showcase NMC’s exceptional collection of musical instruments and sound equipment,
• draw on NMC’s rich partnerships, at the regional, national and international levels,
• provide one-of-a-kind creative opportunities for musicians, researchers and technicians through artist-in-residence programs.

NMC visitor experience

The new exhibition experience is based on the music festival experience, where visitors will be drawn from stage to stage by sound and light pouring from every room. The over-arching exhibitions narrative will be driven by key themes—rather than chronology, geography or genre—creating surprising juxtapositions, and leading visitors to unsuspected and unexpected ideas, performers, and performances—which explore the story of music in Canada.

The interactive exhibitions are designed to engage and enhance the visitor experience. Everything is designed to encourage visitors to contribute and connect. Curiosity will drive visitors to explore the building as they are attracted by sounds coming from the exhibition stages.

The values of NMC’s visitor experience are:

• Informal. NMC is comfortable and welcoming. Programming embraces spontaneity, opportunity, and self-directed learning.
• Interactive. NMC encourages visitors to play with sound and create music, to connect with each other, to contribute to the story of music in Canada.
• Individual. Programming is flexible and accommodating of each individual’s physical, emotional, and intellectual level. NMC aims to create genuine points of access and connection, and to foster thinking and creativity.
• Immersive. Visitors are absorbed by the activities and learning experiences being offered.
• **Inspirational.** Visitors leave with more questions than when they arrived and feel inspired to learn, create and explore music.

• **Innovative.** NMC will deliver unique experiences through progressive methods of delivery to ensure all visitors are engaged.

1.3 About the New National Music Centre Building

At the gateway to Calgary’s East Village, the new National Music Centre will be home to the country’s most comprehensive collection of musical instruments and sound equipment, and exhibitions about music in Canada including the Canadian Music Hall of Fame and the Canadian Country Music Hall of Fame Collection.

1.4 Special Features

• Incorporation of the famed King Eddy Hotel as a live music venue
• Rolling Stones’ mobile recording studio
• Radio station
• 300-seat performance space
• Recording and practice facilities
• Classrooms
• Distance learning studio
• Café and retail space
• Temporary exhibition space
1.5 The Design

The overall concept for the building is that of a musical instrument; the exterior will be reminiscent of instrument cases, while interior flow will be inspired by rhythm and acoustics.

The inspiration for the building was drawn from Canada’s iconic landscapes—from the cadence of waves to the lullaby of lakeshores, from the silence of the prairies to the echo of the arctic, and the energy and diversity of Canada’s urban spaces.

For more information on events, programs, and the future of NMC please visit nmc.ca.
2.0 Project Information

For purposes of this RFP, the services required are detailed in Subsections 2.1 to 2.3 and associated appendices.

2.1 Project Overview/Aspiration

The exhibitions and programs at the National Music Centre will feature stories from the depth and breadth of both Canada's rich musical traditions and the existing permanent collection of NMC. Visitors will be encouraged to explore the many facets of music, from technological and artistic innovation, to broadcast and recording history, to current artists and music research. Artists will be able to perform and create new music.

NMC will champion music in Canada in numerous ways: it will serve as a national community hub for creativity and outreach, for research and learning, for leadership and collaboration. It will encourage people to think about how music makes them feel, and to explore the ways it brings meaning to life: perhaps to learn a new instrument, experience the symphony, sing a song with friends or simply play a record with their grandpa.

NMC’s goal for its exhibitions is to create an experience that communicates a strong, powerful message which is both memorable and shared by all visitors. It must connect at an emotional level. It must spark the visitors’ interests such that their experience serves as a catalyst, compelling them to discover more. It must give visitors a greater understanding of the power and meaning of music. It must tell the story and celebrate the traditions of music in Canada while supporting and encouraging music in Canada today.

Although NMC will possess many of the same attributes of a typical museum, and the building will meet professional museum standards, the new NMC facility will be much more than a museum. NMC’s visitor experience is envisioned as a musical event; a festival experience where visitors are encouraged to contribute, connect and play. NMC uses new language to describe its flexible infrastructure, interactive exhibitions, and engaging visitor experience.

This design language is expressed first off in relation to the five floors (or levels) of exhibit space. Each level is bound by an overarching theme connecting the content within the individual exhibition galleries, which are described as “exhibition stages” within the NMC design language, to reflect the music festival approach. Just like a music festival experience, curiosity will drive visitors to explore these exhibition stages, as they will be animated with sound and light, and might contain any or all of the following elements:

- Objects from the NMC collection
• Places for visitors to make music  
• Live performances  
• Virtual experiences  
• Learning experiences (includes educational programs)  
• Interactive demonstrations

NMC's design language will also be expressed in a magazine-style approach to the interpretive materials, where visitors can self-navigate and investigate stories at their own discretion, rather than being instructed by a curatorial voice. As mentioned above, NMC's overarching exhibitions narrative will be driven by key themes, rather than chronology, geography or genre; creating surprising juxtapositions and leading visitors to unsuspected and unexpected ideas, performers and performances exploring the stories of music in Canada.

Much like the magazine format, stories will come from multiple writers, with multiple perspectives on the stories of music in Canada, presented in multiple formats such as feature stories, interviews, infographics, sidebars, pull quotes, and more. Just like a typical magazine, website or blog, exhibitions can be updated with new stories on a regular basis, so that visitors can experience new and different content with each return visit.

It is important to note that the NMC will not present an ordered or chronological approach to telling the stories of music in Canada. Rather the overall atmosphere of the NMC is of a festival, encouraging visitors to enjoy the stories, objects, sounds, and activities on offer in one space until they feel intrigued to investigate another space. Curiosity will be the key driver in the visitor experience. The stages will be self-guided, highly interactive, and will encourage exploration and learning. The exhibitions will use instruments and other key artifacts as anchors for larger interpretive experiences, which, taken together, will tell the story of music in Canada.

Visitors to NMC should leave with an understanding of the following key messages:

• Canada has a rich musical history  
• Music in Canada is alive and growing  
• Music gives meaning in different ways to everyone, everywhere  
• Music is a powerful force for discovery, innovation and renewal  
• I can make music

Please refer to Appendices C and D for the complete exhibitions design and interpretive framework.
2.2 Scope of Services

The exhibits detailed in the Exhibit Design Development (DD) drawings and Specifications produced by the Exhibit Designer - Haley Sharpe Design (referred to in this document as the Exhibit Designer and/or HSD) - are to be developed, fabricated, and installed within a budget of $7,000,000 (Canadian). NMC recognizes that there will likely be a need to “value engineer” the present design/aspiration in order to meet the prescribed budget. The Proponent’s approach and experience in meeting client budget objectives will be an essential element in the evaluation process. See Section 3.1 for further details.

The information outlined in this RFP, the attached Appendices, and the Exhibit Design Development Drawings and Specifications, define the Proponent’s scope of work. It is assumed that the successful Proponent will need to implement and manage a Design Assist Phase work that could include the following:

a) In collaboration with the Exhibit Designer, finalize the exhibits described in the Exhibit Design Development (DD) drawings and Specifications produced by the Exhibit Designer and issued as part of the Tender documents;

b) In collaboration with the Exhibit Designer, propose alternatives to the fabrication methods and materials as may be necessary to achieve cost savings as required to meet overall budget target determined by NMC; meet deadlines or performance criteria; meet conditions of functionality, applicable codes and standards, and the design criteria set out by the NMC;

c) Develop a detailed final schedule of costs identifying pricing for each exhibit component, to meet overall budget target determined by NMC;

d) Conduct as-built surveys of site conditions and, under Exhibit Designer’s guidance, make adjustments to plan layouts of exhibits if required to accommodate variances from DD drawings;

e) Produce Exhibit Final Design (FD) drawings, including final floor plans and elevations of the Exhibit Design including typical details, finishes, construction coordination guidelines, fabrication and production details, in conformance with DD specifications for the Exhibit with modifications as necessary and mutually agreed to by Exhibit Designer and NMC;

f) Coordinate FD drawings with Architectural Fit-Up Documents, and alert NMC to situations where fit-up design, or built work, may need to be modified to accommodate approved FD documents;

g) Provide samples and prototypes as may be required to evaluate alternative materials and
methods;

h) In collaboration with Exhibit Designer, finalize specifications for all materials, finishes, and processes in Fabricator's scope; and

i) In collaboration with the NMC and Exhibit Designer, finalize mounting details for all artifacts and objects displayed in the Exhibition. Upon NMC approval of the 100% FD drawings and detailed budget, the Fabricator will proceed to Shop Drawings and Fabrication.

The Contractor shall furnish all labour, materials and equipment required to perform the work indicated and specified in the bid documents, technical specifications, and drawings. Work includes all aspects of design development, structural design, fabrication, delivery and installation of exhibit components, custom furniture, graphic components, and AV/IT media production.

It is expected that the Contractor's team will certainly include expertise in the elements described below as well as overall project management and other areas in order to successfully fulfill the requirements for the NMC.

**Graphic Production**

The Exhibit Designer will provide an approved Final Graphic Design Template as a digital file to the Proponent. The production and pre-press work outlined below will be done by the selected Proponent to create press-ready artwork for printing/fabrication.

The Proponent shall be responsible for Graphic Production Services and will include the following tasks and deliverables:

a) Establish and maintain a graphic tracking approvals log;

b) Updating all Final Graphic Design digital files to match dimensions shown on approved shop drawings, making any necessary adjustments to layouts for review and sign-off by the NMC and the Exhibit Designer;

c) Coordinating with the NMC and the Exhibit Designer to receive high-res images, image captions and object labels for all exhibit areas;

d) Integrating image captions and object labels provided by the NMC into graphic layout for review and sign-off by the Owner and the Exhibit Designer. This includes typesetting all image captions and object labels and coordinating proof reading;

e) Integrating high-res images provided by the NMC into graphic layout for review and sign-off by the NMC and the Exhibit Designer.
Performing any necessary dust/scratches cleaning and/or color/contrast adjustment, enlargement and resampling and placement of all high resolution digital images, commissioned art and diagrams as directed by Exhibit Designer;

g) Hi-resolution scanning of photographs and documents provided by the NMC;

h) Coordinating proofing of final pre-press graphic layout for review and sign-off by the NMC and the Exhibit Designer. This includes multiple rounds of proofs as necessary;

i) Preparing color proofs and samples for approval by the Exhibit Designer, this includes multiple rounds of proofs as necessary;

j) Preparing color separation references for silkscreen artwork to control the ink colors, layer contents, application sequence, and its location on the substrate;

k) Identify production techniques with the press ready files (i.e. reverse vinyl with self adhesive backing, etc.);

l) Preparing press-ready artwork for output by the Exhibit Fabricator/sub-contractor;

m) Performing periodic fabrication reviews and installation inspection;

n) Mark out location of each graphic on site using low tack tape - obtain NMC / Haley Sharpe Design approval as necessary; and

o) Fabrication and installation of all graphic media;

p) Deliver to the NMC one set of all “as produced” graphic items as a bound laser color copied document and original press-ready software files on DVD or memory device.

Exhibit Production

The Proponent shall prepare shop drawings indicating fabrication and installation. Shop drawings are required for each component and include: specifically prepared technical data, drawings, diagrams, prototypes, schedules, templates, patterns, measurements, and similar information not in standard print form for approval by Haley Sharpe Design and NMC. The Proponent shall provide engineer stamped drawings for all structural and electrical components, and work with NMC to obtain the necessary code and building approvals.

The Proponent shall ensure that all exhibit structures and elements can be easily accessed, serviced and repaired. Component parts shall be easily replaceable, rather than having to replace the entire
exhibit. Proponents should review Appendix F re: the wall structure required for the NMC design.

The Contractor shall submit control samples. Samples include both fabricated and unfabricated physical examples of materials, products and units of work. Samples may be both complete units and small portions of units, either limited visual inspection, or where indicated, for more detailed testing and analysis. The Proponent will provide two clearly labelled samples of every finish type and colour (minimum measurement of 150mm x 150mm square) to both Haley Sharpe Design and NMC offices for approval.

**Media and Technology**

The Proponent will also be responsible for all media elements such as video and audio visual elements set out in the drawings and specifications. See Appendix E for briefs on A/V and IT requirements.

Technology should be used in a way that is intellectually and experientially interactive, providing material in several different formats to accommodate users with varying learning styles.

All Media and Technology shall:

- Meet the intents of the final design documents;
- Meet the schedule and budget;
- Use the most current state-of-the-art materials and fabrication techniques; and
- Require minimal maintenance and stand up to high-volume usage (expected attendance is 150,000 - 200,000 p.a.);
- Fit into NMC’s Information and Communications Technology and Audio Video architecture and design. See Appendix E for AV-ICT Overview.

NMC’s expectations for the Media & Technology Producer (Proponent) include but are not limited to the following:

a) help strategize an approach to media and technology that helps visitors create and share content, and to actively engage with each other.

b) be forward-thinking about the platforms and devices that users will have access to within and beyond the physical space, including emerging devices and technologies.

c) will present visionary new ideas for an integrated media and technology strategy that matches the complex interrelated concepts that NMC seeks to share with its visitors outlined in the interpretive and design briefs

d) produce media and technology based programs that will help visitors complete their highly
participatory activities, view metadata about objects, make and see observations/expressions made by visitors before them, create their own media that can be saved and shared online, and experience NMC content at other points throughout the museum and at home.

e) have graphic elements that are aesthetically pleasing, embody universal design methodologies, and work seamlessly, beautifully integrated with the physical space and will reflect the overall tone and intentions of the NMC.

f) ensure that content moves seamlessly between the physical space and virtual mobile devices, and that content is strictly separated from presentation and that visitors should be able to save data they collect at the CMHR and then access it from home.

g) ensure that the exhibit technology plan allows NMC to respond to changing needs quickly to improve user experience, to leverage the infrastructure to serve multiple program areas, and to possibly achieve economies of scale through product standardization and consolidated hardware.

h) have local maintenance contracts that will help minimize training requirements for information technology and content development personnel and enable NMC to reuse software components and designs. The components should be able to provide for IT security and reliability as per current IT best practices. A two-year warranty period to cover all equipment and software is expected.

i) set up a servicing agreement with a local agent for the warrantee period. To provide an immediate call out service, particularly on weekends and national holidays when the NMC is open.

j) provide NMC all programming material and associated materials for use in perpetuity upon completion of the project (See Appendix G for further details).

General

For project handover the Proponent shall prepare all handover components including, but not limited to, assembly manual, maintenance and operation manual, and closeout package (including electronic PDF and CAD files, and hard copies of “as-built” drawings). The size of the hard copies must be fully text legible. Training shall also be provided to pertinent museum staff in regards to basic operation of and maintenance of exhibits. Training and handover days will be planned in advance and scheduled accordingly with NMC.

The Proponent shall provide warranties for installed components. Exhibit components shall be warranted for one year from installation and acceptance on a labour and materials basis against any defect in materials and workmanship.
All exhibits shall:

• Meet the intents of the final design documents;
• Meet the schedule and budget;
• Use state-of-the-art materials and fabrication techniques; and
• Require minimal maintenance and stand up to high-volume usage (expected attendance is 150,000 – 200,000 p.a.) and have a design life of 10 to 15 years

Requirements include but are not limited to the following:

a) The Proponent must identify one (1) person to serve as project manager and liaison to the NMC project manager and the Haley Sharpe Design project manager.

b) The Proponent shall provide internal project management and administration services throughout the duration of the project as needed, and shall coordinate the services provided by its staff and subcontractors. The Proponent will provide NMC with a list of its subcontractors prior to contracting. Subcontractors remain the sole responsibility of the Proponent. NMC reserves the right to reject any or all subcontractors proposed by the Proponent.

c) The Proponent shall maintain bi-weekly meetings with Haley Sharpe Design and NMC (in person and/or by telephone and/or by web conference). These meetings will be used to inform the needs of the project, maintain a cohesive schedule and to coordinate, oversee and manage work produced. These meetings will report on and track the fabrication process, and establish and implement mechanisms for ongoing communication Table of Contents.

2.3 Project Schedule

Appendix I contains the present project schedule for purposes of pricing the services requested in this RFP.
3.0 Proposal Content

To facilitate ease of evaluation by the Evaluation Team, and to ensure each Proposal receives full consideration, Proposals should be organized in the following format using the section titles and sequence listed below:

1. Proposal Submission Letter  
2. Table of Contents  
3. Proponent Profile  
4. RFP Requirements  
5. Appendices

The requirements described with a “shall” in this section must be provided in the Proposal. It is highly desirable that Proposals also respond to “should” requirements in this section. The Proposal response to all mandatory and desirable requirements in this section will be utilized in evaluating each Proposal. Proponents proposing an alternative to any RFP requirement must clearly substantiate the merit of the alternative. Proposed alternatives must meet the fundamental intent of the requirement. The acceptability of the alternative will be determined by the Evaluation Team.

3.1 Proposal Submission Letter

The Proposal Submission Letter must be completed, signed by an authorized representative of the Proponent, and included in the Proposal. It should identify the contact for the Proponent if NMC has any questions/clarifications.

3.2 Table of Contents

Each Proponent’s proposal should include an index for NMC and HSD to reference.

3.3 Proponent Profile

3.3.1. The Proposal must include:

- a brief introduction of the Proponent, identifying the members of the Consortium (if applicable) and the Prime Proponent who will be the Consortium's contact with the NMC;

- the full legal name of the Proponent. In the case of Consortium Proposals, the full legal name of the Prime Proponent and each Consortium member must be provided;

- the location of the Proponent’s head office and service centers. For Consortium
Proposals, head office and service center locations must be provided for each Consortium member; and

- details of any and all subcontracting arrangements proposed by the Proponent.

### 3.3.2. The Proposal should include:

- a Proponent contact for all questions and clarifications arising from the Proposal. The contact information should include the person’s title, address including email, telephone and facsimile number;

- a Proponent contact authorized to participate in Contract finalization. The contact information should include the person’s title, address including email, telephone and facsimile number; and

- corporate references for at least 3 projects undertaken by the Proponent that are similar in scope and complexity to the project described in this RFP. References should include the name of the client organization, official contact person for the client organization including street address, email address and telephone number. NMC may contact these or other references without prior notice to the Proponent. Proponents who, in the opinion of NMC, receive unsatisfactory references may have their Proposal rejected.

### 3.3.3. In the case of Consortium Proposals, the Proposal must also:

- describe the role of the Prime Proponent and each Consortium member;

- identify management, ownership, financial and legal relationships between Consortium members;

- demonstrate a Consortium management approach that will ensure, for the duration of the Contract, clear lines of communication and delivery of Services; and

- demonstrate that Consortium members are qualified to perform the tasks they have been proposed to perform.

### 3.4 RFP Requirements

All proponents are asked to detail:

1) their proposed team, their expertise, and resumes for the key members of the Proponent's team;
2) provide an initial costing for the “aspiration”- see Appendix H - Pricing Schedule - and then a proposed process for value engineering/design assist including schedule, process, parties responsibilities (Proponent, NMC and Haley Sharpe Design) to get to the $7M number within the overall project schedule; and

3) experience in previous similar projects (with a budget challenge) and the results – please include contacts for each project;

4) their Statement of Intent – why does your organization want the contract, what excites you about the project, etc.

3.5 Appendices

This should include any additional information provided beyond the basic RFP requirements.
4.0 Response Review Process

4.1 RFP Schedule of Events

Bid Timetable

Bid Posted on MERX: November 5, 2013
Bid Return Deadline: December 13, 2013
Interview of Shortlisted Proponents: Week of January 13, 2014
Notify successful proponent: January 27, 2014

4.2 Evaluation Criteria

The RFP evaluation criteria will be distributed within the following rating categories:

<table>
<thead>
<tr>
<th>Category</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pricing Schedule</td>
<td>30</td>
</tr>
<tr>
<td>Value Engineering/design assist</td>
<td>40</td>
</tr>
<tr>
<td>Team Composition</td>
<td>10</td>
</tr>
<tr>
<td>Related Projects</td>
<td>10</td>
</tr>
<tr>
<td>Client References</td>
<td>10</td>
</tr>
<tr>
<td>TOTAL (out of 100)</td>
<td>100</td>
</tr>
</tbody>
</table>

Proposals will be evaluated and scored based on quality of response to the requirements of this RFP.

A Proponent shortlist will be generated and the Proponents on the shortlist will be asked to make a presentation of their proposal to NMC and discuss the potential for partnership/sponsorship.

As a not-for-profit organization, NMC is interested in suppliers and partners who are willing to provide products and services at a favourable rate. Consideration will be given to parties that show an interest in long-term relationship with NMC. NMC wants to work with proponents that understand the nature of working with non-profit organizations and can provide ideas for added value.

The Presentation and Partnership/Sponsorship category for the evaluation criteria is worth a weight of 40, added to a final total weight of 140.

Selection of the preferred Proponent will be based on the combined score from requirements and presentation and partnerships.
4.3 Proponent Questions and Communications

All questions and any form of communications with NMC regarding the RFP must be in writing and only be directed to the Contracting Manager at rfp.response@nmc.ca. NMC is not responsible or liable for statements or representations made by any other persons in relation to this RFP and may disqualify any Proponent who fails to comply with this provision.

Closing date for questions will be one week before the RFP return date. Responses will be provided within three (3) days.

Due to the confidentiality of this RFP, all questions and their answers will be posted at the www.nmc.ca/rfp password-protected website for the shared benefit of all participating proponents who have signed the Confidentiality Agreement (Appendix B).

Interested parties should note that access to the Appendices C to I associated with this RFP is only possible by contacting the Contracting Manager at rfp.response@nmc.ca. An electronic copy of Appendix B – Confidentiality Agreement must be completed in full and forwarded to the Contracting Manager before the remaining Appendices will be released.
4.4 Submission of Proposal

Responses to this invitation to tender must be returned to National Music Centre by **16:00 hours MST** Friday December 13, 2013 to:

NMC Exhibit Fabrication RFP  
c/o National Music Centre  
134 11 Avenue SE  
Calgary, Alberta, Canada T2G 0X5

Proponents shall submit:

- **Five** hard copies and one electronic copy of the bid documentation. This must include the material as defined in Section 3.0
- **One** copy of evidence of company financial stability for the Prime Proponent, including audited accounts for the past three years and the name of Bankers and or accountants from whom confirmation of financial standing can be obtained if necessary.

**Confidentiality:** All submissions will be treated as confidential between NMC and each participant. NMC will not disclose their contents to other participants or the general public. NMC reserves the right to discuss submissions with its consultants and related parties.
Appendix A – RFP Administration Terms and Conditions

1.0 RFP Terminology

Throughout the RFP, terminology is used as follows:

“Alberta Time” means Mountain Standard Time or Daylight Saving Time as provided for in the Daylight Saving Time Act of Alberta.

“Business Day” means 08:00 to 17:00, Alberta Time, Monday to Friday, excluding holidays observed by NMC.

“Business Hours” means 08:00 to 17:00 Alberta Time on Business Days.

“Consortium” means two or more Proponents who together submit a Proposal.

“Evaluation Team” means individuals who will evaluate the Proposals on behalf of NMC.

“Exhibit Designer” refers to Haley Sharpe Design (HSD).

“Fixed Price” means a definite and predetermined price.

“Materials” means all the working papers, surveys, notes, plans, designs, reports, records, studies, drawings, examinations, assessments, procedures, specifications, evaluations, results, conclusions, interpretations, calculations, analyses, systems, software, source code, documents, writings, programs, hardware, devices, data or any components of these, regardless of how they are represented, stored, produced, or acquired.

“May”, “optional” means a requirement not considered essential, but for which preference may be given.

“Must”, “mandatory”, “required”, “shall” means a requirement that must be met in a substantially unaltered form in order for the Proposal to receive consideration.

“Prime Proponent” means the Proponent in a Consortium that is responsible for the provision of all Services and Materials and is accountable for all terms and conditions of the Contract.

“Proposal” means the Proponent’s response to the RFP and includes all the Proponent’s attachments and presentation materials.

“Request for Proposals (RFP)” means the solicitation for the Services and Materials including attached
appendices.

“Should”, “desirable” means a provision having a significant degree of importance to the objectives of the RFP.

“Proponent” means an individual, organization or a Consortium responding to the RFP with a Proposal.

Headings are used for convenience only, and they do not affect the meaning or interpretation of the clauses. Words in the singular include the plural and vice versa.

2.0 General

2.1 Confidentiality and Security of Information

The Proponent, the Proponent’s employees, subcontractors, and agents shall:

- 2.1.1. keep strictly confidential all information concerning NMC or third parties, or any of the business or activities of NMC or third parties acquired as a result of participation in the RFP; and

- 2.1.2. only use, copy or disclose such information as necessary for the purpose of submitting a Proposal or upon written authorization of NMC.

The Proponent shall maintain security standards, including control of access to data and other information, consistent with the highest standards of business practice.

2.2 Conflict of Interest

Proponents must fully disclose, in writing to the Contracting Manager on or before the closing date of the RFP, the circumstances of any possible conflict of interest or what could be perceived as a possible conflict of interest if the Proponent were to become a contracting party pursuant to the RFP.

Procurement Services shall review any submissions by Proponents under this provision and may reject any Proposals where, in the opinion of Procurement Services, the Proponent could be in a conflict of interest or could be perceived to be in a possible conflict of interest position if the Proponent were to become a contracting party pursuant to the RFP.

2.3 Proponent Expenses

The Proponent is responsible for all costs of preparing and presenting its Proposal and, if applicable, Contract finalization.
2.4 Period of Commitment

Proposals shall be final and binding on the Proponent for 90 days from the RFP’s closing date and time.

2.5 Multiple Proposals

If multiple Proposals are offered, the Proponent must submit each Proposal separately in the same format as outlined in the RFP. Proposals must meet the fundamental intent of the RFP. The acceptability of each Proposal will be decided by the Evaluation Team.

2.6 Pricing

Prices quoted shall be in Canadian dollars and exclusive of the Goods and Services Tax and the Harmonized Sales Tax.

If a price extension is incorrect, the unit price will apply. In the event of any inconsistency between words and numbers, words shall govern.

2.7 Waiver

Proponents shall not have any claim for compensation of any kind as a result of participating in this RFP’s process, and by submitting a Proposal each Proponent shall be deemed to have waived its right to make a claim.

2.8 Irrevocability of Proposals

Proponents may amend or rescind their Proposal prior to the RFP closing date and time by submitting a clear and detailed written notice to the NMC. All Proposals become irrevocable after the RFP closing date and time, for a period of 90 days.

In either of the following circumstances:
   a) Proponent has rescinded a Proposal prior to the RFP closing date and time; or
   b) NMC has received the Proposal after the RFP closing date and time.

Such Proposal will, at the Proponent’s choice, either be returned to the Proponent at the Proponent’s expense after the RFP closing date and time, or destroyed by NMC after the RFP closing date and time.

2.9 RFP Closing

The RFP will close at the end of the Business Day on the RFP closing date. For RFP closing purposes, the official time of receipt of Proposals shall be as determined by the time recorder clock used to time
and date stamp Proposals upon submission to the NMC.

2.10 Consent to Use of Information

The Proponent consents, and has obtained the written consent from any individuals identified in the Proposal, to the use of their Personal Information in the Proposal by the NMC, NMC’s employees, subcontractors and agents, to enable the NMC to evaluate the Proposal and for other program purposes of the NMC. This consent specifies to whom the Personal Information can be disclosed and how the information may be used. The Proponent shall provide such consents to the NMC for confirmation and review upon the NMC’s request.

2.11 Recapitulation of Proposals

Procurement Services reserves the right to publish the names of responding Proponents and any summary cost information deemed appropriate by the NMC.

2.12 Proposal Return

Proposals and accompanying documentation, upon receipt by the NMC, will become the property of and will be retained by the NMC.

2.13 Proposal Irregularity or Non-Compliance

The NMC reserves the right to waive an irregularity or non-compliance with the requirements of the RFP where the irregularity or non-compliance is minor or inconsequential. The determination of what is or is not a minor or inconsequential irregularity or non-compliance, and the determination of whether to waive or not waive the irregularity or non-compliance, shall be at the NMC’s sole discretion.

2.14 Proposal Rejection

The NMC may reject the lowest cost Proposal, or any or all Proposals.

2.15 Proponent Debriefing

The NMC will, at the written request of an unsuccessful Proponent who responded to the RFP, conduct a debriefing for the purpose of informing the Proponent as to why their Proposal was not selected. The unsuccessful Proponent’s written request for a debriefing must be received by the NMC within ten (10) Business Days of notification to the Proponent that they are unsuccessful.

3.0 Proposal Evaluation
3.1 Evaluation Sequence and Process

3.1.1 Evaluation Process

The Evaluation Team will evaluate Proposals in the sequence identified below. During the evaluation process, Proponents may be required to provide additional information to clarify statements made in their Proposals. Each Proposal shall be evaluated separately against the RFP’s requirements.

3.1.2 Evaluation Sequence

3.1.2.1 Mandatory RFP Requirements

Proponents must provide sufficient detail in their Proposal to substantiate compliance with the RFP’s mandatory requirements. In addition, Proponents must provide cross references to any parts of the Proposal that contain information that they wish to be considered in the evaluation of any given requirement.

3.1.2.2 Rated Criteria

The Evaluation Team will further evaluate Proposals against the evaluation criteria in the RFP. Such ratings shall be confidential, and no totals or scores of such ratings shall be released to any party.

3.1.2.3 Shortlisting

A shortlist of Proponents may be established. Shortlisted Proponents may be requested to make formal presentations regarding their Proposal to the Evaluation Team. Key Proponent management and technical personnel will be expected to participate in presentations. These presentations will be made at no cost to the NMC.

3.2 Resource Replacement

Resource replacement is not encouraged, however, there could be circumstances following the RFP closing date and prior to Contract execution that a Proponent may request that a proposed resource be replaced. Any proposed resource replacement must have, in the opinion of NMC, equivalent or better qualifications than the originally proposed resource. Proponents will not receive additional credit in the evaluation process if the qualifications of the replacement resource exceed those of the original resource. NMC reserves the right to deny any request for replacement and reject any proposed replacement.

4.0 Contract
4.1 Contract Finalization

The Contract to be entered into shall be finalized with the Proponent by the NMC and shall contain the terms and conditions specified in the RFP and any other terms and conditions negotiated subsequent to selection.

If, in the opinion of the NMC, it appears that a Contract may not be finalized with the preferred Proponent within thirty (30) days, the NMC may contract with other Proponents submitting responsive Proposals.

4.2 Order of Precedence

The RFP and the Proposal shall form part of the Contract. In the case of conflicts, discrepancies, errors or omissions among the RFP, the Proposal, and the main body of the Contract, the documents and amendments to them shall take precedence and govern in the following order:

a) Main body of the Contract  
b) RFP  
c) Proposal

4.3 Contractual Warranties

Claims made in the Proposal shall constitute contractual warranties. Any provisions in the Proposal may be included in the main body of the Contract.

4.4 Standards of Care

The Proponent shall perform the Services with reasonable skill, care and diligence and in accordance with the standard of care practiced by leading national and international suppliers of services similar to, or the same as, the Services described in the Contract.

4.5 Consortium Proposals

In the case of Consortium Proposals the Prime Proponent is responsible for all acts, omissions, errors and performance under the Contract.
Appendix B – Confidentiality Agreement

Company Name: ___________________________________________________

We understand that all communications, documents, media and milestone dates relating to this project shall be held as confidential.

We will not use this project for any promotional material without the expressed prior written agreement of the National Music Centre.

We shall ensure that this confidentiality agreement is complied with by our employees, subcontractors and others under our direction.

Any violation of this Confidentiality Agreement may result in your ineligibility to Tender or Contract Termination at any point in the project and recovery of consequential damages.

Signed _______________________________ Date ___________________

Print name _______________________________

Title _______________________________________

Address ___________________________________

Contact Email _______________________________

Contact Phone _______________________________
The following are only available upon completion of Appendix B
Appendix C - Design Drawings
Appendix D - Interpretive Framework Summary and Interpretive Briefs
Appendix E – Audio/Visual Briefs and Floor Plans
Appendix F - Design Specifications and Briefs
Appendix G - Software Rights and Licenses
Appendix H - Pricing Schedule
Appendix I - Project Schedule