

**REQUEST FOR SERVICES – TOURISM EXCELLENCE NORTH TRAINING PROGRAM VIDEO ASSETS**

DATE ISSUED: **November 3, 2022**

NOTICE OF INTENT TO BID: **November 9, 2022 @ 4:00 pm EST**

RFS CLOSING DATE/TIME: **November 25, 2022, at 4:00 pm EST**

FINALIST BIDDER INTERVIEWS: **Week of November 28, 2022 (if required)**

CONTACT PERSON: Gillian McCullough, Online Learning Coordinator, Industry Training. [info@destinationnorthernontario.ca](mailto:info@destinationnorthernontario.ca)

**INTENT TO BID INFORMATION**

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FIRM/BIDDER LEGAL NAME

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MAILING ADDRESS

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CITY POSTAL CODE

( ) ( )

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TELEPHONE FAX

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CELLULAR EMAIL ADDRESS

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SIGNATURE NAME AND TITLE OF AUTHORIZED PERSON

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DATE HST REGISTRATION NUMBER (if applicable)

**Intention to Submit Proposal/Questions**

To ensure you are apprised of any additional information that may be provided, please complete Page 1 and submit to [info@destinationnorthernontario.ca](mailto:info@destinationnorthernontario.ca) by **4pm EST, November 9, 2022**.

**Written questions (only)** may be submitted to [info@destinationnorthernontario.ca](mailto:info@destinationnorthernontario.ca). One consolidated response to all questions (without attribution) received by deadline specified above will be published to all bidders who have declared their intent to submit a bid.

**Questions are to be submitted by 4pm EST, November 9, 2022.**

## **A. Project Overview**

Northern Ontario Regional Tourism Organization 13, known as Destination Northern Ontario (DNO), is a not-for profit organization representing the tourism industry in Ontario’s Region 13, Northern Ontario. The region is divided into three sub-regions with Destination Northern Ontario maintaining an office in each with its head office in Sault Ste. Marie and satellite offices in Sudbury and Thunder Bay. Core funding is provided by the Ontario Ministry of Tourism, Culture and Sport.

Destination Northern Ontario is governed by a Board of ten industry representatives with over 50% private sector representation and supported by six government advisors from both the provincial and federal level.

The organization leads tourism growth in the region by coordinating the development and delivery of tourism strategies in partnership with key tourism partners in the following areas; product development, investment attraction, workforce development and industry training, and marketing.

Vision – Northern Ontario will be a unique and distinctive tourism destination wherein high-quality products and experiences resonate with consumers, entrepreneurship is valued, and tourism provides local, regional, and global connections for the entire region.

Mission – Destination Northern Ontario will take a leadership role to strategically guide and champion growth in Northern Ontario’s tourism industry, through strong communication, collaboration, and partnerships with industry.

Values – Destination Northern Ontario’s Board is committed to focusing on the vision in an “innovative, results-based, effective and fiscally responsible manner, with a foundation of strong governance and management leadership.” Destination Northern Ontario’s Board also recognizes the following values as important aspects of the strategic plan:

Accountability      Leadership      Collaboration      Integrity  
Transparency      Innovation      Teamwork

Destination Northern Ontario is comprised of three sub-regions (13a, 13b and 13c), reflecting the unique marketing and travel corridors that link the province’s north from Manitoba to Quebec borders, and south to the U.S. border. A map of Destination Northern Ontario including its three sub-regions, along with additional background information and reports, can be found at [www.destinationnorthernontario.ca](http://www.destinationnorthernontario.ca).

Destination Northern Ontario’s Workforce Development and Industry Training pillars’ objective is to facilitate and support the attraction, development, and retention of a tourism workforce to enhance the customer experience. Through its Tourism Excellence North (TEN) program, Destination Northern Ontario continues to take a leadership role in proactively guiding

workforce development and industry training for tourism operators and destinations, their employees, educators, and others who support the tourism industry in Northern Ontario.

## B. Administrative Information

### 1. Definitions

This section defines the key terms used throughout the RFS document.

The Proponent, Northern Ontario Regional Tourism Organization 13, will hereinafter be referred to as “Destination Northern Ontario”.

The term “Bidder” is defined as “a firm or individual that submits or intends to submit a proposal in response to this Request for Services”.

The successful Bidder(s) will be referred to as “the Provider(s)”.

This Request for Services will hereinafter be referred to as an “RFS”.

The words “shall” or “will” are used to indicate a mandatory requirement.

The word “should” is used to indicate an optional requirement.

### 2. The Process

#### Closing Date, Time, and Location

Each Bidder shall deliver their proposal electronically. Submissions must be received by **4:00 pm EST, November 25, 2022**. (the “Closing Time”)

[info@destinationnorthernontario.ca](mailto:info@destinationnorthernontario.ca).

#### Late Submissions

It is the responsibility of the Bidder to ensure that their proposal is received on or before the described date and time listed above. The Bidder assumes all risks of failure should their proposal not be received in the prescribed time frame. Late Submissions will not be considered.

#### Schedule and Timing of Project

It is expected that the selection process will be completed on or about **December 1, 2022**. It is anticipated that the actual work would begin on or about **December 5, 2022**. At that time the firm will be required to work with Destination Northern Ontario to develop a detailed plan for approval by the Destination Northern Ontario Board of Directors.

**Summary of Key Activities, Dates and Times:**

RFS Released – <b>November 3, 2022</b>
Intent to Bid Submission Deadline- <b>4:00 pm EST, November 9, 2022</b>
Questions (if any) Submission Deadline – <b>4:00 pm EST, November 9, 2022</b>
Question Responses Published- <b>3:00 pm EST, November 16, 2022</b>
Deadline for RFS Submissions- <b>4:00 pm EST, November 25, 2022</b>
Interviews (if required) - <b>Week of November 28 (if required)</b>
Selection/Engagement (on or about) – <b>December 1, 2022</b>

**Conflict of Interest**

Destination Northern Ontario reserves the right to disqualify any submission due to a conflict of interest. Each applicant must disclose any actual or potential conflict that may be occurring at time of bid or may occur during the course of the project. If an applicant fails to disclose an actual or potential conflict or where such a conflict cannot be resolved, Destination Northern Ontario has the right to terminate the contract. Any contract awarded as a result of this RFS will be non-exclusive. Destination Northern Ontario may at its sole discretion purchase the same or similar services from other sources during the term of the contract.

**Evaluation and Selection**

Evaluation of submissions will be performed by a committee formed by Destination Northern Ontario. Submissions will first be checked against mandatory criteria. Submissions not meeting the mandatory criteria will be rejected without further consideration. Submissions that do meet the mandatory criteria will then be assessed against additional criteria. Destination Northern Ontario’s intent is to enter into a contract with a single bidder, but only should they meet Destination Northern Ontario’s criteria. Please refer to **Section G** for a list of criteria and their weighting.

**Negotiation Delay**

If a Contract cannot be negotiated with a Bidder within a period of time satisfactory to Destination Northern Ontario, Destination Northern Ontario may, at its sole discretion, terminate negotiations with that Bidder and either negotiate a Contract with another Bidder or choose to terminate this RFS process and not enter into a Contract with any of the Bidders. Destination Northern Ontario may also at its sole discretion, send out a new RFS for

this project should it be unable to negotiate a Contract with the successful Bidder or another Bidder.

### **3. Proposal Preparation**

#### **Signed Submissions**

The Bidder must ensure that their submission includes the Cover Page of this RFS, signed by a person(s) authorized to sign on behalf of the Bidder.

#### **Irrevocability and Validity of Submissions**

By submission of a clear and detailed written notice, the Bidder may amend or withdraw their proposal prior to Closing Time. After Closing Time all Submissions become irrevocable, the property of Destination Northern Ontario and will remain open for acceptance for a period of ninety days from Closing Time. By submission of an Expression of Interest, the Bidder agrees that, should the Expression be successful, the Bidder will enter into a contract with Destination Northern Ontario.

#### **Bidders' Expenses**

Bidders are solely responsible for their own expenses in preparing a Proposal and for subsequent negotiations, if any. Destination Northern Ontario will not be liable to any Bidder whether Destination Northern Ontario accepts or rejects a submission, for any claims, whether for costs or damages incurred by the Bidder in preparing their submission, loss of anticipated profit in connection with the Contract or any other matter whatsoever.

Any Bidder may be required to meet in person or by telephone with the Destination Northern Ontario Selection Committee to explain details of the submission and the Bidder will be responsible for all costs of their attendance and the attendance of any of their representatives.

#### **Liability for Errors**

While Destination Northern Ontario has taken considerable care to ensure an accurate representation of information in the RFS, the information contained in the RFS is supplied solely as a guideline for Bidders. The information is not guaranteed or warranted accurate, nor is it necessarily comprehensive or exhaustive. Nothing in this RFS is intended to relieve Bidders from forming their own opinions and conclusions with respect to the matters addressed in this RFS.

#### **Firm Pricing**

Prices will be firm for the entire Contract period unless specifically stated otherwise.

### **Sub-contracting**

Using a sub-contractor (who must be clearly identified in the Expression) is acceptable. This includes a joint submission by two or more Bidders having no formal corporate links. However, in this case, one of these Bidders must be prepared to take overall responsibility for successful performance of the Contract and this should be clearly identified in the Expression of Interest.

## **4. Additional Terms and Conditions**

### **Acceptance and Rejection of Submissions**

This RFS should not be construed as an agreement to purchase goods or services. The lowest priced or any Expression of Interest will not necessarily be accepted, and Destination Northern Ontario is not bound to enter into a Contract with any Bidder.

### **Right to Amend or Cancel**

Destination Northern Ontario reserves the right in its sole discretion at any time, and for whatever reason to, by addendum, modify, amend, or otherwise change this RFS.

### **Contract**

Notice in writing to a Bidder that they have been identified as the successful Bidder and the subsequent full execution of a written Contract will constitute a Contract for the goods or services, and no Bidder will acquire any legal or equitable rights or privileges relative to the goods or services until the occurrence of both events.

### **No Public Announcements**

Bidders will not make any public announcement or have any communication with the media in connection with this RFS without the prior written consent of Destination Northern Ontario.

### **No Promotion of Relationship**

Bidders will not disclose their relationship with Destination Northern Ontario for promotional purposes, including by means of verbal declarations and announcements through any medium whatsoever.

### **Proprietary Information Notice**

This RFS contains proprietary and confidential information of Destination Northern Ontario, which is provided for the sole purpose of permitting the Bidder to respond to this RFS. In consideration of the receipt of this RFS, the Bidder agrees to maintain such information in confidence and not to reproduce or otherwise distribute this information.

### **Assignment of Intellectual Rights**

All work carried out as a result of this RFS will be the exclusive property of Destination Northern Ontario and will be surrendered to Destination Northern Ontario immediately upon completion, expiration, or cancellation of the project. Destination Northern Ontario

will own all rights, title, and interest in all intellectual property rights, including copyrights, patents, trade secrets and trademarks in any work created that is paid for by Destination Northern Ontario.

### **C. Expression Content and Format**

The following format and sequence must be followed in order to provide consistency in Bidders' responses and to ensure that each Expression receives full consideration. Submissions must be on American standard letter size paper and all pages should be consecutively numbered.

1. Title page: include title of RFS, Bidder's name, contact person, address, telephone number, e-mail address and signature.
2. Completed questionnaire.
3. Resume detailing qualifications and experience.
4. Statement of fees or anticipated remuneration.
5. Supplemental Information as requested in this RFS.
6. Files are to be submitted in Microsoft Word or Adobe PDF format either by email (no email larger than 4MB) or through an on-line file sharing website such as Drop Box.

### **D. Detailed Project Information**

The TEN program is delivered through a wide variety of both 'in-person', online/virtual training programs, blended learning and e-learning ultimately focused on enhancing the tourism experience and appeal of the region, to grow visitation and yield, from a "Visitor First" perspective.

Video assets are used throughout much of TEN's training; in some cases, the entire training product comprises video (e.g. Case Study Video) and in other cases a training product or course contains several videos.

Videos add to TEN training in a variety of ways, such as:

- Providing learning for a visual or auditory learner
- Providing a flexible opportunity to learn in a self-paced manner (e.g., Learner can watch and re-watch as necessary) and in a setting and time of their choosing
- Allowing TEN to track Learner engagement (e.g., analytics)
- Allowing TEN to leverage technology to enhance learning and promote understanding
- Providing 'real-life' application or example of the learning, allowing Learners to get more value from the training and be inspired
- Providing an opportunity to clarify training content or materials
- Providing easily shareable content
- Providing an engaging sensory experience

While TEN has the equipment and capacity necessary to create short videos of their own, there are videos about certain products and topics that benefit from being produced by a team of professionals with the knowledge and technology to create a higher-quality video.

Lastly, while TEN largely requires videos for TEN training products, Destination Northern Ontario does on occasion work with partners to develop videos for joint use.

Creating high-quality videos will be vital to the success of the TEN training program and to the goals of TEN's third-party partners. All videos are proprietary and are the sole property of Destination Northern Ontario.

Destination Northern Ontario expects Bidders to:

- provide a comprehensive proposal that meets or exceeds all requirements of this RFS;
- demonstrate their management capabilities; and
- assume responsibility for all requirements in this RFS.

Destination Northern Ontario expects a single Bidder to take responsibility for the completion of the plan. While teaming and subcontracting are permissible, one firm shall be the prime supplier on the contract.

## **1. Summary and Objectives**

Destination Northern Ontario wishes to engage qualified professional services to create TEN training videos, following Destination Northern Ontario's procurement policy. Individual videos will contain content specific to a particular tourism product (e.g., Indigenous tourism, Group of Seven tourism), best practices in tourism (e.g. Reaching Hyper-Local Markets) or tourism industry related tools (e.g., E-commerce/online booking platforms).

Videos will be a variety of lengths, depending on the subject matter, but all videos will be under 5 minutes in length. For example, one (1) video may be 40 seconds long, while another video is 3 minutes long. Video length will be dependent on the Learning Outcomes identified by TEN staff. Videos can include any combination of interviews, animation, narration, on-location shooting, or other styles selected as needed, and the style of each video will be determined by TEN staff and the contractor. As with the length of the video, the style of the video will be dependent on the Learning Outcomes identified by the TEN staff. Budget and workload will also be a consideration when determining the style of each video.

The content for each video will be identified by TEN staff, however, the script, storyboard, animatics and any other video pieces will be developed by both TEN staff and the contractor as a part of the video creation process. Subject Matter Experts for each video will be identified by TEN, staff noting all the content and resources as being necessary to include in the video.

All videos are proprietary and are the sole property of Destination Northern Ontario.



Bidders will be assessed based on evaluation of criteria established in this RFS reflecting specific areas of expertise and interest as defined in this document. Services required will reflect Destination Northern Ontario's priority pillars of product development, marketing, workforce development and industry training and investment attraction.

## 2. Scope of Work

The total number of video assets to be developed is twenty-two (**22**). Twenty (**20**) will be for TEN training products, as described under 'TEN Video Assets', and two (**2**) will be for a TEN partnership, as described under 'TEN & Algoma Country Partnership Video Assets (E-Commerce)'. The two (2) E-Commerce video assets are to be completed first by February 28, 2023. It is envisioned this project would run **November 25, 2022 through March 31<sup>st</sup>, 2024**. This project will be subject to annualized contracts based on DNO's fiscal year (Apr 1<sup>st</sup> to Mar 31<sup>st</sup>) and contingent upon DNO successfully securing funding. The have no right of action against Destination Northern Ontario in the event Destination Northern Ontario is unable to perform its obligations under this Agreement as a result of the suspension, termination, withdrawal, or failure of funding to Destination Northern Ontario or lack of sufficient to Destination Northern Ontario for this Agreement. For the sake of clarity, and except as otherwise provided by this project, if this project is not funded, then both parties are relieved of all of their obligations under this Agreement.

### TEN Video Assets

It is requested a minimum of **twenty (20)** videos are produced for the below-listed TEN Self-Assessments and TEN Training Products. TEN will determine the number of videos created per Self-Assessment and TEN Training Product. Multiple video assets may be developed for a particular Self-Assessment Tool or TEN Training Product, while only one (1) or no video asset will be developed for particular Self-Assessment Tool or TEN Training Product.

Video assets to be developed will be determined on a case-by-case basis. Note – all titles below are working titles. Video assets will be branded per Destination Northern Ontario Style Guide including TEN branding, which will be provided by Destination Northern Ontario staff.

### TEN Self-Assessment Tools

#### TEN Pilot Self-Assessment Tools

1. 10 Essentials of Successful Travel Products/Experiences
2. Visitor Appeal Assessment Tool
3. 10 Essentials of Successful Touring Routes
4. Community Tourism Assessment Index

#### Product Sector Self-Assessment Tools

5. Angling Tourism Self-Assessment Tool
6. Auto & RV Touring Self-Assessment Tool for Communities
7. Auto & RV Touring Self-Assessment Tool for Operators
8. Cycling Tourism Self-Assessment Tool for Communities
9. Cycling Tourism Self-Assessment Tool for Operators
10. Festivals & Events Self-Assessment Tool
11. Tourism Operator Preliminary Self-Assessment for International Markets
12. Nature & Adventure Tourism Self-Assessment Tool
13. E-Commerce / Online Booking Platforms (to be developed)
14. Indigenous Food Tourism – Standards & Best Practices Checklist
15. TEN Culinary Tourism Experience Development Self-Assessment
16. Group of Seven Tourism Experience Development Self-Assessment Tool
17. Francophone & Bilingual Tourism Self-Assessment Tool
18. 2SLGBT+ Tourism for Communities
19. 2SLGBT+ Tourism for Operators
10. TEN Brokers
21. International Travel Trade
22. Cruise Ship Self-Assessment for Communities (to be developed)

#### TEN Training Products

1. Experiential Travel Training for Operators Group Workshop
2. Moving Tourism in Your Community from Ideas to Action Group Workshop
3. Best Practices Mission
4. Fast Track to Success Program

#### **TEN & Algoma Country Partnership Video Assets (E-Commerce)**

**Two (2)** video assets will be developed for a partnership Destination Northern Ontario has with Algoma Country. These video assets will be on the topic of 'E-commerce' and may require branding as per Algoma Country (Algoma Kinniwabi Travel Association).

For all video assets, translations to English and French are required and will be provided by Destination Northern Ontario. Subtitling to be provided by the contractor.

The successful bidder will work with TEN staff to deliver the following deliverables (including, but not limited to):

- Kick off meetings for all video assets to discuss high-level video 'Learning Outcome(s)' (Learning Outcome to be provided by TEN staff), general content/subject matter, shooting locations (if necessary), ideas for video format (animation, voiceovers, subtitles, interviews etc.);
- Collaborative meeting(s) as necessary with TEN staff and any staff from TEN partnership with Algoma Country to discuss and develop further video layout/content; ideas for

shooting (subject matter, locations, etc.), storyboards, scripts, animatics, voiceovers, etc.;

- Booking and shooting any necessary interviews (TEN staff will assist in the identification and coordination of interviewees), scheduling and shooting any necessary shooting on location(s) (including receiving permissions as required and booking as required), developing any necessary animation; creating any necessary voiceovers, text and/or subtitles;
- Creating any animation, voice-over work and title/sub-titles;
- Collecting and submitting to TEN, signed waivers for every person that will appear in a video (Destination Northern Ontario/TEN will supply waiver);
- Providing regular updates that include progress and versions of each video, in order to receive and implement any necessary feedback from the Destination Northern Ontario/TEN office before video completion;
- Staying within budget; and
- Providing the video(s) to TEN in an agreed upon format.

### 3. Remuneration

It is anticipated that remuneration will be determined upon the successful negotiation of a contract based on the engagement plan. Bidders are asked to include a statement of fees and/or indicate anticipated remuneration in their submission.

### E. Check List

- Cover Page or Letter
- Completed RFS Questionnaire
- Resume detailing qualifications and relevant experience
- Statement of fees or anticipated remuneration
- Three references
- Additional supporting documents

### F. Request for Services Questionnaire

The application and information disclosed in the application below will constitute a submission to answer the Request for Services by the applicant in delivering the Tourism Excellence North Training Program Video Assets services for Destination Northern Ontario commencing **December 5, 2022** upon Destination Northern Ontario's successful negotiation of a Transfer Payment Agreement with the Ministry of Tourism, Culture and Sport. Submission of this questionnaire along with all additional information, letters of support, financial statements and year end reports as required will complete this RFS. Any mandatory information not included in this application will deem the application unacceptable and therefore rejected.



**What staff resources and skills do you have that will allow your organization to successfully take on this project?**

**Provide a full list of staff, titles and how long they have been with the organization (if applicable).**

Please provide copies of video's, or other reports and samples of work undertaken to support this application.

**Has your organization ever entered into an agreement with a government ministry or agency?**

Yes

No

**If yes, with whom?**

\_\_\_\_\_

**Were all reports completed on time and in good order?** \_\_\_\_\_

Please give contact information for this project as a reference noting the person may be contacted for further information as required.

**Please state the largest project (dollar value) that you have been responsible for.**

\$ \_\_\_\_\_

**Are you in good financial standing with all levels of government?**

Yes

No

**Are there any outstanding amounts owed to any level of government?**

Yes

No

**If yes, what is the amount(s)?**

\$ \_\_\_\_\_

To which government body is this owed? Is the debt in good standing?

Do you have any true or perceived conflict of interest in applying for the position?

Yes

No

If yes, please elaborate.

If any conflict of interest, true or perceived, that is unstated arises this application and any contract that may or may not be signed becomes null and void.

Please include a minimum of three references to support your organization's RFS application.

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Name (Print)

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Signature

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Date

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Name (Print)

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Signature

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Date

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Name (Print)

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Signature

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Date

## G. Submission Evaluation

Evaluation of Submissions will be performed by an evaluation committee. Selection of service providers will be achieved through a formal evaluation process. Submissions will first be checked against mandatory criteria. Submissions not meeting the mandatory criteria will be rejected without further consideration. Submissions that do meet the mandatory criteria will then be assessed against the additional criteria listed below or in any addendum or addenda to this RFS. Additional consideration will be given to submissions that demonstrate a high level of professionalism, innovation, and perceived commitment to the project.

The following are the mandatory requirements:

The submission must:

- a) Be submitted electronically (PDF/MS Office formats preferred) by 4:00 pm est November 25, 2022. No single e-mail shall be over 4MB. Drop Box or another file sharing service can be used for files larger than 4MB.

The submission formatting requirements have been developed to ensure all selection members are able to receive a full package with minimal administration. Please contact, [info@destinationnorthernontario.ca](mailto:info@destinationnorthernontario.ca) if you have any questions regarding this element of the RFS.

- b) Be accompanied by a cover letter/email certifying the accuracy of all information contained the submission and acknowledging your offer of services according to the terms set forward in this RFS.
- c) Include responses to all aspects as outlined in **Section F**. Please cite each aspect in framing responses and provide clear and concise responses.

The response should be clear and concise. The submission will be evaluated on the content. Repeating wording from the RFS will not constitute a response. Rather, the Bidder should explain the steps that will be taken to achieve the goal of the RFS.

### 1.0 Aspects to be Addressed

- a) Provide a completed RFS Questionnaire per Section F.
- b) Provide required documents.
- c) Provide any additional information that you believe will be helpful in assessing your capabilities.
- d) Provide at least three references.

**Criteria will be scored as follows:**

Criteria	Weight
Credentials, professional knowledge, expertise	30%
Demonstrated experience and ability to meet requirements as evidenced in Expression of Interest responses and work samples, qualifications and expertise as supported by quality of client references	60%
Thoroughness of submission	10%

**Bidder Qualifications and References (total 30 points)**

1. Organization Experience and Qualifications – 25 points
  - a) The submission must identify all members of the Expression of Interest team (including subcontractors if applicable) and their relevant skills, qualifications and experience, the amount of time each team member will devote to the project, roles/responsibilities, and team structure.
  - b) Knowledge of Northern Ontario’s tourism industry and the marketing of Northern Ontario must be demonstrated.
  - c) The submission should provide evidence of the Bidder’s recent (in the last three years) experience and demonstrate the team’s experience in working together on similar projects.
2. Northern Ontario - 5 points  
Preference will be given to firms/individuals that operate in or demonstrate experience in Northern Ontario and that represent Northern Ontario stakeholders.

**Management Description (total 60 points)**

3. Experience and Ability – 40 points
  - a) The submission should demonstrate the Bidder’s experience to enter into an agreement with Destination Northern Ontario.
  - b) The submission should also provide evidence of the Bidder’s ability to undertake a service agreement with Destination Northern Ontario.



- c) Should the Bidder already be known to Destination Northern Ontario through a service contract, past or present, or through a partnership initiative, relevant experience, outcomes, and performance shall be considered.

4. Quality of Organization – 20 points

- a) The submission should clearly indicate organizational excellence.
- b) In addition, Bidders should be able to demonstrate a successful track record of delivering similar projects on schedule and within budget.
- c) Grading will also reflect Destination Northern Ontario, Sub-regional and Sector capacity assessment where applicable.

**Thoroughness of Expression (total 10 points)**

5. Document Quality – 5 points

The Expression of Interest document should have all questions clearly answered in a concise manner.

6. Supporting Documents – 5 points

Relevant supporting documents are attached.