



Canadian Tourism
Commission

Commission canadienne
du tourisme

Request for Supplier Qualification

Name of Competition:	Printing Services
Competition Number:	CTC-2014-AK-01
Closing Date and Time:	May 1, 2014, 14:00 Pacific Time (PT)
Contracting Authority:	Alishah Kassam 604-638-8336 procurement@ctc-cct.ca

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SECTION A – INTRODUCTION

Canadian Tourism Commission (CTC) is Canada’s national tourism marketing organization. A federal Crown corporation, CTC leads the Canadian tourism industry in marketing Canada as a premier four-season tourism destination. CTC supports the Canadian economy by generating tourism export revenues.

Through collaboration and partnerships with the private sector, the Government of Canada, plus the provinces and territories, the CTC works with the tourism sector to maintain our competitiveness and position Canada as a destination where travellers can create extraordinary personal experiences.

The CTC’s approach focuses on those global markets where Canada’s tourism brand leads and yields the highest return on investment. The CTC is active in 11 key geographic markets: the new and emerging markets of Brazil, China, India, Japan, Mexico and South Korea, as well as the core markets of Australia, France, Germany, United Kingdom and United States.

For further information, please visit <http://corporate.canada.travel/>.

A1. Purpose and Intent

The purpose of this Request for Supplier Qualification (the “**RFSQ**”) is to solicit proposals for offset and digital printing services. See Statement of Work (Section C) for detailed requirements.

It is CTC’s intent to develop **two (2) rosters** of pre-qualified proponents (each a “Roster”); one (1) Roster for “Offset Printing Services” and one (1) Roster for “Digital Printing Services”. Both Rosters will be utilized as required to meet CTC’s needs. Proponents can submit a proposal for Offset Printing Services or Digital Printing Services or both.

This procurement process is not intended to create and does not create a formal binding bidding process whereby every proponent is deemed to have entered into a “Contract A” with the CTC. Instead, the process is intended to enable CTC to learn what proponents can offer by way of goods or services in response to the CTC’s Statement of Work. Depending on the number and variety of responses, the CTC will subsequently negotiate with those proposals that best serve its needs, as determined by the CTC.

By submitting a proposal, a proponent agrees to this negotiated process and agrees that they will not bring a claim against the CTC with respect to the award of a contract, failure to award a contract or failure to honour a response to this RFSQ.

In summary, this RFSQ is issued solely for the purpose of obtaining proposals and developing a Roster. Neither the issuance of this RFSQ nor the submission of a proposal implies any obligation by CTC to enter into any agreement. The intent of this RFSQ is to identify those vendors capable of meeting CTC’s requirements and with whom a final agreement may be negotiated.

A2. Roster Term

Qualified proponents that demonstrate the ability to meet the requirements identified in this RFSQ may be included on CTC’s Roster. The initial term for proponent inclusion on CTC’s Roster may be for a period up to three (3) years, with an option to extend on an annual basis by CTC. The total period of the Roster (initial term plus any extensions) is not to exceed five (5) years. CTC does not grant exclusivity, guarantee business or make any guarantee of the value or volume of work that may be assigned to the Contractor.

A3. Standing Offer Agreement

Any proponent, who is selected for the Roster, will be required to enter into a mutually agreeable non-exclusive standing offer agreement (“SOA”) with CTC. Each individual future project or service would then be executed by way of a statement of work (“SOW”) and/or a CTC Purchase Order (“PO”), which will set out the specifics of the project or service and will be governed by the terms & conditions of the SOA. Proponents should note that execution of a SOA with CTC pursuant to this RFSQ does not guarantee that any work will be issued to that proponent.

A4. Roster / SOA Process

The Roster will be utilized as required, at CTC’s sole discretion, to meet CTC’s needs. CTC does not guarantee business or make any guarantee of the value or volume of work that may be assigned to any proponent that has qualified for the Roster. See Section I for conditions set out by CTC for using Rosters and SOA’s following an RFSQ process.

SECTION B – RFSQ EVALUATION CRITERIA AND INSTRUCTIONS

B.1 Mandatory Criteria Evaluation

To qualify for evaluation, proposals will first be checked against the mandatory criteria set out in Section D. Proponents failing to satisfy the mandatory criteria evaluation will be provided an opportunity to rectify any deficiencies (“Rectification Period”). Proposals satisfying the mandatory criteria during the Rectification Period will be further evaluated as outlined in Section B.2. All proposals failing to satisfy the mandatory criteria after the Rectification Period will be excluded from further consideration and notified as such. The Rectification Period will begin at the closing of the RFSQ, and will end within a time period defined by CTC in its sole discretion.

B.2 Desirable Criteria Evaluation

Proposals meeting the mandatory criteria will then be evaluated and scored on the desirable criteria set out below. CTC’s evaluation committee may be comprised of CTC employees and consultants to CTC who are bound by an agreement of confidentiality with respect to the RFSQ process. The evaluation committee will be responsible for reviewing and evaluating proposals and making an award recommendation to CTC Senior Executive.

All decisions on the degree to which proposals and/or presentations/demonstrations/product samples (if applicable) meet the stated criteria and the scores assigned during the evaluations, are at the sole discretion of CTC.

B.2.1 Offset Printing Services

Proponents responding to Offset Printing Services will be evaluated as follows:

B.2.1.a Desirable Criteria Questionnaire (Section E.2) 55 %

Proposals will be evaluated based on meeting the above desirable criteria. Proposals that achieve a score of 33% (60% of 55%) or higher (the “Threshold”) will be evaluated further based upon, but not limited to Proposed Pricing.

B.2.1.b Proposed Pricing (Section F.1.1) 30 %

Following evaluation of Proposed Pricing, the CTC may limit further evaluation to a limited number of the top ranked proposals up to a maximum of six (6) top ranked proposals (the “Shortlist”). Only those proposals on the Shortlist will be further evaluated based upon their Product Samples.

B.2.1.c Product Samples (Section G.1.1) 15 %
TOTAL 100%

Following evaluation of Product Samples, the CTC may select up to a maximum of three (3) highest scored proponents for the Offset Printing Services Roster. For greater clarity, CTC may select proponents from the highest ranked proponent up to and including the third highest ranked proponent for Offset Printing Services.

B.2.1.d Negotiations

CTC intends to conduct negotiations with the top ranked proponent(s) as defined in Section H.10 Negotiations.

B.2.2 Digital Printing Services

Proponents responding to Digital Printing Services will be evaluated as follows:

B.2.2.a Desirable Criteria Questionnaire (Section E.3) 55 %

Proposals will be evaluated based on meeting the above desirable criteria. Proposals that achieve a score of 33% (60% of 55%) or higher (the "Threshold") will be evaluated further based upon, but not limited to Proposed Pricing.

B.2.2.b Proposed Pricing (Section F.1.2) 30 %

Following evaluation of Proposed Pricing, the CTC may limit further evaluation to a limited number of the top ranked proposals up to a maximum of ten (10) top ranked proposals (the "Shortlist"). Only those proposals on the Shortlist will be further evaluated based upon their Product Samples.

B.2.2.c Product Samples (Section G.1.2) 15 %
TOTAL 100%

Following evaluation of Product Samples, the CTC may select up to a maximum of five (5) highest scored proponents for the Digital Printing Services Roster. For greater clarity, CTC may select proponents from the highest ranked proponent up to and including the fifth highest ranked proponent for Digital Printing Services.

B.2.2.d Negotiations

CTC intends to conduct negotiations with the top ranked proponent(s) as defined in Section H.10 Negotiations.

B.3 Proposal Submission, Intentions, and Questions Instructions

B.3.1 Submissions

Proponents should submit their entire proposal via e-mail to the Contracting Authority by the closing date and time ("Closing Time") of **14:00 hours PT, May 1, 2014**.

Any proposal received after the Closing Time may not be reviewed by the CTC. The proponent has sole responsibility for the timely submission of their proposal.

Proposals should be in PDF format and should be submitted as per the instructions in B.3.4 below. All proposals received as a result of this RFSQ shall become the property of the CTC. The time stamp of CTC's email system shall be the official time for receipt of the proposal.

B.3.2 Intentions

Proponents should indicate if they intend to submit a proposal ("Intent to Submit") via e-mail to the Contracting Authority by **14:00 hours PT, April 22, 2014**.

B.3.3 Questions

Proponents may submit questions via e-mail to the Contracting Authority until **14:00 hours PT, April 23, 2014**. Questions submitted after this date and time may not be responded to.

If the CTC, in its sole discretion, determines that information generated from any question will be of interest to all, a summary of anonymous questions and answers will be made available to all proponents in the form of an amendment. The source of all questions will be kept confidential.

If a proponent believes that disclosure of a question and response would expose a proprietary aspect of its proposal, the proponent may submit the question with an advisory to the CTC explaining why it should not be included with the posted anonymous questions and answers. If CTC concurs with the request, the question will be answered in confidence and will not be posted. If CTC does not concur with the request, the proponent will be asked to restate the question, and if this is not possible, the proponent has the option to withdraw the question.

B.3.4 Instructions

All submissions, intentions, and questions are to be e-mailed to procurement@ctc-cct.ca and should reference “**RFSQ CTC-2014-AK-01 Printing Services - CONFIDENTIAL**” in the e-mail subject line. Include the following with your submission, intentions and questions:

- Company name
- Name and title of contact person
- Phone, mobile phone, fax and e-mail of contact person
- Reference to the corresponding RFSQ section(s) if applicable

There is a maximum of eight megabyte (“MB”) file size acceptance of any e-mail. Proponents should divide their responses into appropriate sized (smaller than 8 MB) numbered files. In the e-mail the proponent should provide the detail for each section and how many e-mails they will send. Proposals are stored in an electronically secure and restricted environment. Proposals will not be opened until after the Closing Time has passed.

B.4 RFSQ Form of Response, Format and Depth

B.4.1 RFSQ Form of Response

Proponents should respond to and include in their proposal:

- Appendix 1 – Proponent Acknowledgement Form
- Appendix 2 – Material Circumstances Form
- Appendix 3 – Amendments
- Section D – Mandatory Criteria Questionnaire
- Section E – Desirable Criteria Questionnaire
- Section F – Pricing Proposal (separate file)

B.4.2 RFSQ Format and Depth

This Negotiated Request for Proposals sets out CTC's requirements, desired options and additional considerations. Proponents should prepare their proposals providing a straightforward and detailed description of their ability to satisfy the requirements set out in this RFSQ. Emphasis in each proposal should be on completeness and clarity of content, and should correspond to the section numbering set out. Proposals that do not clearly address the requested requirements and/or do not reference the applicable section numbers may be refused for evaluation purposes.

References to hyperlinks or links to social media sites (e.g. LinkedIn) may not be considered by CTC in the evaluation process and should not be used. Therefore, any information provided for evaluation should be included in your written proposal.

Only material supplied in response to this RFSQ and any presentations or demonstrations (if applicable) will be considered and evaluated. Information, proposals or presentations previously supplied to CTC and references to any material, information or presentations not included in your proposal response will not be considered. No assumptions should be made that CTC has any previous knowledge of the proponents' qualifications other than that supplied pursuant to this RFSQ.

SECTION C – STATEMENT OF WORK

C.1 Objective

The purpose of this RFSQ is to receive proposals from proponents with the expertise, knowledge and experience in either of the following areas:

1. Offset Printing Services
2. Digital Printing Services

C.2 Scope of Work

CTC requires various print services throughout the year on a project-by-project basis. The majority of our projects support our internal departments and they vary in format and scope.

CTC's Global Marketing department is primarily responsible for managing CTC's printing requirements. Artwork files/creative designs are managed through CTC's in-house Creative Department, Agency of Record, and vendors on CTC's Graphic Design Services Roster.

Proponents will be asked to provide their experience and expertise in each area listed above, and is invited to submit a proposal(s) for Offset Printing Services and/or Digital Printing Services. **For clarity, a proponent may submit a proposal for either Offset Printing Services or Digital Printing Services or both.**

C.2.1 Account Management

CTC will require the successful proponent to provide a key contact ("Account Manager") that will manage CTC's account, attend meetings in person (approximately 3 – 5 meetings a year), and be responsible to co-ordinate all activities described in the relevant sections of this RFSQ.

The Account Manager and any other representatives ("Account Team") should have technical experience and knowledge regarding artwork file preparation requirements and offer suggestions or alternatives regarding how artwork is designed or created. For example, if CTC created a printed product with a particular specification, CTC would expect the Account Team to suggest alternative specifications that could enhance the success of the promotion and/or be cost efficient for CTC's consideration.

The Account Team should also be able to contribute and recommend ideas while in the planning stages of a promotion.

C.2.2 Offset Printing Services

This section describes CTC's requirements for Offset Printing Services. Proponents responding to this section should have expertise and experience in providing offset printing services with similar complexity and wide range of products printed for a variety of promotions including but not limited to:

- Posters – various sizes
- Flyers – various sizes
- Banners – "pop-up" or "retractable" banners, large-scale tradeshow banners of various sizes and formats (hanging, self-standing, applied to walls, etc.)
- Brochures – various sizes
- Tent cards – various sizes
- Annual Reports, corporate reports
- Calendars – wall and/or desk

- Business Cards
- Booklets – various sizes
- Presentation Folders
- Labels, stickers
- Branded lanyards, drink coasters, fabric ribbon

C.2.2.a Paper Supply

The CTC uses many types of paper depending on the particular piece. For example, most 8.5 x 11 small posters are printed on 80lb cover stock uncoated two sides (C2S). Therefore, CTC requires a continuous supply of paper or suggested alternatives. The CTC may also be interested in proponents that can supply paper that has recycled content or is Forest Stewardship Council (FSC) certified.

C.2.2.b Environmental Responsibility & Sustainability

CTC is dedicated to minimizing the impact on the environment of its products, services and operations. We therefore expect proponents and their sub-contractor(s) to have business practices, processes and operations appropriate to the nature and scale of their own organization that support the principles of sustainability and protecting the environment as well as being efficient in their services.

In the future, successful proponents may be required to demonstrate compliance with environmental and sustainability claims as well as provide information on the source of materials in which products have been manufactured.

C.2.2.c Design Creation

Printed artwork will be primarily created by CTC and proponents using the Adobe Creative Cloud applications in a Macintosh environment.

Currently new and modified designs are created in Adobe Creative Cloud applications and sent via Hightail file transfer directly to the proponent from CTC's Creative Services Department situated in Vancouver, British Columbia (BC). Alternatively, files may be prepared and saved on a disk for pick up by the proponent or proponent's courier, along with a colour laser printout of the artwork.

The proponent should prepare and create printing plates from Adobe Creative Cloud applications, and supply one or both hardcopy colour proofs and/or electronic PDF file(s) for approval by CTC. The purpose of the PDF file is only for accurate viewing. CTC's Creative Services Department will be the only entity permitted to make design changes, unless otherwise directed.

C.2.2.d Software Requirements

Proponents should have a File Transfer Protocol (FTP) or other mutually agreeable electronic file transfer systems, using the Macintosh or PC environment for CTC's Creative Department to upload artwork (FTP or web upload interface). However, CTC prefers to work in a Macintosh environment. Proponents may also be required to obtain artwork from CTC headquarter (HQ) office in Vancouver, BC or arrange for courier pick up at the proponents cost.

Software currently used by CTC is:

- Adobe Creative Cloud
- Hightail File Transfer Service

C.2.2.e Production Process & Equipment

Proponents should have an up-to-date production process with equipment that will ensure CTC's printed products are produced to CTC's specifications and standards, and remain cost efficient. Depending on the product printed, CTC may or may not accept extra charges for product overruns.

Proponents will be asked to describe their printing process, including pre-press, packaging equipment, age of equipment, proprietary techniques, etc.

The CTC sets colour standards (Pantone Matching System – PMS or CMYK) for each print project design, and it is expected that the proponent maintain these standards unless changed by CTC.

C.2.2.f Quality Assurance

In order to maintain the integrity of the printed products, reduce risk, and potential for lost revenue, proponents should have a strong internal quality control framework. The proponent's quality control framework should include monitoring all aspects of the work for compliance to CTC's requirements, specifications, and standards, at all times.

In the event printed product does not meet CTC requirements, specifications, and standards, the proponent may be required to replace ALL defective products at the proponent's expense and at no additional costs to CTC.

C.2.2.g Packaging Requirements

The CTC may require the proponent to provide standard and/or custom packaging for the printed products, and co-ordinate delivery or be ready for pick up by CTC's courier.

Proponents should provide packaging that is cost effective, easy to use, and be environmentally friendly. The CTC may have specific packaging requirements for products, and may look to proponents to provide suggested alternative packaging.

C.2.2.h Delivery Requirements

Products are to be delivered to CTC Headquarters located at Suite 1400, 1055 Dunsmuir Street, Vancouver, BC.

On occasion, CTC may require the proponent to ship printed product directly to other sites as directed.

The proponent(s) will be responsible for:

Shipment Tracking: Tracking shipments and keeping CTC informed through electronic medium.

Customs Clearance: If applicable, submit and clear all required Canadian custom documents in a timely fashion to ensure goods are not held up in transit.

Claims: In the event of loss, partial or otherwise, for whatever reason, the proponent will provide CTC with replacement products at the proponent's cost, within the time frame specified by CTC, and be responsible for liaising with carriers and settling claims and disputes with the appropriate carrier

C.2.3 Digital Printing Services

This section describes CTCs requirements for Digital Printing Services. Proponents responding to this section should have expertise and experience in providing digital printing services with similar complexity and wide range of products printed for a variety of promotions including but not limited to:

- Posters – various sizes
- Flyers – various sizes
- Information Cards - various sizes
- Brochures - various sizes
- Business Cards
- Indoor/outdoor Banners – various sizes
- Pop-up or retractable banners
- Corporate reports

C.2.3.a Paper and Various Substrates

The CTC uses various types of paper depending on the particular piece. For example most 8.5 x 11 small posters are printed on 80lb cover stock uncoated two sides (C2S). CTC also requires digital printing on other substrates such as foamcore, coroplast, styrene, and vinyl's, etc.

Therefore, CTC requires a continuous supply of paper and various substrates, or suggested alternatives. The CTC may also be interested in proponents that can supply paper that has recycled content or is Forest Stewardship Council (FSC) certified.

C.2.3.b Environmental Responsibility & Sustainability

CTC is dedicated to minimizing the impact on the environment of its products, services and operations. We therefore expect proponents and their sub-contractor(s) to have business practices, processes and operations appropriate to the nature and scale of their own organization that support the principles of sustainability and protection of the environment as well as being efficient in their services.

In the future, successful proponents may be required to demonstrate compliance with environmental and sustainability claims as well as provide information on the source of materials in which products have been manufactured.

C.2.3.c Design Creation

Printed artwork will be primarily created by CTC and vendors using the Adobe Creative Cloud applications in a Macintosh environment.

Currently new and modified designs are created in Adobe Creative Cloud applications and sent via Hightail file transfer directly to the proponent from CTC's Creative Services Department situated in Vancouver, British Columbia (BC). Alternatively, files may be prepared and saved on a disk for pick up by the proponent or proponents courier, along with a colour laser printout of the artwork.

The proponent should prepare and create printing plates from Adobe Creative Cloud applications, and supply one or both hardcopy colour proofs and/or electronic PDF file(s) for approval by CTC. The purpose of the PDF file is only for accurate viewing. CTC's Creative Services Department will be the only entity permitted to make design changes, unless otherwise directed.

C.2.3.d Software Requirements

Proponents should have a File Transfer Protocol (FTP) or other mutually agreeable electronic file transfer systems, using the Macintosh or PC environment for CTC's Creative Department to upload artwork (FTP or web upload interface). However, CTC prefers to work in a Macintosh environment. Proponents may also be required to obtain artwork from CTC HQ in Vancouver, BC or arrange for courier pick up at the proponents cost.

Software currently used by CTC is:

- Adobe Creative Cloud
- Hightail File Transfer Service

C.2.3.e Production Process & Equipment

Proponents should have an up-to-date production process with equipment that will ensure CTC's printed products are produced to CTC's specifications and standards, and remain cost efficient. Depending on the product printed, CTC may or may not accept extra charges for product overruns.

Proponents will be asked to describe their printing process, including pre-press, packaging equipment, age of equipment, proprietary techniques, etc.

The CTC sets colour standards (Pantone Matching System – PMS or CMYK) for each print project design, and it is expected that the proponent will maintain these standards unless changed by CTC.

C.2.3.f Quality Assurance

In order to maintain the integrity of the printed products, reduce risk, and potential for lost revenue, proponents should have a strong internal quality control framework. The proponent's quality control framework should include monitoring all aspects of the work for compliance to CTC's requirements, specifications, and standards, at all times.

In the event printed product does not meet CTC requirements, specifications, and standards, the proponent may be required to replace ALL defective products at the proponent's expense and at no additional costs to CTC.

C.2.3.g Packaging Requirements

The CTC may require the proponent to provide standard and/or custom packaging for the printed products, and co-ordinate delivery or be ready for pick up by CTC's courier.

Proponents should provide packaging that is cost effective, easy to use, and be environmentally friendly. CTC may have specific packaging requirements for products, and may look to proponents to provide suggested alternative packaging.

C.2.3.h Delivery Requirements

Products are to be delivered to CTC Headquarters at Suite 1400, 1055 Dunsmuir Street, Vancouver, BC. On occasion, CTC may require the proponent to ship printed product directly to other sites as directed. The proponent(s) will be responsible for:

Shipment Tracking: Tracking shipments and keeping CTC informed through electronic medium.

Customs Clearance: If applicable, submit and clear all required Canadian custom documents in a timely fashion to ensure goods are not held up in transit.

Claims: In the event of loss, partial or otherwise, for whatever reason, the proponent will provide CTC with replacement products at the proponent's cost, within the time frame specified by CTC, and be responsible for liaising with carriers and settling claims and disputes with the appropriate carrier.

SECTION D – MANDATORY CRITERIA QUESTIONNAIRE

Full compliance with mandatory criteria is required in order for proposals to be further evaluated.

D.1 Mandatory Requirements – Offset Printing Services

D.1.1 The Account Manager must be able to attend meetings in person at CTC's Headquarters office in Vancouver, BC when required (approx. 3-5 times per year). Are you able to comply with this requirement?

Yes No

D.2 Mandatory Requirements – Digital Printing Services

D.2.1 The Account Manager must be able to attend meetings in person at CTC's Headquarters office in Vancouver, BC when required (approx. 3-5 times per year). Are you able to comply with this requirement?

Yes No

SECTION E – DESIRABLE CRITERIA QUESTIONNAIRE

Proponents should respond to the questions below clearly and concisely. If the proponent is attaching documents as part of their response to a specific question, the proponent should reference the attachments in their response.

E.1 Administrative Requirements (Information Only)

- a) For identification and information purposes only, provide the following information about your company:
- Complete legal company name and address
 - Primary business and length of time business established
 - Number of direct employees
 - Nature of company (i.e. sole proprietorship, corporation, partnership, joint venture)
 - Corporate head office and branch locations
 - Primary contact for this RFSQ (name, title, phone number and e-mail)
 - Approximate number and a list of customers, for whom you have provided any or all of the services similar to those described in this RFSQ.
- b) List three (3) customers with similar requirements to those described in this RFSQ who we may contact as references. For each reference include name of organization, key contact information (name, title, phone, e-mail), and a brief description of the service provided/performed. Proponent agrees that CTC may contact any of these references.

Note: It is requested that proponents refrain from using CTC as a reference in their proposal.

E.2 Offset Printing Services

This section outlines CTC's questions related to Offset Printing Services. Proponents submitting a proposal for Offset Printing Services should respond to the questions below clearly and concisely.

Proponents responding to this section should have expertise and experience in providing Offset Printing Services for three (3) years with similar complexity as the wide range of products described in this RFSQ.

E.2.1 Account Management

- a) Describe your ideal working relationship with CTC and the actions or steps that you will have in place to ensure deliverables are met and communications are maintained.
- b) Include information on the Account Manager and any other team members that would work with the CTC, including details of their relevant experience, education and expertise, and include their ability to provide cost efficient suggestions and develop ideas during the planning stages of a promotion. Provide an example where you assisted a client with cost efficient suggestions and/or ideas in the past and how this benefited the client.

E.2.2 Value-Add

- a) State any value-added services, functions, unique capabilities, or innovative ideas your company offers that may be of value to the CTC.

E.2.3 Printing Experience

- a) Describe your experience in providing Offset Printing Services similar in complexity as the products listed in Section C.2.2 - Offset Printing Services, and include the # of years you've been in business.
- b) Describe your ability to provide the wide range of products listed in Section C.2.2, and include any other products you are able to provide.

E.2.4 Paper Supply

- a) Describe your ability to supply paper products that have recycled content or are FSC certified. If so, how do these types of paper impact costs?

E.2.5 Environmental Responsibility & Sustainability

- a) Indicate specific goals that you have set to reduce the environmental impact of your printed products and packaging, and provide a description of any existing "green" initiatives currently in use by your company.

E.2.6 Design Creation

- a) Describe in detail your ability to comply with the artwork creation requirements identified in Section C.2.2.c.

E.2.7 Software Requirements

- a) Do you have a FTP or other electronic file transfer system? Please describe.
- b) Describe your ability to process/open/handle artwork using Adobe Creative Cloud, and include any other software (proprietary or other) you have access to.

E.2.8 Production Process & Equipment

- a) Describe in detail your printing process, including pre-press and any other features of your printing and/or production process including packaging equipment, age of equipment, proprietary techniques, etc.
- b) How do you maintain the colour standards for each design?

E.2.9 Quality Assurance

- a) Describe your quality control framework and procedures as they relate to printed products, and include your methods of escalating and dealing with non-performance issues.

E.2.10 Packaging Requirements

- a) Describe in detail your ability to comply with packaging requirements identified in Section C.2.2.g.

E.2.11 Delivery Requirements

- a) Describe your ability to deliver in a timely manner to CTC headquarters in Vancouver, BC once artwork has been approved and indicate any limitations you may have.

E.3 Digital Printing Services

This section outlines CTC's questions related to Digital Printing Services. Proponents submitting a proposal for Digital Printing Services should respond to the questions below clearly and concisely.

Proponents responding to this section should have expertise and experience in providing Digital Printing Services for three (3) years with similar complexity as the wide range of products described in this RFSQ.

E.3.1 Account Management

- a) Describe your ideal working relationship with CTC and the actions or steps that you will have in place to ensure deliverables are met and communications are maintained.
- b) Include information on the Account Manager and any other team members that would work with the CTC, including details of their relevant experience, education and expertise, and include their ability to provide cost efficient suggestions and develop ideas during the planning stages of a promotion. Provide an example where you assisted a client with cost efficient suggestions and/or ideas in the past and how this benefited the client.

E.3.2 Value-Add

- a) State any value-added services, functions, unique capabilities, or innovative ideas your company offers that may be of value to the CTC.

E.3.3 Printing Experience

- a) Describe your experience in providing digital printing services similar in complexity as per the products listed in Section C.2.3 - Digital Printing Services, and include the # of years you've been in business.
- b) Describe your ability to provide the wide range of products listed in Section C.2, and include any other products you are able to provide.

E.3.4 Paper and Various Substrates

- a) Describe your ability to supply paper and various substrates as well as supply paper that has recycled content or is FSC certified. If so, how do these types of paper impact costs?

E.3.5 Environmental Responsibility & Sustainability

- a) Indicate specific goals that you have set to reduce the environmental impact of your promotional products and packaging, and provide a description of any existing "green" initiatives currently in use by your company.

E.3.6 Design Creation

- a) Describe in detail your ability to comply with the artwork creation requirements identified in Section C.2.3.c.

E.3.7 Software Requirements

- a) Do you have a FTP or other electronic file transfer system? Please describe.
- b) Describe your ability to process/open/handle artwork using Adobe Creative Cloud, and include any other software (proprietary or other) you have access to.

E.3.8 Production Process & Equipment

- a) Describe in detail your printing process, including pre-press, and any other features of your printing and/or production process.
- b) How do you maintain the colour standards for each design?

E.3.9 Quality Assurance

- a) Describe your quality control framework and procedures as they relate to printed products, and include your methods of escalating and dealing with non-performance issues.

E.3.10 Packaging Requirements

- a) Describe in detail your ability to comply with packaging requirements identified in Section C.2.3.g.

E.3.11 Delivery Requirements

- a) Describe your ability to deliver in a timely manner to CTC head office once artwork has been approved and indicate any limitations you may have.

SECTION F – PRICING

Proponents should submit their pricing proposal(s) in a separate file from the rest of their response. In the pricing submission, reference the RFSQ# and name along with company information.

Proponents are encouraged to present a best value for cost when submitting all pricing requests, while taking into consideration all of the requirements in this RFSQ and as demonstrated through their response to Section E.

When evaluating proposed pricing, CTC may consider the total cost of ownership (TCO) associated with the product or service over its lifetime including, but not limited to, acquisition cost, staffing resources, training, installation, support, maintenance, transportation and logistics, operating costs, and disposal costs. This may also include transition, migration or integration costs which the CTC would be expected to pay. There should be no hidden costs which the CTC discovers at the end of the term.

CTC does not make a commitment or guarantee of any dollar value or volume of business for any proponent.

F.1 Proposed Pricing Detail

Proponents are to submit separate pricing proposals for Offset Printing Services and/or Digital Printing Services as specified below.

F.1.1 Offset Printing Services Pricing

Proponents submitting a proposal for Offset Printing Services are to reference and complete Appendix 6 – Offset Printing Services Pricing, provided as a separate attached excel file.

Proponents will be required to submit pricing for the following printed items:

- Postcard 1 – 5" x 7" (4 colour)
- Coasters – 3.5" x 3.5" square with rounded corners
- Postcard 2 – 4" x 6" (2 colour)

F.1.2 Digital Printing Services Pricing

Proponents submitting a proposal for Digital Printing Services are to reference and complete Appendix 7 – Digital Printing Services Pricing, provided as a separate attached excel file.

Proponents will be required to submit pricing for the following printed items:

- Postcards – 5" x 7"
- Posters – 24 x 36
- Vinyl Banner
- Corporate reports
- Report with die-cut cover

NOTE:

Proponents should provide a breakdown of costs on each item as per the quantities and specifications outlined in Appendix 6 and/or Appendix 7. All pricing submitted should be fixed for the initial 3 year term.

ALL pricing is to be complete and comprehensive and include all costs associated with printing all items and is to consider/include the following:

- Specifications
- Materials
- Manufacturing, Labour
- Print overruns (if applicable)
- Packaging (wrap, cartons, pallets, labels, etc.)
- Shipping and handling to CTC Headquarters in Vancouver, BC
- Shipping insurance
- Custom duties, brokerage charges, documentation (if applicable)
- Patent fees (if applicable)
- Colour proofs
- All other miscellaneous costs

All prices should be quoted in the **Canadian** dollars, excluding taxes.

Shipping Disclaimer:

- The CTC will reimburse the Contractor at cost for making deliveries to other locations not within the boundaries of CTC Headquarters in Vancouver, BC, if required. The Contractor is required to present the total cost for shipping and seek written approval from CTC prior to commencing delivery. The Contractor is required to provide supporting documents, including receipts from the shipping companies, when invoicing the CTC for the shipping cost reimbursement.
- CTC reserves the right to use its own shipping carrier at CTC discretion; however, for the purposes of evaluation, shipping/freight charges should be included for items delivered to CTC Headquarters and shown separately. Refer to Appendix 6 and or 7 for the pricing form.

F.2 Payment Discounts

CTC prefers a Net 30 payment term and may consider accelerating payment based on early payment discounts.

F.2.1 Indicate your payment terms, and explain any early payment discounts available to CTC.

F.3 Pricing Strategies

CTC may be open to other pricing strategies, incentives, volume discounts or other offerings that would benefit CTC. CTC, at its sole discretion, may or may not review or consider any such offerings that are proposed.

F.2.2 Please indicate any other pricing strategies that your company may be willing to discuss with CTC.

SECTION G – PRODUCT SAMPLE REQUIREMENTS

G.1 Sample Printed Product Requirements

CTC will require proponents, who have made the Shortlist, to provide samples of CTC printed products that demonstrate their capabilities and quality, prior to any proponent being selected for any Pre-Qualification Roster.

Once the CTC notifies the Shortlist, and upon receipt of specifications and artwork from the CTC, proponents will be required to create and submit the samples listed below within ten (10) business days. Samples are to be clearly identified with the proponents name and shipped to:

Canadian Tourism Commission
ATTN: Alishah Kassam
Suite 1400, Four Bentall Centre
1055 Dunsmuir Street, Box 49230
Vancouver, BC V7X 1L2, CANADA
Tel: 604-638-8300

CTC will provide all artwork and specifications for the requested samples as outlined below:

G.1.1 Offset Printing Samples

Proponents will be required to submit the following:

- a) Samples of two (2) unique items of the proponent's choice that highlight the complexity of your capabilities.

G.1.2 Digital Printing Samples

Proponents will be required to submit the following:

- a) Two (2) Copies CTC Annual Report (Shortlisted proponents will receive a final artwork file from CTC).
- b) One (1) sample of a unique item of the proponent's choice that highlights the complexity of their capabilities.

All costs associated with the production and submission of the requested printing samples will be the responsibility of the proponent.

SECTION H – RFSQ PROCESS AND TERMS

H.1 RFSQ Process Schedule

The schedule for the proponent selection process is as follows:

Intent to Submit	April 22, 2014, 14:00 hours PT
Deadline for Questions	April 23, 2014, 14:00 hours PT
Closing Date and Time	May 1, 2014, 14:00 hours PT
Product Samples of Shortlisted proponents	Week of May 19, 2014
Notification: CTC will endeavour to notify all successful and unsuccessful proponents of its selection by approximately:	Week of June 2, 2014
Timeframe for Negotiations	3-5 days following notification by CTC

Note: The schedule is subject to change at CTC's sole discretion.

H.2 Interpretation of the RFSQ

If a proponent is in doubt as to the intended meaning of any part of this RFSQ or finds errors, omissions, discrepancies or ambiguities, questions may be submitted and, if deemed necessary by CTC, an amendment to the RFSQ may be issued.

It is the proponent's responsibility to understand all aspects of the RFSQ requirements. Should any details necessary for a clear and comprehensive understanding be required, it is the proponent's responsibility to obtain clarification before submitting a proposal.

H.3 Inquiries and Communication

No individual other than the designated Contracting Authority identified on the RFSQ cover is authorized by CTC to comment on any portion of this RFSQ or the requirements described in this RFSQ. CTC will not be bound by, and the proponent agrees not to rely upon, any information given or statements made by persons other than the designated CTC Contracting Authority.

Making inquiries to an unauthorized person or any attempt to influence the outcome of this process by contacting CTC employees (other than the Contracting Authority), the Board of Directors or government officials will result in immediate disqualification and may result in exclusion from future competitions.

H.4 Accuracy of Information

While the information set out, or referred to, in this RFSQ has been prepared and included in good faith, CTC does not give any representation or warranty whatsoever that it is all-inclusive or that it is free of error. Some items may change at any time due to business circumstances.

H.5 Amendments

Information, instructions, modifications, and/or questions and answers may be incorporated by CTC in an amendment to the RFSQ. If this RFSQ was posted on the Government of Canada BuyandSell.com website ("BuyandSell"), CTC may post amendments to BuyandSell, provide to all proponents who received an invitation, or provide to all proponents who submitted an Intent to Submit a proposal.

It is the proponent's responsibility to regularly review BuyandSell for amendments to the RFSQ that CTC in its discretion may post prior to Closing Time. Such amendments may contain important information, including significant changes to this RFSQ. Proponents are responsible for reviewing all amendments and confirm that all amendments issued have been read and included in the Proponent's response (see Appendix 3).

H.6 Modification and Withdrawal

Modifications to, or withdrawals of, a submitted RFSQ will be accepted by the CTC by e-mail notice provided that such e-mail is received by CTC before the Closing Time. Modifications or additional information received after the Closing Time will not be accepted except upon invitation and request from the Contracting Authority.

H.7 Period of Validity

Proposals must remain open for acceptance for a period of not less than one hundred and twenty (120) days from the Closing Time.

H.8 Proposal Expenses

All costs, including travel, incurred by the proponent in the preparation of its proposal, participation in this RFSQ, presentations, demonstrations, or the negotiation of any resulting contract, will be the sole responsibility of the proponent and will not be reimbursed by CTC. All such costs are taken at the sole risk of the proponent. By participating in this RFSQ, the proponent agrees to absolve the CTC of any responsibility for the same.

H.9 Language

Proposals may be submitted in either French or English. The working language for the RFSQ process and subsequent contract will be English.

H.10 Contract Award

The CTC reserves the right to negotiate contract scope and terms with the proponents whose expertise, experience, vision and reputation are judged to best serve the interests of the CTC, hereafter the "Preferred Proponents". Proponents are cautioned not to assume that the lowest priced proposal will result in a contract award.

The CTC will enter into discussions and negotiations with the Preferred Proponents to reach agreement on the final terms of the Agreement. Negotiations may include requests by CTC for supplementary information from the proponents to verify, clarify or supplement the information provided in its proposal or confirm the conclusions reached in the evaluation and may include requests by CTC for improved pricing from the proponents.

Consecutive Negotiations - The top ranked proponents, as established under the evaluation, will be invited to enter into contract negotiations with CTC. CTC intends to conduct negotiations within the Timeframe for Negotiations.

If, for any reason, CTC and the Preferred Proponent(s) fail to reach complete agreement within the Timeframe for Negotiations, the CTC will be at liberty to terminate the discussions with the Preferred Proponent(s) and invite another suitably qualified proponent to enter into negotiations to reach agreement for the services. There will be no legally binding relationship created with any proponent prior to the execution of a written agreement.

H.11 Contract

If a contract is subsequently negotiated and awarded to a proponent as a result of this RFSQ process;

- i. any such agreement will commence upon signature by the duly authorized representatives of the CTC and the successful proponent; and

- ii. may include, but not be limited to, the general contract terms contained in Appendix 6.

H.12 Debriefing

Upon request, and at CTC's sole discretion, CTC will only provide a debriefing to proponents who met or exceeded the minimum Threshold or Shortlist. All requests must be in writing to the CTC Contracting Authority and should be made within thirty (30) days of notification of award. The intent of the debriefing information session is to aid the proponent in presenting a stronger proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process.

H.13 Material Circumstances

A material circumstance means any circumstance or relationship which may lead to an unfair advantage including but not limited to: being associated to or related to a CTC employee or Board member of CTC; having access to information not available to other proponents; communicating with any unauthorized person with respect to the RFSQ process; engaging in any action which constrains or limits the ability of another proponent to submit a proposal for the goods or services herein; providing a gift or benefit to a CTC employee or Board member; or engaging in conduct that compromises or could be seen to compromise the integrity of the RFSQ process (each a "Material Circumstance").

CTC may consider any Material Circumstance (as defined above) as disclosed in a proposal or otherwise, and CTC may eliminate a proposal from consideration on the ground that a Material Circumstance gives rise to a conflict of interest that CTC considers in its opinion would give rise to unfair advantage in the RFSQ process, or would otherwise prejudice the integrity of the RFSQ process.

H.14 Proponents Not to Promote Their Interest

Proponents must not make any public comment, respond to questions in a public forum or carry out any activities to publicly promote or advertise their interest in this opportunity.

H.15 Confidentiality

The CTC recognizes the proprietary nature of information that may be contained in response to this RFSQ. Proponents must clearly mark and identify those areas of their proposals which contain confidential information. CTC will not use or disclose such confidential information, except for the purposes of evaluating the proposals submitted under this RFSQ or as may be required by law, including but not limited to the *Access to Information Act* and the *Privacy Act*.

Proponents shall keep confidential all information received from the CTC and other information developed for the CTC in connection with this competition. Proponents shall not use CTC's confidential information except as required to develop a proposal and presentation in response to this RFSQ.

Except as required by law, CTC will not disclose or publish the identity of proponents, nor reveal in any way the substantive information and financial terms contained in any proposal. Only the name of the Contractor will be revealed at the conclusion of the process and only after an agreement has been fully executed by the contracting parties.

H.16 Publicity

Proponents must not refer, expressly or by implication, to the CTC, or to this competition, in any advertising or other publicity release unless otherwise approved in advance and in writing by the Contracting Authority.

H.17 No Collusion

By submitting a proposal the proponent represents that its proposal has been prepared without collusion or fraud and in fair competition with proposals from other proponents.

H.18 Law

This RFSQ process and any subsequent agreement will be governed by the laws of the Province of British Columbia and any dispute will be subject to the jurisdiction of the courts of British Columbia and all applicable federal laws.

H.19 Indemnities

The proponent shall be responsible for and shall indemnify CTC from all claims, loss and damages that relate to or arise out of errors, omissions or negligent acts of the proponent, its employees or agents associated with this RFSQ process and all costs associated with those claims, loss and damages.

H.20 Rights of the Canadian Tourism Commission

In addition, CTC reserves the right, in its sole and absolute discretion, to:

- H.20.1 accept any proposal in whole or in part, with the exception of proposals that fail to comply with mandatory criteria, whether or not it is the lowest priced proposal and without prior negotiation;
- H.20.2 reject any, all or part of any proposal that:
 - i. is incomplete, obscure, irregular or unrealistic;
 - ii. fails to meet the objective of the RFSQ;
 - iii. fails or omits any mandatory information; or
 - iv. is non-compliant with any requirement of this request;
- H.20.3 not accept any deviations from the stated terms and conditions;
- H.20.4 terminate the process at any time and/or re-issue this RFSQ at any time;
- H.20.5 obtain information from the proponents to seek clarification or to verify any or all information provided by the proponent at any time throughout this RFSQ process;
- H.20.6 contact references;
- H.20.7 enter into negotiations with any proponent who has submitted a compliant proposal, with the goal to establish an agreement acceptable to CTC;
- H.20.8 incorporate all, or any portion of the Statement of Work, the RFSQ, and the successful proponent's proposal into a resulting contract document;
- H.20.9 to make an award in whole or in part, including the right to select and contract with more than one proponent to meet the requirements of the RFSQ;
- H.20.10 not enter into any contract at all with any proponents responding to this RFSQ.

SECTION I – ROSTER AND STANDING OFFER AGREEMENT CONDITIONS

The conditions set out in this Section regarding the use of the Roster and SOA's are subject to change from time to time as the CTC may deem necessary, without notice to the Contractors on the Roster.

1. The criteria for selecting a Contractor from the Roster for each project or task will vary, depending upon CTC's requirements.
2. The CTC reserves the right to engage any Contractor in the Roster on an "as, if and when requested" basis and may be contacted directly or asked to compete on opportunities for the provision of services.
3. Any Contractor selected to provide services may be required to execute a statement of work that will be governed by the SOA.
4. If Contractors are asked to compete on opportunities, the CTC may not necessarily select the Contractor offering the lowest price, and may also evaluate qualifications or other criteria required for a specific project.
5. Contractors should, during the period that the SOA is in effect, advise the CTC of any material changes to the information contained in their response.
6. The CTC has no obligation to:
 - a. inquire as to the availability of substitute key personnel when advised by a Contractor that the key personnel named on the SOA is not available for a particular project;
 - b. evaluate or accept any substitute key personnel proposed by a Contractor;
 - c. enter into a statement of work with any one or more Contractor; or
 - d. invite any one or more Contractor to participate in competitive processes for a statement of work.
7. The CTC reserves the right to utilize vendors that are not on the Roster.
8. CTC may, from time to time, conduct pre-qualification evaluations with alternative proponents that did not participate in this competition, and/or with proponents that were not selected in previous pre-qualifications. As a result, CTC may, solely in its discretion, add alternative proponents to the existing Roster and increase the number of proponents at any time during the Roster term. There is no assurance that the CTC will require any future additions to the Roster or will accept any requests for inclusion.
9. CTC expects requirements and future evaluations will stay materially the same as the initial pre-qualification process. However, there may be variations depending on CTC's requirements at that time. The basis for future pre-qualification requirements and evaluations will be at CTC's sole discretion.
10. Contractors who are already included on the Roster may retain their pre-qualification standing and may not be required to re-submit proposals for future pre-qualification processes related to this competition. However, CTC may request a Contractor who is on the Roster to re-submit for pre-qualification under the following conditions:
 - a. where a Contractor has not been selected by CTC to provide goods or services to CTC over the course of the Roster term; or
 - b. where CTC deems a proponent is no longer able to meet the minimum requirements defined in the pre-qualification process; or
 - c. any other circumstance that CTC deems may affect the proponent's ability to provide the good(s) and service(s) related to the requirements defined in the pre-qualification process.
11. CTC reserves the right to remove a Contractor from the Roster for any reason that the CTC deems to have a material influence on the ability of the Contractor to satisfactorily provide the CTC with the goods or services under the Roster.

SECTION H: LIST OF APENDICES

APPENDIX	FILE NAME	PAGES
1	Proponent Acknowledgement	1
2	Material Circumstances Disclosure	1
3	Amendments	1
4	Declaration of Sub-Contractors	1
5	General Contract Terms	1
6	Offset Printing Services Pricing Form (separate excel file)	Excel file
7	Digital Printing Services Pricing Form (separate excel file)	Excel file

APPENDIX 1: PROPONENT ACKNOWLEDGEMENT FORM

The proponent agrees that the information provided in their proposal is accurate and declares that he/she is a duly authorized signing authority with the capacity to commit his/her firm/company to the provisions contained herein. By signing below, the proponent specifically acknowledges that it has read, understood and agrees to the terms of this RFSQ.

Executed this _____ day of _____, 2014

Authorized Signature:

Printed Name:

Title/Position:

Company Name:

City:

Address:

Phone Number:

Fax Number:

E-mail Address:

APPENDIX 2: MATERIAL CIRCUMSTANCES DISCLOSURE FORM

MATERIAL CIRCUMSTANCE:

CTC requires proponents to disclose all Material Circumstances (as defined in H.13) as an attachment to their proposal.

Check ONE:

- No, there are no Material Circumstances to disclose; OR
- Yes, there is/are one or more Material Circumstance(s) to disclose and a disclosure statement is attached.

APPENDIX 3: AMENDMENTS

Please confirm that any amendments to this RFSQ issued have been read and included in proponent response. List the Amendments included in the response (if applicable).

Amendment No.:	Dated:	# of Pages:
Amendment No.:	Dated:	# of Pages:
Amendment No.:	Dated:	# of Pages:
Amendment No.:	Dated:	# of Pages:

APPENDIX 5: GENERAL CONTRACT TERMS

The following general terms may be required by the CTC in order to be awarded the Work under this RFSQ. Specific language for each of these terms will be negotiated between the parties:

1. Non-exclusive contract;
2. Contract term as provided in the RFSQ;
3. The Contractor will designate key personnel assigned to the CTC file who cannot be changed without the approval of the CTC;
4. Dedicated time commitments (full time equivalent basis) on a monthly or annual basis to CTC work, if applicable;
5. Service levels for typical work (e.g. commitments for timing from planning stages to campaign launch);
6. All intellectual property created by the Contractor will be the property of CTC. Contractor will certify that the intellectual property is delivered free from encumbrances and in compliance with all applicable laws;
7. Contractor will undertake to ensure that all campaigns and other activities conducted on behalf of the CTC in the Contractor's market are done in compliance with applicable laws;
8. Contractor, including their sub-contractors, indemnifies the CTC for any breach of the contract, in particular claims relating to breach of privacy, third party intellectual property claims, compliance with laws, etc.;
9. Contractor to maintain the appropriate insurance;
10. Fees to be paid on the basis of work delivered;
11. All expenses incurred by the Contractor to be passed through to the CTC without markup, including media placements;
12. Confidentiality clauses to be included;
13. CTC shall be entitled to terminate for convenience upon 60 days written notice and upon payment for any work completed or committed to the date of termination. If CTC terminates the contract or a particular work order for breach, then CTC is not required to pay for the work;
14. CTC approval required prior to Contractor sub-contracting all or part of the work or assigning the contract;
15. Contract to be governed by British Columbia law; and
16. Dispute resolution: senior management intervention followed by binding arbitration to be held in Vancouver, BC in accordance with the rules of the British Columbia International Commercial Arbitration Centre.

APPENDIX 6: OFFSET PRINTING SERVICES PRICING

Proponents submitting a proposal for Offset Printing Services are to submit pricing on the printed items listed in a separate Excel file entitled “*Appendix 6_Offset Price Form*” .

APPENDIX 7: DIGITAL PRINTING SERVICES PRICING

Proponents submitting a proposal for Digital Printing Services are to submit pricing on the printed items listed in a separate Excel file entitled “*Appendix 7_Digital Printing Price Form*”.