



## Questions and Answers 5Z011-17-0123

### Question 1

Whether companies from Outside Canada can apply for this? (like, from India or USA)

### Answer 1

Graphic Design Services (GSIN T005A) are excluded from NAFTA and Library and Archives Canada decided it would be best to limit the suppliers to Canada.

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### Question 2

Whether we need to come over there for meetings?

### Answer 2

Suppliers will not be required to come onsite for meetings but the Photography Part of the SoW requires "*On-site photography at events, conferences, etc. to take place at designated events within the NCR*"

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### Question 3

Can we perform the tasks (related to RFP) outside Canada? (like, from India or USA)

### Answer 3

Please refer to *Answer 2*

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### Question 4

Can we submit the proposals via email?

### Answer 4

No. Only Hard copies will be accepted.

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### Question 5

Regarding M.1/R.1 in the above noted RFSO, may bidders propose the same individual for more than one role?

### Answer 5

Yes.

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### Question 6

Reference: M.3 Official languages "Bidders must demonstrate their ability to present and complete projects in both Canadian official languages (English and French)"

Q. Does this mean that the firm/individual need to speak French in a meeting or simply produce materials in both languages?



### Answer 6

The company needs to be able to communicate in both languages during meetings and to create bilingual products.

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### Question 7

Reference: 5. Photography "On-site photography at events, conferences, etc. to take place at designated events within the NCR."

Q. We do not have an in-house photographer. Would merely recommending a local photographer be enough or do we need to contract with that individual/business? If so, can you be more specific as to the number and duration of engagements?

### Answer 7

The company can sometimes be asked to subcontract a local photographer for specific projects if they don't have internal capacity to do so.

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### Question 8

References: Part 3 (3.1, p.9), Part 4 (M2 and M3, p.14), and Part 4 (R2, p.16).

As stipulated in the RFSO, the tenderer must provide many printed samples of his graphic productions to substantiate his experience and expertise. But the same bidder is also invited to help Canada meet its environmental and productive goals. Its offer of services according to specific criteria (black / white printing, 8.5x11 paper, double-sided, without binding, etc.). We also remind government authorities that for many years, most of the graphic design orders are more often delivered electronically, and that final product printing is, more often than not, the sole discretion of customers. Thus, apart from taking into account costs for bidders associated with the reprint in 4 copies (4 technical copies) of the samples requested and sometimes also voluminous, can it be accepted that:

- all samples are presented electronically (PDF, JPEG, etc.).

And:

- all samples are sent to a reusable USB stick rather than a burned CD or DVD.

### Answer 8

After consulting with the IT Security Directorate of LAC, **we will accept technical offers (Section I) on reusable USB sticks. See Amendment 1 to the RFSO.**

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### Question 9

References: Part 4 (M2 and M3, p.14) and Part 4 (R2, p.16)

Can Library and Archives Canada agree that one of the 4 samples submitted to the mandatory criterion M2 and the rated criterion R2 may also be submitted to criterion M3 if it has been produced in both official languages of Canada?

### Answer 9



Yes, one of the 4 samples submitted to the O2 mandatory criterion and the C2 rated criterion may also be submitted to criterion O3 if it has been produced in both official languages of Canada.

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**Question 10**

References: Part 4 (M2, p.14) and Part 4 (R2, p.16)

According to Industry Canada (2013), almost 30% of small and medium-sized businesses in Canada (1-499 paid employees) do not survive after 2 years of existence (Ref: [https://www.ic.gc.ca/Eic/site/061.nsf/vwapj/PSRPE-KSBS\\_Aout-August2013\\_eng.pdf](https://www.ic.gc.ca/Eic/site/061.nsf/vwapj/PSRPE-KSBS_Aout-August2013_eng.pdf/$FILE/PSRPE-KSBS_Aout-August2013_eng.pdf) / \$ FILE / PSRPE-KSBS\_Aout-August2013\_eng.pdf). Similarly, the Government of Quebec announced in May 2008 that the survival rate of new micro-enterprises was only 33.7% after five years and that of companies with 5 employees by 50.6% after five

([https://www.economie.gouv.qc.ca/fileadmin/contenu/publications/studies\\_statistiques/entrepreneuriat\\_pme/nouvelle\\_entreprise\\_taux\\_survie\\_2008.pdf](https://www.economie.gouv.qc.ca/fileadmin/contenu/publications/studies_statistiques/entrepreneuriat_pme/nouvelle_entreprise_taux_survie_2008.pdf)). Thus, as with most other DOCs issued by the Federal Government, we respectfully request that Library and Archives Canada amend the M2 and R2 criteria to allow bidders to submit their samples in the last five (5) years Before the closing date of the RFSO (instead of the last 2 years)? In our humble opinion, this will also allow Library and Archives Canada to better appreciate the effectiveness and reliability of the bidder, as well as its quality assurance guarantees and corporate experience over 5 years rather than 2 years.

**Answer 10**

The criteria M2 and R2 will remain as they are.

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**Question 11**

References: Part 6 (6.10, p.24)

As stipulated in the RFSO, " The total cost to Canada resulting from call ups against the Standing Offer must not exceed the sum of \$1,000,000.00 (Applicable Taxes included) unless otherwise authorized in writing by the Standing Offer Authority. "

Could you please provide us with:

- the name of the service provider (s) that Library and Archives Canada has retained over the past 3 years for projects and mandates equivalent to those listed in this RFSO?
- the total annual amounts spent by Library and Archives Canada over the last three fiscal years (2014/2015, 2015/2016 and 2016/2017) for projects and mandates equivalent to those listed in this RFSO?

**Answer 11**

Here are the graphic design services for LAC that have been rendered via consultants from April 1, 2014 to March 31, 2017:

Vendor	Contract value (excluding taxes)	Start date	End date
Projextra Inc.	17 300,00 \$	15 June, 2015	31 May, 2017
D2K Communications	7 850,54 \$	21 January, 2016	15 August, 2016

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### **Question 12**

Regarding M2 on p. 14 of the RFSO: "Examples 1 and 2 are the final printed product and not a print-out of the final pre-print version." Will you accept a photograph of the final printed poster in situ, or do you require the physical product?

### **Answer 12**

We prefer the final product as the photograph of the printed poster might not give us the sense of the quality of your work but is acceptable.

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### **Question 13**

Is there an incumbent?

### **Answer 13**

There is no incumbent as this is an RFSO for a standing offer and not an RFP for a contract. See *answer 11* (above) for more details.

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### **Question 14**

We were wondering if you could clarify what is meant by a "corporate curriculum vitae" on p. 13, M1. What information are you expecting to be shown on this document?

### **Answer 14**

We want to have details about the company itself, which has at least 2 years of experience and what types of accomplishments it had.

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### **Question 15**

The answer to question 8 only specifies your agreement to receive offers on a reusable USB key. Can we submit project samples for posters and roll-down banners in jpeg and PDF format? This question remains unresolved.

### **Answer 15**

You can use which ever format you prefer.

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### **Question 16**

Furthermore, can we submit the offers and samples on CD or DVD?

### **Answer 16**

Some of the evaluation team members do not have a CD/DVD drive therefore only the USB key will be accepted.

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### **Question 17**

As for the final printed versions of the posters, in the event that a PDF version is not accepted, I would like to submit a recently completed poster project, however, as there were significant budget cuts during the Of the past 2 years, my client for this particular poster project did not



have permission to print the product. He is currently using only an electronic version to promote his program. Would you accept that we submit a printed version in the final format, but from a laser color printer since no printed version has been produced so far? This poster project is really very creative and we want to submit it for this call for tender.

**Answer 17**

Yes

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**Question 18**

**\*\*For the French version of RFSO only\*\*** Can you confirm that in O1 you are requesting to submit the resumes of the following resources: account manager, main web developer and junior web developer, but in C.1 you evaluate the number of years of Experience of the account manager, a graphic designer and a model designer?

**Answer 18**

There is an error in the French document. We want to have the information related to the account manager, a graphic designer and a Layout Artist (for O1 and C1). See RÉVISION DE DEMANDE D'offre à commande - modification 002 (**French version only**)

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**Question 19**

For M.2. Examples # 2 "Printed example of a poster or information kit (with inserts)" Can you please confirm if either a pocket folder with company letter head or a digital annual conference program would be acceptable?

**Answer 19**

Yes, it is acceptable.