



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.

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*"

Question 3

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

Answer 3

Please refer to *Answer 2*

Question 4

Can we submit the proposals via email?

Answer 4

No. Only Hard copies will be accepted.

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.

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.

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.

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.**

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.

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). 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.

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 |



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.

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.

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.

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.

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.

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

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**)

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.

Question 20

Could you please provide us with an approximate estimate of the budget envelope allocated to the future Standing Offer for the fiscal year 2017-2018? In other words, what is the initially planned business volume on which you relied to launch this RFSO?

Answer 20

LAC currently has \$ 50,000 allocated to projects for 2017-18 but it all depends on operational requirements, which could have an upward or downward impact on this amount.

Question 21

With reference to answer 12, could you please tell us what were the mandates of the two suppliers (Projextra Inc. and D2K Communications)?

Answer 21

Projextra; Design of magazines.
D2K; Design of brochures.

Question 22



Considering that the two preceding questions have a direct and major impact on the preparation of service offerings in response to this RFSO, we respectfully request that the Library and Archives of Canada authorities postpone the closing date of a few business days to Tuesday, April 2017.

Answer 22

The **bid closing date** is now **Wednesday, April 19, 2017 at 2:00 pm.**

Question 23

M.2 Examples: Does the Library and Archives Canada require ANY hardcopy/printed samples with regards to this submission - or should all material be provided as indicated in electronic format on the reusable USB memory stick?

Answer 23

LAC will accept both formats. We just need to be able to evaluate the submissions as long as it respects LAC's IT security parameters.

Question 24

M.2 Examples: 99.9% of all web development done now is Database driven and server based so it cannot be transported via USB/CD. Would the supplying of URL's of the relevant web sites be sufficient or a screen captures required to be supplied in the USB memory.

Answer 24

LAC will accept both formats. We just need to be able to evaluate the submissions as long as it respects LAC's IT security parameters. URL's and screen captures are acceptable.

Question 25

With regards to section(s) ANNEX "A", Statement of Work and ATTACHMENT 2 TO PART 4, Financial Evaluation: Requirements for studio photography is mentioned in this section but this is the only place - all other references are to event/location requirements?

Answer 25

There is a possibility that in order to create products, photos are required and stock photos are unavailable.

Question 26

With regards to section(s) ANNEX "A", Statement of Work and ATTACHMENT 2 TO PART 4, Financial Evaluation: There are no requirement for "Studio Photography" line pricing in "ATTACHMENT 2 TO PART 4" and as the rates differ how would you like this supplied?

Answer 26

The description for Photography Services listed in Attachment 2 to part 4 reads:
5. Photography



On-site photography at events, conferences, etc. to take place at designated events within the NCR. The pricing you enter in the financial evaluation attachment should reflect all of the above combined.

Question 27

The photographer that we work with has a 2 hour minimum on-site and a 4 hour minimum in studio. How might this be reflected in the pricing document?

Answer 27

Enter the hourly rate for photography.

Question 28

With regards to section(s) ANNEX "A", Statement of Work and ATTACHMENT 2 TO PART 4, Financial Evaluation: Should we indicate within the financial document that there are percentage up-charges for such things as purchasing of "images from commercial image banks" as there is no mention of this within "ATTACHMENT 2 TO PART 4"

Answer 28

Every service listed in Attachment 2 to part 4 is by hourly rate. Only hourly rates will be evaluated.

Question 29

With regards to section 2.1.9 Digital media and Web design of Annex A Statement of Work: Design for "smart phone applications" is mentioned here but there is no requirement for hourly pricing. Should we consider this simply supplying correct/appropriate graphic formats to external/internal developers or does this type of code development fall within this scope of work for the Standing Offer?

Answer 29

The design for smart phone applications can be broken down into all the services listed in Attachment 2 to part 4.

Question 30

With regards to section 3.1 of the Statement of Work: We as many agencies have "rush" charges for rapid turnaround. Should this be reflected in the standard line rate or mentioned as a note with the Financial Bid?

Answer 30

The intent of these standing offers is for overflow and long term projects. The "rush" work will be handled by LAC's internal staff.
