

ANNEX “A”
STATEMENT OF REQUIREMENT FOR SIGNAGE GENERAL AND MISCELLANEOUS AND
SLATZ SYSTEM SIGNAGE

1. Scope

1.1. Objective

Public Services and Procurement Canada (PSPC) intends to establish a Standing Offer (SO) for Signage General and Miscellaneous and Slatz System Signage for its parliamentary clients, including Public Services and Procurement Canada (PSPC) the House of Commons, the Senate of Canada and the Library of Parliament (Library). This Statement of Requirement describes the requirement for the design, supply, delivery, installation and product-related services for the following;

This requirement is divided in two (2) categories:

- Signage General and Miscellaneous:

The General section is comprised of several types of signage from glass with vinyl, ministerial signs, metal stanchions, wall signs, flag signs etc. The Miscellaneous section which includes text fonts and text materials which may be used if something is not covered in the General category. There is also a “Custom Signs” section which may be required if a sign is not described in the General or Miscellaneous category.

- Slatz System Signage (Clarke Systems OR *Equivalent):

This is the current system used in many of the Parliamentary Buildings throughout the precinct. It is a commercially available slat-based product in which some features may be customized. There are various types of configurations, panel types and finishes.

*If another equivalent product is available with the same specifications, it must be capable of interconnecting with the existing inventory listed in the specifications below.

1.2. Background

Public Services and Procurement Canada (PSPC) is responsible for the acquisition of building items, as part of the overall rehabilitation of the Parliamentary Precinct. To gain economies of scale and establish commonalities in the goods available to PSPC’s parliamentary clients, namely the House of Commons, the Senate of Canada and the Library of Parliament, a long-term method of supply is required.

2. Reference or Applicable Documents

-Attachment 1 to Annex “A” – Product Specification “SIGNAGE General and Miscellaneous.
-Attachment 2 to Annex “A” – Product Specification “SLATZ SYSTEM SIGNAGE (Clarke Systems or Equivalent)”

3. Requirement

3.1 The Offeror(s) shall design, supply, deliver and install Signage General and Miscellaneous as detailed in Attachment 1 to Annex “A” – Product Specification “SIGNAGE General and Miscellaneous. Design, supply, deliver and install Slatz System Signage as detail in Attachment 2 to Annex “A” – Product Specification “SLATZ SYSTEM SIGNAGE (Clarke System or Equivalent)”.

All signage must be new and match existing signage for a duration specified in the Standing Offer (SO).

3.2 The Offeror will only use first quality material and workmanship in the supply and installation of these signs.

- 3.3 The signs will be making use of both official languages. Therefore, the Offeror will be required to provide the letters of the alphabet, in both upper and lower cases, with the required accents for the French language.
- 3.4 The type and quantity of good(s) shall be determined at the time of the call-up. The technical specifications applicable to each offered good are referred herein.

Attachment 1 to Annex “A”-Product Specification “SIGNAGE General and Miscellaneous

General Signs

1. Interior Stanchion Sign - Single and Double Face
2. Wall Sign (With Option for Braille)
3. Lobby Signage Boards Reception HoC Emblem Signage Board and Wayfinding signage boards
4. Reception HoC Emblem Signage Board
5. Room Signage (with glass sidelight)
6. Room Signage (without glass sidelight)
7. Vinyl Lettering Requirement
8. Faceplate/flag sign with image depicting room function – Acrylic with Bracket and Faceplate/flag sign with image depicting room function – Bent Metal or Plastic
9. Apply Text to Existing Sign
10. Text/Graphic Removal
11. Ministerial Brass Sign, Muntz Sign and Muntz Plaque Refinishing

Miscellaneous

12. Vinyl text
13. Vinyl Graphic/Symbol/Insignia
14. Vinyl Graphic/Symbols/Insignia – Cut Out to Reveal Faceplate
15. Raised text (1/4” thick) – Horizontally Brushed Aluminium
16. Raised Graphics/Symbols/Insignia (1/4” thick) – Horizontally Brushed Aluminum
17. Raised Text (1/16” thick) – Horizontally Brushed Aluminum
18. Raised Graphics/Symbols/Insignia (1/16” thick) – Horizontally Brushed Aluminum
19. Raised Graphics/Symbols/Insignia (1/16” thick) – Painted Aluminum - All Colours and Finishes
20. Raised Text (1/16” thick) – Painted Aluminum - All Colours and Finishes
21. Raised Graphics/Symbols/Insignia (1/4” thick) – Painted Aluminum - All Colours and Finishes
22. Raised Text (1/4” thick) – Painted Aluminum - All Colours and Finishes
23. Engraved (Etched) Metal - Text – No Paint
24. Engraved (Etched) Metal - Graphics/Symbols/Insignia Metal – No Paint
25. Engraved (Etched) Metal - Text – Painted
26. Engraved (Etched) Metal - Graphics/Symbols/Insignia Metal – Painted
27. Silkscreened Vinyl Text
28. Silkscreened Vinyl Graphics/Symbols/Insignia
29. Vinyl Text/Graphic Removal
30. Braille Graphics

Custom Signs

31. Custom Signs

Attachment 2 to Annex “A” – Product Specification “SLATZ SYSTEM SIGNAGE (Clarke Systems or Equivalent)”

- 1.1 Directory Boards
- 1.2 Suite Signs
- 1.3 Directional Signs
- 1.4 Workstation Identification
- 1.5 Office Identification
- 1.6 Faceplate Only – No End Caps
- 1.7 End-Caps
- 1.8 Single Desk Sign
- 1.9 Slider Signs
- 1.10 Projecting Signs
- 1.11 Apply Text to Existing Faceplate
- 1.12 Slatz Text/Graphic Removal

- 3.5 All items are to be delivered and installed at various government-owned and leased accommodations in the National Capital Region occupied by client groups of the Public Services and Procurement Canada Science and Parliamentary Infrastructure Branch.
- 3.6 The delivery and installation of item(s) may be conducted in phases within a specified period. Further, the delivery of goods may be subject to specific security protocols at a Scanning facility within the National Capital Area prior to delivery to destination.
- 3.7 Access, Floor and/or Location Plans for installation location of the item(s) will be provided at time of call-up, if applicable.
- 3.8 The Offeror, when issued a call-up pursuant to the SO, must supply newly manufactured products as specified in its SO and all Annexes.
- 3.9 The Offeror, when issued a call-up pursuant to the SO, must provide an Account Representative, Site Supervisor and a Graphic designer. Refer to section 15 below for offer personnel.
- 3.10 Offerors are advised that signage requirements increase for approximately six (6) months following an election. Offerors are advised to guide themselves accordingly.

4 Schedule

- 4.1 All items shall be delivered and installed within a specified period or date identified in the resulting call-up.
- 4.2 If applicable, delivery and installation will be scheduled in accordance with construction/fit-up completion.
- 4.3 The final date and time will be confirmed by the Project Authority (PA) within a specified date. The schedule for deliveries shall include considerations for site and loading dock constraints, volume of deliveries, additional security protocols and resource constraints regarding reviews and acceptances.

5 Offeror Responsibilities and Tasks

- 5.1 Offered products must include all necessary supporting items (e.g. trim, connectors, support wall mounts etc.) to allow for the configurations, where applicable.
- 5.2 Offeror must provide finishes as described in Attachment 1 to Annex "A" – Product Specification "SIGNAGE General and Miscellaneous and Attachment 2 to Annex "A" – Product Specification "SLATZ SYSTEM SIGNAGE (Clarke Systems or Equivalent")

5.3 Offeror must provide the Offered Product(s) throughout the duration of the Standing Offer.

6. Service Level - "Clarke Systems" - Modular Slatz© OR *Equivalent:

6.1 Signs must be shipped and installed within a maximum of five (5) working days from the receipt of call-up.

7. Service Level - Brass and Muntz Signs

7.1 Signs are to be provided within a maximum turnaround time of fifteen (15) working days from receipt of call up request including installation where applicable.

8. Shop Drawings (as applicable)

8.1 Upon issuance of a call-up pursuant to the SO, the Offeror must submit shop drawings prior to manufacturing, unless otherwise stated. This must be submitted with a milestone schedule for shop drawings and estimated manufacturing time. The term "shop drawings" means proofs, drawings, diagrams, illustrations which are to be provided by the Offeror to illustrate details of a portion of Work.

8.2 Allow seven (7) working days for Technical Authority's (TA) review of each submission.

8.3 The Offeror must make changes in shop drawings as the TA may require, consistent with the requirements. When resubmitting, notify the TA in writing through electronic mail, of revisions other than those requested.

9. Site Inspection and Documentation

9.1 Upon issuance of a call-up pursuant to the SO, the Offeror must conduct a site condition inspection for the floor(s) / area(s) that form part of the contract. Access to the floor(s) / area(s) must be coordinated with the PA. The inspections must occur no later than five (5) business days after the call-up unless an alternate time frame has been confirmed by the PA.

9.2 Using the information from the site condition inspection(s), and in conjunction with the Offeror's Standing Offer, by no later than ten (10) business days from the date of the inspection(s), the Offeror must prepare and deliver to the PA a complete draft installation drawing for the floor(s) / area(s) inspected.

9.3 The draft installation drawing must show the following, as a minimum:

- i) All signage (including sizes and dimensions);
- ii) Installation methods (i.e. location and type of brackets, etc.)
- iii) Signage location and critical dimensions required to ensure conformance with all applicable codes, standards and regulations;

9.4 If, due to site conditions, cutting is required, the PA must be notified in writing.

9.5 If the PA is satisfied with the above requested documentation, and the required and approved shop drawings, the PA will provide the Offeror the written authority to proceed with the supply, delivery and installation of the goods. The deliverables as part of this process will include as a minimum the following:

- i) The final installation drawing (if applicable);
- ii) The final item list;
- iii) The final Shop Drawings as identified in section 8.

9.6 Acceptance of the revisions and updated installation and items list must be given to the PA prior to manufacturing.

10. Delivery

10.1 The Offeror, upon issuance of a call-up pursuant to the SO, must deliver the products in accordance with the delivery instructions specified in the call-up.

10.2 The final delivery address and specific delivery instructions will be determined at the resulting call-up terms and conditions.

10.3 If applicable, truck restrictions for loading dock (height, weight, length) will be provided at resulting call-up. It is recommended that a flagman be there to check the truck clearance at the loading dock entrance.

10.4 If applicable, freight elevator restrictions (interior dimensions) will be provided at resulting call-up.

10.5 The Offeror must include a packing slip with all deliveries that clearly identifies the following Information below. The packing slip will also be required during Scanning Facility Procedure.

- i) Date;
- ii) Title and Purchase Order Number;
- iii) Distributor and Contractor's Name and Address;
- iv) Description of item(s) including all product code numbers;
- v) Total quantity of item(s) delivered; and
- vi) Total quantity of item(s) delivered to date versus remaining quantities to be delivered (if applicable).

10.6 There will be no opportunity for jockeying or maneuvering the contents of the delivery vehicle while at the delivery entrance location. The item(s) to be delivered MUST be the first accessible item(s) in the delivery vehicle.

10.7 At no time is space on the exterior of the building to be used for removals, or staging deliveries, unless approved in writing by the PA in advance of the delivery.

10.8 Verification that all the items are included must be done previous to being delivered to the scanning facility to ensure timely and one-time delivery to site. Product shall also be verified once delivered to project site to confirm that materials required for installation are accounted for on the delivery manifest/ packing slip. Any additional deliveries, scanning procedures and additional installation time needed due to forgotten items will be at no additional cost to Canada.

11. Scanning Facility Requirement (as applicable)

11.1 Deliveries may have to comply with certain security protocols which includes having all goods scanned off-site before delivery to final address, unless otherwise stated. The goods must be delivered to a scanning facility within the Ottawa area where they will be offloaded by a scanning facility team, scanned and reloaded onto the truck for delivery to site. Goods must be packed as such to facilitate procedure (i.e. packed onto pallets where possible).

11.2 Delivery to the scanning facility must comply within the following hours of operation:

- i) Mondays to Thursdays between the hours of 7:30 a.m. to 3:30 p.m.
- ii) Fridays between the hours of 7:30 a.m. to 2:30 p.m.

11.3 Products on truck when delivering to the scanning facility must only comprise of product(s) ordered and when delivering to final location, at the risk of having the scanning facility or final delivery site security refuse the delivery.

11.4 Once product is reloaded onto the truck by the scanning facility, the TA will provide and seal the dedicated truck with a number locking tag. Note that delivery vans are not accepted. Trucks must be able to be sealed with a locking tag.

11.5 For large deliveries (or complete truck load):

- i) Offeror's truck is to be loaded in such a manner as to allow access to all goods;
- ii) Offeror's truck must be dedicated to the ordered goods;
- iii) Goods will be scanned (no unloading);
- iv) The TA will provide and seal the Offeror's dedicated truck with a
- v) number locking tag; and
- vi) Upon arrival to the delivery address, the PA will verify and confirm that the seal is still intact and has not been tampered with. If the seal has been tampered with or removed, the TA may reject the entire shipment.
- vii) The Scanning Facility requirement, if necessary, will be identified in the call-up terms and conditions.

11.6 The scanning facility requirement if necessary will be identified in the call-up terms and conditions.

11.7 There are two procedures involved in the scanning of goods, depending on the size of the truck.

11.8 Five-ton trucks or smaller will be off-loaded by the scanning facility team and scanned in the facility. The scanning facility team will reload the goods onto the truck once completed. This process will approximately take 30 minutes per truck.

11.9 For tractor-trailer loads with large items or larger than 5-ton trucks, Offeror is recommended to leave a passage of 2 feet wide for our scanning facility employees to scan inside the truck, otherwise, for smaller items the goods can be scanned inside the facility. This process will approximately take 1 hour per trailer.

11.10 Canada is responsible for any damages to the goods that occur during the scanning process as a result of the scanning facility team during loading, unloading and scanning.

12. Installation

12.1 The Offeror, upon issuance of a call-up pursuant to the SO, must at a minimum, provide all the services below for the product(s) supplied.

12.2 The minimum level of service required is detailed below:

- i) Inspect product prior to shipping, remove any pieces not meeting acceptable standards;
- ii) Deliver product to designated building access locations within the National Capital Region
- iii) Uncrate product;
- iv) Inspect product for damage;
- v) Install product in accordance with the manufacturers' specifications as required;
- vi) As applicable, install any accessories that are to be supplied with the signage;
- vii) Ensure all products function properly as required;
- viii) Make minor adjustments/repairs as required;
- ix) Ensure signage is level;
- x) Touch up all minor nicks and scratches on the products that may have occurred during installation;
- xi) Clean product once installed; and

- xii) Clean the work area, collect packing material, and remove everything used for the delivery and installation (including pallets, scrap metal, cardboard, plastic, and any other packing material); and perform a “walk-through” with the TA and PA to identify deficiencies and correct them as required. Place all waste material in designated receptacle at the loading dock, or as instructed by PA.

12.3 The final delivery site may be considered a construction site. Installation will be carried out in accordance with article 17.1, Hours of Service, below. Installations will be scheduled by the PA.

12.4 Information regarding the site conditions, off hours work and work restrictions involved in after-hours work will be provided at resulting call-up, if applicable.

12.5 If the Offeror needs to work during hours outside of the regular work hours they may have to obtain an “off hours work permit” and may have to conform with all requirements of the Construction Manager’s Project Specific Health Safety and Environment Plan (if applicable).

12.6 Installers are required to have a designated Site Supervisor on site while the work is being carried out. The Site Supervisor is responsible for obtaining appropriate security clearance in accordance with the call-up security requirements, the on-site delivery personnel and liaising with the PA as required. Site Instructions, for instructions on the Site Supervisor’s responsibilities, if applicable, will be provided at resulting call-up.

12.7 The review of installation drawings by the TA and PA is for the sole purpose of ascertaining conformance with the detail design. The TA and PA review of installation drawings does not relieve the Offeror of responsibility for errors or omissions in the installation drawings.

13. Inspection and Post-Installation Deficiency Procedures

13.1 The Offeror, upon issuance of a call-up pursuant to the SO, must adhere to the procedures identified below.

13.2 The Offeror must notify the PA when the installation is completed. Notification must be given no later than one business day following completion of the installation.

13.3 The PA must arrange for the initial walk-through inspection with the Offeror.

13.4 The walk-through inspection must take place no later than three business days after installation is completed unless an alternate time frame has been confirmed by the PA.

13.5 If the contract is for a phased installation, the walk-through inspection must take place no later than three (3) business days after the completion of each phase unless an alternative time frame has been confirmed by the PA.

13.6 The PA, in consultation with the Offeror, must prepare the deficiency list documenting all problems in every area.

13.7 The PA must forward the deficiency list to the Offeror.

13.8 Within three (3) business days of receipt of this deficiency list, the Offeror must complete all minor deficiencies and make all adjustments not requiring new parts unless an alternate time frame has been confirmed by the PA. For all other listed deficiencies, within fourteen business days of receipt of the deficiencies list, the Offeror must submit, to the PA, the remedial action plan showing delivery and completion dates to occur within 60 calendar days from the submission date of the remedial action plan. The PA may request a shorter remedy

period and the Offeror may accept, if possible. The PA may, at his/her discretion also accept a longer remedial period.

13.9 The Offeror must notify the PA when all deficiencies have been remedied. If the PA is satisfied with the deficiency corrections, the PA must provide the Offeror a final sign-off indicating that the deficiencies have been rectified.

14. Meetings

14.1 The Offeror will be required to meet with the TA, PA and/or the Contracting Authority and other stakeholders, unless otherwise stated in the resulting call-up. The purpose of these meetings will be, but not limited to, the following:

- i) Discuss any issues or concerns that have been raised and establish timelines for resolution;
- ii) Provide the Offeror with notice of any upcoming bulk purchases;
- iii) Provide the TA and PA with notice of any changes in specifications, design, or options; and
- iv) Discuss Standing Offer and/or resulting call-up terms and conditions, including but not limited to delivery, installation, scheduling.

15. Offeror Personnel

15.1 The Offeror will assign an Account Representative, who will be responsible for, but not limited to, the following: providing client service, handling call-up requests, managing overall installation requirements, requests for repairs and replacement, coordinate delivery, address issues relating, but not limited to warranty, deficiencies, delivery and installations.

15.2 The Offeror will assign a named Site Supervisor, upon issuance of a call-up pursuant to the SO, who will be responsible for but not limited to the following: installation requirements, lead the installation, mitigate installation issues, deficiencies and managing the rectification plan.

15.3 The Offeror must have the services of a suitably qualified certified graphic designer on staff.

16. Product-Related Services

16.1 The Offeror shall provide the following product-related services on an as-and-when required basis and pursuant to the resulting call-up and Standing Offer.

17. Business Environment

17.1 Hours of Service

17.1.1 Delivery, installation and product-related services, will be conducted during normal Business Hours and/or Outside Normal Business Hours as defined below.

17.1.2 During Normal Business Hours is defined as from 08:00 to 17:00 hours, Monday through Friday except Federal Government Statutory holidays.

17.1.3 During Outside Normal Business Hours is defined as:

- i) between 17:00 through 08:00 hours, Monday through Friday except Federal Government Statutory holidays;
- ii) all hours on Federal Government Statutory holidays;
- iii) all hours on Saturdays and/or Sundays.

17.1.4 Deliveries and Inspection are to be conducted during specified hours of work only, as indicated in the Specific Instructions.

18. Maintenance

18.1 Upon request, the Offeror must submit in (10) ten business days in both official languages the instructions for recommended repair and maintenance procedures for all offered products.

19. Constraints

19.1 There may be security requirements during and prior to the delivery and installation of items and for the Offeror personnel.

19.2 In some cases, the delivery address may be under construction. The area for delivery and installation are designated as construction sites.

19.3 Loading dock may or may not be available in a building. The maximum size of delivery trucks will be provided at resulting call-up. There will be no opportunity for maneuvering the contents of the delivery vehicle while at loading docks.

19.4 Freight elevators may or may not be available for transportation of materials to the destination floors. Elevator dimensions will be provided at the resulting call-up. If available, use of the elevator must be coordinated with the PA.

19.5 If use of any elevator, freight or others, is not accessible, additional work may be required to transport goods to final destination (i.e. installation floor). This will be considered as Additional Delivery for non-standard situations and costs must be negotiated and accepted by Canada prior to delivery.

20. Language of Work and Deliverables

20.1 Offeror must be able to communicate in both official languages, French and English.

20.2 All written deliverables, i.e. design documents / proofs, may be required in both official languages, French and English, unless otherwise stated.

21. Site Instructions

21.1 The Offeror must comply with all specific site instructions included upon issuance of a call-up pursuant to the SO, as applicable.

22. Warranty

22.1 The Offeror guarantees all signs for quality of materials, workmanship, and installation for a minimum period of one (1) year from date of installation. Signs replaced under warranty will include all parts and labour at no additional cost to the Client.

22.2 The Offeror must provide a plan for dealing with warranty issues. The plan must clearly identify what constitutes replacement or repair, timelines for service and any costs involved.

23. Health and Safety

23.1 As applicable, until the Base Building Substantial Completion date, the Construction Manager (CM), assumes the role of "Constructor" as defined in the Occupational Health and Safety Act and Regulations for construction Projects and is fully responsible for ensuring compliance with OSHA for all aspects of the Project.

23.2 The Offeror must comply with the Construction Manager Health and Safety Procedures and Policy.

23.3 A Site Orientation Course may be provided by the CM to all of the Offeror's personnel required to access the work site.

23.4 All personnel accessing the site (beyond the delivery entrances) may be required to have valid WHMIS and Basics of Fall Protection training cards during their time on site. Copies of the training cards will be taken by Construction Manager at the site orientation course.

23.5 As applicable, the Construction Manager complies with and enforces the requirements of:

- i) The National Building Code of Canada 2015 (NBC), Part 8 Safety Measures at Construction and Demolition Sites and Provincial Regulations for Construction Projects.
- ii) The Designated Substances Report.
- iii) The Workplace Hazardous Materials Information System (WHMIS) regarding use, handling, storage and disposal of hazardous materials; and labeling and the provision of Material Safety Data Sheets (MSDS) acceptable to Human Resources and Skills Development Canada, Labour Program.

24. Offeror and Offeror Personnel Qualifications

24.1 The Offeror's Account Representative must have at least five (5) years of experience within the last eight (8) years related to signage manufacturing, supply, delivery, installation, wayfinding, on-site surveys, graphic design and estimation services.

24.2 The Offeror's Site Supervisor must have at least five (5) years within the last eight (8) years' experience in managing signage projects and manufacturing commercially available and custom signage.

24.3 The Offeror must have at least five (5) years of experience in manufacturing and delivering signage for Major Clients. Major Clients are defined as having at least 5 (five) business locations requiring signage.

24.4 The Offeror must be capable of providing signage installation services in the National Capital Region.

24.5 The Offeror or its subcontractor must have at least five (5) years of experience in Graphic Design related to signage services.

24.6 The Offeror must have a Quality Control Plan, which demonstrates how the work including that of subcontractors will be monitored for quality control.