

TITLE: Advertising Printing and Installation Services

Bid No.: T01AD22143

This Addendum forms a part of the Bid Documents dated February 24, 2022 and amends the original Bid Documents as noted below:

For further instructions on Addenda refer to Section 00 21 00 – INSTRUCTIONS TO BIDDERS, Item 6 - Addenda.

1. **Sections**

1.1 Section pages listed below accompany and form part of this Addendum:

.1 List of Revised Section:

<u>Number</u>	<u>Title</u>	<u>Page Numbers</u>
00 21 00	Instructions to Bidders	1
Division 1	Scope of Services	Whole Document

Note: Please note Division 1 – Scope of Services has been replaced entirely with the revised Addendum No. 1 document.

END OF SECTION

BID NO.: T01AD22143

TITLE: Advertising Print and Installation Services

1 BID SUBMISSION

1.1 Bid Closing: **Friday, April 1, 2022 by 2:00:00 p.m.** Toronto time through the use of TTC's Bonfire Public Portal by uploading the submission at <https://ttc.bonfirehub.ca/opportunities/50434>.

1.2 This RFB is available through Bonfire, the electronic tendering system. For further information or questions concerning submitting through Bonfire should be addressed to Support@GoBonfire.com for technical questions related to the submission. Bidders can also visit the help forum at <https://bonfirehub.zendesk.com/hc>.

It is the responsibility of the Bidder to carefully examine the Bid Documents, ensure it has received all issued communications from Bonfire and the TTC and to seek clarification from TTC on any matter it considers to be unclear. The TTC shall not be responsible for any misunderstanding on the part of a Bidder concerning the RFB, the Bid Documents or the process to be followed by the TTC. Each Bidder is requested to report any errors, omissions or ambiguities in the Bid Documents to the TTC. If a Bidder has a question or wishes to seek clarification, the Bidder shall direct questions or seek additional information or clarifications from the Senior Procurement Specialist as shown in sub-item 1.4 or their designate.

Where these Instructions indicate that particular information is to be provided on or in a standard form document provided by TTC to Bidders as part of the Bid Documents, that information shall be set out and provided on that form.

The Bidder is solely responsible for ensuring that its Bid is complete and correct and for ensuring that it is submitted to the address specified below on or before the Closing. Failure to complete the documents fully, or to provide all required documents and other information, or to comply with the Instructions to Bidders, may result in a Bid being rejected or in the Bidder being considered non-compliant.

The Bidder shall complete, execute and submit the Bid Form, together with the completed documents as detailed in sub-item 1.7.

All such information shall be on, and in accordance with, forms supplied by TTC. All responses are to be submitted to TTC through the use of TTC's Bonfire Public Portal at <https://ttc.bonfirehub.ca/opportunities/50434>.

Bidders shall be solely responsible for the delivery of their Bids in the manner and time prescribed.

Prior to the Closing, a Bidder may withdraw or revise the submission following the steps described under the help forum at <https://bonfirehub.zendesk.com/hc>.

Bids must be received before the Closing. Subject to sub-item 2.2, a Bid may not be otherwise withdrawn or amended. No Bid may be withdrawn after closing of the RFB.

Bids transmitted by facsimile or sent by any other means shall not be considered. Notwithstanding anything to the contrary contained in any applicable statute relating to

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Appendices

- Appendix A – Exterior Vehicle Templates
- Appendix B – TTC Decal Specifications

1 Background

The TTC requires a Company to supply and deliver advertising print materials of various sizes and types, as defined within this document.

Orders for specific materials are on an as required basis, which will be communicated to the Company via fax/email.

2 Scope of Work

- .1 Receipt of Work request
 - a. The Company will receive a request from the TTC and within 24 hours the Company will respond by providing a quote to the TTC
 - b. The quote will include the detailed estimate of the cost (based on Contract pricing rates) and the anticipated delivery date of all required materials (e.g. samples, proofs, final printed pieces, etc.)
- .2 Printing Proofs
 - a. Upon receipt of the creative files from the TTC, the Company shall prepare print/digital proof(s) for the TTC to sign off prior to all the printing of all deliverables. The Company must have the capability to provide a digital and/or print proof. Print proofs will only be requested in certain circumstances and will be indicated in the request for quote.
 - b. The proofs must be sent within 48 hours of the quote being approved.
 - c. Once approved by the TTC Representative, the Company is responsible for indicating the date the materials will be ready for delivery to the TTC's third party vendor (refer to section 2.4 for delivery address) and/or be ready for installation on a vehicle or in a TTC station (for vinyl products). The Company is also responsible for informing TTC's third party vendor about the delivery date and confirming the size of the delivery.
- .3 Printing and Collating
 - a. Printing commences upon the proofs being approved by TTC
 - b. If there are multiple campaign designs, the Company shall collate the pieces based on the instructions provided in the request for quotation at no additional cost. For example, if there are three different versions of the creative per size specification, the creative should be collated 1,2,3.....1,2,3.....1,2,3 until this has been done for each size specification.
- .4 Scheduling and delivery
 - a. The Company is responsible for scheduling the delivery of all TTC materials and sending it to:
 - i. Attention: Bill Wingrove
Pattison Outdoor Advertising
C/O TTC
19 Bessemer Court
Unit 3
**Pickup/Drop offs – No trailer access
Concord, Ontario L4K 3E1
905-282-6800
 - b. The Company is responsible for sending the TTC Representative who scheduled the work confirmation a receipt that the product (or products) was delivered and received. Proof includes email with pictures of delivery notice. The Company is to send three samples of the printed products unless otherwise indicated by the TTC Representative. Photos are only required of vehicle wraps and murals.

- c. Should any issues occur with the materials after they are installed and need to be replaced (e.g. material damage, not enough static coating, trimming error). The Company is responsible for reporting to the TTC Representative the issues that have been identified, the TTC Representative will inform the third party installer know that materials will be re-printed and re-scheduled for delivery to the warehouse by the Company for re-installation in the system.

.5 Installation Guidelines

- a. The Company is responsible for installing vinyl vehicle wraps on the vehicles that have been identified for wrapping. Vehicles that are wrapped include streetcars, subway and buses (Refer to Appendix A).
- b. TTC will provide the company with mock-ups of the vehicle wraps and the final creative to be printed.
- c. The Company is responsible for conducting regular inspections on the vinyl products installed in the system to ensure it is still in good condition throughout its installation period.
- d. General Procedure (subject to change based on TTC's operational requirements):
 - i. The Company will first be required to attend an orientation/training with TTC supervision to ensure the appropriate techniques and tools are used to properly install vinyl on TTC vehicles that do not compromise the safety and integrity of the vehicle. The Company will be responsible for all associated costs to meet the installation requirements (e.g. supply of tools, materials, labor, etc.).
 - ii. The Company will inform the TTC Representative when the vinyl product is ready and propose a few dates to schedule the installation. The TTC Representative will coordinate the installation schedule with the required TTC garage/carhouse. The Company's proposed dates may be subject to revision as TTC service delivery may take precedence. No costs are to be incurred by the TTC in the event of re-scheduling installation dates.
 - iii. Installation will ideally be performed during the day but it is also likely that installation occurs during off-peak hours, which includes evenings as vehicles become more available after service. Company staff will be required to be available during the time frame stated in Section 5 – Work Hours, for vehicle wrap installation requirements. TTC will provide as much advanced notice as possible based on vehicle availability.
 - iv. Materials delivered to TTC's third party vendor are to be during normal work hours. Refer to section 5.2.
 - v. When the Company is required to remove the vinyl from vehicles it must be performed within three days from TTC's request
 - vi. ***in the event the TTC is unable to schedule the installation date or location due to TTC operational demands, including but not limited to, vehicle access is unavailable, station closures, etc. the expectation is that the advertising products would be ready for installation within 10 business and installed immediately, subject to TTC making vehicles/spaces available or subject to TTC's discretion (e.g. agreeing to a phased installation approach depending on the campaign execution).***

- .6 Develop policies and procedures, approved by the TTC, for the smooth delivery of these responsibilities.

7. Late materials, lost materials and any-reprinting

- a) The Company is responsible for informing the TTC Representative immediately if production of materials or deliveries are going to be late, an explanation for the delay, and a revised completion date will be provided.

- b) The Company will be responsible for re-printing, at no additional cost to the TTC, for any lost materials.
- c) If an error occurred at the Company’s end during production or installation, the Company will be responsible for re-printing the materials at no cost to the TTC.
- d) If there is an error with content in the creative sent by the TTC, the TTC will be responsible for paying for any re-prints that are requested.

TTC reserves the right to return damaged product or incorrect order to the Company at no additional cost to the TTC, with no restocking charges applied. Products for return shall be picked up by the Company on the next delivery day. The Company shall provide a material return authorization number at a time of notification. All credits will be issued monthly and applied to the invoice the following month.

TTC reserves the right to add/remove/modify the Work requirements during the term of the Contract. Removal of items/service from the Contract shall not result in additional costs. Any additional Work requirements or modifications may be subject to mutual agreed upon negotiations, if/where applicable.

3 Product Specifications

Note: Refer to Appendix A – Exterior Vehicle Templates for all exterior vinyl related products

Note: Thermoguard refers to the plastic product ‘NPC Thermoguard’ that has been approved by the TTC for having met the NFPA 130 maximum flame spread and smoke development rates for wall lining material.

Table 8.4.1 – Fire Test Procedures and Performance Criteria for Materials and Assemblies				
Function of Material	Test Method	Performance Criterion	NPC Thermoguard	
Wall Lining	ASTM E 162	Is < 35	Is = 5	
	ASTM E 662	Ds (1.5) < 100	Ds (1.5) = 67 (flaming)	Ds (1.5) = 11 (non-flaming)
		Ds (4.0) < 400	Ds (4.0) = 117 (flaming)	Ds (4.0) = 30 (non-flaming)

Note: Anti-Static protection refers to the TTC approved product ProSeries Regal AS (Item # 42608)

Item	Size	Material	Instruction	Delivery period and installation, where applicable, maximum (from receipt of production art)
Station posters	4’X6’	Material 4mm Coroplast with Anti-Static protection	Company not responsible for installation	10 business days
Interiors for subway	35”X11”	Material 17.5 pt. translucent Styrene with Anti-Static protection, printed on Thermoguard (fire retardant)	Company not responsible for installation	10 business days
Interiors for	35”X11”	Material 17.5 pt.	Company not	10 business days

bus		translucent Styrene with Anti-Static protection, printed on styrene	responsible for installation	
Subway door cards	20"x28"	Thermoguard (fire retardant) with Anti-Static protection	Company not responsible for installation	10 business days
Interior for streetcar	44.5" X 12.25" (horizontal)	3M 3500C	Includes installation	10 business days
External and internal vehicle decals	Specifications vary, quote should be based on a standard square foot basis.	See 5.3 Temporary / Changeable Graphics in Appendix B – TTC Decal Specification	Company not responsible for installation	10 business days
Wrap for exterior of subways	<ul style="list-style-type: none"> • Exterior door wrap: 60.5"W X 76.5"H • Vinyl King: 139"W X 30"H. • Subway Mural 150"W x 85"H with subway doors 28.065"W x 75.69"H <p>This is square only, no die-cutting, pre masking or weeding.</p>	3M IJ180 with 3M 8518 laminate	Includes installation	10 business days
Wrap for exterior of buses	<ul style="list-style-type: none"> • NOVA: 181.75" W X 99" H (Bus Mural) • Orion 7: 192" W X 105" H (Bus Mural) • NOVA: 479.5"W x 119"H (Full Wrap) • Orion 7: 	3M IJ180 with 3M 8518laminate	Includes installation	10 business days

	474"W x 104"H (Full Wrap)			
Wrap for exterior of streetcars	<ul style="list-style-type: none"> Streetcar murals: 185"W X 122.5" H Full Streetcar wrap: 173" W x 132.25" H (Approximate) 	3M 3500 with 3M 8518 laminate	Includes installation	10 business days
Wall vinyl in stations	4'X6'	3M 3500 with Avery PC DOL 3080 Matte Laminate	Includes installation	10 business days
Wall vinyl in stations	10'X6' (subject to change, based on a standard square foot cost	3M 3500 with Avery PC DOL 3080 Matte Laminate	Includes installation	10 business days
Floor vinyl in stations	3'X3' (subject to change, based on a standard square foot cost	3M IJ40C-10 with a Luster Over Laminate 3M 3645	Includes installation	10 business days
Window vinyl for stations	Specifications based on campaign creative – to be provided in quote stage based on a standard square foot cost	3M 3500C Drytac Matte Laminate	Includes installation	10 business days

4 Company expectations

- .1 Respond to TTC requests within 24 hours of receipt
- .2 Keep sufficient stock inventory to meet our deliverables (see chart above).
- .3 The Company must meet all delivery commitments. This requirement is crucial to TTC's day to day business activities. In the rare event that a delivery to TTC from the Company does not meet a committed delivery date the Company must provide status updates to the TTC Representative on any changes that may occur to the committed delivery date identified in the quotation
 - a. NOTE: In the event a delivery is delayed for a high priority project, TTC will give the opportunity to the Company to meet delivery deadline expectations. However, if the Company fails to meet the expectations, TTC reserves the right to source the production and delivery of print materials from a third party and the costs associated will be billed to the Company to be paid.

- .4 Ensure that all paperwork, shipping containers, invoices etc., show the Purchase Order Number and the Company's name, address and phone number.
- .5 Deliver material within the delivery period (see chart above) to location specified in section 2.4, or as directed by TTC Representative at the time of the order. If delivery is delayed, the Company must advise the appropriate TTC Representative in writing, outlining the reason for the delay and the new date it will be delivered. Exception to this clause is repeated non-compliance to delivery expectations or absence of valid/acceptable reasoning, refer to section 7 and service level number 1.
- .6 Identify any issues with production art work supplied by the TTC immediately to ensure/minimize any changes to delivery schedule.
- .7 Provide confirmation in writing to the TTC, that deliverables were received and installed in accordance with the initial quote. Proof includes email with pictures of installed work and delivery notice.
- .8 The Company will not substitute materials, unless expressly agreed to in writing by the Head of Marketing and Customer Experience. Material substitutions may require approval by the TTC's Safety Department. The Safety Department will require a minimum of two weeks for this review after receiving the requested samples from the vendor. In the event the Company delivers products made from non-TTC approved materials, the Company will be responsible for any replacement product costs, potential damage/repair costs to TTC property, and applicable service level repercussions.
- .9 Be responsible for paying for any damage to the vehicle as a result of the application or removal of a vehicle wrap or interior vinyl. In these instances, TTC Operations will evaluate and define the damage cost that may include physical damage and/or loss of vehicle to revenue service.

5 Work Hours

- .1 Delivery of Proofs and correspondence with TTC Representative
1900 Yonge Street Toronto, ON M4S 1Z2 between the hours of:

8:00 a.m. to 5:00 p.m.
- .2 Delivery of products to TTC's third party warehouse between the hours of:

7:30 a.m. to 4:30 p.m.
- .3 Installation of products onto TTC vehicles between the hours of:

Bus: between 9:30 am and 4:00 pm

Streetcar: between 2:00 pm and 9:00 pm

Subway: Saturday and Sunday could be any available time within 24 hours each day

6 Communication

- .1 TTC shall appoint a TTC's Representative who will be the key contact during the term of the Contract. All formal correspondence, submittals, as well as day-to-day communications shall be addressed to the TTC's Representative.

- .2 The Company will appoint one designated Company representative and will be the main contact for the TTC and will have overall responsibility for fulfilling the terms of the contract.
- .3 Communication by telephone and e-mail is usually adequate to execute the Work requirements, however, the Company may be asked to meet with the TTC staff, if the TTC so requests, to discuss matters relating to fulfillment of the contract. Meetings will be held either in person at TTC’s head office (1900 Yonge Street) or virtually (WebEx or Microsoft Teams), at no additional cost.
- .4 The Company may request a meeting with the TTC staff at any time to discuss matters that cannot be dealt with through other communications.
- .5 Contract Kick-off Meeting
 - .1 Following receipt of Notification of Award, the Company will be required to attend a kick-off meeting.
 - .2 The meeting will be arranged by the TTC and will require attendance by the Company. In this meeting the TTC will outline Work expectations and provide additional details on upcoming Work/projects.

7 Service Levels

- .1 Company’s performance shall be measured against the level requirements as set out in the table below.
- .2 In the event that the Company fails to perform the Work in conformance with the Contract, the following performance based disincentive fees may be applied at the TTC’s sole discretion. The Company’s deficiencies will be recorded and tracked for the entire duration of the Contract term. The number of occurrences will reset to zero with each 12-month cycle, however, the total number of deficiency occurrences during the Contract term may affect the Company’s overall Company performance review rating (may be subject to change based on mutual agreement between the TTC and the Company).
- .3 Disincentive for non-performance shall be applied as follows:

Item No.	Performance Criterion	Service Level Requirements			
		Key Performance Indicator	1 st Incident	2 nd Incident	3 rd Incident & Beyond
			(within a 12 month cycle)	(within a 12 month cycle)	(within a 12 month cycle)
1	Delivery of all printed materials for the interior of vehicles and stations	Within 10 business days from TTC providing the approved creative to the Company	Written Warning	Cost reduction of 20% of total quoted cost per campaign	Cost reduction of 50% of total quoted cost per campaign

2	Delivery and installation of all external vehicle wraps	Within 10 business days	Written warning	Cost reduction of 20% of total quoted cost per campaign	Cost reduction of 50% of total quoted cost per campaign
3	Correct collation of materials	100%	Written warning	Written warning	Cost reduction of 20% of total quoted
4	Correct use of specified materials	100%	Written warning	Cost reduction of 20% of total quoted cost per campaign	Cost reduction of 50% of total quoted cost per campaign

8 The Term of Contract

The term of the Contract shall be for up to a 1 year term subsequent to the Notification of Award, with an option to renew the Contract for up to an additional 1 year period at the TTC's sole discretion, subject to satisfactory Work performance and acceptable negotiated pricing.

END OF DIVISION