

LCBO

LCBO NOTICE OF INTENDED PROCUREMENT AND TENDER NOTICE

Request for Proposal (RFP): 2020-002
RFP Title: Web-to-Print Digital Imaging Solution
Issue Date: February 7, 2020
LCBO Contact: Robert Babin
Contact email: robert.babin@lcbo.com
Questions Deadline: March 6, 2020 at 4:00 pm
Submission Deadline: March 20, 2020 at 2:00 pm

The RFP is available for download through LCBO's designated tender site, Biddingo.com. For information on obtaining a subscription to Biddingo to obtain the tender document, please go to www.biddingo.com.

Proposals shall be submitted on or before the Submission Deadline via the Biddingo.com electronic bidding system. Late submissions will not be considered. Proposals must be in English.

This procurement may be subject to Chapter 5 of the Canada Free Trade Agreement ("CFTA") and Chapter 19 of the Comprehensive Economic Trade Agreement ("CETA").

The LCBO expects all suppliers to adhere to the LCBO's Supplier Code of Business Conduct, which is available on the LCBO's website under "Doing Business with the LCBO". The Supplier Code sets out principles applicable to all suppliers (including both suppliers of beverage alcohol products and suppliers of non-alcohol goods or services) that wish to establish and maintain a business relationship with the LCBO. Link:

<http://www.doingbusinesswithlcbo.com/tro/Forms-Documents/Documents/Downloads/GuideandManuals/Supplier%20Code%20of%20Business%20Conduct%20-%20English.pdf>

Brief Description of the Procurement:

LCBO has an on-going daily requirement for digital printing services. As a result of the LCBO's corporate head office relocation, the LCBO's existing on-demand print facility is being phased out. The purpose of this RFP is to identify and select a respondent to provide digital imaging and print services through a web-to-print interface or "print on demand" services (including on-line ordering through a web portal) in order to provide the LCBO with the required individual digital print services as outlined the RFP.

If you have any questions regarding the content of the RFP, please direct your questions to robert.babin@lcbo.com prior to the Question Deadline.

Term of Contract: Initial Two (2) year term with three (3) separate one-year renewals

Information Session: Yes

Site Meeting: Yes

LCBO

Request for Proposals

For

Web-to-Print Digital Imaging Solution

Request for Proposals No 2020-002

Issued: February 7, 2020

Submission Deadline: March 20, 2020 @ 2:00p.m.
Eastern Standard Time

PREVIEW DOCUMENT ONLY
The original document must be obtained for the Bid Submission

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PART 1 – INTRODUCTION AND EXECUTIVE SUMMARY

1.1 Invitation to Respondents

This Request for Proposals (the “RFP”) is an invitation by the Liquor Control Board of Ontario (the “LCBO”) to prospective respondents to submit a proposal for the provision of a web-to-print digital imaging solution, as further described in Appendix A – “RFP Requirements”. The respondent selected through this RFP process will be requested to enter into negotiations to finalize an agreement with the LCBO for the provision of the requirements described in Appendix A.

1.2 About the LCBO

The LCBO is a Crown corporation wholly owned by the Province of Ontario and established under the provisions of the *Liquor Control Act*, R.S.O. 1990, c. L.18. The LCBO’s mandate includes the control, distribution and sale of beverage alcohol in a socially responsible manner in the Province of Ontario. Additional information about the LCBO is available on the LCBO website at www.LCBO.com.

1.3 Executive Summary

a) Summary of RFP Requirements

LCBO has an on-going daily requirement for digital printing services. As a result of the LCBO’s corporate head office relocation, the LCBO’s existing on-demand print facility is being phased out. The purpose of this RFP is to identify and select a respondent to provide digital imaging and print services through a web-to-print interface or “print on demand” services (including on-line ordering through a web portal) in order to provide the LCBO with the required individual digital print services as outlined in Appendix A – RFP Requirements.

b) Type of Contract

The LCBO intends to enter into an agreement substantially upon the terms and conditions in Appendix C – “Terms and Conditions” with only one (1) legal entity. The term of the agreement is to be for an initial period of two (2) years commencing upon a date to be determined by the LCBO, with up to three (3) separate one (1) year options in favour of the LCBO to extend the agreement on the same terms and conditions. Respondents should note that the LCBO will also have an option to cancel the agreement for convenience upon thirty (30) days prior written notice to the successful respondent.

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The original document is available for purchase from the LCBO website.

1.4 RFP Timetable

The RFP timetable is tentative only and may be changed by the LCBO at any time.

<p>“Optional Site and Information Meeting”</p> <p>Respondents are requested to review all RFP documentation prior to attending this meeting. The purpose of this meeting is to answer any questions, clarify and/or correct any error, inconsistency or omission and request explanation or correct any interpretation of the RFP documents; however, only written responses issued by way of addendum are considered official responses. Due to meeting room size, LCBO requests that respondents limit the number of attendees to a maximum of two (2) persons.</p> <p>The LCBO will not reimburse respondents for any costs incurred for attending this meeting.</p>	<p>February 28, 2020 @ 9:30 a.m. Eastern Standard Time</p> <p>1 Yonge Street – 13th floor Finance Boardroom</p>
<p>“Deadline for Questions”</p>	<p>March 6, 2020 @ 4:00p.m. Eastern Standard Time</p>
<p>“Submission Deadline”</p>	<p>March 20, 2020 @ 2:00 p.m. Eastern Standard Time</p>
<p>“Rectification Period”</p>	<p>Two (2) Business Days</p> <p>For the purposes of this RFP, “Business Day” means any day between 8:30 a.m. and 4:30 p.m., Monday to Friday inclusive, but excluding statutory and other holidays on which the LCBO has elected to be closed for business.</p>
<p>“Estimated Commencement of Contract”</p>	<p>May, 2020</p>

1.5 LCBO Contact and Respondent Questions

For the purposes of this procurement process, the “**LCBO Contact**” is:
Robert Babin, Procurement Portfolio Manager, robert.babin@lcbo.com.

Respondents should promptly examine all of the documents comprising the RFP and should:

- a) report any errors, omissions or ambiguities; and
- b) direct questions or seek additional information
in writing by email to the LCBO Contact on or before the Deadline for Questions.
Respondents are advised to seek clarification from the LCBO Contact on any matter it

considers to be unclear. The LCBO is not responsible for any misunderstanding on the part of a respondent concerning the RFP.

All questions submitted by respondents by email to the LCBO Contact shall be deemed to be received once the email enters into the LCBO Contact's email inbox. No such communications are to be directed to anyone other than the LCBO Contact. While the LCBO will make commercially reasonable efforts to answer any respondent questions, it is under no obligation to provide additional information. In the interests of clarity and brevity, the LCBO may also combine similar or related questions.

1.6 How Should Proposals be Submitted?

a) **Proposal Structure**

Respondents should structure their proposals in accordance with the instructions in Appendix B – "Evaluation and Negotiation Process". Where information is requested in Appendix B, any response made in a proposal should reference the applicable section numbers of the RFP where that request was made. Only proposals in English will be considered.

b) **Submission**

Responses must be completed, signed and dated and must be submitted via the Biddingo.com electronic bidding system. **Mail, Email and Fax submissions to the LCBO will NOT be accepted.** Responses received after the specified time of the Closing Date will not be accepted.

- i. LCBO recommends that respondents submit their responses well in advance of the Closing Date and time to ensure the transmission is complete and confirmation from Biddingo.com is received **BEFORE** the Submission Deadline.
- ii. Respondent(s) will receive an on-screen confirmation number and an email of the confirmation number from Biddingo.com as validation of the respondent's successful submission and receipt of their response. If a respondent does not receive an on-screen confirmation number and email, they should assume that their response was not successfully received and should resubmit or contact Biddingo.com at (416) 756-0955
- iii. Respondents are responsible for ensuring that the response has been properly submitted through the Biddingo.com Electronic Bidding System. LCBO IS NOT LIABLE TO ANY RESPONDENT FOR ANY DAMAGES OF ANY KIND ARISING OUT OF OR RELATED TO THE RESPONDENT'S USE OF THE BIDDINGO.COM ELECTRONIC BIDDING SYSTEM, INCLUDING, BUT NOT LIMITED TO, ANY LOST PROFITS, LOST OPPORTUNITY, SPECIAL, INCIDENTAL, DIRECT, INDIRECT, AND CONSEQUENTIAL OR PUNITIVE DAMAGES AND RESPONDENTS WAIVE ANY CLAIM AGAINST LCBO FOR ANY SUCH DAMAGES.
- iv. In the case of electronic response submissions, LCBO shall not be responsible for technical issues such as network or power failures, computer failure, internet browser, and mistakes/errors in filling the response that cause respondents to submit Responses after the deadline as specified in the RFP. Responses received after the deadline will be deemed late and will not be considered even where a technical issue outside the respondent's control caused the response to be submitted late.
- v. File names should be prominently marked with the RFP title and number from the RFP cover page and contains the full legal name of the respondent.

c) **Mandatory Submission Requirements**

Respondents should ensure that their proposals include all mandatory submission requirements as set out in Appendix B – “Evaluation and Negotiation Process”.

d) **Consistency**

In the event of a conflict, the electronic copy of the proposal shall prevail.

e) **Acceptance of Proposals**

Proposals must be submitted via Biddingo.com on or before the Submission Deadline. Proposals submitted after the Submission Deadline will be rejected.

1.7 How Will Proposals Be Evaluated?

The evaluation process for this RFP is set out in Appendix B – “Evaluation and Negotiation Process”.

1.8 Amending and Withdrawing Proposals

A proposal may not be amended after the submission deadline by a respondent except as expressly set out in the terms of the RFP; however, at any time throughout the RFP process, a respondent may withdraw a submitted proposal if the respondent no longer wishes to participate in the RFP process. To affect a withdrawal, a notice of withdrawal must be sent to the LCBO Contact and must be signed by an authorized representative of the respondent. The LCBO is under no obligation to return withdrawn proposals.

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PART 2 – GENERAL TERMS AND CONDITIONS OF THE RFP PROCESS

2.1. Nature of Procurement Process

a) No Contract A and No Claims

The procurement process is not intended to create and shall not create a formal legally binding bidding process and shall instead be governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation: (i) the RFP shall not give rise to any Contract A-based tendering law duties or any other legal obligations arising out of any process contract or collateral contract; and (ii) neither the respondent nor the LCBO shall have the right to make any claims (in contract, tort, or otherwise) against the other with respect to the award of a contract, this RFP process, failure to award a contract or failure to honour a response to the RFP. For further clarity, LCBO shall not be liable to any respondent or potential respondent for any cost or damage incurred as a result of participating or choosing not to participate in this RFP process, including, but not limited to, lost profits.

b) No Contract until Execution of Written Agreement

The RFP process is intended to identify prospective vendors for the purposes of negotiating potential agreements. No legal relationship or obligation regarding the procurement of any good or service shall be created between the respondent and the LCBO by the RFP process until the successful negotiation and execution of a written agreement for the acquisition of such goods and/or services.

c) Pricing Information

While the pricing information provided in responses will be non-binding prior to the execution of a written agreement, such information will be assessed during the evaluation of the responses and the ranking of the respondents. Any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact any such evaluation, ranking or contract award.

2.2. LCBO's Information in RFP Only an Estimate

The LCBO and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in the RFP or issued by way of addenda. Any quantities shown or data contained in the RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to respondents the general size of the work. It is the respondent's responsibility to avail itself of all the necessary information to prepare a proposal in response to the RFP.

2.3. No Guarantee of Volume of Work or Exclusivity of Contract

The LCBO makes no guarantee of the value or volume of work to be assigned to the successful respondent. The agreement to be negotiated with the selected respondent will not be an exclusive contract. The LCBO may contract with others for the same or similar requirements to those described in the RFP or may obtain the requirements internally.

2.4. Respondents Shall Bear Their Own Costs

The respondent shall bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for interviews or demonstrations. The LCBO will not be liable for any expenses, costs, losses or any direct or indirect damages incurred or suffered by a respondent as a result of participating in or otherwise in connection with, the RFP.

2.5. All New Information to Respondents by Way of Addenda

The RFP may be amended only by an addendum in accordance with this section. If the LCBO, for any reason, determines that it is necessary to provide additional information relating to the RFP, such information will be communicated by addenda. Each addendum forms an integral part of the RFP.

Such addenda may contain important information, including significant changes to the RFP. Respondents are responsible for obtaining all addenda issued by the LCBO. In the Submission Form (Attachment #1), respondents should confirm their receipt of all addenda by setting out the number of each addendum in the space provided.

2.6. Addenda and Extension of Submission Deadline

If any addendum is issued, the LCBO may at its discretion extend the Submission Deadline for a reasonable amount of time.

2.7. Verify, Clarify and Supplement

When evaluating responses, the LCBO may request further information from the respondent in order to verify, clarify or supplement the information provided in the respondent's proposal. The LCBO may revisit and re-evaluate the respondent's response or ranking on the basis of any such information.

2.8. No Incorporation by Reference

The entire content of the respondent's proposal should be submitted in a fixed form. The content of websites or other external documents referred to in the respondent's proposal will not be considered to form part of its proposal.

2.9. Proposal to Be Retained by the LCBO

The LCBO is not required to return the proposal, or any accompanying documentation submitted by a respondent.

2.10. Debriefing

Unsuccessful respondents may request a debriefing after receipt of a notification of the award of the contract by sending a written request to the LCBO Contact within thirty (30) days of notification of award. The intent of the debriefing is to provide feedback regarding the respondent's own proposal. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process, nor to discuss in detail proposals submitted by other respondents.

2.11. Prohibited Communications and Confidential Information

a) Prohibited Respondent Communications

The respondent shall not engage in any Conflict of Interest communications and should take note of the Conflict of Interest declaration set out in the Submission Form (Attachment #1). For the purposes of this RFP, "Conflict of Interest" shall have the meaning ascribed to it in the Submission Form (Attachment #1).

b) Respondent Not to Communicate with Media

A respondent shall not at any time directly or indirectly communicate with the media in relation to the RFP or any contract awarded pursuant to the RFP without first obtaining the written permission of the LCBO Contact.

c) Confidential Information of LCBO

All information provided by or obtained from the LCBO in any form in connection with the RFP either before or after the issuance of the RFP:

- i. is the sole property of the LCBO and must be treated as confidential;
- ii. must not be used for any purpose other than replying to the RFP and the performance of any subsequent contract;
- iii. must not be disclosed without prior written authorization from the LCBO; and
- iv. shall be returned by the respondent to the LCBO immediately upon the request of the LCBO.

d) Confidential Information of Respondent

A respondent should identify any information in its proposal or any accompanying documentation supplied in confidence for which the respondent would expect confidentiality to be maintained by the LCBO. The confidentiality of such information will be maintained by the LCBO, except (i) as otherwise required by law (including, without limitation the public access provisions of the *Freedom of Information and Protection of Privacy Act*, as amended from time to time) or by order of a court or tribunal; or (ii) where LCBO exercises its right to disclose information as set out below in Subsection 2.11(e) – “Province of Ontario’s Open Data Directive”. Respondents are advised that their proposals will, as necessary, be disclosed on a confidential basis, to the LCBO’s advisers retained for the purpose of evaluating or participating in the evaluation of their proposals. If a respondent has any questions about the collection and use of confidential information or personal information pursuant to the RFP, questions should be submitted to the LCBO Contact.

e) Province of Ontario’s Open Data Directive

In accordance with the Province of Ontario's Open Data Directive and as part of Ontario's commitment to open data, the LCBO may:

- i. publish the name of the successful respondent and the total value of the contract awarded under this RFP; and
- ii. publish original data created or collected as an output of the contract.

2.12. Inappropriate Conduct and Conflict of Interest

The LCBO may prohibit a respondent from participating in a procurement process based on past performance or based on inappropriate conduct in a prior LCBO procurement process. Inappropriate conduct includes but is not limited to the following: (i) the submission of a response to an LCBO procurement process containing misrepresentations or any other inaccurate, misleading or incomplete information; (ii) the refusal of the respondent to honour its pricing or other commitments made in its response to an LCBO procurement process; and (iii) any other conduct, situation or circumstance, as solely determined by the LCBO, that constitutes inappropriate conduct.

The LCBO may also (i) disqualify a respondent for any conduct, situation or circumstance that constitutes a Conflict of Interest in respect of this RFP process, as solely determined by the LCBO; or (ii) in its sole discretion, waive a potential or actual Conflict of Interest, which waiver may be upon such terms and conditions as the LCBO, in its discretion, may require to satisfy itself that the Conflict of Interest has been appropriately managed, mitigated and minimized.

2.13. Disqualification for Misrepresentation

The LCBO may disqualify the respondent or immediately terminate contract negotiations with a respondent if the respondent’s response contains misrepresentations or any other inaccurate, misleading or incomplete information.

2.14. References and Past Performance

The LCBO's evaluation may include information provided by the respondent's references, if applicable, and may also consider the respondent's past performance on previous contracts with the LCBO or other institutions.

2.15. Cancellation

The LCBO may cancel or amend the RFP process without liability at any time.

2.16. Multiple Proposals

A respondent may not submit more than one (1) proposal.

2.17. Litigation

The LCBO may, in its absolute discretion, reject a proposal if the respondent, or any officer or director of the respondent, is or has been involved within five (5) years of the issue date of the RFP, either directly or indirectly through another corporation, (i) in a legal action taken by the LCBO, any of its Board members, officers or employees in connection with any matters related to the LCBO, or (ii) in a legal action against the LCBO, any of its board members, officers or employees, in connection with any matter related to the LCBO, including without limitation, arising from the LCBO's exercise of its powers, duties or functions.

2.18. Governing Law

These terms and conditions are (i) included for greater certainty and are intended to be interpreted broadly and separately (with no particular provision intended to limit the scope of any other provision); (ii) non-exhaustive (and shall not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations); and (iii) to be governed by and construed in accordance with the laws of the province of Ontario and the federal laws of Canada applicable therein.

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APPENDIX A – RFP REQUIREMENTS

1.0 Background Information

LCBO has an on-going daily requirement for digital printing services. As a result of the LCBO's corporate head office relocation, the LCBO's existing on-demand print facility is being phased out. The purpose of this RFP is to identify and select a respondent to provide digital imaging and print services through a web-to-print interface or "print on demand" services (including on-line ordering through a web portal) in order to provide the LCBO with the required individual digital print services as outlined in Appendix A – RFP Requirements.

1.1 Current Environment

Table 1 – Printing Volumes below illustrates LCBO's recent and anticipated consumption volume of digital printing. For more detailed information, please refer to Attachment #3 – SAMPLE JOB SPECIFICATIONS OF TYPICAL PROJECTS for an outline sample of twenty-two (22) historical typical digital projects that have been produced over the last year within LCBO's own print facility. However, respondents should note that the LCBO makes no guarantee of volumes.

Table 1 – Printing Volumes

Digital Printing Type	LCBO Consumption (Last Year)	Estimated Consumption (Upcoming Year)
11x17 Colour Impressions	4,800,000	4,560,000
11x17 Black & White Impressions	1,000,000	500,000
Square feet of Ridge UV Printed Material and Flexible Material	40,000	40,000

2.0 Scope of Services – Business Requirements

The LCBO is looking for a vendor to provide an enterprise web-to-print digital imaging solution through an on-line interface for its current and future digital printing needs. This solution will include an online ordering web portal system that allows users to order, estimate, upload files, track, ship, report on and provide payment for their digital printing requirements.

Digital print imaging services offered must include (but are not limited to) the following services:

- a) Cut sheet full colour and black and white printing;
- b) Binding options of:
 - i. cutting,
 - ii. plastic banding,
 - iii. drilling,
 - iv. perfect binding,
 - v. wire-o,
 - vi. cerlox,
 - vii. folding,
 - viii. creasing,
 - ix. die cutting;
- c) Large format output on both ridge substrates and flexible substrates either UV or Latex based solutions, and

- d) The ability to kit, pack and die cut large format printing.

The proposed solution must have controls in place for monitoring, not just from a quality output standpoint, but the overall quality commitment to manufacturing and service to LCBO. The successful respondent must be Forest Stewardship Certified (FSC) certified and in addition, be able to provide the LCBO with detailed reports on both paper and resources consumed. In addition, the successful respondent is required to provide a solution that can generate summary reporting on project costing and estimation for review by management and for contract management purposes.

2.1 Web-to-Print Digital Imaging Solution

The proposed solution will be used by people with varying levels and knowledge of printing. The range of knowledge varies from very limited knowledge, to print experts that manage print projects for business areas such as LCBO's Marketing Department, Corporate Communications and Retail Training areas. The graphical interface should be easy to navigate and offer a clean user-friendly dashboard to make finding, registering and completing ordering tasks easy for our employees.

The successful respondent is to provide a mechanism for LCBO to engage its team for help at any time while using the web-to-print tool. "Help methods" may include:

- a) a "help me" button;
- b) online chat tools; or
- c) a phone number where a dedicated customer service representative would be available to answer any questions and assist where required.

LCBO will not pay to use or for the setup of the web-to-print digital imaging solution. The solution is to be provided as part of the respondents' core solution offering. LCBO expects minimal development charges associated with the building of templates for business cards and other stationary like items.

2.2 Online Ordering (Web Portal)

The successful respondent must have an internet-accessible electronic ordering system or web portal that includes, but not limited to, quotations, order placement, job tracking/status, soft/hard proofing, change order requests, review of historical orders, shipping, tracking of shipments and payment processing. Proposed solution should not allow the submission of Customer or employee information.

2.2.1 On-Line Ordering Requirements

Respondents should have the capability to provide electronic procurement services as stated below and the current ability to offer electronic purchase order processing and enhanced on-line administrative functions.

2.2.2 On-Line Web Portal

The following is a high-level description of LCBO's functional requirements for the web portal:

- 1) Provision of the web portal, for the purpose of ordering digital imaging print services once authenticated via a username/password;
- 2) Web portal must be available 24/7;
- 3) Ability to place orders on-line through the provided web portal;
- 4) Ability to administer (create/assign/delete) user accounts, including ability for two-stage approval process of purchases by the LCBO, (i.e. creator and approver levels);
- 5) Ability to review all orders and status of all orders;
- 6) Ability to place custom messaging on the landing page (e.g. 4 days left to the next mail bag or P 2 starts in 10 days, etc.)
- 7) Ability to generate ad hoc usage reports by user/division (as per Section 2.11);
- 8) Ability to generate invoicing reports on demand and as required;
- 9) Ability to provide viewing access to all staff;
- 10) Ability to restrict ordering capabilities to designated users;
- 11) Ability to configure the following tiers of user access:
 - a) User – ability to order material;
 - b) Department Administrator – ability to order and pull reporting to specific Departments;
 - c) Super user, access to all Departments and reports; and
 - d) Admin access – allow the ability to set up and suspend all levels of access;
- 12) Ability to generate a change order request for a job in progress;
- 13) Ability to generate a soft proof and mark up proof with changes;
- 14) Ability to ship to multiple locations and track individual shipments;
- 15) Customized on-line catalogue with customer specific pricing to automatically provide the discount offered at the time of order placement (i.e. On-line pricing should indicate the Respondent's retail price, the LCBO's applicable discount, and the actual cost to the LCBO for each item);
- 16) E-mail notification of orders;
- 17) Ability to schedule delivery of orders (i.e. indicate delivery location, date and time required);
- 18) Establish accounts by location and cost center;
- 19) Rush services for next day delivery if required;
- 20) State the time deadline for next day delivery when placing an order;
- 21) Ordering is also required through the following methods:
 - a) Internet
 - b) Telephone
 - c) Email
- 22) The LCBO must be advised of any substituted print services at the time of order placement. The substituted product offered, shall be of the same quality as the original product offered and shall be provided at the same price or less than the original product offered
- 23) Orders may be placed for small quantities and/or low dollar values. No minimum order value will be accepted.

Respondents should be prepared to demonstrate the capabilities of their proposed online ordering solution.

2.2.3 Web Portal Training Requirements

The successful respondent is required to provide in-house training to all LCBO staff users and maintain training on a quarterly basis for new staff and new users upon request, at no additional cost to the LCBO.

2.3 Accessibility for Ontarians with Disabilities Act (“AODA”)

The web portal must meet current AODA legislative compliance based on the web accessibility guidelines (WCAG 2.0 AA) and should be flexible enough to meet any change in requirements that arise from AODA legislation.

2.4 Project Estimation

The proposed solution is required to have an estimation tool, which allows LCBO to run different project scenarios and receive real time project estimates for varying options and save or store them for review and conversion to a live project. For larger projects or projects that are more complex, a mechanism should be provided to allow for a discussion with an account representative and then an estimate can be generated by the successful respondent which ties into the online solution for review. A simple “order now” button or similar mechanism would provide the functionality to convert the estimate into an actual order without having to resubmit specifications.

The solution must also be able to house historical tenders and project data for a period of three (3) years. This historical information will be used as reference and/or re-orders.

The LCBO requires that the estimation tool reflects certain fees that are outlined in Attachment #2 – Pricing form. LCBO has an expectation that these fees would not fluctuate from project to project. LCBO will only provide payment for the solution generated estimate amount(s) for any project. The only exception to this estimate amount is in the event there is an official and agreed upon change order request made during the project life cycle. Any amendments/changes need to be agreed upon in writing by the LCBO.

The web-to-print solution is required to be pre-populated with agreed upon substrates that meet the LCBO’s operational and environmental requirements. Examples of ‘house stocks’ include, but are not limited to the following;

- a) 10 Pt C2S (up to 30%PC waste);
- b) Coated text paper (up to 30%PC waste);
- c) Uncoated text paper (up to 50%PC waste);
- d) 20lb bond paper (100% Recycled);
- e) Rigid foam board (like Insite); and
- f) 40 point signboard

2.5 Business Cards and Static LCBO Stationary Items

LCBO has two (2) major categories (brands) that require different Business card types

- 1) LCBO - Corporate; and
- 2) Vintages.

There are three (3) to four (4) versions of corporate business cards for LCBO and two (2) for Vintages. The web-to-print solution should have the ability to generate templated business cards based on the pre-defined templates, for the above-mentioned categories. The solution’s native order entry system must be able to handle accents for the French language and to handle accents used in people’s names.

LCBO prints approximately 400-600 unique named business cards per year in quantities ranging from as small as 50 cards to 500 cards; however, these numbers may be reduced over the term of the contract as the LCBO reviews its business card program.

LCBO also requires the ability to supply static files for the following types of envelopes:

- a) #10 Open Side (OS) envelopes;
- b) 9" x 12" OS envelopes;
- c) 10" x 13" OS envelopes; and
- d) #10 OS private and confidential envelopes for various locations around the organization
- e) #9 Artline cheque envelopes with window

2.6 Customer Service Requirements

At a minimum, the successful respondent is required to provide the web portal and ordering support services for the ordering of Print services between the hours of 7:30 a.m. and 6:00 p.m., Monday to Friday. At a minimum, the vendor staffed order desk will provide support services for the ordering of print services between the hours of 8:00 a.m. and 4:30 p.m., Monday to Friday.

The order desk will provide the LCBO representative with an order reference number for product tracking purposes. This reference number is to appear on all paperwork (i.e. online orders, packing slip, related Invoice, etc.).

2.7 Order Entry

The successful respondent is required to have an intuitive, easy to use order entry solution for the ordering of printed material that is similar to the type of projects outlined in Attachment #3. The use of clear drop-down menus, the ability to convert a project estimate to a project including graphical representation of options (i.e. wire-O binding vs perfect bound) and what they look like. In addition, the order entry solution should provide the ability to convert an estimate into an order utilizing minimal keystrokes without having to resubmit the specifications again.

The successful respondent is required to have the ability to track work, and invoice completed work to cost centers or departments. LCBO will supply a list of these cost centers to the successful respondent. Individual users should not be able to see print jobs from other costs centres and only see those print jobs that they have ordered in part for privacy issues and in part to minimize confusion from both parties. LCBO will assign three (3) to four (4) super users that have the ability to see all submitted print projects for administration purposes and for some large client groups. LCBO will supply these individual roles to the successful respondent.

LCBO requires that the solution has an embedded workflow and approval process for all projects and one-time printing jobs. It should also provide the option to route specific printing jobs into an approval queue to one person for approval prior to releasing the print job(s) for printing. This workflow should also allow for a delegate to be assigned for the approver. For example, business cards would be routed into an approval queue to one person for approval prior to printing to ensure that the cards are accurate from the standpoint of employee coordinates and titles.

2.8 File Submission

The successful respondent is required to have a solution that will accept a wide range of files and file sizes to a maximum of 300Mb from various business applications such as:

- a) Microsoft publisher;
- b) Power Point;
- c) Keynote;
- d) Visio; and
- e) Adobe Creative Suite files as well as PDF's.

Regardless of native format uploaded, files should be received generated and converted back to a PDF as a 'soft proof' for approval as part of the work stream where they can be marked up with any changes during the file submission/intake process. There should also be an option to generate a hard proof, or 'one off' physical sample that can be printed for approval at the LCBO's discretion.

2.9 Order Tracking

The web-to-print solution should generate alerts to the customer informing them that their projects have reached certain milestones in the manufacturing process. Examples of this would be but are not limited to the following:

- a) Review and acceptance of project;
- b) Prepress;
- c) Printing/imaging;
- d) Bindery;
- e) Kitting; and
- f) Shipping and distribution.

Any proposed solution must integrate with the current LCBO's vendor of record for overnight courier which is currently Purolator. The LCBO requires that an email be generated to the internal customer and the recipient of the shipment when the final product is shipped providing its waybill and/or tracking number and when the product is delivered and/or signed for.

2.10 Kitting, Shipping and Distribution

LCBO maintains over 680 retail stores and partners with 300+ LCBO Convenience Outlets (previously known as agency stores) across the province of Ontario. In addition, LCBO operates 24 district offices, five (5) regional offices, four (4) regional warehouses, four (4) retail service centres, and currently maintains corporate offices at 1 Yonge St., 43 Freeland St. and 55 Lake Shore Blvd. East in Toronto. The LCBO's head office facility will be consolidated and relocated in 2021 to an address on Queen's Quay that is next to the existing head office building at 55 Lake Shore Blvd. East.

Material printed for the LCBO in most cases will ship to these above-noted locations and, with the exception of the corporate offices, overnight courier should be used as a default shipping method to these locations. The solution should generate an alert (both visually within the interface and an email) to the customer that their order has been shipped with a hyperlink to track the shipment via the carrier. Further, LCBO customers may have the requirement to ship out of various non-LCBO or pre-populated locations as well.

For example, LCBO has four (4) basic classifications of our retail stores (A, B, C, D). LCBO also classifies these same stores by region and district, language offering, number of cash registers, number of shopping carts, and various other metrics. Distribution can be done based on these various metrics or kitting can be done based on these metrics and then shipped to a central location for further distribution (e.g. Durham Retail Service Centre). As such, the successful respondent must be able to have the capacity to kit and pack material going to all locations, some locations, or only one (1) location for any given project.

The LCBO will work with the successful respondent to create detailed shipping lists that are required for our regular distributions.

2.11 Detailed Usage Reports

2.11.1 Reporting

The successful respondent shall provide to the LCBO on a quarterly basis, electronic detailed usage reports in a machine-readable MS-Excel (2003/2007) format for management to review.

LCBO will meet with the successful respondent on a quarterly basis to review these reports and to discuss any challenges or project(s) identified as critical that are on the horizon. Within LCBO's fiscal year, LCBO quarters fall as follows:

- April 1st to June 30th
- July 1st to Sept 30th
- October 1st to Dec 31st
- January 1st to March 31st.

A monthly statement of activity is required to be provided to the LCBO broken down by cost enter no later than six (6) working days after the end of the month.

- 1) The detailed usage report will include, at a minimum, the following information:
 - a) total category spend by type;
 - b) Item descriptions including product brand name;
 - c) The successful respondent's part/stock number as indicated in their catalogue;
 - d) Overall activity in impressions;
 - e) Project-by-project;
 - f) Square footage;
 - g) Substrates;
 - h) FSC paper consumed;
 - i) Dollars spent on SLA violations;
 - j) By department/cost center quantities;
 - k) Unit pricing;
 - l) Discount rate applied (if applicable);
 - m) Delivery location;
 - n) Sales to date totals by category and grand total for all LCBO purchases; and
 - o) Contract release order number
- 2) The successful respondent will be required to submit the detailed usage report to an LCBO designate on a quarterly and annual basis no later than fifteen (15) calendar days from the end of a quarter and upon the annual anniversary date of the Agreement term.
- 3) There shall be no cost to the LCBO for any such report.
- 4) The LCBO may further request detailed usage report(s) at any time during the agreement term to verify releases. The successful respondent will provide the information within five (5) business days of request at no additional charge to LCBO.
- 5) Reports are required to display in a printable format that is easy to read and share. The web portal should allow export of report data to the following formats, Excel spreadsheets, CSV, TXT, PDF and Word Documents.

2.12 Core Services

The successful respondent should be able to provide the following core services:

- a) Customer service and support;
- b) Prepress;
- c) Digital cut sheet printing;
- d) Digital large-format printing;
- e) Post press or post imaging functions;
- f) Traditional bindery services;
- g) Large-format cutting/die cutting;
- h) Kitting, shipping and distribution;
- i) Comprehensive billing; and
- j) Management reports

2.12.1 Digital Cut Sheet Printing

The successful respondent must have the capacity to print in excess the equivalent of 4,000,000 - 11 x 17 impressions a year and in addition, be able to process between 1,000 and 1,500 projects a year. The successful respondent should have the ability to print a range of materials up to 16 point coated two-sided stock, down to 20-pound office bond paper, as well as provide the following:

- a. Closed-loop colour control mechanisms;
- b. Documented process of quality control;
- c. Ability to impose, for saddle stitched books, perfect bound books, step and repeat;
- d. Ability to slip sheet in sets;
- e. Sequential numbering and simple data merges;
- f. Ability to print on synthetic stocks; and
- g. Ability to print tabs

2.12.2 Pre-Press/Review of Inbound Files

The successful respondent will be required to review all inbound projects from a supplied file and supplied information for completeness and have a tool that can quickly resolve any issues with the LCBO clients. This should be done within the first four (4) hours of receiving a file. Reviews should include but are not limited to the following:

- a) Completeness of specifications/instructions;
- b) Review of supplied files for font issues;
- c) Image quality issues;
- d) Pantone colour matches;
- e) Colour space conversion RGB/ Cie/ LAB to CMKY;
- f) Stock;
- g) Printing requirements;
- h) Finishing requirements;
- i) Kitting; and
- j) Shipping and distribution

Where at all possible, the successful respondent must guide the LCBO to use FSC certified stocks for cut sheet printing, and if at all possible, use substrates for large format that are FSC certified or have the ability to be recycled or have the least impact on the environment. LCBO recognizes that this is not always possible with large format substrates.

The successful respondent should have the ability to supply soft proofs, or hard proofs for all projects that are uploaded through the portal regardless of file format; should be able to supply a physical proof when the client requests one or if they feel it is necessary due to the

size and scope of the project; and should also have a documented process of quality control for pre-press/review of inbound files that LCBO is able to review.

2.12.3 Large Format Printing

The successful respondent should have the ability to print the following:

- a) On large substrates up to 48" x 96". Typical substrates are 1/8" foam board; 45pt white coated two (2) sided sign board, styrene, window decal film, window perf film, floor graphics and adhesive back wall substrates. The majority of LCBO large format printing is on foam board and sign board
- b) Ability to print on flexible material up to 80" in width
- c) Access to large format equipment that prints either using UV inking systems, LED inking Systems, or Latex inking systems. All of which will require low VOC's. **Solvent based ink solutions will not be accepted by the LCBO.**
- d) Have the ability to print white to facilitate applications like window decals
- e) Inkjet equipment should have the ability to print a variable size dot pattern that the small dot is less than or equal to five (5) picolitres droplet. LCBO expectation of Quality for Large format printing is photo quality.
- f) Ability to print technical drawings blueprints on 20lb-36" bond paper, this can be done on an aqueous based ink plotter
- g) Ability to cut both square cuts and intricate shapes from material up to 1/2" foam boards, magnetic stocks, flexible material. As well as kiss cut and cut window lettering as well.
- h) Ability to kit and pack these materials in a way that will not be damaged during delivery via overnight carrier across the province of Ontario via ground service

The successful respondent should also have a documented process of quality control specific to large format printing that LCBO is able to review.

2.12.4 Bindery

LCBO requires that the successful respondent be able to perform the following bindery functions in house or on-site. Bindery functions should have a documented process of quality control that LCBO is able to review. Cutting, cerlox binding, wire-o binding, saddle stitching, banding plastic and bundling, folding, drilling, creasing (must use a matrix type creasing system) wheeled creasing is not permitted, collation and kitting and hand assembly and digital die cutting.

The successful respondent must have the ability to plastic band (not rubber band) bundles of items like shelf talkers, price cards, perpendicular cards, and bin tickets in a manner that they will not fall apart or get out of order during transit via overnight carrier. (For reference only <https://www.buschgraph.de/en.banding.zfb.php>)

The successful respondent may outsource certain bindery functions like large runs of perfect bound books, small sheet die cutting or other one off or other binder functions not listed above. Successful respondent who outsources bindery functions will be held accountable for the quality and delivery of projects and will "count" against the SLA. Successful respondent will hold the relationship with the bindery vendor, not the LCBO.

2.12.5 Kitting, Distribution & Shipping

LCBO requires that the successful respondent be able to produce up to 1,000 kits for any given project. Kits must always be packed in a way that will ensure that they will arrive safely to the shipping locations undamaged via overnight ground services (i.e. Purolator).

Kits must be assembled out of recyclable corrugate material with none or very limited plastics. Kits must be labeled clearly displaying the contents, description and LCBO supplied code if required. Labels must be a minimum of 4" x 3" and a max of 8.5" x 11" and must appear on two (2) opposing sides of a box or on box faces of a sleeve or flat kit. Material that is shipped into the head office compound in most cases will flow through the mail room. Large shipments to the mail room must be shipped on skids, with a copy of the packing slip and contents forwarded to the mail room via DMS@lcbo.com prior to them arriving. This process may change after LCBO's head office relocation and LCBO will work with the successful respondent with respect to any changes in requirements for shipping and receiving.

Mail room receiving hours are 8:30 a.m. to 3:45 p.m. Monday to Friday. The LCBO's existing receiving area at 53 Freeland does not have dock access; all skids are lifted out by forklift in the marshaling yard by LCBO's employees. The successful respondent must ensure that any truck delivery has the ability to move a skid to either a lift gate or to the edge of the truck so that it can be removed by fork truck. If the skid can't be moved by the driver without the use of LCBO equipment to the edge of the truck, the shipment will have to be "hand bombed" off the truck by the driver or the shipment will be refused.

Any skids must be in good condition and have the ability to withstand the weight that is packed on them; broken skids or shifted shipments that are deemed unsafe (wholly at the LCBO's discretion) will be refused and returned to the vendor at their cost. Small shipments to the LCBO must be consolidated and shipped to the LCBO prior to noon hour so that they can be processed and delivered throughout the LCBO in the afternoon mail delivery.

Large distributions/kitting may require a more manual approach and may require a manual quote process. As such, the solution should allow for a provision for the vendor to provide a manual quote for large or multi component projects. This requirement has been highlighted in Section 2.4

2.12.6 Service Level Agreement (SLA) Targets/KPIs

LCBO expects that a contact management plan will be further developed and refined during the contract negotiation process and may continue to be modified throughout the term of the agreement to reflect changing circumstances. The solution is required to meet or exceed required service level targets for standard customer service and vendor performance. These service level targets ("SLTs") and key performance indicators ("KPIs") will be established with the vendor during negotiations. Performance mechanisms may include but are not limited to: direct monitoring by the LCBO, regular reporting by the successful respondent, monitoring by end users, independent monitoring, system availability, time taken for problem resolution, response time, time required for custom queries and time required for custom reports or some combination of thereof.

LCBO requires 'Priority Status' with the successful respondent for the services outlined in the RFP. As such the LCBO expects the successful respondent to be able to provide same day service for items that are less than 1,000 impressions or for one off items like a presentation check, flip charts for a meeting, etc.

LCBO requires that there is a dedicated Customer Service Representative (CSR) on our business and that their contact information is clearly displayed on the web site.

LCBO expects that the CSR may call and “negotiate” a delivery date or part delivery based on the customer’s needs. Once that date is accepted then violation of the delivery would be a breach of the SLA.

The provision of print services SLA component is broken out into two (2) areas.

- 1.) Failure to deliver – Failure to deliver items on time will result in graduated financial penalty method. Penalties will be reviewed and agreed upon during negotiation.
- 2.) Quality issues – LCBO, acting reasonably, reserves the right to ask for a priority reprint solely at their discretion and at the vendors expense for image quality issues, missing images or text, including failure to execute agreed upon instructions or any finished product issues.

2.12.7 Billing

LCBO requires that all projects are billed exactly to the solution generated estimate unless there is an agreed change order to the project. LCBO requires that all goods and services ordered will be billed directly to an ordering department cost centre. Currently this is affected through a corporate purchasing or “P-card”. The solution must be able to take payment through credit card and must be PCI-certified.

2.13 IT Solution Requirements

The successful respondent is required to provide a web-to-print digital imaging solution to the LCBO that meets the following IT requirements. The web-to-print digital imaging solution will allow for users to log on to a dedicated LCBO interface that will allow various end users to get estimates and pricing in real time, enter an order, order business cards, order other stationary items, track the status of their project, check on delivery, pay for their projects via credit card, and see their order history for the last 24 months.

At a future point during the term of the agreement, LCBO may require integration with its active directory; however, this is not required for the initial configuration of the successful respondent’s solution. If LCBO wishes to integrate with its active directory it will work with the successful respondent with respect to any additional IT architecture or security requirements.

The solution must allow the transferring of large files directly through the solution. These files must be encrypted during transit, and at rest. Data is encrypted using current industry standard secure transport protocols. Data is encrypted using current industry standard secure encryption algorithms. The successful respondent should demonstrate the geographical location of all LCBO data processed by the system including all live data, archived data and backups, which must be in Canada. If the successful respondent’s solution uses a public cloud then further security measures may be required. The successful respondent should be able to provide a SOC 2 Type 2 report available to LCBO to review in terms of security controls.

APPENDIX B – EVALUATION AND NEGOTIATION PROCESS

1.0 Overview of Proposal Evaluation

All proposals will be evaluated through a comprehensive review and analysis by an evaluation committee. The goal of the evaluation committee will be to select one proposal which, in the opinion of the committee, meet the LCBO's requirements under this RFP and provides the best overall value to the LCBO. The selected proposal will not necessarily represent the lowest fees or cost: pricing is only one of the components that will be used to determine the best overall value for the LCBO.

The following is an overview of the categories and weighting for the evaluation of proposals.

Criteria Category	Weighting (Points)	Threshold Score
Stage I – Mandatory Submission Requirements	Pass or Fail	N/A
Stage II – Technical Criteria		
Company overview	5 points	N/A
Outline of features of proposed solution	15 points	10
Overview of key personnel	5 points	N/A
Any IT requirements (TBD)	7 Points	N/A
References	3 Points	N/A
Stage III – Pricing		
Pricing Category A – Impression Charges	10 points	N/A
Pricing Category B – Cost per Square Foot	5 points	N/A
Pricing Category C – Sample Project Costs	10 points	N/A
Pricing Category D – Business Card Costs	5 points	N/A
Total pricing points	30 points	N/A
Stage IV – On-site Tour and Demonstration (short listed respondents)	35 points	N/A
Total	100 points	N/A

2.1 Mandatory Submission Requirements and Process

2.1.1 Rectification

- a) Stage I will consist of a review to determine which proposals comply with all of the mandatory submission requirements set out below. Subject to subsection (b) below, proposals failing to satisfy the mandatory submission requirements as of the Submission Deadline may be provided an opportunity to rectify any deficiencies. The LCBO is under no obligation to notify a respondent of any deficiencies.
- b) For the purposes of the Rate Bid Form (Attachment #2), the review under this Stage I will consist of a review for any Material Deviations, as defined below. "Material Deviations" shall mean the respondent's completion or failure to complete the Rate Bid Form in a manner that impedes, in any material way, the ability of the LCBO to evaluate the proposal. If a proposal contains a Rate Bid Form that contains a Material Deviation, such proposal will be disqualified without further rectification. Rate Bid Forms that require rectification for issues that do not constitute Material Deviations may be subject to the rectification process. Determination of what constitutes a Material Deviation shall be in LCBO's sole and absolute discretion.
- c) The Rectification Period will begin to run on the date that the LCBO issues its rectification notice to the respondent and expires at 4:00 p.m. on the last day of the Rectification Period. A rectification notice sent to the respondent by electronic mail or facsimile is deemed to be issued on the day that it is sent. If the rectification notice is sent after the end of a Business Day or on a day that is not a Business Day, then the rectification notice is deemed to be issued on the next following Business Day. Proposals satisfying the mandatory submission requirements during the Rectification Period will proceed to Stage II. Proposals failing to satisfy the mandatory submission requirements will be excluded from further consideration.

2.1.2 Mandatory Submission Requirements

A proposal must include the following:

- a) Submission Form (Attachment #1)
A Submission Form (Attachment #1) completed and signed by an authorized representative of the respondent with the authority to bind the respondent.
- b) Rate Bid Form (Attachment #2) and Project Costing for Projects in Attachment #3
 - i. A Rate Bid Form (Attachment #2) completed according to the instructions contained in the form. Other than inserting the information requested in the Rate Bid Form, a respondent may not make any changes to the Rate Bid Form. Any such changes could constitute a Material Deviation as set out above.
 - ii. Detailed Project Costing for the Sample Projects listed in Attachment #3

NOTE: Attachment #2 and Attachment #3 shall NOT be contained within the technical response. No pricing is to be contained within the technical submission. Attachment #2 and Attachment #3 should be provided within the electronic submission and contained within a separate named file folder for this purpose.

- c) Other Mandatory Submission Requirements
 - i. Proof of FSC Certification (current and in good standing);
 - ii. Proof of PCI compliance;
 - iii. Evidence of an existing, functioning web-to-print solution through provision of the URL.
 - iv. Demonstrated proof of a non-solvent based large format printer through provision of the following:
 - a. Make(s), model(s) and inking system for equipment; and
 - b. VOC report for ink OR Material Data Safety Sheets for inks.

- v. Supplied sample of project costing report for projects listed in Attachment #3

2.2 Stage II – Evaluation of Technical Criteria

Stage II will consist of a scoring by the LCBO of each proposal that passes Stage I on the basis of the technical criteria as set out below. Respondents should submit the information requested for each category of this technical evaluation as requested.

1) Company overview - 5 Points

- a) Provide an overview of your company and the relative experiences your organization has had that would help facilitate supporting the LCBO's business.
- b) Include how many years your organization has been in business
- c) Indicate the type of business entity you are
- d) Provide an overview of your core business fundamental philosophy

2) Outline of features of proposed solution - 15 Points

- a) Provide an overview of the online solution that specifically addresses the requirements listed in in appendix A 2.2 to 2.11 with specific focus on estimating, order entry, proofing, order tracking, shipping and reporting.
- b) Provide a documented quality control process as noted in Sections 2.12.2 – 4).
- c) Provide a description of your facilities which should include location, square footage, equipment, number of employees, years of service, level of expertise.

3) Overview of Key personnel - 5 Points

- a) Provide a biography of the key support people that will be assigned to the LCBO that outlines their areas of expertise as it relates to the LCBO requirements outlined in the RFP. This should include an executive sponsor, an account manager, customer service representation, billing manager and/or admin support, and any other relevant positions within your organization.

4) IT Solution Requirements - 7 Points

Evidence of ability to meet the IT requirements listed in Section 2.13.

2.3 References – 3 points

Respondents should provide a minimum of three (3) reference letters or a description of three (3) past projects or accounts that demonstrate their experience in similar projects, including the names and telephone numbers for contacts provided for in Attachment 4 – References solely for this purpose. The LCBO reserves the right to contact any or all references to verify the information provided in their response.

2.4 Stage III – Evaluation of Pricing

Stage III will consist of a scoring of the pricing submitted. The evaluation of price will be undertaken after the evaluation of mandatory requirements and any rated criteria has been completed. Pricing will be scored based on a relative pricing formula using the rates set out in the Rate Bid Form.

Pricing has been broken into five (5) distinct areas

- a) Pricing Category A – Impression Charges
- b) Pricing Category B – Cost per Square Foot
- c) Pricing Category C – Sample Project Costs

- d) Pricing Category D – Business Card Costs
- e) Pricing Category E – Time and Materials Costs

Each respondent will receive a percentage of the total possible points allocated to price for the particular category by dividing that respondent's price for that category by an LCBO benchmark for each category or line item in each category. For example, if a respondent bids \$ 0.25 for a colour impression in Pricing Category A – Impression Charge and the LCBO's benchmark is \$0.15, then that response receives $\$0.15 / \$0.25 = 60\%$ that respondent receives 60% of the possible points for that category . A respondent who bids a rate equal to or lower than the LCBO, will receive a maximum of 100% or full points for that line item. And so on, for each category and weighting

2.5 Stage IV - On-site tour and Demonstration of Online Ordering Solution

Following completion of Stages II and III, scores will be added together to determine the scoring of all qualified respondents in the evaluation process to determine the top two (2) scoring respondents. The top two (2) scoring respondents will be invited to participate in Stage IV, which will consist of an on-site tour of their facilities and a demonstration/presentation of the proposed live online ordering solution. LCBO anticipates that the on-site tour and demonstration will be conducted at the respondent's facility and will take up to one (1) full business day to complete.

Tour of the facilities will allow LCBO to observe and review but not be limited to the following areas of interest:

- 1) Evaluate the core service capabilities outlined in section 2.12 in appendix A;
- 2) Evaluate the condition/state of the facility, equipment in general housekeeping of the facility;
- 3) Evaluate the capacity and/or size of the facility to support the additional workload of the respondent being awarded the business;
- 4) An overview quality control measures, process and documentation in place to ensure that work is done correctly the first time;
- 5) Evaluation around the relationships that the respondent has with its' vendors towards raw materials, equipment and maintenance of equipment; and
- 6) Evaluate the respondent's strategic plan around the replacement of equipment and direction the respondent has taken towards future imaging technologies.

LCBO also requires a full live demonstration of the proposed online ordering solution. LCBO expects that this demonstration will mirror the entire process from estimation to order entry to execution (including provision of a printed sample), shipping and billing. The LCBO will reimburse the respondent for these tests based on the estimated value of the print media during the demonstration. LCBO will provide at the time of the demonstration, two (2) or three (3) source files that LCBO expects to be used for demonstration purposes of the online ordering solution. These sample files will represent typical requests and will include a large format print job, and a cut sheet colour job. The LCBO's expectation is that the work will be produced by the respondent in a real-time environment. As part of the testing, LCBO will supply shipping information and the projects produced at the demonstration will be shipped back to the LCBO head office where they will be further evaluated from an image quality assessment including the packing and shipping standpoint. The LCBO does not have the expectation that the test files will be completed by the end of the tour/demonstration. LCBO does however expect the files to be produced on timelines requested in the order entry system component. During this live demonstration of the online ordering solution the LCBO will ask various questions regarding solution that arose from the technical evaluation from Stage II.

2.6 Cumulative Score

At the conclusion of Stage IV, all scores from Stage II, Stage III and Stage IV will be added, and the highest-ranking respondent will be selected for contract negotiations. In the event of a tie score, the selected respondent will be determined by way of a coin toss.

2.7 Negotiations and Notification

a) Selection of Top-Ranked Respondent

The top-ranked respondent will receive a written invitation to enter into direct contract negotiations with the LCBO.

b) Timeframe for Negotiations

The LCBO intends to conclude negotiations with the top-ranked respondent within thirty (30) calendar days commencing from the date the LCBO invites the top-ranked respondent to enter negotiations. A respondent invited to enter into direct contract negotiations should therefore be prepared to provide requested information in a timely fashion and to conduct its negotiations expeditiously.

c) Process Rules for Negotiations

Any negotiations will be subject to the process rules contained in this RFP and will not constitute a legally binding offer to enter into a contract on the part of the LCBO or the respondent. Negotiations may include requests by the LCBO for supplementary information from the respondent to verify, clarify or supplement the information provided in its proposal or to confirm the conclusions reached in the evaluation, and may include requests by the LCBO for improved pricing from the respondent.

d) Terms and Conditions

The terms and conditions found in Appendix C shall form the starting point for negotiations between the LCBO and the selected respondent.

e) Failure to Enter Into Agreement

Respondents should note that if the parties do not execute a contract within the time allocated for negotiation as set out above, the LCBO may, in its sole discretion (i) extend the time period for negotiating an agreement, (ii) invite the next-best-ranked respondent to enter into negotiations, or (iii) cancel the RFP process. In accordance with the process rules set out in this RFP, there will be no legally binding relationship created with any respondent prior to the execution of a written agreement. With a view to expediting contract formalization, at the midway point of the above-noted timeframe, the LCBO may elect to initiate concurrent negotiations with the next-best-ranked respondent. Once the above-noted timeframe lapses, the LCBO may discontinue further negotiations with the top-ranked respondent. This process shall continue until a contract is formalized, until there are no more respondents remaining that are eligible for negotiations or until the LCBO elects to cancel the RFP process.

f) Notification to Other Respondents

If applicable, respondents that do not meet a threshold or are not qualified to advance within the evaluation process will be informed. Once a contract is awarded, respondents will be notified in the same manner that the RFP was posted.

APPENDIX C – TERMS AND CONDITIONS

2.1 No Guarantee of Volume of Work or Exclusivity

The LCBO makes no representation or guarantee as to the value or volume of work to be assigned to the successful respondent. The contract that will be executed with the successful respondent will not be an exclusive contract for the supply of the services described in this RFP. The LCBO may contract with other successful respondents for the same or similar services as those described in this RFP.

2.2 Materials and Copyright

All designs, drawings, sketches, graphic representations, specifications, computer generated designs, papers, data, reports, plans and other materials and documents created by the successful respondent to carry out the services to be performed for the LCBO (the “**Materials**”) will be the property of the LCBO and the successful respondent shall not make any use of the same, except with prior written approval of the LCBO. All right, title and interest in the Materials prepared for the LCBO will vest in the LCBO and that the LCBO will have the right to copy such Materials and to use them for any purpose. The successful respondent shall deliver all Materials to the LCBO after completion of the projects or at termination of the contract unless otherwise specified.

2.3 Indemnity

The successful respondent shall be responsible for all damages occasioned wholly or in part by any act or omission of the successful respondent, its employees, agents or subcontractors. The successful respondent will be required to indemnify the LCBO, its officers, directors, members, agents and employees, and save them harmless from and against any and all claims, demands, actions, causes of action, lawsuits, proceedings, damages, losses, costs, liabilities and expenses (including legal fees on a solicitor and client basis) which may be made against or incurred by the LCBO, in any way based upon, occasioned by or attributable to anything done or omitted to be done by the successful respondent, its employees, agents or subcontractors in connection with the contract to be entered into by the LCBO and the successful respondent.

2.4 Compliance with Laws, Regulations and Standards

The successful respondent shall comply with all applicable federal, provincial, and municipal laws, regulations, codes, ordinances, policies, directives and orders, and carry on its business in compliance with the highest professional standards prevailing in its industry. The successful respondent shall be responsible for providing services in a professional and competent manner by persons qualified and skilled in their occupations. If any of the services or deliverables provided are not in accordance with the requirements of the contract, the successful respondent shall make the necessary corrections at its own expense.

2.5 Insurance

The successful respondent shall carry such insurance as may be required by the LCBO and shall furnish satisfactory proof thereof when required by the LCBO within ten (10) days from the date of request. The successful respondent shall maintain at its sole cost and expense, the following insurance coverages with financially sound and reputable insurance companies licensed to operate in the Province of Ontario:

- i. Commercial General Liability insurance in the amount of at least \$5,000,000.00 per occurrence, that protects the successful respondent and its employees and agents, from all claims, demands, actions, and causes of action that may be taken or made against the successful respondent for any loss of or damage to property, or personal injury including bodily injury or death, that may arise with respect to the operations of the successful respondent. This policy must also include contractual liability, employer’s liability, non-owned

automobile liability, products and completed operations coverage as well as severability of interests and cross liability clauses. This policy must be endorsed to add the LCBO as an additional insured with respect to liability arising from the operations of the successful respondent.

- ii. Automobile Liability insurance with limits of not less than \$5,000,000.00 per occurrence. This policy must provide coverage for bodily injury and property damage arising out of the ownership, use or operation of all owned and/or leased automobiles.
- iii. Errors and Omissions Liability insurance with per occurrence limits of not less than \$2,000,000.00.

These policies will undertake to provide the LCBO with 30 days' notice of cancellation or material change and shall act as primary insurance and not excess to any other insurance available to the LCBO. Certificate(s) of Insurance evidencing the insurance coverage required above, must be submitted within ten (10) days of the contract award. The insuring company or authorized broker or agent must originally sign the Certificate(s). The insurance policies must be maintained in full force and effect at all times throughout the term of the contract or as specified.

2.6 Workplace Safety and Insurance

The successful respondent shall submit a valid clearance certificate of Workplace Safety and Insurance Act (WSIA) coverage to the LCBO prior to the commencement date of the agreement, if requested by the LCBO. In addition, the successful respondent shall, from time to time at the request of the LCBO, provide additional WSIA clearance certificates. The successful respondent shall pay when due, and ensure that each of its subcontractors/consultants pays when due, all amounts required to be paid by it and its subcontractors/consultants, from time to time during the term of the agreement, under the WSIA, failing which the LCBO shall have the right, in addition to and not in substitution for any other right it may have pursuant to the contract or otherwise at law or in equity, to pay to the Workplace Safety and Insurance Board any amount due pursuant to the WSIA and unpaid by the successful respondent or its subcontractors/consultants and to deduct such amount from any amount due and owing from time to time to the successful respondent pursuant to the contract together with all costs incurred by the LCBO in connection therewith.

2.7 LCBO Confidential Information

The successful respondent may have access to information and documents that the LCBO considers confidential, proprietary or sensitive ("LCBO Confidential Information"). The successful respondent shall keep strictly confidential any LCBO Confidential Information that it obtains or creates in the course of performing its obligations under the agreement. Both during and following the term of the contract, the successful respondent must maintain the confidentiality and security of all LCBO Confidential Information. The successful respondent shall not directly or indirectly disclose, destroy, exploit or use, either during or following the term of the contract, except to the extent necessary to perform the services under the contract or where required by law, any LCBO Confidential Information, without first obtaining the written consent of LCBO.

2.8 Assignment and Subcontracting

The successful respondent agrees not to assign or subcontract any portion of its rights or obligations under the contract without the prior written consent of the LCBO. Such consent shall be in the sole discretion of the LCBO and subject to such terms and conditions as may be imposed by the LCBO. Any such consent to assignment or subcontracting does not relieve the successful respondent of its obligations under the contract. The respondent shall

designate in writing to the LCBO all subcontractors and shall not subsequently change such subcontractors without the LCBO's prior written approval. The contract shall be binding on the successors and permitted assigns of the successful respondent.

2.9 Accessibility for Ontarians with Disabilities Act

The successful respondent shall ensure that all employees or other representatives of the successful respondent who provide goods or services to the LCBO receive training on i.) the accessibility standards set out in Ontario Regulation 191/11 made pursuant to the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11; and ii.) the Ontario Human Rights Code as they relate to the persons with disabilities. The training shall be appropriate to the scope of goods or services being provided. Training is available online at www.accessforward.ca. The successful respondent shall ensure that it keeps a record of every individual who receives the required training as set above, which shall include the name of the employee or representative and the date on which the training was completed. The successful respondent shall provide a copy of all such records upon request by the LCBO.

2.10 LCBO Supplier Code of Business Conduct – English/- French

The LCBO expects all suppliers to adhere to the LCBO's Supplier Code of Business Conduct ("Supplier Code"), which is available at www.lcbo.com **under doing business**. The Supplier Code sets out principles applicable to all suppliers (including both suppliers of beverage alcohol products and suppliers of non-alcohol goods or services) that wish to establish and maintain a business relationship with the LCBO.

PREVIEW DOCUMENT ONLY
The original document must be obtained for the full version

ATTACHMENT #1 - SUBMISSION FORM

1. Respondent Information

Please fill out the following form, and name one person to be the contact for the RFP response and for any clarifications or amendments that might be necessary.	
Full Legal Name of Respondent:	
Any Other Relevant Name under Which the Respondent Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
RFP Contact Person and Title:	
RFP Contact Phone:	
RFP Contact E-mail:	
Secondary RFP Contact Person and Email:	

2. Acknowledgment of Non-binding Procurement Process

The respondent acknowledges that the RFP process will be governed by the terms and conditions of the RFP, and that, among other things, such terms and conditions confirm that this procurement process does not constitute a formal legally binding bidding process.

3. Ability to Provide RFP Requirements

The respondent has carefully examined the RFP documents and has a clear and comprehensive knowledge of the RFP requirements. The respondent represents and warrants its ability to provide the RFP requirements in accordance with the terms of the RFP for the rates set out in the Rate Bid Form (Attachment #2).

4. Pricing Information

The respondent has submitted its rates in accordance with the instructions in the RFP and in the Rate Bid Form (Attachment #2). The respondent confirms that the pricing information provided is accurate. The respondent acknowledges that any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its proposal or its eligibility for future work.

5. Addenda

The respondent is deemed to have read and accepted all addenda issued by the LCBO. The onus remains on respondents to make any necessary amendments to their proposal based on the addenda. The respondent is requested to confirm that it has received all addenda by listing the addenda numbers or, if no addenda were issued, by writing the word “None” on the following line: _____ . Respondents who fail to complete this section will be deemed to have received all posted addenda.

6. Conflict of Interest

For the purposes of this section, the term “Conflict of Interest” means:

- a) in relation to the RFP process, the respondent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having, or having access to, confidential information of the LCBO in the preparation of its proposal that is not available to other respondents, (ii) communicating with any person with a view to influencing preferred treatment in the RFP process (including but not limited to the lobbying of decision makers involved in the RFP process), and (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the RFP process; or
- b) in relation to the performance of its contractual obligations contemplated in the contract that is the subject of this procurement, the respondent’s other commitments, relationships or financial interests which (i) could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of the respondent’s independent judgement, or (ii) could, or could be seen to, compromise, impair or be incompatible with the effective performance of the respondent’s contractual obligations.

If the box below is left blank, the respondent will be deemed to declare that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the RFP.

Otherwise, if the statement below applies, check the box.

- The respondent declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the respondent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

If the respondent declares an actual or potential Conflict of Interest by marking the box above, the respondent must set out below details of the actual or potential Conflict of Interest:

7. Disclosure of Information

The respondent hereby agrees that any information provided in this proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law (including, without limitation the public access provisions of the Freedom of Information and Protection of Privacy Act, as amended from time to time), or in accordance with the Ontario Open Data Directive, or if required by order of a court or tribunal. The respondent hereby consents to the disclosure, on a confidential basis, of this proposal by the LCBO to the LCBO's third party advisers retained for the purpose of evaluating, participating in the evaluation or negotiation relating to this proposal.

Signature of the Respondent Representative

Name and Title

Date

I have authority to bind the respondent.

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ATTACHMENT #2 – RATE BID FORM

Category A – Impression Charges

Respondents are to fill out the impression charge they will use to calculate the cost of producing projects for the LCBO. Impression charges should only include the cost of printing and not the cost of paper any bindery functions finishing or packing. Respondents should base their imaging coverage calculation of around 250% coverage for colour impressions and 5% for Black and white coverage. Impression charge must be independent of paper size. (i.e an 8.5” x 11” impression is the same amount as an 13” x 19” impression) It is the LCBO’s expectation that the cost of an impression will remain unchanged for the initial three (3) year term of the agreement, and that this charge will appear in all estimates and time and material reports on LCBO business.

Category B – Cost per Square Foot

Respondents are to enter in their large-format imaging cost of price per square foot for the types of devices they have. LCBO will not accept solvent ink-based systems as a solution.

Respondents are to provide a cost per Square foot for imaging for each of their systems that they will use to support the LCBO business. Cost per square foot should be independent of substrate cost(s), any finishing and/or packing.

Category C - Sample Project Costs

Respondents are to provide detailed pricing for each project outlined in Attachment #3. The total cost provided for the specific project must be reflected in the sum of the printing costs, paper costs, bindery costs, packing costs. Attachment #3 indicates the frequency that the LCBO produces these projects, but respondents must only price the projects as individual projects and not a price for multiple times within a given period of time.

Respondents should also provide a Web-to-Print costing report for each of these projects as a sample of their solution’s estimating tool. Costs are to reflect the cost per impression, cost per square foot, and mark ups against raw materials and any outside services.

Respondents should assume a coverage of about 300% for their inking calculations.

Category D - Business Card Costs

Respondents shall provide a cost to produce unique business card templates. The LCBO has approximately six (6) of these said templates.

Successful respondent then should supply a cost per business card that is all inclusive and will remain static throughout the length of the agreement.

Costs provided should reflect the cost of 100, 250, 500 business cards printed on a 16 point coated two-sided card stock. Printed two-sided, as per the image shown below. Respondents should provide the brand-name of the paper they have proposed.

Business Card Sample



Category E – Time and Materials Cost

Respondents are required to provide adhoc charges for items that would be considered 'outside of the agreed upon catalogue of items. Pricing for these items, outside of material costs, should be itemized and provided for image manipulation/correction, design, and additional services that may be required.

Raw material costs and outside services

Time and material costing should outline the base price of the material costs and then an agreed to mark up on that material.

For example:

20 lb 11" x 17" bond paper is purchased by the respondent at \$12.50 per 1000 sheets, the respondent will apply a 25% mark up on material. Same can be outlined on outside services the Vendor uses. (i.e the cost of binding 1,500 perfect bound books is \$1,450.00.) The respondent will apply a 20% mark up on outside services.

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ATTACHMENT #3 – SAMPLE JOB SPECIFICATIONS OF TYPICAL PROJECTS

1. Custom Shelf talkers – variable data project

Qty: 21,380 impressions – (28 forms Bilingual, 40 forms English for a total of 21,380 impressions)

Size: Sheet size 13" x 19" – 20 up 1 ¾" x 6 ½" shelf talkers

Stock: 10 Pt C2S

Press work: 4/4

Bindery: Trim each form 20 unique stores on each form, 2 plastic bands, keep in store order

Timeline: Files ready of a Tuesday noon, Delivery to LCBO that Friday

Frequency: Every 4 weeks with the expectation of Holiday season which is 3 weeks then 5 weeks

2. Marketing and Product Guide

Qty: 1,300 copies

Size: 8 1/8" x 10 7/8"

Stock: Cover 80# Hitech cover

Text pages 20# Recycled bond

Page count: 112 pages plus cover

Press work: 4/4

Bindery: Perfect bind, 3 knife trim

Timeline: Files ready on a Friday, delivery to LCBO Mail room following Friday before 2:00

Frequency: 12-13 times a year every 4 weeks

3. Vintages Marketing and Product Guide

Qty: 230 copies

Size: 8 1/8" x 10 7/8"

Stock: Cover 80# Hitech cover

Text pages 20# Recycled bond

Page count: 32 pages plus cover

Press work: 4/4

Bindery: Saddle stitch, 3 knife trim

Timeline: Files ready on a Wednesday, delivery to LCBO Mail room del delivery Friday of that week before 2:00

Frequency: 26 times a year every 2 weeks

4. Shopping Cart Signs

Qty: 10,500

Size: 7 ¾" x 10"

Stock: 10 pt C2S

Press work: 4/4

Bindery: Trim square, and band in 5's, 10's, 15's, 20's, 30's, 40's, 50,s – approx. 200 total bundles

Timeline: 5 working days- Ships to LCBO mail room

Frequency: Up to 12 times a year sometime more than one version

5. Transmittal slips

Qty: 20,000

Size: 5 ½" x 8 ½"

Stock: 2-part NCR

Press work: 1/0 forms need to be number on both forms

Bindery: Trim, glue, and pack with number range on the outside of the boxes

Timeline: 5-7 business days - Ships to one of our 4 warehouses across the province

Frequency: 2-4 times a year

6. Bin tickets Store specific

Qty: 700 pieces one (1) each of 700 versions

Size: 1 ¾" x 6 ½"

Stock: 10 Pt C2S

Press work: 1/0

Bindery: trim to size and 2 plastic bands

Timeline: 3-4 business days

Frequency: Occurs whenever we have a new store, or renovated store or reorganized store approx. 40-50 times a year

7. Agency Store shelf talker

Qty: 220 sets of 350 unique shelf talkers

Size: 1 ¾" x 6 ½"

Stock: 10 PT C2S

Press work: 4/4

Bindery: trim to size, plastic bundle in sets and ships to LCBO mail room

Timeline: Files ready on Tuesday - ships to LCBO mail room on the next Monday 4 days

Frequency: 13 times a year

8. Reports

Qty: 10 x 40 page report

Size: 8 ½" x 11"

Stock: 20# bond

Press work: 4/4

Bindery: Cerlox bind, clear acetate cover, 18 pt white back cover black comb

Frequency: Ad hoc 20 times a year

9. Vintages tasting event books

Qty: 150 books

Size: 4" x 6 ½"

Stock: Cover 80# Hano Art Cover

Text 70# Lynx Opaque smooth

Press work: 4/4

Bindery: Trims square, silver wire-O binding – ships to LCBO head office Vintages Events Department

Frequency: Approx. 10-15 tasting events a year typically happen in the cooler months

10. Vintages tasting event name tags

Qty: 30 name tags

Size: 3" x 4"

Stock: 80# Hi-Tech cover

Press work: 4/0

Bindery: Trim to size – Ships to LCBO head Office Vintages Events Department

Frequency: Approx. 10-15 tasting events a year happens in the cooler months

11. Store Safety training Books (all employees)

Qty: 10,000 copies

Size: 8 1/8" x 10 7/8"

Stock: Cover 80# Hitech cover

Text pages 20# Recycled bond

Page count: 32 pages plus cover

Press work: 4/4

Bindery: Saddle stich, 3 knife trim

Timeline: 3 weeks

Frequency: Ad hoc

12. Agency Store Bind Tickets

Qty: 115 sets of one (1) each of 550 versions

Size: 1 ¾" x 6 ½"

Stock: 10 Pt C2S

Press work: 1/0

Bindery: Trim to size and 2 plastic bands

Timeline: 3-4 business days

Frequency: occurs 13 times a year

13. Informational Posters

Qty: 700 pieces each of five (5) versions

Size: 12 x 18

Stock: 10 Pt C2S

Press work: 4/0

Bindery: Die crease folds printing side in and ships to LCBO mail room

Timeline: 3-4 business days

Frequency: Ad Hoc

14. NATO cards (Personalized order cards)

Qty: 3 to 200

Size: 5 ½" x 8 ½"

Stock: 64# Domtar Blue cover

Press work: 1/1

Bindery: Trim to size Die crease, ship flat

Timeline: 3-4 business days,

Frequency: Biweekly print runs request. Most activity April to October

15. Store Circular – (SO circular)

Qty: 800 pieces – 12 pages

Size: 8.5" x 11"

Stock: 20 # Bond paper

Press work: 4/4

Bindery: Corner staple

Timeline: 1 business day

Frequency: File received late on Friday required for 8:00 am Monday at LCBO

16. Vintages Tasting Event signage

Qty: One (1) each of 32 versions

Size: 40" x 84"

Stock: ¼" white Insite board Biodegradable

Press work: Full colour

Bindery: Trim square, and pack in a manner to be delivered undamaged via same day courier

Timeline: 5-7 business days

Frequency: Adhoc

17. Whats on - board - WOB

Qty: Five (5) total for two (2) stores

Size: 22" x 28"

Stock: 45 Pt White sign board C2S

Press work: Full colour 2 sided

Bindery: Trim square, and pack in a manner to arrive via overnight carrier to Ottawa and Mississauga undamaged

Timeline: 3 business days

Frequency: Adhoc

18. New store opening VQA signs

Qty: 10 signs in total

Size: 2 pieces 24 3/4" x 48"

1 pieces 47.5" x 6.3/8"

4 pieces 20" x 24"

4 pieces 47.5 x 6.3/8"

Stock: 16 Pt Opaque white styrene

Press work: Full colour 2 sided

Bindery: Trim square, and pack in a manner to arrive via overnight carrier to any store in Ontario

Timeline: 7 business days

Frequency: Adhoc

19. Store Hours signs

Qty: 20 stores

Size: 9 3/4" x 10. 5/8"

Stock: clear Semi Perm window film

Press work: 4 colour with flood of white to block out

Bindery: Trim square, and pack in a manner to arrive via overnight carrier to any store in Ontario

Timeline: 5 business days

Frequency: Adhoc

20. Category Signs

Qty: 50 Stores

Size: 6 3/4" x 47.5 "

Stock: 16Pt Opaque white Styrene

Press work: 4 colour 2 sided

Bindery: Trim square, and pack in a manner to arrive via overnight carrier to any store in Ontario

Timeline: 5 business days

Frequency: Adhoc

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21. Giving back Signage

Qty: 670 springer signs
3,500 cash counter signs
1,500 window signs

Size: Springer signs 23 1/2" x 36"
Cash counter Signs - 12" x 8"
Window signs - 12" x 8"

Stock: 10 mil Coroplast white - flutes running parallel to the 36" dimensions
Floor graphic material, air egress and highly durable
Window signs - Semi perm clear window film

Press work: Cash counter signs - 4/4
Cash counter signs 4/0
Window signs: 4/0 + 2-3 whites of white

Bindery: Springer signs trim square

22. Cash outer signs, round corner, window decal signs trim square.

Gets kitted to 660 LCBO stores, 1 Springer sign be stores, 1-10 Cash counter decals based on how many cash lanes we have in a store, 1-2 windows depending on how many entrances and exits we have in the store.

Timeline: 12 business days

Frequency: Holiday project

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ATTACHMENT 4 – REFERENCE FORM

Each respondent is requested to provide three (3) references from clients who have obtained similar goods or services to those requested in the RFP from the respondent

Reference #1

Company Name:	
Company Address:	
Contact Name:	
Contact Telephone Number:	
Date Work Undertaken:	
Nature of Assignment:	

Reference #2

Company Name:	
Company Address:	
Contact Name:	
Contact Telephone Number:	
Date Work Undertaken:	
Nature of Assignment:	

Reference #3

Company Name:	
Company Address:	
Contact Name:	
Contact Telephone Number:	
Date Work Undertaken:	
Nature of Assignment:	

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