



**Request for Supplier Qualifications  
For  
Printed Materials and Print Services**

Request for Supplier Qualifications No.: **RFSQ-Q-2020-058-SY**

Issued: **Thursday December 17, 2020**

Submission Deadline: **Thursday January 21, 2021 - 3:00 PM EST**

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# 1. PART 1 – INVITATION AND SUBMISSION INSTRUCTIONS

## 1.1 Invitation to Respondents

This Request for Supplier Qualifications (“RFSQ”) is an invitation by Queen’s University (“Queen’s”) to prospective respondents to qualify in accordance with Evaluation of Responses (Part 2) for eligibility to provide **Printed Materials and Print Related Services** as further described in Section A of the RFSQ Particulars (Appendix C) (the “Deliverables”).

Qualified respondents will become a Vendor of Record (VOR) to offer specific goods or services to Queen’s University for a defined time period, with terms and conditions and pricing as set out in a VOR Master Agreement resulting from a fair, open and transparent procurement process.

Proponents will be responsible for providing a wide range of printed materials and print-related services to approximately 200 departments across Queens University including but not limited to: offset, digital, wide format, web and promotional material printing requirements.

## 1.2 Queen’s University Background

Queen’s is Canada’s definitive university experience, offering an exceptional student learning experience and a comprehensive research-intensive environment. With the highest graduation rate in the country, exceptional people are connected with an unrivalled community and an unmatched mix of opportunities. It is this powerful combination of research and teaching, living and learning, that leads to our students’ success and an unmistakable impact on the world.

Queen’s is situated on traditional Anishinaabe and Haudenosaunee territory. We are grateful to be able to live, learn and play on these lands.

Home to more than 25,000 students, researchers, professors, and artists, along with 2015 Nobel Prize winner, Dr. Arthur B. McDonald. Queen’s offers an impressive range of undergraduate and graduate programs including arts and science, engineering and applied science, business, health sciences, education, policy studies, and law.

Queen’s is a member of the U15 group of Canada’s leading research-intensive universities, and ranks highly in terms of research funding, intensity, and impact. Areas of research strength include physics, cancer, and geoenvironment, data analytics, and societal issues such as surveillance studies and mental health.

Kingston is on the shores of Lake Ontario and within easy reach of Toronto, Ottawa, Montreal, and Syracuse, N.Y. Located near the historic downtown, the Queen’s campus boasts an array of heritage limestone buildings and cutting-edge facilities.

Committed to supporting a diverse and inclusive campus environment, Queen’s diversified programming attracts outstanding students from across Canada and around the world. As a public institution, Queen’s is committed to an operating model of transparency and accountability.

*For more information, please visit our website: [www.queensu.ca](http://www.queensu.ca)*

### 1.3 RFSQ Contact

For the purposes of this procurement process, the “RFSQ Contact” will be:

**Queen's Contact:** **Steve Young**

**Email:** sy1@queensu.ca

Respondents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials or other representatives of Queen's, other than the RFSQ Contact, concerning matters regarding this RFSQ. Failure to adhere to this rule may result in the disqualification of the respondent and the rejection of the respondent's response.

### 1.4 Term of and Opportunity to Qualify for VOR Master Agreement

The term of the VOR Master Agreement is to be for a period of **three (3) years** with an option in favour of Queen's to extend the agreement on the same terms and conditions for an additional term of up to **two (2) years**. This RFSQ represents the only opportunity to qualify as a VOR for the deliverables mentioned in Appendix C – RFSQ Particulars for the duration of the VOR Master Agreement. It is anticipated that the VOR Master Agreement will be executed with the selected respondent(s) on or around March 01 2021.

### 1.5 Prequalification Process

Responses will be evaluated in accordance with the evaluation process set out in Part 2 of the RFSQ. Based on the evaluation of responses, certain respondents will be selected for inclusion on a prequalified supplier list of suppliers that are eligible to participate in an invitational second-stage competitive process for the potential provision of the Deliverables to Queen's.

In summary, the second stage invitational competitive process will follow Queen's Procurement Policy thresholds whereby the number of VOR's contacted to provide quotes will be based on the dollar value of the procurement, see the table below. The VOR ceiling price is \$99,999.99 before taxes. Any one time procurement valued over this price will be required to go to open competitive tender.

<b>Procurement Value (not including taxes, all values CAD\$)</b>	<b>Minimum number of VOR's to be invited to second stage selection</b>
< \$50,000	1
>= \$50,000 and < \$100,000	2
>= \$100,000 (VOR Ceiling Price)	Conduct open competitive procurement

### 1.6 RFSQ Timetable

Issue Date of RFSQ	Thursday December 17, 2020
Intent to Respond (Appendix G)	Thursday January 07, 2021 - 3:00 PM EST
Deadline for Questions	Thursday January 07, 2021 - 3:00 PM EST
Deadline for Issuing Addenda	Thursday January 14, 2021
Submission Deadline	<b>Thursday January 21, 2021 - 3:00 PM EST</b>
Rectification Period	1 business day
Contract Negotiation Period	February 01 – 28, 2021

Anticipated Execution of Agreement	March 01, 2021
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The RFSQ timetable is tentative only and may be changed by Queen's at any time. For greater clarity, business days means all days that Queen's is open for business.

## **1.7 Submission of Responses**

### **1.7.1 Responses to be Submitted at the Prescribed Location**

Responses must be submitted through Queen's online Bonfire portal at:

<https://queensu.bonfirehub.ca/opportunities/36965>

Submissions by other methods will not be accepted.

Minimum system requirements are Internet Explorer 8/9/10+, Google Chrome, or Mozilla Firefox. Javascript must be enabled.

Respondents should contact Bonfire at [Support@GoBonfire.com](mailto:Support@GoBonfire.com) for technical questions related to submissions, or visit Bonfire's help forum at <https://bonfirehub.zendesk.com/hc>.

### **1.7.2 Responses to be Submitted on Time**

Responses must be uploaded and finalized on or before the Submission Deadline set out in the RFSQ Timetable.

Uploading large documents may take significant time, depending on file size and internet connection speed. It is strongly recommended that respondents allow sufficient time of at least one (1) hour before the Submission Deadline to upload documents and finalize their submissions.

Respondents will receive an email confirmation receipt with a unique confirmation number upon finalizing their submissions.

### **1.7.3 Responses to be Submitted in Prescribed Manner**

Respondents should submit one electronic copy. Submission materials should be prepared in the file formats listed under Requested Information for this opportunity in the Bonfire portal.

The maximum upload file size is 1000 MB.

Documents should not be embedded within uploaded files, as the embedded files will not be accessible or evaluated.

### **1.7.4 Amendment of Responses**

Respondents may amend their responses prior to the Submission Deadline by un-submitting the response and re-submitting a revised response through the Bonfire portal.

### **1.7.5 Withdrawal of Responses**

At any time throughout the RFSQ process a respondent may withdraw a submitted response. To withdraw a response prior to the Submission Deadline, a respondent should un-submit the response through the Bonfire portal. Following the Submission Deadline, a notice of withdrawal must be sent to the RFSQ Contact and must be signed by an authorized representative of the respondent.

### **1.8 Accessibility for Ontarians with Disabilities Act**

The Accessibility for Ontarians with Disabilities Act, 2005 – O. Reg. 429/07, applies to the services provided by the Proponent. This Regulation establishes accessibility standards for customer service and it applies to every designated public sector organization and to every other person or organization that provides goods or services to members of the public or other third parties and that has at least one employee in Ontario.

<http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/index.aspx>

The University offers an online training program available at:

<https://www.queensu.ca/equity/public/acs/>

If accessing Queen's training, navigate to the sign in section. When signing in, Proponent should select the Email Address option.

Accessibility evaluation criteria is further described in Rated Criteria.

### **1.9 Canadian Free Trade Agreement**

Proponents should note that procurements falling within the scope of Chapter 5 of the Canadian Free Trade Agreement are subject to that chapter but that the rights and obligations of the parties shall be governed by the specific terms of each particular tender call. For further reference please see the Internal Trade Secretariat website at <https://www.cfta-alec.ca/>.

[End of Part 1]

## **2. PART 2 – EVALUATION AND SELECTION**

### **2.1 Stages of Evaluation**

Queen's will conduct the evaluation of responses in the following two stages:

### **2.2 Stage I – Mandatory Submission Requirements**

Stage I will consist of a review to determine which responses comply with all of the mandatory submission requirements. If a response fails to satisfy all of the mandatory submission requirements, Queen's will issue the respondent a rectification notice identifying the deficiencies and providing the respondent an opportunity to rectify the deficiencies. If the respondent fails to satisfy the mandatory submission requirements within the Rectification Period of 24 hours, its response will be rejected. The Rectification Period will begin to run from the date and time that Queen's issues a rectification notice to the respondent. The mandatory submission requirements are set out in Section C of the RFSQ Particulars (Appendix C).

### **2.3 Stage II – Evaluation**

Stage II will consist of the following two sub-stages:

#### **2.3.1 Mandatory Technical Requirements**

Queen's will review the responses to determine whether the mandatory technical requirements set out in Section D of the RFSQ Particulars (Appendix C) have been met. Questions or queries on the part of Queen's as to whether a response has met the mandatory technical requirements will be subject to the verification and clarification process set out in Part 3.

#### **2.3.2 Rated Criteria**

Queen's will evaluate each qualified response on the basis of the rated criteria as set out in Section F of the RFSQ Particulars (Appendix C).

### **2.4 Stage III – Pricing**

Stage III will consist of a scoring of the submitted pricing in accordance with the price evaluation method set out in Pricing (Appendix B). The evaluation of price will be undertaken after the evaluation of mandatory requirements and rated criteria has been completed.

### **2.5 Ranking and Selection**

At the conclusion of Stage III, all scores from Stage II and Stage III will be added and up to five of the highest scoring Proponents will be invited to enter into a Master Agreement for the potential subsequent provision of the Deliverables pursuant to an invitational second stage competitive process.

### **2.6 Notification of Top-Ranked Respondents**

The top-ranked respondents selected by Queen's to be included in the prequalified supplier list will be so notified by Queen's in writing. Each selected respondent will be required to satisfy the

pre-conditions of award listed in Section E of the RFSQ Particulars (Appendix C) within the timeframe specified in the selection notice. Failure to do so may result in the disqualification of the respondent and the selection of another respondent.

[End of Part 2]

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### **3. PART 3 – TERMS AND CONDITIONS OF THE RFSQ PROCESS**

#### **3.1 General Information and Instructions**

##### **3.1.1 Respondents to Follow Instructions**

Respondents should structure their responses in accordance with the instructions in this RFSQ. Where information is requested in this RFSQ, any response made in a response should reference the applicable section numbers of this RFSQ.

##### **3.1.2 Responses in English**

All responses are to be in English only.

##### **3.1.3 No Incorporation by Reference**

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

##### **3.1.4 References and Past Performance**

In the evaluation process, Queen's may include information provided by the respondent's references and may also consider the respondent's past performance or conduct on previous contracts with Queen's or other institutions.

##### **3.1.5 Information in RFSQ Only an Estimate**

Queen's and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in this RFSQ or issued by way of addenda. Any quantities shown or data contained in this RFSQ or provided by way of addenda are estimates only, and are for the sole purpose of indicating to respondents the general scale and scope of the Deliverables. It is the respondent's responsibility to obtain all the information necessary to prepare a response in response to this RFSQ.

##### **3.1.6 Respondents to Bear Their Own Costs**

The respondent will bear all costs associated with or incurred in the preparation and presentation of its response, including, if applicable, costs incurred for interviews or demonstrations.

##### **3.1.7 Response to be Retained by Queen's**

Queen's will not return the response or any accompanying documentation submitted by a respondent.

##### **3.1.8 No Guarantee of Volume of Work or Exclusivity of Contract**

This RFSQ process will not result in any commitment by Queen's to purchase any goods or services from any respondent. While Queen's intends to conduct an invitational second-stage

competitive process for the procurement of the Deliverables, it is under no obligation to do so and Queen's may choose not to proceed with a second-stage competitive process for the procurement of the Deliverables. Queen's makes no guarantee of the value or volume of Deliverables that may be required. Any agreement entered into pursuant to an invitational second-stage competitive process will not be an exclusive contract for the provision of the described Deliverables. Queen's may contract with others for goods and services the same as or similar to the Deliverables or may obtain such goods and services internally.

### **3.2 Communication after Issuance of RFSQ**

#### **3.2.1 Respondents to Review RFSQ**

Respondents should promptly examine all of the documents comprising this RFSQ, and may direct questions or seek additional information in writing by email to the RFSQ Contact on or before the Deadline for Questions. No such communications are to be directed to anyone other than the RFSQ Contact. Queen's is under no obligation to provide additional information, and Queen's will not be responsible for any information provided by or obtained from any source other than the RFSQ Contact. It is the responsibility of the respondent to seek clarification from the RFSQ Contact on any matter it considers to be unclear. Queen's will not be responsible for any misunderstanding on the part of the respondent concerning this RFSQ or its process.

#### **3.2.2 All New Information to Respondents by Way of Addenda**

This RFSQ may be amended only by addendum in accordance with this section. If Queen's, for any reason, determines that it is necessary to provide additional information relating to this RFSQ, such information will be communicated to all respondents by addendum. Each addendum forms an integral part of this RFSQ and may contain important information, including significant changes to this RFSQ. Respondents are responsible for obtaining all addenda issued by Queen's. In the Submission Form (Appendix A), respondents should confirm their receipt of all addenda by setting out the number of each addendum in the space provided.

#### **3.2.3 Post-Deadline Addenda and Extension of Submission Deadline**

If Queen's determines that it is necessary to issue an addendum after the Deadline for Issuing Addenda, Queen's may extend the Submission Deadline for a reasonable period of time.

#### **3.2.4 Verify, Clarify and Supplement**

When evaluating responses, Queen's may request further information from the respondent or third parties in order to verify, clarify or supplement the information provided in the respondent's response including but not limited to clarification with respect to whether a response meets the mandatory technical requirements set out in Section D of the RFSQ Particulars (Appendix C). Queen's may revisit, re-evaluate and rescore the respondent's response or ranking on the basis of any such information.

### **3.3 Notification and Debriefing**

#### **3.3.1 Notification to Other Respondents**

Once the selected respondents have been notified, the other respondents may be notified directly in writing and will be notified by public posting, in the same manner that this RFSQ was originally posted, of the outcome of the RFSQ process.

#### **3.3.2 Debriefing**

Respondents may request a debriefing after receipt of a notification of the outcome of the RFSQ process. All requests must be in writing to the RFSQ Contact and must be made within sixty (60) days of such notification.

#### **3.3.3 Procurement Protest Procedure**

If a respondent wishes to challenge the RFSQ process, it should provide written notice, within 10 days of the notice of award, to the RFSQ Contact in accordance with Queen's procurement protest procedures and any applicable trade agreement or other applicable bid protest procedures. The notice must provide a detailed explanation of the respondent's concerns with the procurement process or its outcome.

#### **Dispute**

In the event that a Proponent wishes to review the decision of Queen's in respect of any material aspect of the RFP process, the Proponent shall submit a protest in writing to Queen's within ten (10) business days from the date of posting of a contract award notification in respect of the RFP.

Any protest in writing that is not timely received will not be considered and the Proponent will be so notified in writing.

A protest in writing shall include the following:

1. A specific identification of the provision and/or procurement procedure that is alleged to have been breached;
2. A specific description of each act alleged to have breached the procurement process;
3. A precise statement of the relevant facts;
4. An identification of the issues to be resolved;
5. The Proponent's arguments and supporting documentation; and
6. The Proponent's requested remedy.

For the purpose of a protest under this RFP, Queen's Director, Strategic Procurement Services will review and address any bid protest in a timely and appropriate manner.

### **3.4 Conflict of Interest and Prohibited Conduct**

#### **3.4.1 Conflict of Interest**

For the purposes of this RFSQ, the term "Conflict of Interest" includes, but is not limited to, any situation or circumstance where:

- (a) in relation to the RFSQ 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 Queen's in the preparation of its response that is not available to other respondents; (ii) communicating with any person with a view to influencing preferred treatment in the RFSQ process (including but not limited to the lobbying of decision makers involved in the RFSQ process); or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the open and competitive RFSQ process or render that process non-competitive or unfair; or
- (b) in relation to the performance of its contractual obligations under a contract for the Deliverables, the respondent's other commitments, relationships or financial interests (i) could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement, or (ii) could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

### **3.4.2 Disqualification for Conflict of Interest**

Queen's may disqualify a respondent for any conduct, situation or circumstances determined by Queen's, in its sole and absolute discretion, to constitute a Conflict of Interest as defined above.

### **3.4.3 Disqualification for Prohibited Conduct**

Queen's may disqualify a respondent or terminate any contract subsequently entered into if Queen's determines that the respondent has engaged in any conduct prohibited by this RFSQ.

### **3.4.4 Prohibited Respondent Communications**

Respondents must not engage in any communications that could constitute a Conflict of Interest and should take note of the Conflict of Interest declaration set out in the Submission Form (Appendix A).

### **3.4.5 Respondent Not to Communicate with Media**

Respondents must not at any time directly or indirectly communicate with the media in relation to this RFSQ or selection of respondents pursuant to this RFSQ without first obtaining the written permission of the RFSQ Contact.

### **3.4.6 No Lobbying**

Respondents must not, in relation to this RFSQ or the evaluation and selection process, engage directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of successful respondent(s).

### **3.4.7 Trade Shows on Campus**

For the entire period covered by the RFSQ process (the Blackout Period) – from the date the RFSQ is issued to the Date when the winning bid is announced Proponents must not set up trade shows anywhere on Queen's University Campus.

### **3.4.8 Illegal or Unethical Conduct**

Respondents must not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion or collusion. Respondents must not engage in any unethical conduct, including lobbying (as described above) or other inappropriate communications; offering gifts to any employees, officers, agents, elected or appointed officials or other representatives of Queen's; deceitfulness; submitting responses containing misrepresentations or other misleading or inaccurate information; or any other conduct that compromises or may be seen to compromise the competitive process.

### **3.4.9 Past Performance or Past Conduct**

Queen's may prohibit a supplier from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, including but not limited to the following:

- (a) illegal or unethical conduct as described above;
- (b) the refusal of the supplier to honour submitted pricing or other commitments; or
- (c) any conduct, situation or circumstance determined by Queen's, in its sole and absolute discretion, to have constituted a Conflict of Interest.

## **3.5 Confidential Information**

### **3.5.1 Confidential Information of Queen's**

All information provided by or obtained from Queen's in any form in connection with this RFSQ either before or after the issuance of this RFSQ

- (a) is the sole property of Queen's and must be treated as confidential;
- (b) is not to be used for any purpose other than replying to this RFSQ and the performance of any subsequent contract for the Deliverables;
- (c) must not be disclosed without prior written authorization from the RFSQ Contact; and
- (d) must be returned by the respondents to Queen's immediately upon the request of Queen's.

### **3.5.2 Confidential Information of Respondent**

A respondent should identify any information in its response or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by Queen's. The confidentiality of such information will be maintained by Queen's, except as otherwise required by law or by order of a court or tribunal. Respondents are advised that the *Freedom of Information and Protection of Privacy Act* ("FIPPA"), R.S.O. 1990, c.F.31, as amended, applies to information provided to Queen's by a Proponent and may be the subject of an Access to

Information request; Queen's will respond to such requests in accordance with section 17 of FIPPA. Respondents are advised that their responses will, as necessary, be disclosed on a confidential basis, to Queen's advisers retained to advise or assist with the RFSQ process, including the evaluation of responses. If a respondent has any questions about the collection and use of personal information pursuant to this RFSQ, questions are to be submitted to the RFSQ Contact.

### **3.6 Procurement Process Non-binding**

#### **3.6.1 No Contract A and No Claims**

This procurement process is not intended to create and will not create a formal legally binding bidding process and will instead be governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation:

- (a) this RFSQ will 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
- (b) neither the respondent nor Queen's will have the right to make any claims (in contract, tort, or otherwise) against the other with respect to the selection of respondents, a decision to reject a response or disqualify a respondent, or a decision of the respondent to withdraw its response.

#### **3.6.2 No Legal Relationship or Obligation**

No legal relationship or obligation regarding the procurement of any good or service will be created between the respondent and Queen's by this RFSQ process.

#### **3.6.3 Cancellation**

Queen's may cancel or amend the RFSQ process without liability at any time.

### **3.7 Governing Law and Interpretation**

The Terms and Conditions of RFSQ Process (Part 3)

- (a) are intended to be interpreted broadly and separately (with no particular provision intended to limit the scope of any other provision);
- (b) are non-exhaustive and will 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
- (c) are to be governed by and construed in accordance with the laws of the province of Ontario and the federal laws of Canada applicable therein.

[End of Part 3]

## 4. APPENDIX A – SUBMISSION FORM

### 1. Respondent Information

Please fill out the following form, naming one person to be the contact for this RFSQ response and for any clarifications or communication that might be necessary.	
Full Legal Name of Respondent:	
Any Other Relevant Name under which Respondent Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Fax Number:	
Company Website (if any):	
Respondent Contact Name and Title:	
Respondent Contact Phone:	
Respondent Contact Fax:	
Respondent Contact Email:	

### 2. Acknowledgment of Non-binding Procurement Process

The respondent acknowledges that this RFSQ process will be governed by the terms and conditions of the RFSQ and that, among other things, such terms and conditions confirm that this procurement process does not constitute a formal, legally binding bidding process (and for greater certainty, does not give rise to a Contract A bidding process contract) and that no legal relationship or obligation regarding the procurement of any good or service will be created between Queen's and the respondent unless and until Queen's and the respondent execute a written agreement for the Deliverables pursuant to a subsequent invitational second-stage procurement process.

### 3. Ability to Provide Deliverables

The respondent has carefully examined the RFSQ documents and has a clear and comprehensive knowledge of the Deliverables required. The respondent represents and warrants its ability to provide the Deliverables in accordance with the requirements of the RFSQ.

### 4. Addenda

The respondent is deemed to have read and taken into account all addenda issued by Queen's prior to the Deadline for Issuing 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

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## 5. No Prohibited Conduct

The respondent declares that it has not engaged in any conduct prohibited by this RFSQ.

## 6. Conflict of Interest

Respondents must declare all potential Conflicts of Interest, as defined in section 3.4.1 of the RFSQ. This includes disclosing the names and all pertinent details of all individuals (employees, advisers, or individuals acting in any other capacity) who (a) participated in the preparation of the response; **AND** (b) were employees of Queen's within twelve (12) months prior to the Submission Deadline.

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 response; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the RFSQ.

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 response, and/or the respondent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFSQ.

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 response, even if it is identified as being supplied in confidence, may be disclosed where required by law or by order of a court or tribunal. The respondent hereby consents to the disclosure, on a confidential basis, of this response by Queen's to the advisers retained by Queen's to advise or assist with the RFSQ process, including with respect to the evaluation of this response.

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Signature of Witness

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Signature of Respondent Representative

---

Name of Witness

---

Name of Respondent Representative

---

Title of Respondent Representative

---

Date

I have the authority to bind the respondent.

## 5. APPENDIX B – PRICING

### 1. Instructions on How to Provide Pricing

- (a) Respondents should provide the information requested under section 3 below (“Required Pricing Information”) by reproducing and completing the table below in their responses, or, if there is no table below, by completing the attached form and including it in their responses. **NOTE: Pricing should only be included in Appendix B and not in any other documents submitted as part of your response. Under no circumstances should pricing be included in any file uploaded to the Written Proposal slot or Additional Info slot(s).**
- (b) Rates shall be provided in Canadian funds, inclusive of all applicable duties and taxes except for HST, which should be itemized separately.
- (c) Rates quoted by the respondent shall be all-inclusive and shall include all labour and material costs, all travel and carriage costs, all insurance costs, all costs of delivery, all costs of installation and set-up, including any pre-delivery inspection charges, and all other overhead, including any fees or other charges required by law.

### 2. Evaluation of Pricing

Pricing is worth **30 points** of the total score.

Pricing will be scored based on a relative pricing formula using the rates set out in the pricing form. Each respondent will receive a percentage of the total possible points allocated to price for the particular category it has bid on, which will be calculated in accordance with the following formula:

$$\text{lowest price} \div \text{proponent's price} \times \text{weighting} = \text{proponent's pricing points.}$$

### 3. Required Pricing Information

*NOTE: Pricing should only be included in Appendix B and not in any other documents submitted as part of your response. Under no circumstances should pricing be included in any file uploaded to the Written Proposal slot or Additional Info slot(s).*

## 6. APPENDIX C – RFSQ PARTICULARS

### A. THE DELIVERABLES

This Request for Supplier Qualifications (“RFSQ”) is an invitation by Queen’s University (“Queen’s”) to prospective respondents to qualify in accordance with Evaluation of Responses (Part 2) for eligibility to provide **Printed Materials and Print Services** as further described in Section A of the RFSQ Particulars (Appendix C) (the “Deliverables”).

Qualified respondents will become a Vendor of Record (VOR) to offer specific goods or services to Queen’s University for a defined time period, with terms and conditions and pricing as set out in a VOR Master Agreement resulting from a fair, open and transparent procurement process.

Proponents must be capable of providing a range of quality products and services at competitive rates and maintain a high level of customer service and support.

Proponents will be responsible for providing printed material and services to approximately 200 departments across Queens University including but not limited to: offset, digital, variable data, wide format, and web printing requirements. Products may include, but are not limited to: books; booklets; calendars; flyers; folders; magazines; newsletters; postcards, etc...

Wide format requests may include, but are not limited to: posters, banners (including banner stands or pop up banners and any associated hardware), signage, flags, wall or floor coverings, window coverings, conference displays...

All products must be available on a wide variety of paper stocks, materials or fabrics depending on the client’s requests and specifications including but not limited to: foamcore, canvas, tyvec, vinyl...

Proponents will also be required to supply a wide range of finishing & bindery services, including but not limited to: collating; drilling; folding; laminating; mounting; padding; perforating; saddle stitching; stitching; and trimming, poly-bagging, die-cutting, foil stamping, etc...

Other services required may include warehousing and inventory services, order fulfilment; graphic design; scanning, etc...

#### **Required Performance Standards**

Service providers will have to meet the following performance standards.

#### **Print Quality, Efficiency and Capability Requirements:**

- Printing must be maintained to quality standards of the University. Printed samples to be supplied upon request. The supplier must have strict quality control processes in place through the entire print process from receipt of files to delivery.
- Printing must adhere to visual identity standards as outlined by Queen’s University. (Available at [www.queensu.ca/identity](http://www.queensu.ca/identity)).
- Some graphic design may be required, but must comply with Queen’s University Visual Identity Standards (Available at <https://www.queensu.ca/identity/guide>).

- It is the responsibility of the Supplier to obtain all licences and approvals required in connection with the production and supply of the products/services. The costs of obtaining such licences shall be the responsibility of the Supplier.
- Print orders must meet specifications requested by customer at point of submission.
- Due to the number of time sensitive requests, every effort must be made to meet deadline requirements of print orders. In some instances, same day or overnight service may be required. Completion due dates will be included in the print order submission.
- Proponent will be responsible for the security of sensitive and confidential materials. On-site security measures may be necessary for some orders. Orders will be identified as such at time of submission.
- Proponents will provide proof samples, electronic or otherwise as requested by the client, for approval prior to print to maintain quality control and minimize errors.
- Proponents must be capable of supplying printed products on a wide variety of paper stocks, materials or fabrics depending on the client's requests and specifications.
- Proponents must be capable of accepting orders in a variety of methods such as phone, email, or through the proponent's website.
- In order to fulfil the diverse requirements of the deliverables, a variety of printing and finishing equipment will be required by the proponent.

#### **Experience and Qualification Requirements:**

- Proponents should be well established in their field and experienced in dealing with the diverse needs of a large institution and the complexities created therein. Proponents must have established operational procedures from point of job submission to delivery.
- Proponent must have an exemplary record of retention of clients and can provide references from current clientele.

#### **Customer Service Requirements:**

- Proponent must have a solid customer service orientation with a strong sense of urgency, and a professional, team-like approach.
- The Proponent will provide a dedicated customer service representative to provide effective customer support on a daily basis.
- The Proponent will meet with the client for quarterly reviews or as requested when necessary.

#### **Ordering of Product:**

Clients may use a variety of ordering methods, including phone, email and online ordering through the proponent's website.

In most cases high resolution PDF files will be supplied, but proponents must be capable of accepting print submissions in a variety of file formats.

Queen's currently utilizes an E-Procurement (Jaggaer) system. If the client requests that the Supplier implement methods for electronic ordering, such as integrated system ("EDI"), the Supplier will provide technology and implementation support to Clients at no extra cost.

There is no minimum order, spend or volume requirement.

### **Distribution/ Shipping Requirements:**

- Proponent is responsible for the appropriate packaging and delivery of finished product and must be able to track individual materials/print orders from submission to destination.
- Deliveries must be made by the Supplier's internal transportation methods or an established courier/shipping company that allows for tracking of the shipments.
- All deliveries must include a packing slip detailing the information relating to the order (ie. Customer Name, Department, Purchase Order Number, Product Description, Quantity Shipped...).
- Deliverables shall be adequately packaged to ensure no damages are incurred during shipment. The end client may refuse acceptance/delivery of products if packaging is defective or damaged or if the products are not delivered as agreed, at no cost to the client.
- The Supplier will be responsible for all shipping costs related to the return and replacement of any damaged or defective products from the client's location.
- Proponent must be able to provide shipment of print orders to various departments and locations across the University campus.
- Sensitive/confidential items packaging shall include a tamper proof seal.
- Proponent must be able to ensure time sensitive requests are met and delivery procedures are in place to handle these requests.

### **Additional Service Requirements:**

Occasionally the proponent may be required to provide additional, related services such as graphic design, marketing, scanning, warehousing, inventory services and order fulfillment services.

### **Environmental Sustainability Requirements:**

Proponent must demonstrate their organizations commitment to sustainability and practices implemented to reduce their environmental footprint.

### **Pricing:**

Proponent must provide to the University, a competitive pricing structure for the materials and services provided. Please refer to **Appendix B- Pricing Form** for list of pricing requests. Failure to include pricing in all categories will not result in the exclusion of the proponents RFSQ submission.

### **Invoicing**

The Proponent shall submit invoices to the client after product delivery in either paper or electronic format. The Proponent will render invoices for the fees to the client monthly, unless otherwise specified, and the client will pay to the Proponent the fees or such portion thereof as is properly due, together with HST (if applicable). Invoices shall contain such information and details as the Client may reasonably require.

## **B. MATERIAL DISCLOSURES**

### **Stationery Materials**

Queens University has established a vendor for stationery materials (business cards, letterhead, envelopes...) through a previous RFP, and has implemented an online ordering system for all stationery requirements. These items are out of scope for this RFSQ.

### **Site Conditions/Location**

Queen's University is located in several locations in Kingston, Ontario and the main campus covers several city blocks. Deliveries will be required to individual departments across the campus. <http://www.queensu.ca/campusmap/>

### **Payment Terms**

Preferred payment terms are VPA – Visa Payables Automation (Net 0-7 days from invoice approval); all other payment terms are net 60 days from receipt of invoice by the Buyer (EFT – Electronic Funds Transfer); PROVIDED THAT the Buyer may withhold payment of any portion of the invoice which is in dispute and the Buyer and the Supplier shall act reasonably to resolve such dispute in a timely manner.

## **C. MANDATORY SUBMISSION REQUIREMENTS**

### **1. Submission Form (Appendix A)**

Each response must include a Submission Form (Appendix A) completed and signed by an authorized representative of the respondent.

### **2. Other Mandatory Submission Requirements**

N/A

### **3. References (Appendix F)**

Each respondent is requested to provide three (3) references from clients who have obtained goods or services similar to those requested in this RFSQ from the respondent in the last **3 years**.

## **D. MANDATORY TECHNICAL REQUIREMENTS**

N/A

## **E. PRE-CONDITIONS OF AWARD**

The following pre-conditions of award must be met by the selected proponent before the contract can be awarded:

- Certificate of Insurance
- WSIB Certificate

- Accessibility for Ontarians with Disabilities – Proof of completion of AODA training
- Site Visit: Queen's reserves the right to request a site visit of the proponent's facility prior to contract award.

## F. RATED CRITERIA

The following sets out the categories, weightings and descriptions of the rated criteria of the RFSQ. Respondents who do not meet a minimum threshold score for a category will not proceed to the next stage of the evaluation process.

<b>Rated Criteria Category</b>	<b>Weighting (Points)</b>
Rated Criteria - Written Proposal	
1. Experience and Qualifications	<b>21 points</b>
2. Print Quality, Efficiency and Capability	<b>40 points</b>
3. Customer Service	<b>20 points</b>
4. Distribution/ Shipping Capability	<b>5 points</b>
5. Environmental Sustainability	<b>10 points</b>
6. AODA	<b>4 points</b>
Sub-Total	<b>100 points</b>
7. Pricing	<b>30 points</b>
<b>TOTAL</b>	<b>130 POINTS</b>

Proposals failing to meet the minimum threshold requirement of **70% or 70 points, (70 points is 70% of Total Rated Criteria Points)** subject to the reserved rights of Queen's University, may be disqualified and not evaluated further. If no proposal meets the minimum threshold requirement of 70%, then Queen's University reserves the right, in its sole and absolute discretion, to invite up to three of the highest scoring Proponent(s) to the next stage of the evaluation.

### Rated Criteria

#### 1. Experience and Qualifications (21 points)

Each proponent should provide in its proposal:

- Give a brief description of the proponent. Please limit the description to 500 words. (5 points)
- Provide a description of the goods and services the proponent has previously and/or is currently delivering, with an emphasis on experience relevant to the Deliverables and your experience with Post Secondary Institutions. (7 points)
- Describe the roles and responsibilities of any sub-contractors who will be involved in providing the Deliverables, and their relevant respective expertise. (3 points)

- d) Explain how the proponent will provide the Deliverables, which should include a work plan and incorporate an organizational chart indicating how the proponent intends to structure its working relationship with Queen's. (6 points)
- e) Provide a Reference Form in accordance with the instructions set out on the Form attached as Appendix F to this RFSQ.

**2. Print Quality, Efficiency and Capability. (40 points in total)**

Each proponent should provide in its proposal a response to each of the following:

- a) Queen's University requires that print quality standards and visual identity standards are maintained throughout the printing process, in order to provide a consistent and quality product. The proponent must have strict quality control processes in place through the entire print process from receipt of files to delivery. Briefly describe the quality control standards your company has in place and use examples of other clients and Post-Secondary Education Institutions in which these standards have been regulated and sustained by your organization. (10 points)
- b) In order to fulfil the varied printing requests from within the University a variety of printing, as well as finishing equipment will be required. Feel free to expand on any of the questions below in regards to your equipment and the service it enables you to provide.
  - i. Are you capable of providing offset printing within your facility? Please give a brief description of the offset equipment inventory. (5 points)
  - ii. Are you capable of providing digitally printed materials within your facility? Please describe the digital printing equipment available. (4 points)
  - iii. Are you capable of providing wide format printing within your facility? Please give a brief description of the equipment. (3 points)
  - iv. Are you capable of providing web printing within your facility? Please give a brief description of the equipment. (1 points)
  - v. Are you capable of providing finishing and bindery requirements within your facility? Please give a brief description of the equipment and services available. (3 points)
  - vi. Do you have the capability of providing fulfilment services (pick & pack/ order kitting)? Please give a brief description of the fulfilment services available through your facility. (1 point)
  - vii. Describe any additional related service(s) that your company could provide and how this could benefit Queen's University. Give a brief description of the extent of your capabilities for these additional service(s). (3 points)
- c) Due to unavoidable circumstances it is sometimes necessary to complete time sensitive printing submissions in a timely and efficient manner.



- a.i. What is the typical turnaround for digital print orders from point of order submission to delivery? (\*Based on an order of 500 brochures- 8.5 x 11, 4/4 full color digital, bleeds, 70lb. text weight, gloss coated stock, letter fold).(5 points)

- ☐ Same day service
- ☐ Next day service
- ☐ 2 - 4 days
- ☐ 5 - 7 days
- ☐ > 7 days

- a.ii. What is the average turnaround for offset print orders from point of order submission to delivery? (\*Based on an order of 5,000 Booklets-16 page self cover, 11" x 17" flat size; 8.5" x 11" finished size, 4 process/ 4 process, bleeds, 70lb. #2 gloss coated offset stock, saddle stitch & trim). (5 points).

- ☐ 2 - 4 days
- ☐ 5 - 7 days
- ☐ 8 - 10 days
- ☐ 11 – 14 days
- ☐ > 14 days

### **3. Customer Service. (20 points in total)**

Each proponent should provide in its proposal a response to each of the following:

- a) Describe what sets your company apart from other similar companies in terms of quality, customer service, innovation and technology. (10 points)
- b) Describe a time when your company has gone above and beyond in providing service to a customer to resolve a quality-related issue. (8 points)
- c) Will a customer service representative be assigned to the account to support the needs of Queen's University? Describe how you will provide on campus customer service. (2 points)

### **4. Distribution/ Shipping Capability (5 points in total)**

Each proponent should provide in its proposal a response to the following:

Describe the method by which the final printed matter will be transported from your facility to the University location and explain the extent of your delivery capabilities. Explain how your company would manage the logistic challenges of supplying time sensitive materials to the University. Give examples of how these situations have been dealt with in the past with other institutions. (5 points)

### **5. Environmental Sustainability. (10 points in total)**

Each proponent should provide in its proposal a response to each of the following:

- a) What third party environmental certification does your company have and what certification does your company have to govern the chain-of-custody of paper? (3 points)
- b) Briefly describe your organizations commitment to sustainability and what practices or initiatives have been implemented to reduce your carbon footprint. (7 points)

## 6. AODA (4 points in total)

As per Ontario Regulation 191/11 made under the Accessibility for Ontarians with Disabilities Act, 2005, Queen's will incorporate accessibility criteria and features when procuring, goods, services and facilities, except where it is not practical to do so.

Each Proponent should provide in its proposal:

a description of features promoting accessibility. Examples include but are not limited to: (2 points)

- monitor screens with adjustable colours and contrast
- Support materials, such as manuals, training or service calls, available in accessible formats at no additional charge
- accessible customer service, as required under the Customer Service Standard
- software containing accessible features allowing people with disabilities to use it

proof of completion of accessible customer service training (2 points)

The University offers an online training program available at:  
<https://www.queensu.ca/equity/public/acs/>

If accessing Queen's training, navigate to the sign in section. When signing in, Proponent should select the Email Address option.

- (c) if accessible options are not available, the proponent should provide an explanation explaining why

## 7. Pricing (30 Points in total)

Proponent must provide to the University, a reasonable and competitive pricing structure for the materials and services provided. Please refer to **Appendix B - Pricing Form** for list of pricing requests. Failure to include pricing in all categories will not result in the exclusion of the proponents RFSQ submission.

*Pricing should only be included in Appendix B and not in any other documents submitted as part of your response. Under no circumstances should pricing be included in any file uploaded to the Written Proposal slot or Additional Info slot(s).*

## 7. APPENDIX D – MASTER FRAMEWORK AGREEMENT

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

## 8. APPENDIX E – SUBMISSION INSTRUCTIONS

Please follow these instructions to submit your documents electronically via our Public Portal.

### 1. Prepare your submission materials:

#### Requested Information

Name	Type	# Files	Requirement
Appendix A-Submission Form	File Type: PDF (.pdf)	1	Required
Written Proposal-Appendix C - Section F	File Type: PDF (.pdf)	1	Required
Pricing-Appendix B	File Type: Excel (.xls, .xlsx)	1	Required
Appendix F-Reference Form	File Type: PDF (.pdf)	1	Required
Additional Information	File Type: PDF (.pdf)	Multiple	Optional

#### Requested Documents:

Please note the type and number of files allowed. The maximum upload file size is 1000 MB.

Please do not embed any documents within your uploaded files, as they will not be accessible or evaluated.

### 2. Upload your submission at:

<https://queensu.bonfirehub.ca/opportunities/36965>

The Q&A period for this opportunity starts Dec 18, 2020 12:00 PM EST. The Q&A period for this opportunity ends Jan 07, 2021 12:00 PM EST. Respondents should promptly examine all of the documents comprising this RFSQ, and may direct questions or seek additional information in writing by email to the RFSQ Contact on or before the Deadline for Questions.

Your submission must be uploaded, submitted, and finalized prior to the Closing Time of **Jan 21, 2021 12:00 PM EST.** We strongly recommend that you give yourself sufficient time and at least **ONE (1) day** before Closing Time to begin the uploading process and to finalize your submission.

**Important Notes:**

Each item of Requested Information will only be visible after the Closing Time.

Uploading large documents may take significant time, depending on the size of the file(s) and your Internet connection speed.

You will receive an email confirmation receipt with a unique confirmation number once you finalize your submission.

Minimum system requirements: Internet Explorer 11, Microsoft Edge, Google Chrome, or Mozilla Firefox. Javascript must be enabled. Browser cookies must be enabled.

**Need Help?**

Queen's University uses a Bonfire portal for accepting and evaluating proposals digitally. Please contact Bonfire at [Support@GoBonfire.com](mailto:Support@GoBonfire.com) for technical questions related to your submission. You can also visit their help forum at <https://bonfirehub.zendesk.com/hc>

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

## 9. APPENDIX F – REFERENCE FORM

Each Proponent is requested to provide three references from clients who have obtained goods or services from the Proponent in the last 3 years similar to those requested in this RFP.

### Reference #1

<b>Company Name:</b>	
<b>Company Address:</b>	
<b>Contact Name:</b>	
<b>Contact Telephone Number:</b>	
<b>Date Work Undertaken:</b>	
<b>Nature of Assignment:</b>	

### Reference #2

<b>Company Name:</b>	
<b>Company Address:</b>	
<b>Contact Name:</b>	
<b>Contact Telephone Number:</b>	
<b>Date Work Undertaken:</b>	
<b>Nature of Assignment:</b>	

### Reference #3

<b>Company Name:</b>	
<b>Company Address:</b>	
<b>Contact Name:</b>	
<b>Contact Telephone Number:</b>	
<b>Date Work Undertaken:</b>	
<b>Nature of Assignment:</b>	

## 10. APPENDIX G – INTENT TO RESPOND TO RFP FORM

Please complete and e-mail this form to the *Queen's Contact* at sy1@queensu.ca before Thursday January 07, 2020 - 3:00 PM EST

<b>To:</b> <i>Queen's Contact</i>	<b>From:</b>
<b>Queen's University</b>	<b>Company Name</b> _____
<b>Rideau Building, 3<sup>rd</sup> Floor 207 Stuart Street, Kingston ON K7L 2V9</b>	<b>Company Address</b> _____
	<b>Phone #</b> _____
	<b>Fax #</b> _____
	<b>Email</b> _____

**Re:** Request for Supplier Qualifications (RFSQ)  
Q-2020-058-SY- Printed Material & Print Services

Please indicate your intention to respond to this RFSQ by placing an "X" in the following box.

<input type="checkbox"/> We intend to respond to this RFSQ
--

\_\_\_\_\_  
**Company Name**

\_\_\_\_\_  
**Contact Person**

\_\_\_\_\_  
**Title/Position**

\_\_\_\_\_  
**Signature of Contact Person**

RFSQ-2020-058-SY- Printed Materials and Print Related Services