



Workers' Compensation Board of British Columbia

Corporate and Health Care Purchasing

Request for Information & Qualification (RFIQ)

Print Services

RFIQ #012-2009

Issue Date: June 25, 2009

WorkSafeBC is seeking proposals from qualified print services providers to provide high and low volume print production services including but not limited to books, magazines, forms and other specialty products; including but not limited to typesetting, pre-press, layout, printing, binding and collation.

WorkSafeBC requests that responses be submitted by:

2:00 PM Pacific Time on July 23, 2009

Delivery Instructions:

Mail / Courier / By Hand:

**Worker and Employer Services –
Main Entrance/Security Desk
WorkSafeBC
6951 Westminster Highway
Richmond, BC V7C 1C6
Attn: Corporate and Health Care Purchasing**

Electronically

Electronic copies of the RFP may be submitted in accordance with the BC Bid instructions for e-bidding. Only pre-authorized e-bidders registered on the BC Bid system will be able to submit electronic bids.

Email & Fax responses will NOT be accepted.

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SECTION I - INSTRUCTION TO RESPONDENTS

1.0 INTRODUCTION

Workers' Compensation Board of BC herein referred to as "WorkSafeBC".

- 1.1 This RFIQ is an inquiry and Request for Information & Qualification only and does not imply a commitment by WorkSafeBC to proceed with the work or to purchase any product(s) and/or solution(s). WorkSafeBC will advise **only** the Respondent(s) it decides to proceed with further, as defined herein.
- 1.2 Until such time as a contract is awarded, WorkSafeBC reserves the right in its sole discretion not to proceed with the work, or purchase any product(s) or solution(s), to proceed by way of a Request for Proposal (RFP), to issue one or more further requests for information by a Request for Information (RFI), Request for Information & Qualification (RFIQ) or Request for Additional Information (RAI) or otherwise, or to negotiate a contract individually with any Respondent to this RFIQ for all or part of the work, product(s), or solution(s).
- 1.3 WorkSafeBC reserves the right to conclude any or all of the processes relating to this requirement should it be in the best interest of WorkSafeBC as determined by WorkSafeBC. WorkSafeBC is not bound to enter into a contract with any qualified Respondent.
- 1.4 If WorkSafeBC elects to proceed by way of an RFP, or if WorkSafeBC elects to request more information by way of a further RFI, RFIQ, or RAI or by any other method, WorkSafeBC may in its sole discretion create a Respondent list using any or all Respondents to this RFIQ; may rank responses based on the evaluation and/or requirements defined herein and select a shortlist of one or more of those which ranked most highly; or if deemed in WorkSafeBC's best interest, it may include additional Respondents.
- 1.5 This RFIQ should not be considered a request for or an authorization to perform any work or to supply any goods or services. Any development work undertaken by the Respondent and any costs and/or expenses involved in the preparation of replying to this RFIQ, and for subsequent presentations and/or demonstrations and/or negotiations will be the sole responsibility of the Respondent, including any travel.
- 1.6 WorkSafeBC is subject to the *Freedom of Information and Protection of Privacy Act (FIPPA)* and as such all submissions to this RFIQ will become the property of WorkSafeBC and as such will be held in confidence by WorkSafeBC subject to the FIPPA disclosure provisions. Any clauses in a document received in response to this procurement process which purports to limit WorkSafeBC's obligations under FIPPA will be considered void and severable from the response. By answering this RFIQ the Respondent will be deemed to have accepted this term.
- 1.7 WorkSafeBC reserves the right to modify this RFIQ at any time and at its sole discretion. This includes the right to cancel this RFIQ at any time without entering into a contract with any Respondent.

2.0 RFIQ SUBMISSION AND DELIVERY INSTRUCTIONS
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- 2.1 It is the Respondents' responsibility to ensure that they have received a complete set of documents as listed by the page numbers. By submitting a Response, the Respondent has verified that they have received a complete set of RFIQ documents including any and all addenda.
- 2.2 WorkSafeBC requests that Respondents complete and return all the following by **2:00 PM Pacific Time on July 2, 2009:**
- **Signed WorkSafeBC RFIQ Response Form contained in Section IV of this RFIQ**
 - **RFIQ Response**
 - **Any appendixes and information requested including;**
 - **Appendix A References**
- 2.3 WorkSafeBC requests that responses be delivered by **one** of the following methods:

Hardcopies:

- **One (1) original plus four (4) copies of the response in hardcopy, and**
- Please ensure responses are delivered in an envelope identified with the name and address of the Respondent, **addressed to WorkSafeBC, Attn: Corporate and Health Care Purchasing**; with the **RFIQ number and closing date** clearly identified on the outside of the package to the following address:

**Worker and Employer Services – Main Entrance/Security Desk
WorkSafeBC
6951 Westminster Highway
Richmond, BC V7C 1C6**

Attn: Corporate and Health Care Purchasing

Electronically through BC Bid:

- a. An electronic copy of the response will only be accepted in MS Word or Adobe PDF format, Microsoft Office 2003 or earlier.
 - b. 6 MB maximum file size.
 - c. Please ensure that the entire proposal is submitted as a single file, except for the RFIQ Response Form which requires a signature, digital signatures are acceptable.
 - d. ZIP or like files will not be accepted.
 - e. WorkSafeBC will NOT accept any responsibility for failure to receive or the inability to read any submission for any reason including technical issues, data corruption, failure as a result of BC Bid security system, or failure for any other reason.
- 2.4 **Email & Fax responses will NOT be accepted.**

3.0 REQUESTS FOR ELECTRONIC COPY OF RFIQ

- 3.1 It is the responsibility of the Respondents who retrieve or download this RFIQ document from the BC Bid website (www.bcbid.gov.bc.ca), or the WorkSafeBC website (www.worksafebc.com) to ensure they monitor this site for any addendum to the RFIQ document issued up to and including the closing date.

- 3.2 For requests of electronic copies of this Request for Information & Qualification, please contact Jason Lin at 604-276-3344 and provide the appropriate RFIQ number, your name, phone number and email address.

- 3.3 Respondents who have obtained the RFIQ electronically shall not alter any portion of the document, with the exception of adding the information requested.

4.0 CLARIFICATION

- 4.1 Please direct any question related to the RFIQ to the Purchasing Officer whose name appears below. Respondents shall not ask questions of the WorkSafeBC department for which the contract is being procured or any other department of WorkSafeBC, unless so directed elsewhere in this document.

RFIQ INQUIRIES:	Cathie Herbert, Senior Purchasing Officer Corporate and Health Care Purchasing Phone #: (604) 279-7413 Fax #: (604) 276-3260 Email: purchase@worksafebc.com
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- 4.2 Respondents are asked to submit in writing any questions regarding this RFIQ to the attention of WorkSafeBC not less than three (3) working days before RFIQ Response closing date.

- 4.3 The questions will be reviewed, and where information sought is not already clearly indicated, WorkSafeBC shall issue an addendum to all Respondents which shall become part of the RFIQ documents.

- 4.4 Other than a member of the Corporate and Health Care Purchasing, no employee or agent of WorkSafeBC is authorized to change the content of this RFIQ and/or any addenda.

5.0 GOVERNING LAW / JURISDICTION

- 5.1 This Request for Information & Qualification shall be governed by and construed in accordance with the laws of the Province of British Columbia which shall be deemed to be the proper law hereof and in so doing the Courts of British Columbia shall have exclusive jurisdiction to determine all disputes and claims arising out of or in any way connected with this RFIQ.

6.0 AGREEMENT FOR INTERNAL TRADE
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- 6.1 If the value of any response(s) resulting from this Request for Information & Qualification exceeds the cost thresholds stipulated in Annex 502 of the Agreement on Internal Trade then all provisions of Annex 502 of the Agreement on Internal Trade will apply.

- 6.2 The language used in all responses to this Request for Information & Qualification shall be English.

SECTION II – BUSINESS OBJECTIVES

1.0 PURPOSE

1.1 WorkSafeBC is seeking proposals from qualified print services providers with proven experience in providing high-volume and low-volume print production services including but not limited to, books, magazines, forms and other specialty products; including but not limited to typesetting, pre-press, layout, printing, binding and collation.

1.2 Projects will vary in regularity, size and complexity. Categories, for which services may be requested and for which Providers will be identified, include but are not limited to, the following:

CATEGORY I	CATEGORY II	CATEGORY III
<ul style="list-style-type: none">• Magazine• Annual Report	<ul style="list-style-type: none">• Books• Brochures• Forms• Pamphlets• Business Cards	<ul style="list-style-type: none">• Large-format Posters• Banners• Info Flips• Binders

1.3 WorkSafeBC reserves the right to group the categories at its discretion.

1.4 WorkSafeBC reserves the right to increase and or decrease the number of categories at its discretion.

1.5 WorkSafeBC reserves the right to include or exclude print services from any category at its discretion.

1.6 It is expected that WorkSafeBC will provide the necessary specifications and files to the Provider(s) for each print service request.

2.0 PROCESS

2.1 WorkSafeBC may select a Primary Provider and a short-list of Providers to provide these services for each category or more than one (1) category. The decision regarding whether to create a Primary and/or Shortlist relationship will be made based on WorkSafeBC's review of the responses to this RFIQ, and the structure that WorkSafeBC believes will best meet its objectives.

2.2 If WorkSafeBC chooses to create a Primary/Shortlist relationship, WorkSafeBC will award projects to the Primary Provider, and if the Primary Provider is unable to perform the work, or previous work has been unsatisfactory, project work may be awarded to a Provider on the Shortlist. The Providers in the Shortlist will be further assessed based on the availability of their resources and capability to do the project at the sole discretion of WorkSafeBC. If there is a perceived conflict of interest and/or non-compliance with the Protection of Privacy Assessment, as determined by WorkSafeBC, with the Primary/Shortlist of Provider(s), or WorkSafeBC deems that it can obtain better value, WorkSafeBC reserves the right to obtain quotes and to award work to another Provider.

- 2.3 If a Primary and/or Shortlist Provider(s) are selected, WorkSafeBC expects to award contracts using this RFIQ for project initiatives to the Provider(s) for a period of two (2) years, at which time the services that have been provided will be reviewed. Based on this review, WorkSafeBC reserves the right to continue using the Primary/Shortlist Providers for four (4) one (1) year renewals without issuing a new RFIQ.
- 2.4 Based on the responses received for the RFIQ, WorkSafeBC may:
- Decide not to proceed with the project, work, product or solution;
 - Decide to defer the project, work, product or solution;
 - Request further information using an Request For Information (RFI) or Request For Additional Information (RFAI);
 - Shortlist one (1) or several Respondents to formally present their proposed solution and/or approaches to the WorkSafeBC Selection Committee, or negotiate a contract directly with a Respondent.
- 2.5 WorkSafeBC reserves all rights defined herein Section I, Instructions to Respondents, “1.0 Introduction”, as deemed in the best interest of WorkSafeBC.
- 2.6 If WorkSafeBC requests presentations, short-listed Respondent(s) will be notified after the RFIQ closing of the specific time, date and location for a presentation of their submission. All costs incurred in the preparation of the responses and the presentation, including all travel costs, are the responsibility of the Respondent and are not chargeable to WorkSafeBC. WorkSafeBC will try to accommodate the availability of all Respondent(s). However, WorkSafeBC reserves the right not to continue with Respondent(s) who are not available for a presentation.

3.0 PRIMARY AND SHORTLIST OF PROVIDERS

Removal of Primary or Shortlist of Providers

- 3.1 At WorkSafeBC’s discretion, WorkSafeBC may remove the Primary Provider(s) or a Provider from the Shortlist where in the opinion of WorkSafeBC any but not limited to occurrence of the following have occurred:
- Failure to notify WorkSafeBC of a change in ownership.
 - Failure to comply with terms of the Qualification document or any contract awarded.
 - Failure to respond to or declining, three (3) or more projects.
 - Failure to inform WorkSafeBC’s contact person of changes to Provider’s contact information. WorkSafeBC will not be responsible to contact Provider to obtain current information.
 - Failure to provide quotes for print services within 48 hours of WorkSafeBC’s request.
 - Providing unacceptable quality of work.
 - Failure to have or maintain a designated account manager and customer service representative responsible for the WorkSafeBC account.
 - False or misleading information in either the Qualification Process or for a project.

- Submitting invoices that contain errors.
 - Submitting invoices past the accepted thirty (30) day invoice terms.
 - Contacting WorkSafeBC staff other than the contacts designated under this Qualification process to provide Responses or solicit business.
 - Exhibiting any type of inappropriate behavior as determined by WorkSafeBC, including behaviour which contravenes the WorkSafeBC's Standards of Conduct or Personal Harassment Policy.
 - Providing unacceptable service levels as determined by WorkSafeBC Performance Reviews.
 - Employing or attempting to recruit any employee, contractor or subcontractor who is engaged to perform work for WorkSafeBC.
 - Failure to register and maintain WorkSafeBC assessment coverage, if required to be registered by the Workers' Compensation Act.
 - Requests by Respondents to be removed from the Shortlist.
- 3.2 WorkSafeBC will notify the Provider in writing of its intent to remove the Provider from the Shortlist. Such removal will be effective immediately.
- 3.3 WorkSafeBC reserves the right to reinstate the Provider at WorkSafeBC's discretion, if the Provider provides corrective action that is satisfactory to WorkSafeBC.
- 3.4 Should any Provider be removed the following may apply to replace the Provider:
- If the Primary Provider(s) is removed then WorkSafeBC may choose the next highest evaluated candidate from the shortlist. WorkSafeBC reserves the right, based on WorkSafeBC requirements, to reopen this RFIQ for new submissions to be evaluated for a specific category only.
 - If a Provider is removed from the Shortlist either as a promotion to the Primary Provider or through any of the reasons noted under 3.1 WorkSafeBC may or may not replace the Provider. Should WorkSafeBC add a new Provider to the Shortlist the next highest evaluated candidate may be added. WorkSafeBC reserves the right, based on WorkSafeBC requirements, to reopen this RFIQ for new submissions to be evaluated for a specific category only.
 - WorkSafeBC reserves the right to evaluate and select a Provider(s) under any of the above conditions, independent of the evaluations of any current Primary or Shortlisted Provider.
- 3.5 WorkSafeBC reserves the right to increase or decrease the quantity of Providers on the Shortlist based upon but not limited to, the following:
- Volume of projects.
 - Industry changes.
 - Changes to WorkSafeBC requirements.

- 3.6 The successful Provider(s) will not be guaranteed any volume of business or that projects will be allocated in rotation. There is no guarantee that when a specific print service is awarded to a Provider(s) that any subsequent print runs will automatically be awarded to that Provider(s). WorkSafeBC reserves the right to award print projects at its discretion as deemed in the best interest of WorkSafeBC.

4.0 REQUIREMENTS

- 4.1 The successful Respondent(s) is expected to have the following qualifications:
- Minimum of five (5) years experience in the printing industry
 - The resources to designate specific individual account personnel as outlined in 4.4
 - Availability of a ftp site (for file transfer)
 - Excellent communication and interpersonal skills
- 4.2 The successful Respondent(s) is expected to have the experience and ability to manage the entire process from initial order to delivery of the final product to WorkSafeBC's internal clients in a timely, efficient and professional manner.
- 4.3 The successful Respondent(s) is expected to have the availability of a user-friendly on-line Web-based system for order processing with the capability for online management including real-time reports of job progress.
- The successful Respondent(s) is expected to have the capability of receiving print-ready files electronically from WorkSafeBC.
 - The successful Respondent(s) is expected to possess advanced quality control techniques to ensure that computerized database information, supplied by WorkSafeBC, is readable and compatible with the Respondent's software applications and printing equipment.
- 4.4 WorkSafeBC requires a designated Customer Service Representative and a designated Account Manager; for which there will be no changes without prior approval of WorkSafeBC.
- 4.5 The successful Respondent(s) needs to be able to self-audit and report against performance metrics as determined by WorkSafeBC at predetermined intervals. This capability needs to be flexible to accommodate changes to service level metrics.
- 4.6 WorkSafeBC expects that the successful Respondent(s) should serve as a resource for solution-based recommendations regarding technological change(s).
- 4.7 Respondents are required to warehouse forms and envelopes in anticipation of printing needs, as needed, at no additional cost to WorkSafeBC. WorkSafeBC estimates that this may equate to ten (10) standard size pallets on average per month.

5.0 TECHNICAL REQUIREMENTS

- 5.1 The Respondent(s) is expected to have demonstrated experience and expertise in providing a full-range of print services, superior account management capabilities, and the ability to meet tight and inflexible deadlines, and work within a multiple client environment.
- 5.2 The type of print services required may vary for each specific project, as determined by client requirements.
- 5.3 Deliverables for specific project assignments may include, but are not limited to:
- Selected Respondent(s) are expected to be readily accessible for daily contact and be available for quick turnaround of client requests, including possible weekend work.
 - Ad hoc changes/revisions to existing files;
 - Outputs as laser proofs, PDF files, or in CD-ROM format, and uploading files to ftp sites;
 - Production of final artwork as hard copy or on disk, as specified by the client;
 - Provision of critical paths, printing specifications, print-ready files and handling prepress and press approvals;
 - Upon completion of each project, final digital artwork must be supplied to clients (including all associated files and fonts);
 - Upon completion of each project, final digital artwork must be archived by the Provider(s) for a period no less than 12 months.

6.0 ENVIRONMENTAL RESPONSIBILITY

Respondent(s) will have to demonstrate that they follow environmentally responsible practices, such as those listed below but not limited to, and that environmentally responsible products are utilized when producing printed material.

- Availability of 100% post-consumer recycled content paper for printing projects where practicable.
- Forest Stewardship Council Certified (FSC) and/or Sustainable Forestry Initiative (SFI) paper availability.
- Low transportation footprint for all materials used in the printing process i.e. from point of origin to printing facility.
- Alcohol-free printing processes.
- Solvents free of toluene and methylene chloride.
- Paper recycling and reuse programs.
- Offset print using soy-based inks or otherwise green (low or no VOCs and not petroleum based), heavy metal free.
- Press setups that allow for ganging jobs to reduce waste.

7.0	EVALUATION
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- 7.1 WorkSafeBC has identified but is not limited to; three (3) print categories (see 1.2). Respondents are asked to indicate which of the three (3) categories they are interested in providing and to describe their capabilities and experience in delivering this service.
- 7.2 Respondents will be evaluated on Part 1 (45%) which will be added to each category they have expressed interest in Part 2 (55%) for a total of 100%.
- 7.3 If a Respondent expresses interest in 2 or more categories in Part II, each category response will be evaluated out of 55% and this score will be added to their response for Part I (45%) for a total of 100% for each Part II category response.

7.2.1 Part 1 – General Business Overview

1	Company capability	25%
2	Environmental responsibility	10%
3	Value add	10%

7.2.2 Part 2 – Categories of print services

7.2.3 Category I:

4	Technical capability/fit	35%
5	Cost proposal	20%

7.2.4 Category II:

4	Technical capability/fit	35%
5	Cost proposal	20%

7.2.5 Category III:

4	Technical capability/fit	35%
5	Cost proposal	20%

- 7.4 WorkSafeBC reserves the right to group categories together as it deems to be in the best interest of WorkSafeBC. A high score in a category does not guarantee selection to provide that service.
- 7.5 WorkSafeBC may shortlist one (1) or more Respondents who score the highest in the evaluation to conduct a formal interview and evaluation of their proposal. WorkSafeBC may request that these Respondent(s) bring to the interview samples of print projects and materials as specified by WorkSafeBC. The shortlisted Respondents will then be scored for an additional 25% which will become part of the over all evaluation for a total of 125%.
- 7.6 If a Respondent is removed from the shortlist WorkSafeBC will determine if another Respondent will be added at its own discretion.
- 7.7 Respondents will be responsible to ensure that the staff attending the presentation are able to respond to detailed business and/or technical questions.

- 7.8 Respondents that score highly in the evaluation process will be assessed to determine their ability to comply with the Protection of Information and Personal Privacy. WorkSafeBC reserves the right not to award a contract to Respondents that score unsatisfactory on Appendix B, Protection of Privacy Assessment.
- 7.9 Any awarding of a contract will be subject to satisfactory reference checks, in the sole opinion of WorkSafeBC.
- 7.10 No award will be made to any Respondent who cannot give satisfactory assurance their ability to carry out the contract both financially and by reason of previous experience. Lack of familiarity with the type of work may be sufficient cause for rejection of proposal.

SECTION III - RESPONSE FORMAT

Respondents are invited to be creative and address any other approaches and other deliverables that may achieve the goals. WorkSafeBC requests that you include the following minimum information in your response.

RESPONSE FORMAT

- Please enclose the **signed Section IV. RFIQ Response Form ON TOP of your submission package.**
- Please provide your response in the same sequence of topics as listed below (see 1.0 to 6.0).
- Please provide a Table of Contents for your submission.

1.0 COMPANY CAPABILITY

1.1 Please include the following: (Maximum 2 pages).

- Letter of introduction with an overview of your company background and profile, in which you are to describe all aspects of your print organization: equipment and equipment capacity, facility, technology, quality control processes, customer service philosophy, account management and strategic alliances (with paper vendors, etc). If you are a Print Broker, identify key suppliers and related capabilities. Include an overview on your web-based print management system as outlined in section 4.0, item 4.3.
- State the number of years your company has been directly involved in the print industry.
- State the location of the office where the WorkSafeBC account would be serviced from.
- In reference to section 4.0, item 4.4, provide name, contact information and proximity to WorkSafeBC Richmond offices for:
 - a) designated Customer Service Representative; and
 - b) designated Account Manager
- In reference to section 5.0, item 5.3, state the maximum time period your designated Customer Service Representative would respond to an inquiry or request. Automated email responses without date or timeline information are not considered to be responses.
- State which category you are responding to and why.
- Complete Appendix A – References.
- Complete Appendix B - Protection of Information and Personal Privacy.

2.0 TECHNICAL CAPABILITY/FIT

2.1 Do you have the equipment (presses) and capability to do offset printing? Is it on site or outsourced?

- 2.2 Do you have the equipment (presses) and capability to do digital printing? Is it on site or outsourced?
- 2.3 Do you have high speed photocopying equipment with on-line collating, stapling and binding functions? Is it on site or outsourced?
- 2.4 Provide a summary sheet of the specialized printing and photocopying equipment you have at your disposal: brand name, model number, year it was manufactured; and whether it is on site or outsourced.
- 2.5 List what capabilities/specialties you provide, such as large format printing, special binding, die-cutting services; and whether it is on site or outsourced.
- 2.6 For each Category that you are responding to, detail the standard print job timeline to produce the relevant sample print job with specifications as per Appendix D, such as:
(a) from receipt of file from WorkSafeBC to proof to WorkSafeBC
(b) from receipt of approved proof from WorkSafeBC to delivery of the finished product to WorkSafeBC
Give an example of a similar job that you have previously done for each.
- 2.7 Please identify below which services/products your organization provides. Your organization should have the capability to provide a minimum of six (6) of the services identified to be eligible for review as a potential Provider.

For each category of services, WorkSafeBC requires an explanation of production location, in-house processes, or sub-contracted services, as applicable to each service.

RANGE OF SERVICES (Check all that apply)

- 2.7.1 { } Typesetting and Composition: The act or art of setting type and/or the combining of distinct parts or elements to form a whole document
- 2.7.2 { } Electronic Pre-press: Preparing provided electronic files for press production including color correction, trapping and imposition
- 2.7.3 { } Digital Printing: High speed copying in color or black and white from an electronic file or hard copy original
- 2.7.4 { } Forms: A document with blanks for the insertion of details or information in either single or multiple parts
- 2.7.5 { } Poster: A large, printed placard, bill or announcement, often illustrated, that is posted to advertise or publicize something
- 2.7.6 { } Brochure: A small booklet or pamphlet, often containing promotional material or product information
- 2.7.7 { } Flyer: An advertisement (usually printed on a page or in a leaflet) intended for wide distribution

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- 2.7.8 { } Publication: A copy of a printed work offered for distribution, usually a multiple page bound document
 - 2.7.9 { } Presentation Folders: A flexible cover folded in the centre with or without glued pockets and used as a holder for loose documents
 - 2.7.10 { } Stationary or Letterhead: A single sheet either black & white or colour, with a name, address and phone number used for letter writing
 - 2.7.11 { } Variable Data Printing: The process of personalizing a printed piece using names, addresses or images contained within a database
 - 2.7.12 { } Envelopes: usually having a gummed flap
 - 2.7.13 { } Engraving: A printing process that involves carving, cutting, or etching into a printing plate
 - 2.7.14 { } Foil Stamping: The process of applying foil to a printed or blank piece of paper, card stock or cover material
 - 2.7.15 { } Die Cutting: The process of using sharp steel rules to cut shapes for labels, boxes, presentation folders and containers
 - 2.7.16 { } Thermography: A process for producing raised lettering, as on stationery or calling cards, by application of a powder that is fused by heat to the fresh ink
 - 2.7.17 { } Laminating: a plastic film bonded by heat and pressure to a printed sheet for protection or appearance
 - 2.7.18 { } MICR Printing: magnetic ink character recognition
 - 2.7.19 { } Case Binding: hard covers produced using board, leather, or pliable human-made materials
 - 2.7.20 { } Spiral Binding: a book bound with wires in a spiral form inserted through holes punched along the binding side
 - 2.7.21 { } Coil Binding: similar to spiral binding with the wires and punches in a slightly different configuration
 - 2.7.22 { } Wire-O Binding: similar to spiral binding with the wires and punches in a slightly different configuration
 - 2.7.23 { } Lay-Flat Binding: a type of perfect binding (glued spine) that allows the book to lay flat when opened
 - 2.7.24 { } Adhesive Labels: mailing labels or other types of labels with gummed adhesives or peel off backing
 - 2.7.25 { } Large Format Documents: banners, posters

- 2.8 What are your organization's storage and warehousing capabilities? (Please indicate by square footage).
- 2.9 Is the storage/warehousing kept on-site or off-site? If off-site, please specify location.

3.0 ENVIRONMENTAL RESPONSIBILITY

- 3.1 Does your organization have an established environmental policy or environmental management system? If so, attach as an Appendix.
- 3.2 Does your organization stock/offer as standard substrate 100% post-consumer recycled content paper/substrates? If so, attach as detailed list with availability, lead-times if applicable and origin source as an Appendix.
- 3.3 Does your organization stock/offer low impact substrates (free of endangered forest fibre, reduced biodiversity footprint, reduced carbon footprint)? If so, attach detailed list with availability, lead-times if applicable, and origin source as an Appendix.
- 3.4 Does your organization use low-impact materials such as non-toxic inks, coatings and chemicals; recycled materials? If so, attach detailed list with availability, lead-times if applicable, and origin source as an Appendix.
- 3.5 Does your organization generate hazardous waste? If so, how is it disposed of?

4 COST PROPOSAL

- 4.1 With reference to the five (5) sample print projects as specified in Appendix D - Sample Print Jobs, please provide pricing for the specific category you are responding to. The proposed pricing should also include any other related potential charges.
- 4.2 If your company responded to more than one (1) category, is there a cost difference if you were awarded contracts for more than one (1) category?
- 4.3 Please advise if you would charge WorkSafeBC for expedited print service requests. If so, what would the charge be? Also, specify (e.g. number of hours/days) what your company defines as "expedited service".
- 4.4 Please advise if you would charge WorkSafeBC to inventory and warehouse ten (10) pallets (standard size) of printed material. If so, what would the charge be?

5 REPORTING

- 5.1 WorkSafeBC will require detailed monthly activity reporting. Please provide a sample report that your company provides to your customers.

6 VALUE ADD

- 6.1 Briefly describe any capabilities that make your organization uniquely qualified to provide the requested services, including any innovative approaches, you have successfully used with other clients.

SECTION IV - RFIQ RESPONSE FORM – RFIQ #012-2009

WORKERS' COMPENSATION BOARD OF BRITISH COLUMBIA (WORKSAFEBC)
6951 WESTMINSTER HIGHWAY, RICHMOND, BC V7C 1C6

<i>Company Name:</i>

I/We hereby offer the information in our response to WorkSafeBC for review. I/We understand that this information is provided in response to a Request for Information & Qualification and that nothing in the RFIQ document should be construed as binding on WorkSafeBC or that a contract need be awarded.

APPENDIX(ES) TO RFIQ:

WorkSafeBC requests that any appendixes as called for in the RFIQ be completed and attached to this RFIQ Response form. All appendixes form an integral part of this response. I/We enclose:

Appendix A	References
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ADDENDA

I/We acknowledge receipt of the following applicable Addenda to the RFIQ:

ADDENDUM:	DATE OF ADDENDUM	FROM PAGES	TO PAGES
Addendum No. 1			
Addendum No. 2			

Authorized signing officer

<i>Legal / Business Name:</i>	
<i>Other names under which your Company operates:</i>	
<i>Address:</i>	<i>Telephone Number:</i>
<i>City, Province, Postal Code:</i>	<i>Fax Number:</i>
<i>Signature:</i>	<i>Title:</i>
<i>Print Name:</i>	<i>Date:</i>
<i>Official Email Address:</i>	
<i>WorkSafeBC Registration Number:</i>	

Any clauses in a document received in response to this procurement process which purports to limit WorkSafeBC's obligations under FIPPA will be considered void and severable from the response. By answering this RFIQ the Respondent will be deemed to have accepted this term.

APPENDIX A - REFERENCES

<i>Company Name:</i>	
<i>Address:</i>	<i>Telephone Number:</i>
<i>City, Province, Postal Code:</i>	<i>Fax Number:</i>

Provide three (3) projects your organization has completed in the past five (5) years that are similar in type and size to WorkSafeBC's requirements.

1 COMPANY NAME & ADDRESS	
Contact Name	
Telephone No.	
Brief Description of Project	
2 COMPANY NAME & ADDRESS	
Contact Name	
Telephone No.	
Brief Description of Project	
3 COMPANY NAME & ADDRESS	
Contact Name	
Telephone No.	
Brief Description of Project	

APPENDIX B – PROTECTION OF PRIVACY ASSESSMENT

PROTECTION OF INFORMATION AND PERSONAL PRIVACY

The Freedom of Information and Protection of Privacy Act (FIPPA) requires WorkSafeBC and any Service Provider to it, ensures personal information in its custody or under its control is stored or accessed only in Canada except in limited circumstances. As a condition of contract award, the Contractor must provide evidence of their compliance. Submit the following information as an attachment to your submission.

Further information is available regarding this requirement at: <http://www.msar.gov.bc.ca/privacaccess>.

<p>1.1 Is your company a subsidiary and/or has any affiliation of any type with any entity outside of Canada?</p> <p>If yes, state their names and relationships:</p>	<p><input type="checkbox"/> Yes or <input type="checkbox"/> No</p>
<p>1.2 State the legal status of the business. E.g. Sole proprietor, partnership or limited company.</p> <p>1.2.1 If the business is a partnership, state the countries where the partners reside;</p> <p>1.2.2 If the business is a limited company, state the countries where the directors reside.</p>	
<p>1.3 Is your company wholly owned by a Canadian entity?</p> <p>If no, state the nature of the foreign ownership:</p>	<p><input type="checkbox"/> Yes or <input type="checkbox"/> No</p>
<p>1.4 Is your company controlled and operated by a Canadian entity?</p> <p>If no, state the nature of the foreign control and operations:</p>	<p><input type="checkbox"/> Yes or <input type="checkbox"/> No</p>
<p>1.5 State the location where personal information is currently stored, by whom and who would have access to this information.</p>	

<p>1.6 State how and the location where you propose to store and access personal information you obtain from WorkSafeBC, if successful.</p>
<p>1.7 State who provides systems & equipment maintenance and data recovery services for your data systems and state their location. If it is not an employee, answer 1.1 to 2.0 in relation to the proposed subcontractor.</p>
<p>1.8 Provide a description of current employee procedures and rules relating to disclosure, access and control of personal information (e.g. levels of access, circumstances, frequency and familiarity with FIPPA, security clearance requirements).</p>
<p>1.9 Provide a description of an existing operational privacy plan in the event of a security or privacy breach relating to personal information (eg. email breach, home invasion, theft).</p>
<p>2.0 If you propose to subcontract any portion or all of the work under the contract, if you are successful, state where and to whom you intend to subcontract with, and answer 1.1 to 2.0 in relation to the proposed subcontractor.</p>

APPENDIX C – WORKSAFEBC OVERVIEW CORPORATE PROFILE

WorkSafeBC (the Workers' Compensation Board) is an independent statutory agency that serves nearly 2.3 million workers and about 197,000 employers throughout British Columbia. It is funded through insurance premiums paid by registered employers and through investment returns. The *Workers Compensation Act* empowers WorkSafeBC to enforce occupational health and safety standards, provide legislated compensation and rehabilitation benefits to injured workers or their dependents, and collect funds from businesses to operate the workers' compensation system. In administering the Workers Compensation Act, WorkSafeBC remains separate and distinct from government. However, WorkSafeBC is accountable to the public through the provincial government, which is responsible for protecting and maintaining the overall well-being of the workers' compensation system.

WorkSafeBC is dedicated to:

- Working with our partners to achieve our vision: keeping workers and workplaces safe and secure from injuries, disease and fatalities.
- Rehabilitating injured workers and returning them to productive, safe employment.
- Providing sound financial management for a viable workers' compensation system.
- Protecting the public interest.

Most of WorkSafeBC's head office operations are located at 6951 Westminster Highway, in Richmond, B.C.

Major regions throughout B.C. are represented by area offices in Abbotsford, Courtenay, Kamloops, Kelowna, Nanaimo, Nelson, Prince George, Terrace, and Victoria. Four Lower Mainland offices are located in Burnaby, Coquitlam, North Vancouver, and Surrey.

WorkSafeBC currently employs in excess of 2,500 people; approximately 2,000 work in the head office facilities, with the balance located in regional centres.

Our mandate to provide insurance coverage to employers and rehabilitation/compensation to injured workers and their families is just the beginning of our commitment. Our mission is to assist the workers and employers of BC to create and sustain a culture of health and safety in the workplace through our compassionate and supportive services, sound decisions and advice, and solid financial stewardship.

Our commitment is to make a difference one human being at a time.

APPENDIX D – SAMPLE PRINT JOBS

With reference to the five (5) sample print projects as specified here please provide pricing for the specific category you are responding to. The proposed pricing should also include any other potential charges.

All quantities indicated are requested for budget/pricing purposes and must not be construed as a form of commitment on behalf of WorkSafeBC.

CATEGORY I:

QUANTITY:	26,000 / 30,000 copies per print run
FREQUENCY:	6 times per year (every 2 months)
PAGES:	32 pages includes cover, with bleed
ARTWORK:	supplied
COLOURS:	Four colour process throughout (4/4)
PAPER:	Chorus Art Silk Text 80# - FSC, 25% pcw
BINDERY:	saddle stitched, finished size is 8.5" x 11"
FREIGHT:	FOB WorkSafeBC Richmond, included in price

CATEGORY II:

QUANTITY:	1,000 copies
COVER:	5/2, 4c process + flood varnish over black and 1 PMS, bleeds.
PAGES:	80pg + Cover
TEXT:	2/2, PMS 300 + black, no bleeds
SIZE:	8 ½" x 11" b.e.
PROOFS:	digital and integris bluelines
ARTWORK:	supplied
PAPER:	Cover: 10pt.
TEXT:	60lb.
BINDERY:	saddle stitched
FREIGHT:	FOB WorkSafeBC Richmond, included in price

CATEGORY III (a)

QUANTITY:	1 each
SIZE:	4'x8'
COLOUR:	full colour, with bleed
FINISHING:	Matte laminated and mounted on black foam core
ARTWORK:	Supplied (vector images)
FREIGHT:	FOB WorkSafeBC Richmond, included in price

CATEGORY III (b)

QUANTITY: 1 each
FINISHED SIZE: with image bleed: 14'x5'
MATERIAL: vinyl with 6 grommets
Full colour photographic quality required
ARTWORK: High res camera ready art supplied electronically
FREIGHT: FOB WorkSafeBC Richmond, included in price

CATEGORY III (c)

Specifications for Binder project:

Files to be supplied:

- a) Front Cover Insert
- b) Guts & Appendices
- c) Spine Insert Text
- d) Tab Text
- e) Positioning of Documents in Binder

Material	Colour	Paper Stock	Qty.
Cover Insert – 10 ¾" x 11"	Full Colour with bleeds	Black Card Cover Stock	14
Spine Insert – 2 ½" x 11"	2 colour	Black Card Cover Stock	14
Tabs Text		Ivory	16 tabs x 14
Guts & Appendices	Full Colour + screens	60 lb bond paper	14 sets
2.5"-D ring binders	Black	Plastic with Spine & cover insert	14

All materials are to be drilled (3-hole punch), collated and put into a binder.