

*REQUEST FOR PROPOSAL:*

ONTARIO FEDERATION OF SNOWMOBILE CLUBS  
(OFSC)  
SNOWMOBILE TRAIL PRINTING &  
FULFILLMENT

FEB 28, 2019



## INTRODUCTION & PROJECT OVERVIEW

The Ontario Federation of Snowmobile Clubs (OFSC) is accepting proposals for the fulfillment of its online permit sales (includes kitting, printing of order details, postage for tracked and regular mail, reporting). In addition to providing prompt and accurate turnaround (outlined in a Service Level Agreement), vendors are required to demonstrate best practices for security of goods (permits) and privacy controls that adhere to current privacy laws. In addition to fulfillment, vendors who can print permits as well are invited to include those details in their proposals.

## ABOUT THE OFSC

The OFSC is a volunteer led not-for-profit association that provides the voice for organized snowmobiling in the Province of Ontario. Our MISSION is to provide leadership to member organizations in our commitment to enable exceptional snowmobile trails and rider experiences throughout the province. Our VISION is that snowmobiling is recognized and celebrated as Ontario's premier winter recreation and tourism experience.

## SCOPE OF WORK:

### Online Permit Orders

- Ontario Snowmobile Trail Permits (a Ministry of Transportation licensed product) are available online from October 1<sup>st</sup> through to April 30<sup>th</sup> annually and ordered through <https://permits.ofsc.on.ca>.
- There are two types of permits (Seasonal and Classic) and orders can be single, multiple and any combination of the two permit types.
- Orders are transmitted to the fulfillment vendor via secure FTP on a scheduled basis and completed orders are to be updated with the permit number (pre-printed) and sent via FTP from the vendor to the OFSC after fulfillment is complete.
- An average of 90,000 permit orders are placed annually with the following volume trends during each order timeframe:
  - October – 55,000
  - November – 20,000
  - December through April – 15,000
- Permit orders are delivered through standard Canada Post mail or tracked shipping dependent upon what the buyer selects at the time of purchase.

### Other Requirements

- Inventory storage in a secure environment for up to 100,000 permits (combination of Seasonal and Classic) delivered in August. Unsold trail permits returned to the OFSC upon completion of the permit sales cycle annually.
- Locked cage/vault for storage of permits with restricted access and documented security policy that includes user access tracking and audits.
- Privacy policy confirming compliance with current privacy legislation for the storage of personal information for all permit buyers.
- Technical support for FTP set-up, testing and system troubleshooting as required.
- Daily, weekly and monthly reporting in adherence to the Service Level Agreement.

### Permit Fulfillment Process

- Retrieve orders on a regular basis through FTP process
- Print required data fields on 'Permit Application' template supplied by the OFSC, kit application with permit, affix permit stickers (2) on 'Permit Application' and one maintained for historical purposes linked to the order for future retrieval.
- Kitting of permits (can be single, multiple and contain any combination of Seasonal and Classic Permits) to prepare for postage.
- Apply required postage – regular, tracked shipping or US tracked shipping – as selected by the permit buyer at the time of purchase.
- Append permit numbers (pre-printed), tracking number (where applicable) and mail date to FTP and deliver to OFSC for updates into the customers online account.

### **PERMIT PRINTING (OPTIONAL)**

Vendors with print capabilities for Seasonal and Classic permits are invited to include a quote for printing of the Ontario Snowmobile Trail Permits in addition to the fulfillment. This is an optional submission and will not impact the selection process for vendors who bid on only the fulfillment.

### **SCOPE OF WORK**

- Printing 100,000 Seasonal and 15,000 Classic Snowmobile Trail Permits (*quantities may vary slightly at time of actual order*)

## PRINT SPECIFICATIONS

- Please contact [alorenzin@ofsc.on.ca](mailto:alorenzin@ofsc.on.ca) for print specifications.

## PROPOSAL REQUIREMENTS

### Mandatory Inclusions on Proposal Submissions:

1. Overview of Company
2. Portfolio of similar work
3. Security and privacy overview
4. Proposed workflow and SLA
5. Timelines
6. Budget including cost per piece (fulfillment), storage costs, and \$/M (optional printing)

## RFP & PROJECT TIMELINE AND DELIVERABLES

- **March 31, 2019** Bid submission deadline
- **April 15, 2019** Short listed candidates notified
- **April 16-30, 2019** Facilities tour (if required)
- **May 15, 2019** Final decision communicated to short listed candidates

Proposal submissions and inquiries can be directed to Amy Lorenzin  
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