

REQUEST FOR PROPOSAL:

ONTARIO FEDERATION OF SNOWMOBILE
CLUBS

SNOWMOBILE TRAIL PERMIT PRINTING &
FULFILLMENT

May 2024



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. October 1 2024 will be the first day of permit sales and commencement of the fulfillment process.

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 1st through to April 30th 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 95,000 permit orders are placed annually with the following volume trends during each order timeframe:
 - October – 65,000
 - November – 10,000
 - December through April – 20,000
- 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 120,000 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 (minimum daily frequency)
- 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 permit buyer at the time of purchase.
- Append permit numbers (pre-printed), tracking number (where applicable) and mail date to FTP server where OFSC can retrieve the data on demand.

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.

Print Specifications

- Please contact bmacwilliam@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

- **June 14, 2024** - Bid submission deadline
- **June 21, 2024** - Short listed candidates notified
- **June 27-31, 2024** – Facility Tour (if required)
- **July 4, 2024** – Final decision communicated to short listed candidates

Proposal submissions and inquiries can be directed to Bob MacWilliam - Email: bmacwilliam@ofsc.on.ca