



Request for Quotation (RFQ)

RFQ NAME: **Vehicle Licence Plates**

RFQ NUMBER: **2013-056**

ISSUE DATE:
July 3, 2013

AUTHORIZED CONTACT:
Name: Warren Kim – Strategic Sourcing Analyst
Phone: (604) 982-6288
Email: warren.kim@icbc.com

CLOSING DATE/TIME:
By 3:00pm [PDT] on July 24, 2013

Please submit 1 complete hardcopy together with a CD-ROM of each Response.
Reference the RFQ on the front of the envelope or package.
Faxed and email replies will not be accepted.

SUBMIT RESPONSE TO:
ICBC
Strategic Sourcing, Supply Management
300–132 West Esplanade, North Vancouver, BC V7M 1A2
Attention: Warren Kim

Important Dates:

Schedule 3 - Response Notification Form	Due July, 11, 2013
Schedule 4 – Mutual Non-Disclosure Agreement	Due July 11, 2013
Last day for enquiries as described in section 3.7	July 17, 2013

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1. SCOPE AND BACKGROUND INFORMATION

1.1 Scope

ICBC is interested in procurement and delivery of vehicle licence plates.

Interested bidders should have the capacity, ability, experience and flexibility to produce and have delivered vehicle licence plates as specified in this RFQ document. ICBC may also introduce future licence plate types, as part of its mandate, that the bidder must be able produce.

1.2 Background Information

ICBC is a provincial Crown Corporation established in 1973 to provide universal auto insurance to BC motorists. In addition, ICBC is responsible for driver licensing, vehicle registration and licensing.

Further details about ICBC can be accessed through our website "About ICBC" at www.icbc.com.

ICBC issues approximately 1.6 million licence plates each year throughout the Province of British Columbia. Specific volumes for each license type are available in Schedule 2. (All stated volumes are historical for reference purposes only and are not guaranteed to reflect future requirements.)

The finished plates are to be delivered to the ICBC Warehouse located in Burnaby, B.C. or any other warehouse location that ICBC specifies in the future. ICBC then distributes the monthly allotments of plates to the approximately 900 Autoplan insurance brokers located throughout the Province of British Columbia. These brokers then issue the plates to ICBC's customers.

2. LIST OF APPENDICES AND SCHEDULES

2.1 Appendices and Schedules

Your quotation is requested for the products and services listed in Appendix A, B and C on the terms and conditions set out below and in any attached documentation.

The following appendices provide requirements and items to include in bidder's response:

Appendix A - Licence Plate Specifications

Appendix B – Licence Plate Performance Testing Specifications

Appendix C – ICBC Current Plate Designs

Appendix D – Packaging and Shipping Requirements

Appendix E - General Terms and Conditions

The following schedules are to be populated by the bidder:

Schedule 1 - General Information (must be submitted with bid);

Schedule 2 - Cost Information (must be submitted with bid);

Schedule 3 - Response Notification Form

Schedule 4 - Mutual Non-Disclosure Form

Schedule 5 - General Terms and Conditions Checklist (must be submitted with bid)

2.2 Schedule of Events after Closing date

Please note that the events and dates are subject to change at ICBC's sole discretion. All dates are in 2013.

ICBC to conduct evaluation of bids and any reference checks	July 24- August 2
Selection of and notification to winning bidder(s)	August 6
Notification to non-selected bidders	August 7
Begin contract negotiations and potentially a prototype run	August 12

3. TERMS AND CONDITIONS OF RFQ

3.1 Bidder's Responsibility

Each bidder is responsible to monitor BC Bid at www.bcbid.gov.bc.ca regularly for the most recent information and view answers to any questions, or any addenda issued prior to the response date shown on the cover page. Specific questions that are of a creative or proprietary nature shall remain confidential.

One written response (hardcopy) together with a CD-ROM (softcopy) is required by the date and time noted above. Late responses may not be accepted. Corrections and changes to quotations must be clearly marked as such and must be received by ICBC before the closing date.

3.2 Rectification Process

Bidders submitting quotations that do not meet the quotation content requirements may be provided with an opportunity to rectify any deficiencies within a time period, defined by ICBC in its sole discretion. Bidders subsequently failing to submit information that meets these quotation content requirements may be excluded from any further consideration.

3.3 Pricing and Delivery of Products

Pricing information will be presented in Canadian Dollars, with all applicable federal and provincial sales taxes extra and itemized.

Quoted prices are to be open for acceptance for at least 180 days from the closing date set out on page one. Bidders must quote all plate types in Schedule 2 in order to be considered.

ICBC anticipates a 6 year contract with one or multiple bidders (whichever is most effective). ICBC expects the first 3 years of the contract will be fixed pricing, ICBC will negotiate one price for the last 3 years as negotiated with the bidder near the end of the first 3 years. ICBC may terminate any contract, or reduce the quantity or variety of plates being ordered, after 3 years should price negotiations for years 4 to 6 be unsatisfactory to ICBC. ICBC may give preference to any bidder that offers to hold pricing for all 6 years. ICBC may have two optional 3 year renewals in addition to the 6 year contract should pricing and terms be satisfactory to ICBC at the time of renewal.

During the term of the agreement and any extensions to that term, the bidder is to agree that ICBC's price will be the lowest for plates with similar specifications compared with pricing that other customers receive from the bidder. This pricing guarantee is for quantities that are the same or lower as other customers with similar specifications.

ICBC may ask for prototypes to be run and inspected/tested by a third party or a certificate of conformance to be issued at the bidder's expense, before a contract is

signed. If a prototype does not meet ICBC's specifications and the selected bidder cannot rectify the situation, ICBC has the right to award the bid to the next highest scoring bidder.

Delivery of products will be F.O.B. Destination, freight prepaid and not charged. Bidders will be responsible for any applicable customs duties or charges.

ICBC reserves the right to negotiate any aspects of the quotation with the lead bidder(s) or with any shortlisted bidders, but ICBC is not obligated to ask for or receive further information from any bidder.

3.4 Acceptance and Rejection of Quotations

ICBC is not bound to accept the lowest quotation and reserves the right to accept or reject, in whole or in part, any quotation in its sole discretion. ICBC reserves the right to enter into contracts with more than one of the bidders or not to make any purchase as a result of this RFQ.

ICBC reserves the right to modify this RFQ at any time before closing and any modifications will be posted on BC Bid or provided to bidders who have submitted a Response Notification form (Schedule 3).

3.5 Evaluation of Quotations

ICBC will evaluate quotations on the following criteria for all bids that are compliant to specifications in Appendix A and B:

Requirement	Weighting
Costing	60%
Schedule 1 responses and any other areas of concern	40%

ICBC reserves the sole right to disqualify a bid if ICBC determines that the bid does not meet the specifications in Appendix A and B.

3.6 Limitation of Liability

By submitting a quote, the bidder agrees not to claim damages for whatever reason, relating to the quote or the RFQ process and the bidder waives any claim for loss of profits, or any other economic loss, if ICBC does not purchase from the bidder.

3.7 Enquiries

All enquiries related to this RFQ are to be in writing via email, referencing the RFQ number, and directed only to the authorized contact person, noted on the cover page. Information received from any other source is not official and cannot be relied upon.

ICBC will respond to enquiries that it considers relevant to this RFQ, which ICBC will determine in its sole discretion.

If any bidder does contact any person within ICBC or the Provincial Government other than the authorized contact person regarding any matter in connection with this RFQ, ICBC may, in its sole discretion, disqualify that bidder from participating in the RFQ process and reject that bidder's Quotation without further consideration.

3.8 Number of Quotes

Bidders may submit more than one quote if the bidder has different raw material manufacturers or coating processes that it wants to propose. Each quote must be separated and must include the information required for Schedules 1 and 2. This is to prevent any confusion between the options presented. Please ensure each quote is distinguished from the other by providing different titles at the beginning of each quote describing the difference (eg. Quote 1: Plate with X reflective sheeting, Quote 2: Plate with Y reflective sheeting).

3.9 Ownership of Bids Submitted

All documents, including bids, submitted to ICBC become the property of ICBC. They will be received and held in confidence by ICBC, subject to the provisions of the Freedom of Information and Protection of Privacy Act.

Please ship one sample of a regular size plate and one smaller size plate with your bid submission.

3.10 Bidder Acceptance

Please include this page with your bid submission signed by an authorized signatory.

I/we certify that I/we have read, understood and accept the terms and conditions provided in the Request for Quotation and any other included documentation. The information provided in my/our submission is complete and accurate, and I/we agree to be bound by my/our quote and by all representations, conditions and statements contained therein.

(Printed Name of Bidder/Company)

(Printed Name of Authorized Signatory)

Signature

Date

APPENDIX A – LICENCE PLATE SPECIFICATIONS

The following Appendix A and B are ICBC specifications. The Bidder can provide a separate quote with alternative License Plate specifications that will meet ICBC's functional needs in addition to a quote that meets the specifications listed in Appendix A, B and C. ICBC reserves the right to reject an alternate specification so it is highly recommended to submit at least one quote that meets the specifications that ICBC has listed. An alternate quote should represent improvements that will lower the Total Cost of Ownership.

a) Base Material

The base material to be used is aluminium Type 3105-H12 Alloy. If you have an alternate metal that is lower cost, please submit an alternate quote in addition to quoting the ICBC specified aluminum.

The finished product thickness is to be 0.80mm \pm 0.05mm (0.032" \pm 0.002") for all Small plates and 0.69mm \pm 0.05mm (0.027" \pm 0.002") for all Large plates.

The base material must have an approved pre-treatment for the intended overlay of reflectorized sheeting.

- All number plates are intended for a 'Lifetime' usage. Minimum useful life is five years for all numbered plates. This includes protection against deterioration to the front and back of the finished plate.

b) Plate Size and Design

The manufactured plates are to conform to the following dimensions:

- Large Size (height x length) – 152mm x 304mm \pm 2mm (6"x12" \pm 0.079")
- Small Size (height x length) – 126mm x 201mm \pm 2mm (5"x8" \pm 0.079")
- Each plate must allow for up to 8 characters to be placed along its midline which includes the BC flag logo as one character space, including alphanumeric series, flag, dash, or picture of an antique car. Current design formats are provided in Appendix C. ICBC currently uses 7 character spaces but may require 8 at a future date. For the purposes of Schedule 2, please quote the current plates as shown in Appendix C.

c) Cutting, Forming or Pressing Operations

Based on the process, any cutting, forming, or pressing operations should be conducted in such a manner and with such equipment that the base metals, the applied reflective materials, and any inks or printing are not damaged in any way.

Damage includes, but is not limited to, any cracking, crazing, splitting, or loss of adhesion visible under 10-power magnification.

Corners are to be rounded and the plates are to have no sharp edges.

d) Printing or Numeral Inks

- Process used to bond printing to the base stock shall have no visible defects such as orange peel, pinholes, runs or sags, or blisters.
- The printing should not fade or wear during the life span of the plate while attached to the vehicle that experiences overall average driving and weather conditions in British Columbia.
- Colour and numerical thickness should be consistent both letter to letter and throughout the production run.

e) Colour

Numeral Screening Inks:

- Ink is retro-reflective,. Depending on your manufacturing process and supplier of materials, a new list of colours may be identified. ICBC's intent is to remain consistent with our current plate colours.
- Colour shall be within 7 ΔE units (ASTM D-2244-89, CIE 1976 (L*a*b*) colour space, 45/0 degree geometry).

COLOUR	CODE	USED FOR:
Lemon Yellow	722	Flag
Traffic Sign Red	712	Flag, Restrictive plate screen printing
Dark Red	4902V	Restrictive Plate, Embossed Alphanumerics
Blue	4901V	Embossed Alphanumerics; Personalized plate, water
Blue	710	Beautiful British Columbia, Flag, Demo, etc.
Green	708	Personalized Plate Forest colour
Black	705	Collector and Personalized Plate Screen Printing
Black	4805V	Embossing on Collector Plate Alphanumerics

f) Numbering

Each plate type has a unique license plate numbering sequence (see Appendix J spreadsheet for the specific configurations). The size of these alphanumeric characters should be visually centered and aligned horizontally with the edge of the plate. The sizes are as follows:

- Large Number Plates (height) Alpha/Numeric Character Size : 65 ± 1.7 mm (2.55" \pm 0.06")`
- Small Number Plates (height) Alpha/Numeric Character Size : 44 ± 1 mm (1.73" \pm 0.06").

g) Warranty watermarks

All warranty marks are to be an integral part of the reflective sheeting ('buried' below the surface of the sheeting). The marks shall not interfere with, conflict with, nor detract from the licence plate graphic design or reduce sheeting brightness. All warranty marks shall be durable for the warranted life of the finished licence plate.

The warranty marks shall incorporate the sheeting manufacturer's production run number that designates the source of manufacture, year of manufacture, and specific lot from which the material was supplied. Industry reference information: 3M Ensure Image or equivalent.

The warranty marks shall be verifiable on a licence plate once properly affixed to the vehicle's designated mounting area from an approximate head-on distance of 6 feet.

APPENDIX B – LICENCE PLATE PERFORMANCE SPECIFICATIONS

The standards referred to in this section are the standards prepared by the American Society for Testing and Material (“ASTM”) and the Canadian General Standards Board (“CGSB”) as amended from time to time.

a) Reflective Sheeting

- Colour – White, ICBC is currently using 3770 (3M product) but an equivalent colour can be quoted.
- Reflectivity level 3 minimum reflectance 50 candela per lux per square metre when tested with a retroreflectometer (0.2, -4.0 degrees).
- Note that this is the value listed in CGSB 62-GP-11M, Method 8.2.6.2. or ASTM equivalent.

b) Gloss

A minimum 85° specular gloss, as follows:

- Type I & II – Aluminum Reflectorized Face Side with clearcoat
- Minimum 40 units
- CGSB 62-GP-11M Par. 8.2.2 Method 1-GP-71, Method 13.4 or ASTM equivalent.

c) Film Thickness

- Numeral Ink Film Thickness – The film thickness should be sufficient to cover the background material, and may be either opaque or translucent.
- The thickness of coating should exhibit an acceptable colour and be within 7 Δ E (ASTM D-2244-93, CIE 1976 (L*a*b*) colour space, 45/0 degree geometry).

d) Film Shrinkage

The retro-reflective sheeting should not shrink or expand more than 0.8mm (0.03”) in ten minutes and 3.2mm (0.12”) in 24 hours.

The specimen should be a 230 by 230mm (9.05”) piece of the reflective material at standard test conditions (par 8.2.3). Standard test is as follows:

- (CGSB 62-GP-11M, Test method 8.2.10 or ASTM equivalent). Remove the liner and place the specimen on a flat surface with the adhesive side up.
- Ten minutes after removal of the liner, and again after 24 hours measure the dimensions of the specimen to determine the amount of shrinkage.

e) Film Adhesion

The adhesive backing of the retro reflective film should produce sufficient bond to support a 340 gram (12 ounces) mass for five minutes without the film peeling from the test substrate for more than 50 mm (1.96”).

Three 50 by 150 mm (1.96” x 5.90”) pieces of reflective film complete with backing will be subjected to a temperature of 71° C (160° F) and a pressure of 17.2 kPa (2.5 psi) for four hours. Condition for one hour at 23° C. (73° F). Cut a 25 (0.98”) by 150mm (5.90”) strip from each piece. Remove the liner by hand without using water

or solvents. The liner, during removal, should not break, tear, or remove any adhesive from the backing. Apply 10cm (0.39") on one end of each specimen to a test panel and condition for 48 hours at 23° C (73° F). Suspend the samples horizontally with the specimen hanging downward. Attach a 340 gram (12 ounces) mass and allow it to hang freely, normal to the test panel surface for 5 minutes. At the end of 5 minutes measure the separation or peeling distance. Adapted from CGSB 62-GP-11M Test Method 8.2.12 or ASTM equivalent can be used

f) Adhesion, Process inks, Numeral ink, Clearcoat

No process inks, numeral ink or clearcoat should be removed by quick removal of cellophane tape.

Cellophane tape (3M Scotch Brand number 600 or equivalent, ¾ inch wide) will be applied to the finished surface such that there are no air pockets, left for 1 minute and then removed in one quick motion.

g) Flexibility, Room Temperature

- Any background screened & numeral inks on all plate types should show no cracking or peeling when subjected to the bend test using 9.5 mm (0.375") mandrel.

CGSB 1-GP-71 METHOD 119-1 or ASTM equivalent.

h) Flexibility, Low Temperature

A flat section of licence plate coated with retroreflective film is bent around a 19 mm (3/4 inch) mandrel at -23° C (-9.4° F). There should be no dislocation, cracking, separation, flaking or peeling of the film from the substrate or from the reflective film. The reflective material applied to a license plate blank will be cut into two 50 by 150 mm (1.96" x 5.90") test panels. The panels are conditioned for a minimum of one hour at -23° C (-9.4° F). With the panel's back side facing the mandrel, the test panel will be bent around a 19 mm mandrel at a temperature of -23° C (-9.4° F).

i) Heat Resistance

The material should not crack, peel, chip or delaminate from the test panel when exposed for 24 hours at 70°C (158° F).

Test Method: CGSB 62-GP-11M Par. 6.10 & 8.2.9.2 or ASTM equivalent

j) Hydrocarbon Resistance

The background sheeting, screened portions and numeral inks on all plate types should withstand one (1) minutes immersion in 70% isooctane: 30% toluene standard test fluid without evidence of any wrinkling, blistering or loss of adhesion. After subsequent air drying for one (1) hour, the film should show no softening, blistering, crinkling or dissolving of the exterior film, inks adhesive or separation from the substrate and only a trace of discoloration.

Test Method: CGSB 62-GP-11M 8.2.5 or ASTM equivalent.

k) Water Resistance

The background screened and numeral inks should withstand immersion in water at 23o C (73° F) for 18 hours without evidence of wrinkling, blistering or loss of adhesion:

After subsequent drying for two (2) hours the film should show no more than a slight dulling or whitening and no softening or other defects.

Test Method:: CGSB 1-GP-71 METHOD 110-1 or ASTM equivalent.

I) Accelerated Weathering

- The background, screened & numeral inks should withstand an exposure period as follows when tested in a twin arc accelerated weathering machine:

Aluminium plates: 1000 hours (forty-three 23.5 hour cycles)

It is the intention of ICBC that the test procedure be changed over to a QUV exposure (UVA) that is approximately equivalent. Equivalency would be determined by comparative testing with actual licence plate materials. Current test parameters would be replaced at that time.


At the end of the exposure period there should be no evidence of chalking, checking, cracking, flaking, or loss of adhesion and no more than a very slight change in colour.









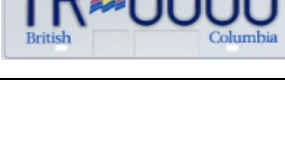
The 85° gloss after exposure should be no less than 40 units of gloss.










Test Method:: CGSB 62-GP-11M Par. 6.8, a, b, c and d or ASTM equivalent.

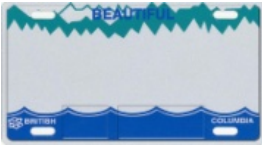








APPENDIX C – ICBC CURRENT PLATE DESIGNS




The following plate designs are the current designs. Over the term of a contract(s), should a contract be created, ICBC may add plate types or sizes as needed or change designs of current plates to fulfill its mandate. Promotional plates may also be introduced during the term of the contract.

CURRENT PLATE	PLATE TYPE	Size	Pair/Single	ICBC SKU
	Passenger	6x12	Pair	RS101
	Commercial	6x12	Pair	RS102
	Motorcycle	5x8	Single	RS003
	Commercial Trailer	6x12	Single	RS004
	Utility Trailer	5x8	Single	RS105
	A Plates (Farm Truck)	6x12	Pair	RS006

	F Plates (Farm Tractor)	6x12	Pair	RS007
	X Plates (Industrial Vehicle)	6x12	Pair	RS008
	Prorate (Apportioned)	6x12	Pair	RS009
	Ham Radio	6x12	Pair	RS010
	Passenger Personalized	6x12	Pair	RS016
	Demo	6x12	Single	RS017
	Demo Motorcycle/Trailer	5x8	Single	RS018
	Repairer	6x12	Single	RS019
	Transporter	6x12	Single	RS020

	Manufacturer	6x12	Single	RS021
	Trailer Floater	6x12	Single	RS022
	Special Agreement	6x12	Pair	RS023
	Restricted	5x8	Single	RS124
	Collector Passenger	6x12	Pair	RS049
	Collector Motorcycle	5x8	Single	RS050
	T Plates (Quarterly Logging Truck)	6x12	Pair	RS051
	Multi-Collector Passenger	6x12	Single	RS052
	Multi-Collector Motorcycle	5x8	Single	RS053

	Motorcycle Personalized Plate	5x8	Single	RS056
	Veteran-Passenger	6x12	Pair	RS057
	Veteran Commercial	6x12	Pair	RS058
	Veteran Motorcycle	5x8	Single	RS059
	Vintage	6x12	S	
	Vintage MC	5 x8	S	
	Sample Plate	6x12		
	Foreign Rep – Career Consular Plate	6x12	P	
	Foreign Rep – Diplomatic Level	6x12	P	

	Foreign Rep – Honorary Consular	6x12	P	
	Foreign Rep – Special Representative	6x12	P	
	Foreign Rep – Consular Staff	6x12	P	

APPENDIX D – PACKAGING & SHIPPING REQUIREMENTS

Please base your Schedule 2 costing on the following packaging and shipping specifications.

The suggested boxes should be able to withstand a crushability factor when one pallet of plates is stacked upon another. Pallets can be stacked up to three high.

- Singles – license plates:
current packaging is 25 per box for small plates, and 50 per box for large single plate sizes. The plates are to be packaged in sequential order with the lower number of the series at the front of the box. Each plate is to be placed in a see through bag open at one end.
- Pairs – large license plates:
current packaging is 25 pairs per box. The plates are to be packed in sequential order, with the lower number of the series at the front of the box. Each pair of plates should be bagged together in a see through protective sleeve, open at one end, in such a manner to best protect the plates.

Pallet requirements

All boxes are to be secured on the pallets in such a manner to prevent falling, tilting, or movement. The following are pallet suggestions:

- Large licence plates:
160 boxes per pallet (unless otherwise agreed with icbc) in sequential order with lowest number of the series loaded on top and front.
- Small licence plates:
200 boxes per pallet (unless otherwise agreed with icbc) in sequential order with the lowest number of the series loaded on top and front.
- All other plates:
for all other plate types, pallets are to be of uniform size, with uniform quantity of like plates in each pallet. All boxes are to be loaded in sequential series order with lowest number of the series loaded on top and front.

Over the duration of a contract(s), if a contract(s) is awarded, ICBC may change packaging and shipping requirements as needed.

APPENDIX E – GENERAL TERMS AND CONDITIONS



GTCs (13-056).docx

SCHEDULE 1– GENERAL INFORMATION REQUIRED

Please complete this schedule in its entirety and return with your bid submission.

1. Minimum Requirements

Bids that fail to meet the following minimum requirements are given no further consideration.

Minimum Requirements		
Please check the Yes or No column for the following:	Yes	No
The Bidder(s) <u>must</u> have demonstrated the ability to provide plates as per specifications in Appendix A and B.		
The Bidder(s) <u>must</u> have fixed pricing for the first 3 years of the contract.		
The Bidder(s) <u>must</u> have at least 3 years of experience manufacturing plates for state, county, provincial or other government jurisdiction.		
The Bidder(s) <u>must</u> provide all pricing in Canadian dollars and pay all costs associated with shipping FOB ICBC's location.		

2. Environmental

Bidders are requested to detail how they can assist ICBC in its commitments to the environment. Please detail your environmental practices in the following areas where applicable:

- 4.1 Manufacture/Production Practices
- 4.2 Distribution Practices (inbound and outbound)
- 4.3 Minimize Toxic Chemicals
- 4.4 Waste Management (please see below for types of waste)

- Recyclable
- Biodegradable
- Non-Recyclables
- Hazardous

3. Reference Checks

Bidders should demonstrate their ability and experience in providing the services detailed in this RFQ by including a customer list containing the key contact name, telephone number, and length of service for three references.

Please provide references from three clients for whom you have experience producing plates for state, county, provincial or other government jurisdictions with similar volumes to ICBC's.

Company Name and Location:	
Contact, title, phone, email:	
Brief summary of products and/or services provided and length of association including annual volumes and defect rates for plates produced:	

Company Name and Location:	
Contact, title, phone, email:	
Brief summary of products and/or services provided and length of association including annual volumes and defect rates for plates produced:	

Company Name and Location:	
Contact, title, phone, email:	
Brief summary of products and/or services provided and length of association including annual volumes and defect rates for plates produced:	

May ICBC contact your References?	Yes/No
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4. Business Continuity Plan

Please outline your business continuity plan to deliver finished plates to ensure uninterrupted supply of these plates. Bidders should demonstrate their capacity to respond to variations to workload such as equipment failures, scheduled plant maintenance and holidays. Indicate if you have a backup plan should your manufacturing facility be out of commission.

Please describe any history of major interruptions at your manufacturing facility and how production was handled during that time.

5. Quality

Please identify your defect rate during production of similar finished plates as the licence plates in this RFQ. Outline your quality control process to maintain plate quality and identify defective or faulty product (include test scenarios and parameters).

The bidder is expected to detail in its response the quality control processes in place to ensure the manufactured product is free of defects. The following would be considered defects:

- Poorly leveled clearcoat, numeral or screened copy,
- Crack or pinholes in paint, reflectorized film or aluminium plate

- Significant warpage,
- Poor quality lettering or numbering,
- Inconsistent embossing or non-uniform sizing,
- Inconsistent alignment of lettering
- Sharp edges.

6. Security of Material

Bidders should describe

- a) Security measures in place to keep the manufactured vehicle licence plates secure and in a safe environment. Please include:
 - Security measures in place on your premises (alarm, security guard, etc.)
 - Where and how secure storage of all sheeting material and finished plates are processed and stored within your facility;
- b) Please detail your secure process for all faulty, misprinted, duplicate, damaged or otherwise defective plates.

Please detail your ability to allow ICBC or any person, with the written authority of ICBC, to have access to the contractor's facility and inspect the plates production and observe the security arrangement for the plates and materials.

7. Services

Provide customer service hours and days available with time zone Describe if there is an emergency contact outside your regular customer service hours and when that contact is available.

The successful bidder is expected to provide the following services. Please detail your ability to provide these services including any assumptions or associated fees:

- a) Prior to production, provide professional design and artwork samples for each plate type and size proposed in this RFQ at no additional cost to ICBC.
- b) If there is a change in ICBC's specifications, provide proposed artwork and designs for plates and once approved by ICBC provide two samples for all plate types shown in Appendix C.
- c) maintain on-site at the Contractor's facility at all times, sufficient quantity of materials and supplies to produce 20,000 plates and provide proof satisfactory to ICBC of such supply within two (2) working days of ICBC's request for such proof. These plates will be used to fill rush or emergency orders.
- d) Notify ICBC of any defective plates produced immediately, and to provide ICBC with a written list of all faulty, missing, misprinted, duplicated, damaged plates or plates that have been reproduced. This

list should identify in sequential order the serial numbers of the affected plates.

- e) Produce the same quantity of plates in sequential order to replace any faulty, missing, misprinted or damaged plates as soon as the incident occurs.
- f) Ability to inventory finished plates on an ongoing basis for ICBC at the bidder's location and for what maximum quantity.

8. Warranties

ICBC would like a 5 year warranty on licence plates. Please indicate if you can meet this warranty with any associated conditions. If not, clearly detail your warranty coverage with all conditions and limitations associated with the coverage. Please specify warranties between all parties involved in the supply and production of finished plates. Specify the following in your response:

- Warranty period;
- Performance guarantees; and,
- Service levels,
- Value added warranty coverage offered

Any costs associated with extended warranty and service level options should be detailed in Schedule 2 Cost Information.

9. Company Profile

Legal Company Name:			
Doing Business As (DBA):			
Please provide a current company registration certificate			
Years in Business (under current company name):		# of Employees:	
# of Locations:		Parent Company:	
Core Products/Services:			
Quality Certification:			
Other Certifications:			

Head Office Location(s)			
Company Name:			
Street Address:		City:	
Province/State:		Postal Code/Zip:	
Country:		Web Address:	
Phone:			
Manufacturing Facilities for Plate production			
Company Name:			
Street Address:		City:	
Province/State:		Postal Code/Zip:	
Country:		Web Address:	
Any Subcontractors used in Manufacturing Plates			
Company Name:			
Street Address:		City:	

Province/State:		Postal Code/Zip:	
Country:		Web Address:	

Principal Contacts and Senior Professionals

Sales Contact(s)	<Name and Title>
Address:	
Phone:	
Email:	
President/CEO	<Name and Title>
Address:	
Phone:	
Email:	
General Manager	<Name and Title>
Address:	
Phone:	
Email:	

Authorized Representative(s) for this EOI

Name:	
Title:	
Signature:	
Date:	

List your Top 3 Customers of vehicle licence plates.

Company Name and Location	Contact/Phone	Annual Sales	% of Total Sales

List your Top 3 Competitors for licence plates:

1.	
2.	
3.	

10. Company Financial Information

Please provide a history of your company's financial situation by completing the following tables and provide a current audited financial statement or annual report. These financials must be for the legal entity that ICBC will contract with (eg. a Canadian subsidiary from an international corporation cannot provide financials from the parent company), unless there is a parental guarantee provided.

Note: insert previous 3 years in table

	20--	20--	20--
Total Assets (current assets plus long term assets)			
Current Assets			
Total Liabilities (current liabilities plus long term liabilities)			
Current Liability			

Working Capital			
Net Sales			
Net Income			
Has your company ever filed for bankruptcy? (indicate year if "Yes")			
Has your company been involved in litigation? (explain if "Yes")			

In its financial assessment ICBC may use other publicly available information. If a bidder has not generated audited statements, that bidder should provide ICBC with financial information that allows ICBC to determine that the bidder is financially capable of performing its obligations under the Contract.

Bidders may be disqualified if financial information is not provided.

11. Value Added Services

ICBC would like to understand your ability to drop ship plates. Please identify your capabilities to drop ship smaller quantities directly to a broker's site within British Columbia. Identify if drop shipping smaller quantities has been done with other customers and detail the process. Please outline any administrative costs, if any, associated with drop shipping small quantities of any plates in this section of Schedule 1. Do not include any drop shipping information in Schedule 2 – Cost Information.

Please detail any other value added services that you can provide to ICBC with a description of any additional equipment and costs that ICBC would incur and/or cost savings that ICBC would enjoy, for using the value added services. ICBC may consider using any additional services that the bidder provides in the future including new technologies in order to fulfill its mandate.

12. Production Process and Capacity

Please detail the printing process used in the manufacturing of plates. Please also specify:

- The lead time required to produce the initial order of licence plates
- The standard daily production capacity for licence plates
- Setup time needed when switching plate types in a production run

13. Server location

Due to privacy related issues, please state where your servers are located which would store information about ICBC plates.

14. Worksafe BC documentation

ICBC may require bidders to have WorkSafeBC/Worker's compensation coverage. For further information on WorkSafeBC coverage requirements, refer to the WorkSafeBC website at: <http://www.worksafebc.com>. Please confirm if you are a member in good standing with WorkSafeBC. Bidders will be required to provide evidence of coverage

upon contract award. Contract award may be contingent upon receiving this documentation within 7 working days of notification.

SCHEDULE 2 - COST INFORMATION

Please provide pricing for vehicle licence plates, FOB Destination and Freight prepaid and not charged, to Burnaby, BC in the costing schedule attached. This location is subject to change. Pricing information must be in Canadian dollars. Please fill in both cost and percentage breakdown sheets. An estimated monthly shipment breakdown sheet is also provided to provide historical information.

If you would like to submit more than one quote based on different reflective sheet manufacturers or alternate processes, please provide this as a separate quote (can be submitted in same courier shipment). All quotes must meet Appendix A, B and C specifications. Bidders must quote on all plates in order to be considered.



Schedule 2 Costing
Information.xlsx

Prompt Payment Options

Please identify if there are any discounts for prompt payment

SCHEDULE 3 - RESPONSE NOTIFICATION FORM

Please fill in the attached form, sign it, scan it and email it to warren.kim@icbc.com by July 11, 2013



Schedule 3 -
Response Notificator

SCHEDULE 4 – MUTUAL NON-DISCLOSURE FORM

Please fill in the first section of attached form (in grey areas), sign it, scan it and email it back to warren.kim@icbc.com by July 11, 2013.



MNDA Nov2012.docx

SCHEDULE 5 – GENERAL TERMS AND CONDITIONS COMPLIANCE CHECKLIST

Coordinate this checklist with the list of GTC's in Appendix D and mark "Yes" Or "No" under the Comply column. Please include this schedule with your response.

GTC Clauses	Comply	Comments
1. Definitions		
2. Invoicing – Goods		
3. Invoicing – Services		
4. Late Payment Terms		
5. Code of Ethics		
6. Compliance – Laws and Permits		
7. Hazardous Materials		
8. Environmental Laws		
9. Workplace Safety		
10. Indemnity		
11. Intellectual Property		
12. Copyright and Confidentiality		
13. Protection of Personal Information		
14. Assignment		
15. Subcontracting		
16. Minimum Volumes		
17. Insurance		
18. Relationship of Parties		
19. Conduct of Employees		
20. Worksafe BC (or equivalent)		
21. Inspection and Acceptance		
22. Price Revision		
23. Packaging/Skids and Pallets		
24. Product Discontinuance	N/A	
25. Product Manufacturing Documentation		
26. Delivery Terms		
27. Default		
28. Insolvency		
29. Termination		
30. Force Majeure		
31. Arbitration		
32. Notices		
33. Publicity and Media Relations		
34. Gender and Number		
35. Jurisdiction		
36. Modification		
37. Severability		
38. Waiver		
39. Terms Binding		

40. Time		
41. Headings		
42. Entire Contract		
43. Execution		

I have read, understood, and hereby accept ICBC's General Terms and Conditions except where stated.

Signature authorized signatory

Date

Print Name/Title