



REQUEST FOR PROPOSAL (RFP)

Comprehensive Printing Services

Hamilton Burlington Society for the Prevention of Cruelty to Animals (HBSPCA)

RFP Number: RFP-2025-PRINT

Date of Issue: October 15, 2025

Proposal Due Date: November 29, 2025 at 5:00 PM EST

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1. INTRODUCTION

1.1 Purpose of the RFP

This Request for Proposal (RFP) is issued by the Hamilton Burlington Society for the Prevention of Cruelty to Animals (HBSPCA) to solicit proposals from qualified printing service providers capable of serving as our comprehensive, one-stop printing partner for all organisational printing needs.

1.2 About HBSPCA

The Hamilton Burlington Society for the Prevention of Cruelty to Animals (HBSPCA) is a registered Canadian charity dedicated to the prevention of cruelty to animals and the promotion



of animal welfare. Our mission is to protect, care for, and advocate for vulnerable animals in our community. As a visible community organisation, we produce significant volumes of printed materials that represent our brand and mission to the public.

1.3 RFP Overview

This RFP outlines the requirements, selection process, and evaluation criteria that will be used to determine the most suitable printing services provider. HBSPCA seeks to establish a relationship with a printer who can demonstrate:

- Comprehensive printing capabilities across multiple formats and materials
 - Consistent quality control and brand standards management
 - Technical expertise in colour management, photo screening, and grading
 - Cost-effective solutions that maximise the impact of our charitable resources
 - Accountability for quality issues and commitment to making corrections
 - Dedicated account management and responsive service
 - Commitment to Canadian charitable sector values and ethical practices
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2. BACKGROUND AND OBJECTIVES

2.1 Current Situation

HBSPCA currently utilises multiple printing vendors for various printing needs, which has resulted in:

- Inconsistent quality and brand representation across printed materials
- Challenges with colour management and photo screening/grading
- Inefficient processes with multiple vendor relationships
- Difficulty maintaining quality control standards
- Higher costs due to lack of volume consolidation
- Several recent print runs that did not meet brand standards

2.2 Project/Service Objectives

The primary objectives of consolidating printing services with one primary vendor are to:

- **Improve Quality:** Establish consistent quality standards across all printed materials with proper colour management and photo screening
- **Save Costs:** Achieve better pricing through volume consolidation and streamlined ordering processes
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- **Improve Service:** Develop a dedicated partnership with responsive account management and clear communication protocols
- **Enhance Brand Consistency:** Ensure all printed materials meet HBSPCA brand standards through mandatory "print ready" approval processes
- **Increase Efficiency:** Simplify procurement processes and reduce administrative burden across departments
- **Ensure Accountability:** Partner with a printer who stands behind their work and will correct substandard output

2.3 Expected Outcomes

HBSPCA expects the following outcomes from this engagement:

- All printed materials consistently meet or exceed quality and brand standards
- Streamlined approval and production processes with clear timelines
- Cost savings of 15-25% through volume pricing and efficiency gains
- Reduced staff time spent managing multiple vendor relationships
- Professional, accurate representation of HBSPCA brand in all public-facing materials
- Reliable, predictable service with dedicated account support
- Quick resolution of any quality issues with accountability from the vendor

3. SCOPE OF SERVICES

3.1 Service/Partnership Description

HBSPCA is seeking a comprehensive printing services partner capable of handling all organisational printing needs as a one-stop solution. The selected vendor must have in-house capabilities or established partner relationships to produce a wide range of printed materials to professional standards.

3.2 Required Printing Capabilities

The selected provider must be able to produce the following types of printed materials:

Marketing and Communications Materials:

- Direct mail pieces (postcards, letters, brochures)
- Flyers and leaflets (various sizes)
- Posters (multiple sizes, indoor and outdoor)
- Brochures and pamphlets (various folds and sizes)
- Annual reports and publications



- Booklets and programme support books
- Newsletters and magazines

Event and Promotional Materials:

- Event signage (indoor and outdoor)
- Banners and backdrops (retractable and fixed)
- Promotional displays and pop-up displays
- Table covers and promotional textiles
- Window clings and decals
- Yard signs

Administrative and Office Materials:

- Business cards
- Letterhead and stationery
- Envelopes (various sizes)
- Forms and documents
- Labels and stickers
- Folders and presentation materials

Speciality Items:

- Tickets (perforated, numbered)
- Gift certificates and vouchers
- Certificates and awards
- Large format printing
- Vehicle graphics and wraps (if applicable)

3.3 Quality Control and Approval Process Requirements

The selected vendor must implement and support the following quality control processes:

Mandatory "Print Ready" Approval:

- Provide physical or digital "print ready" proofs for all jobs showing actual colours and paper grade
- Submit proofs to designated HBSPCA contact (Karissa) for sign-off before production
- Allow reasonable time for review and approval (minimum 2 business days for standard jobs)
- Make requested revisions promptly and provide revised proofs as needed
- Maintain records of all approvals



Colour Management:

- Demonstrate expertise in colour screening and grading of photographs
- Use calibrated colour management systems
- Provide PMS matching capabilities
- Offer colour proofing options (digital and/or physical)
- Maintain consistent colour output across print runs and reprints

Quality Assurance:

- Implement internal quality checks before submitting proofs
- Inspect all finished products before delivery
- Package and deliver materials to prevent damage
- Stand behind work and reprint materials that do not meet specifications at no cost to HBSPCA

3.4 Service Standards and Process Requirements

Account Management:

- Assign a dedicated account manager as primary contact
- Provide backup contact for account manager absences
- Respond to enquiries within 4 business hours
- Provide proactive updates on job status

Ordering and Production Process:

- Clearly outline step-by-step ordering and approval process
- Provide online ordering portal (preferred but not required)
- Offer job tracking capabilities
- Provide realistic timelines with guaranteed turnaround times
- Communicate immediately if any issues arise that could affect timeline or quality

Team Structure:

- Identify team members who will work on HBSPCA account
- Provide contact information for key personnel including:
 - Account manager
 - Production manager
 - Graphic design support (if offered)
 - Customer service contacts
 - Quality control contact



3.5 Required Deliverables

The selected provider will be responsible for delivering:

1. **Detailed Service Catalogue:** Comprehensive list of all printing services offered with specifications
2. **Process Documentation:** Clear written procedures for ordering, approval, production, and delivery
3. **Pricing Schedule:** Detailed pricing for all standard services with volume discounts
4. **Quality Standards Guide:** Documentation of quality control processes and standards
5. **Sample Materials:** Physical samples demonstrating quality and range of capabilities
6. **Production Timeline Matrix:** Standard turnaround times for various types of projects
7. **Contact Directory:** Complete list of team members and their roles/contact information
8. **Quarterly Business Reviews:** Regular meetings to review service, identify improvements, and discuss upcoming needs

3.6 Project/Service Timeline

- **Contract Start Date:** January 1, 2026
- **Initial Term:** Minimum one (1) year commitment
- **Renewal:** Automatic annual renewal unless 90-day written notice is provided by either party
- **Transition Period:** December 2025 for onboarding, training, and process setup
- **Pre-Start Meetings:** December 2025 for account setup, team introductions, and process finalisation

3.7 Performance Standards

The selected provider must meet the following performance standards:

Quality Standards:

- 98% of jobs delivered without quality issues requiring reprint
- 100% compliance with approved "print ready" specifications
- Zero tolerance for colour mismatches on approved jobs
- Zero tolerance for incorrect paper grade/stock on approved jobs

Service Standards:

- Respond to enquiries within 4 business hours during business days
- Provide "print ready" proofs within timelines agreed upon for each job type
- Meet agreed-upon delivery deadlines 95% of the time
- Provide advance notice of any potential delays
- Reprint substandard work within 5 business days at no charge



Communication Standards:

- Assign dedicated account manager with direct contact information
- Hold quarterly business review meetings
- Provide proactive status updates on all active jobs
- Maintain accurate records of all approvals and communications

3.8 Partnership and Accountability Requirements

Quality Accountability:

- Accept full responsibility for printed materials that do not match approved "print ready" proofs
- Reprint incorrect or substandard pieces at no cost to HBSPCA within agreed timeline
- Provide credit or discount for minor quality issues that don't warrant full reprint
- Work collaboratively to resolve quality concerns quickly and professionally

Partnership Approach:

- Act as a strategic partner invested in HBSPCA's success
- Offer suggestions for cost savings and quality improvements
- Provide education on printing best practices to HBSPCA staff
- Accommodate rush jobs and urgent needs when possible
- Be flexible and solutions-oriented when challenges arise

Subcontracting and Partners:

- If subcontracting or partnering with other vendors for specific services, disclose all relationships
- Provide complete information on partner companies including:
 - Company name and ownership structure
 - Services they provide
 - Quality control processes
 - Liability and accountability structure
- Maintain same quality standards across all subcontracted work
- Act as single point of contact and accountability for all work, including subcontracted services

3.9 Reporting Requirements

The selected provider will be required to provide:

- **Monthly Activity Report:** Summary of all jobs completed, in progress, and upcoming
- **Quarterly Performance Report:** Metrics on quality, timeliness, and service standards



- **Annual Spending Summary:** Complete breakdown of all charges by category for budgeting purposes
 - **As-Needed Project Reports:** Status updates on large or complex projects
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4. PROPOSAL REQUIREMENTS

Proposals must include the following components to be considered complete:

4.1 Executive Summary

A brief overview (2-3 pages) of your understanding of HBSPCA's needs and how your organisation proposes to meet them as a comprehensive printing partner.

4.2 Company/Organisation Profile

- Legal name, business name (if different), and complete contact information
- Business address and location(s) of production facilities
- Brief company history and years in business
- Ownership structure and key principals
- Number of employees and organisational structure
- Production capacity and equipment capabilities
- Canadian business registration information and HST number
- Experience working with charitable organisations and nonprofits
- Current client base profile (size and types of organisations served)

4.3 Printing Capabilities and Services

Comprehensive Service List:

- Detailed list of all printing services you offer in-house
- List of services provided through partners/subcontractors
- Equipment list with specifications
- Maximum sheet/format sizes for various printing methods
- Binding and finishing capabilities
- Speciality services offered

Quality Control Systems:

- Colour management systems and technology used
- Photo screening and grading processes
- Proofing capabilities (digital, physical, on-press)
- Quality inspection procedures
- Equipment calibration and maintenance schedules



Production Capabilities:

- Average production capacity and turnaround times
- Rush job capabilities
- Ability to handle variable volume
- Storage capabilities for inventory management

4.4 Qualifications and Experience

Relevant Experience:

- Minimum 5 years experience providing comprehensive printing services
- Experience working with charitable organisations, nonprofits, or similar mission-driven organisations
- Experience managing high-volume, multi-department client relationships
- Examples of similar partnerships with other organisations

Case Studies:

- Provide 3-5 detailed case studies demonstrating:
 - Range of printing capabilities
 - Quality control processes
 - Problem-solving and accountability
 - Partnership approach
- Include samples or photos of completed work

References:

- **Minimum 5 references required** from current or recent clients (within past 3 years)
- References must demonstrate experience across various printing types (not just one speciality)
- For each reference, provide:
 - Organisation name and contact person
 - Contact email and phone number
 - Services provided to this client
 - Length of relationship
 - Annual volume/spending range
- At least 2 references should be from nonprofit or charitable organisations
- References should be prepared to discuss quality, service, accountability, and problem resolution

Staff Qualifications:

- Credentials and experience of key team members



- Professional certifications and training
- Years of experience in printing industry
- Specific expertise areas (colour management, large format, speciality printing, etc.)

Partner/Subcontractor Information (if applicable):

- Complete disclosure of any partners or subcontractors used
- For each partner, provide:
 - Legal business name and ownership information
 - Owner names and background
 - Services they provide for your company
 - Quality control and accountability structure
 - Years of relationship with your company
 - Their physical location(s)
- Explain how you maintain quality control over subcontracted work
- Describe liability and accountability structure

4.5 Proposed Approach and Process

Service Delivery Methodology:

- Detailed description of how you will serve as HBSPCA's comprehensive printing partner
- Step-by-step process from order intake through delivery
- "Print ready" approval process and timeline
- Quality control checkpoints throughout production
- Communication protocols and frequency
- Issue resolution procedures

Account Management Structure:

- Dedicated account manager assignment (include name and background)
- Account team structure with roles and responsibilities
- Contact information for all team members
- Backup coverage procedures
- Meeting and review schedule (quarterly business reviews, etc.)

Technology and Tools:

- Online ordering systems or portals (if available)
- Job tracking and status update capabilities
- Digital proofing systems
- File transfer and storage procedures
- Reporting and analytics tools



Implementation and Transition Plan:

- Onboarding process for new partnership
- Timeline for transition from current vendors
- Training and education for HBSPCA staff
- Initial setup activities and requirements
- Timeline for achieving full operational capacity

Quality Assurance and Accountability:

- Internal quality control procedures
- Pre-delivery inspection process
- Your policy on reprints for quality issues
- Timeline for correcting substandard work
- How you will ensure consistency across all jobs

Innovation and Value-Added Services:

- Cost-saving suggestions and approaches
- Design support or pre-press services offered
- Inventory management or warehousing services
- Mailing and fulfilment services
- Sustainable or eco-friendly printing options
- Any other value-added services that benefit HBSPCA

4.6 Samples

Required Physical Samples: Submit physical samples demonstrating your capabilities in the following categories (minimum 10 samples total, covering various categories):

1. Direct mail pieces (at least 2 samples)
2. Booklets or publications (at least 2 samples showing binding options)
3. Large format signage or banners (at least 1 sample or photo)
4. Marketing materials (flyers, brochures, posters - at least 3 samples)
5. Speciality items (tickets, envelopes, administrative materials - at least 2 samples)

Sample Requirements:

- Samples should demonstrate quality, colour accuracy, and finishing
- Include notes on each sample describing specs (paper grade, printing method, etc.)
- If possible, include samples that show photo reproduction quality
- Large items may be submitted as high-quality photographs if physical sample is impractical



4.7 Pricing Structure

Standard Pricing:

- Detailed pricing for common print jobs in each category listed in Section 3.2
- Include pricing for various quantities to show volume discounts
- Specify all pricing assumptions (file formats, complexity, turnaround time, etc.)
- Indicate if pricing includes delivery/shipping or if separate

Volume Discount Structure:

- Explanation of how volume discounts are calculated
- Thresholds for price breaks
- Annual volume discount programmes (if applicable)

Additional Fees and Costs:

- Shipping and delivery charges
- Rush job premiums
- Design or pre-press services (if offered)
- Proofing costs (digital or physical)
- Setup or plate fees
- Storage or inventory management fees
- Any other potential charges

Management and Service Costs:

- Account management fees (if any)
- Administrative or ordering system fees
- Minimum order requirements or fees
- Contract or annual fees

Payment Terms:

- Standard payment terms offered
- Discount for prompt payment (if applicable)
- Billing cycle and procedures
- Accepted payment methods

Charitable Pricing:

- Any special pricing or discounts for registered charities
- Charitable sector considerations in pricing structure



Pricing Guarantee:

- Length of pricing guarantee (minimum 12 months required)
- Process for price adjustments during contract term
- Notice period for any price changes

4.8 Social Responsibility and Values Alignment

- Environmental sustainability practices and certifications
- Use of recycled or sustainable materials
- Waste reduction and recycling programmes
- Diversity, equity, and inclusion policies
- Community engagement and charitable giving
- Alignment with animal welfare values
- Local sourcing and economic impact
- Ethical business practices

4.9 Compliance and Risk Management

- Compliance with relevant Canadian regulations and labour laws
- Insurance coverage details (general liability, errors & omissions, etc.)
- Data security and privacy measures for client files and information
- Business continuity and disaster recovery plans
- Workplace safety certifications and practices
- Quality certifications (ISO, G7, etc.)
- Conflict of interest disclosure
- Confidentiality and non-disclosure practices



5. EVALUATION CRITERIA

Proposals will be evaluated based on the following weighted criteria:

Criterion	Weight	Details
Comprehensive Printing Capabilities	20%	Range of services, in-house vs. subcontracted, production capacity, equipment quality
Quality Control and Process	20%	Colour management, photo screening, proofing process, quality assurance, "print ready" approval support
Relevant Experience and References	15%	Years in business, charitable sector experience, reference quality, case study relevance
Cost-Effectiveness and Value	15%	Competitive pricing, volume discounts, payment terms, overall value proposition
Account Management and Service	10%	Team structure, responsiveness, communication protocols, partnership approach
Accountability and Problem Resolution	10%	Reprint policies, quality guarantees, issue resolution process, standing behind work
Alignment with HBSPCA Values	5%	Charitable sector understanding, mission alignment, social responsibility, community engagement
Sample Quality	5%	Quality of submitted samples, range of capabilities demonstrated, attention to detail
Total	100%	

Mandatory Requirements (must meet to be considered):

- Minimum 5 client references with experience across multiple printing types
- Minimum 1-year commitment capability
- Acceptance of 90-day cancellation clause
- Full disclosure of any partner/subcontractor relationships
- Physical samples submitted demonstrating capabilities
- Comprehensive pricing structure provided
- Agreement to "print ready" approval process

Proposals not meeting all mandatory requirements will be disqualified from consideration.



6. SUBMISSION INSTRUCTIONS

6.1 Proposal Format

Proposals must be submitted in the following format:

Electronic Submission:

- Primary submission in PDF format via email
- Maximum 50 pages (excluding appendices and pricing schedules)
- Font size: 11 pt minimum for body text
- All pages numbered consecutively
- Table of contents with page references
- Clearly labelled sections matching RFP requirements

Physical Samples:

- Submit physical samples via courier or mail to address in Section 9
- Package samples securely to prevent damage
- Label each sample with your company name
- Include inventory list of samples included
- Samples must arrive by submission deadline

Supporting Documents:

- Appendices may include additional materials (certifications, detailed specs, etc.)
- References should be provided in a separate reference sheet
- Pricing should be in a separate, clearly organised pricing schedule

6.2 Submission Deadline

Proposals must be received no later than 5:00 PM EST on November 29, 2025.

Late submissions will not be accepted under any circumstances.

6.3 Submission Method

Electronic Proposal:

- Email to: jgerrard@hbspca.com
- Subject line: "Proposal for RFP-2025-PRINT - [Your Company Name]"
- Confirm receipt by requesting read receipt



Physical Samples:

- Mail or courier to: **John Gerrard**
Hamilton Burlington SPCA
175 Longwood Road South
- **McMaster Innovation Atrium**
- **Suite 400**
- **Hamilton, Ontario**
- Mark package: "RFP-2025-PRINT Samples - [Your Company Name]"
- Ensure delivery by deadline date

6.4 Questions and Clarifications

All questions regarding this RFP must be submitted in writing to:

- Email: jgerrard@hbspca.com
- Subject line: "RFP-2025-PRINT Question - [Your Company Name]"
- Deadline for questions: **November 15, 2025 at 5:00 PM EST**

Response to Questions:

- All questions and responses will be compiled and shared with all prospective bidders
- Responses will be published by: **November 20, 2025**
- Responses will be distributed via email to all parties who have submitted questions
- Questions and answers will be posted on HBSPCA website at [URL]

Confidential Questions:

- If your question reveals proprietary information, mark it as "CONFIDENTIAL"
 - HBSPCA will share the answer without revealing the question if possible
 - Otherwise, response will be provided only to the asking party
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7. RFP PROCESS TIMELINE

Event	Date	Notes
RFP Release	October 15, 2025	Posted on HBSPCA website and distributed to interested parties
Optional Site Visit/Virtual Tour (if applicable)	November 1-8, 2025	By appointment - contact John Gerrard to schedule
Deadline for Questions	November 15, 2025, 5:00 PM EST	Submit all questions in writing via email
Responses to Questions Published	November 20, 2025	Distributed via email and posted on website
Proposal Submission Deadline	November 29, 2025, 5:00 PM EST	Electronic and physical samples must be received
Evaluation Period	December 2-13, 2025	HBSPCA management team reviews proposals
Finalist Interviews	December 16-20, 2025	In-person or virtual interviews with top 3 candidates
Reference Checks	December 16-20, 2025	HBSPCA contacts provided references
Final Selection and Notification	December 23, 2025	All bidders notified of outcome
Contract Negotiation	December 26-31, 2025	Finalise terms with selected vendor
Transition and Onboarding	December 26-31, 2025	Setup, training, and account preparation
Service Start Date	January 1, 2026	Contract effective date

Note: HBSPCA reserves the right to adjust this timeline as needed. All bidders will be notified of any changes.



8. TERMS AND CONDITIONS

8.1 General Terms

HBSPCA Rights:

- HBSPCA reserves the right to accept or reject any or all proposals without providing reason
- HBSPCA reserves the right to waive minor irregularities in proposals
- HBSPCA is not responsible for any costs incurred by bidders in preparing or submitting proposals
- All proposals and accompanying materials become the property of HBSPCA upon submission
- HBSPCA reserves the right to request additional information, clarification, or presentations from any or all bidders
- HBSPCA may negotiate with one or more bidders prior to making a final selection
- HBSPCA is not obligated to select the lowest-priced proposal
- HBSPCA may cancel or reissue this RFP at any time prior to contract execution

Bidder Responsibilities:

- Bidders are responsible for reviewing all RFP materials thoroughly
- Bidders must attend any mandatory meetings or site visits (if scheduled)
- Bidders must submit all required materials by the deadline
- Bidders are responsible for ensuring their proposals are complete and accurate
- Bidders must disclose any potential conflicts of interest
- Bidders must be able to provide services as described beginning January 1, 2026

Ownership of Materials:

- All submitted proposals, samples, and materials become property of HBSPCA
- HBSPCA may retain samples for reference purposes
- HBSPCA is not responsible for return of samples or materials
- Bidders grant HBSPCA the right to share proposal information with evaluation team and advisers

8.2 Contractual Requirements

The selected provider will be required to sign a contract that includes:

Scope and Terms:

- Detailed scope of work based on this RFP and accepted proposal



- Service level agreements and performance standards
- Specific deliverables, timelines, and quality standards
- Pricing schedule with volume discounts as proposed
- Payment terms and invoicing procedures

Contract Duration:

- Initial term of one (1) year minimum from January 1, 2026
- Automatic annual renewal unless terminated
- Either party may terminate with 90 days written notice
- HBSPCA reserves the right to terminate immediately for cause (quality failures, breach of contract, etc.)
- Transition assistance required if contract is terminated

Quality and Performance:

- Agreement to mandatory "print ready" approval process
- Quality standards and acceptance criteria
- Performance metrics and monitoring procedures
- Reprint and correction policies for substandard work
- Remedies for performance failures

Legal and Compliance:

- Confidentiality and non-disclosure provisions
- Intellectual property rights and usage
- Indemnification and liability clauses
- Insurance requirements
- Canadian legal compliance requirements
- Charitable organisation-specific clauses
- Data protection and privacy requirements

Financial Terms:

- Detailed pricing schedule
- Payment terms and late payment penalties
- Price adjustment procedures
- Annual spending commitments (if any)
- Audit rights for HBSPCA

8.3 Confidentiality

RFP Confidentiality:

- All information provided in this RFP is considered confidential



- Bidders may not disclose RFP contents to any third party without written permission from HBSPCA
- Bidders may not use RFP information for any purpose other than preparing their proposal

Proposal Confidentiality:

- HBSPCA will treat all proposal information as confidential to the extent permitted by law
- Pricing and proprietary information will not be shared publicly
- HBSPCA may share proposal information with evaluation team, board members, and professional advisers
- As a charitable organisation, HBSPCA may be subject to public disclosure requirements

Ongoing Confidentiality:

- Selected vendor will be required to maintain confidentiality of all HBSPCA information
- HBSPCA files, donor information, and operational data must be protected
- Confidentiality obligations will survive contract termination

8.4 Conflict of Interest

Disclosure Requirements:

- Bidders must disclose any actual or potential conflicts of interest in their proposals
- Conflicts include but are not limited to:
 - Current business relationships with HBSPCA board members or staff
 - Financial interests in competing organisations
 - Family relationships with HBSPCA personnel
 - Any circumstance that could impair objectivity or create unfair advantage

Ongoing Obligations:

- Selected vendor must disclose any conflicts that arise during contract term
- HBSPCA reserves the right to terminate contract if undisclosed conflicts are discovered
- Vendor must implement procedures to avoid conflicts of interest

8.5 Charitable Status Considerations

Regulatory Compliance:

- As a registered Canadian charity, HBSPCA must adhere to specific regulatory requirements under the Canada Revenue Agency
- Selected provider must be willing to work within charitable sector parameters
- All expenditures must represent fair market value and advance charitable purposes
- HBSPCA may require additional documentation for compliance purposes



Tax Receipting:

- No tax receipts can be issued for services provided
- Donations separate from service contracts must be clearly documented
- In-kind donations of services must be properly valued and documented

8.6 Limitations and Disclaimers

No Guarantee of Volume:

- Whilst HBSPCA anticipates significant printing volume, no minimum volumes are guaranteed
- Actual volume will depend on organisational needs and budgets
- HBSPCA reserves the right to adjust volume based on changing needs

Right to Use Other Vendors:

- HBSPCA reserves the right to use other vendors for specialised services not offered by selected provider
- Emergency situations may require use of alternative vendors
- Selected vendor remains primary provider for all standard services

Changes to Requirements:

- HBSPCA may modify service requirements during contract term with reasonable notice
- Significant changes may require contract amendments and pricing adjustments

Force Majeure:

- Neither party will be liable for delays due to circumstances beyond reasonable control
- Both parties will work cooperatively to minimise impact of such events

8.7 Evaluation and Selection Process

Evaluation Team:

- Proposals will be evaluated by HBSPCA management team
- Team may include external advisers or subject matter experts
- All evaluators will maintain confidentiality

Evaluation Process:

- Initial screening for completeness and mandatory requirements
- Detailed evaluation using weighted criteria in Section 5



- Reference checks for top-ranked proposals
- Finalist interviews (top 3 candidates)
- Final selection by management team

Selection Decision:

- HBSPCA's selection decision is final
- HBSPCA is not required to provide detailed scoring or ranking to unsuccessful bidders
- General feedback may be provided to unsuccessful bidders upon request

8.8 Post-Award Requirements

Transition Period:

- Selected vendor must be available for onboarding meetings in December 2025
- Transition plan must be developed and executed before January 1, 2026
- Training for HBSPCA staff must be provided as needed

Contract Execution:

- Formal contract must be signed before work begins
- Selected vendor must provide all required insurance certificates
- All necessary licences and registrations must be current

Ongoing Obligations:

- Regular business reviews as specified in contract
- Continuous performance monitoring and reporting
- Open communication and partnership approach

9. CONTACT INFORMATION

For all enquiries related to this RFP, please contact:

Primary Contact:

John Gerrard

Title: President and CEO of HBSPCA

Email: jgerrard@hbspca.com

Phone: 1-519-546-6130



Quality Control Contact (for process questions):

Karissa

Title: Manager of Communications

Email: [kkugler@hbspca.com]

Hours of Operation:

- Monday - Friday: 9:00 AM - 5:00 PM EST
- Closed weekends and statutory holidays

Website:

- RFP documents and updates posted at: [www.hbspca.com/rfp]

10. APPENDICES

Appendix A: Current Printing Volume Overview

HBSPCA currently produces the following approximate volumes annually (provided for reference - not guaranteed):

- Direct mail: 25,000-50,000 pieces annually
- Flyers and brochures: 20,000-30,000 pieces annually
- Posters (various sizes): 500-1,000 pieces annually
- Booklets and publications: 5,000-10,000 pieces annually
- Envelopes and letterhead: 15,000-25,000 pieces annually
- Event signage and banners: 50-100 pieces annually
- Business cards: 2,000-3,000 cards annually
- Miscellaneous items: Variable

Note: These volumes are estimates based on recent history and may vary significantly based on organisational activities, campaigns, and budget availability.

Appendix B: Brand Standards Summary

The selected vendor will be provided with complete HBSPCA brand standards upon contract execution. Key brand considerations include:

Colours:

- Primary brand colours with specific PMS values
- Colour consistency is critical across all materials
- Photo reproduction must maintain natural, accurate colours

**Logos:**

- Multiple logo variations (full colour, black, white)
- Specific usage guidelines and clearance requirements
- Cannot be altered, distorted, or modified in any way
- Must maintain minimum size requirements for legibility

Typography:

- Approved fonts for headlines and body copy
- Consistent application across all materials
- Alternative font specifications when primary fonts unavailable

Photography and Imagery:

- Style guidelines for animal photography
- Colour grading standards for consistency
- Image resolution requirements for print quality
- Approved image treatments and effects

Paper and Materials:

- Preferred paper stocks for various applications
- Environmental considerations (recycled content when possible)
- Finish specifications (matte, gloss, uncoated)
- Durability requirements for outdoor materials

Appendix C: Canadian Charitable Compliance Requirements

As a registered Canadian charity under the Income Tax Act, HBSPCA must comply with Canada Revenue Agency (CRA) regulations. The selected vendor should be aware of the following:

Procurement Requirements:

- All expenditures must be reasonable and represent fair market value
- Contracts must advance HBSPCA's charitable purposes
- Documentation must be maintained for CRA audit purposes
- Related party transactions require special disclosure

Invoicing and Documentation:

- Detailed invoices with clear description of services
- HST clearly identified on all invoices
- Separate line items for different types of services
- Maintain records for minimum 7 years

**Privacy and Confidentiality:**

- Protection of donor information under privacy legislation
- Confidentiality of organisational strategy and plans
- Secure handling of any personal information
- Compliance with Personal Information Protection and Electronic Documents Act (PIPEDA)

Ethical Standards:

- Alignment with charitable sector values
- No involvement in activities contrary to charitable purposes
- Transparent business practices
- Commitment to integrity and accountability

Appendix D: HBSPCA Service Standards and Policies

Vendor Code of Conduct: All HBSPCA vendors are expected to:

- Conduct business ethically and with integrity
- Treat all HBSPCA staff and volunteers with respect
- Maintain confidentiality of organisational information
- Comply with all applicable laws and regulations
- Support HBSPCA's mission and values
- Report any concerns or conflicts of interest promptly

Animal Welfare Alignment: As an animal welfare organisation, HBSPCA expects vendors to:

- Demonstrate respect for animal welfare in their own practices
- Avoid any business practices that harm animals
- Support humane and ethical treatment of animals
- Consider animal welfare in material sourcing when possible

Sustainability Practices: HBSPCA encourages vendors to:

- Minimise environmental impact of operations
- Use recycled and sustainable materials when feasible
- Implement waste reduction programmes
- Consider energy efficiency in production
- Offer eco-friendly alternatives when available

Accessibility:

- All printed materials must meet accessibility standards when applicable
- Consider readability and inclusive design principles
- Provide accessible formats when requested



- Ensure signage meets visibility and contrast requirements

Health and Safety:

- Maintain safe workplace practices
- Use non-toxic materials and inks when possible
- Ensure all products meet Canadian safety standards
- Provide Material Safety Data Sheets (MSDS) when required

Appendix E: Glossary of Printing Terms

For clarity and consistency, the following terms are defined as used in this RFP:

Print Ready: A proof (physical or digital) that accurately represents the final printed product including correct colours (PMS or CMYK values), paper stock/grade, size, and finishing. This proof must be approved in writing before production begins.

Colour Screening: The process of converting continuous tone images (photographs) into halftone dots suitable for printing, with proper colour separation and screening angles.

Colour Grading: The adjustment and optimisation of colour values in images to ensure accurate reproduction, proper colour balance, and consistency with brand standards.

PMS (Pantone Matching System): A standardised colour reproduction system that ensures colour consistency across different materials and print runs.

CMYK: Cyan, Magenta, Yellow, and Key (Black) - the four ink colours used in standard colour printing processes.

Paper Grade/Stock: The specific type, weight, finish, and quality of paper used for printing. Common grades include text weight, cover weight, coated, uncoated, etc.

Binding: The method used to hold printed pages together, including saddle-stitch, perfect binding, spiral, comb, etc.

Finishing: Post-printing processes including cutting, folding, laminating, die-cutting, embossing, or other treatments.

Large Format: Printing larger than standard sheet sizes, typically used for posters, banners, and signage.

Proof: A preliminary version of the printed piece used for review and approval before final production.

Turnaround Time: The time from approval of print-ready files to delivery of finished product.



Bleed: The area of artwork that extends beyond the trim edge to ensure no white borders after cutting.

Resolution: The detail and quality of an image, measured in dots per inch (DPI) or pixels per inch (PPI). Print quality typically requires 300 DPI minimum.

Appendix F: Sample Approval Form Template

The selected vendor will use an approval process like the following for all print jobs:

HBSPCA PRINT READY APPROVAL FORM

Job Number: _____

Date Submitted: _____

Submitted By: _____

Project Details:

- Project Name: _____
- Quantity: _____
- Description: _____

Specifications:

- Size: _____
- Paper Stock/Grade: _____
- Colours: _____
- Finishing: _____
- Delivery Date: _____

Proof Type: ☐ Digital PDF Proof

☐ Physical Printed Proof

☐ On-Press Proof

Approval:

I have reviewed the attached proof and approve it for production as shown. I understand that the final printed product will match this approved proof in terms of colours, paper stock, size, and specifications.

☐ **APPROVED - Proceed with Production**

☐ **APPROVED WITH CHANGES** (specify below)

☐ **REJECTED - Revisions Required** (specify below)



Comments/Changes Required:

Approved By (Karissa): _____

Signature: _____

Date: _____

Time: _____

Appendix G: Substandard Work Resolution Process

In the event that printed materials do not meet the approved specifications, the following process will be followed:

Step 1: Identification (Day 1)

- HBSPCA staff identifies quality issue upon receipt
- Issue documented with photos and description
- Vendor contacted within 4 business hours

Step 2: Assessment (Day 1-2)

- Vendor reviews issue and approved proof
- Vendor acknowledges responsibility if work doesn't match proof
- Vendor proposes resolution (reprint, credit, discount)

Step 3: Resolution Agreement (Day 2-3)

- Both parties agree on resolution approach
- Timeline established for reprint (if applicable)
- Compensation agreed upon (if applicable)

Step 4: Correction (Day 3-8)

- Vendor reprints materials at no cost to HBSPCA
- Expedited turnaround for reprint (maximum 5 business days)
- New proof provided and approved before reprint

Step 5: Delivery and Verification (Day 8-10)

- Corrected materials delivered
- HBSPCA verifies quality meets standards



- Issue documented for quarterly review

Quality Issue Categories:

Category A - Critical (Requires immediate reprint):

- Colour does not match approved proof
- Wrong paper stock/grade used
- Incorrect size or trim
- Missing or incorrect content
- Poor image reproduction quality

Category B - Major (Requires reprint or significant credit):

- Finishing errors (folding, binding, cutting)
- Minor colour variations outside tolerance
- Damaged materials
- Incorrect quantity (short delivery)

Category C - Minor (May warrant partial credit):

- Very minor colour variation within tolerance
- Minor scratches or marks on limited pieces
- Packaging issues that don't affect product

Appendix H: Quarterly Business Review Agenda Template

The selected vendor will participate in quarterly business reviews following this format:

HBSPCA - [Vendor Name] Quarterly Business Review

Date: _____

Quarter: _____

Attendees: _____

1. Performance Review (30 minutes)

- Jobs completed this quarter (volume, types, value)
- Quality metrics review (error rates, reprints, satisfaction)
- Service level performance (turnaround times, responsiveness)
- Areas of excellence and concerns

2. Financial Review (15 minutes)

- Spending summary by category
- Budget utilisation and projections



- Volume discount achievement
- Cost-saving opportunities identified

3. Process Review (15 minutes)

- Approval process effectiveness
- Communication and responsiveness
- Technology and tools utilisation
- Pain points and friction areas

4. Upcoming Projects (15 minutes)

- Major projects in next quarter
- Timeline and capacity planning
- Special requirements or challenges
- Resource allocation needs

5. Continuous Improvement (15 minutes)

- Suggestions for process improvements
- New services or capabilities to explore
- Training needs for HBSPCA staff
- Industry trends and innovations

6. Action Items and Next Steps (10 minutes)

- Specific action items with ownership
- Timeline for follow-up
- Date for next quarterly review

Appendix I: Submission Checklist

Bidders should use this checklist to ensure their proposal is complete:

☐ **Executive Summary (2-3 pages)**

☐ **Company/Organisation Profile**

- ☐ Legal name and contact information
- ☐ Business registration and HST number
- ☐ Ownership structure
- ☐ Company history and capabilities

☐ **Printing Capabilities and Services**



- ☐ Comprehensive service list
- ☐ Equipment capabilities
- ☐ Quality control systems
- ☐ Production capacity

☐ **Qualifications and Experience**

- ☐ Minimum 5 years experience demonstrated
- ☐ 3-5 case studies included
- ☐ 5 client references with complete contact information
- ☐ Staff qualifications and expertise
- ☐ Partner/subcontractor disclosure (if applicable)

☐ **Proposed Approach and Process**

- ☐ Service delivery methodology
- ☐ Account management structure with named personnel
- ☐ "Print ready" approval process
- ☐ Quality assurance procedures
- ☐ Implementation and transition plan

☐ **Physical Samples**

- ☐ Minimum 10 samples covering various categories
- ☐ Direct mail samples (minimum 2)
- ☐ Booklet samples (minimum 2)
- ☐ Large format sample or photo (minimum 1)
- ☐ Marketing materials (minimum 3)
- ☐ Speciality items (minimum 2)
- ☐ Sample specifications documented

☐ **Pricing Structure**

- ☐ Detailed standard pricing by category
- ☐ Volume discount structure
- ☐ Additional fees and costs clearly identified
- ☐ Management and service costs
- ☐ Payment terms
- ☐ Charitable pricing (if applicable)
- ☐ Minimum 12-month pricing guarantee



☐ **Social Responsibility and Values Alignment**

☐ **Compliance and Risk Management**

- ☐ Insurance coverage details
- ☐ Quality certifications
- ☐ Conflict of interest disclosure

☐ **Submission Requirements Met**

- ☐ PDF format, maximum 50 pages (excluding appendices)
- ☐ All pages numbered
- ☐ Table of contents included
- ☐ Sections clearly labelled
- ☐ Electronic submission to correct email address
- ☐ Physical samples mailed/couriered to correct address
- ☐ Submission deadline met (November 29, 2025, 5:00 PM EST)
- ☐ Proper subject line used

☐ **Mandatory Requirements Confirmed**

- ☐ Minimum 5 client references included
- ☐ Minimum 1-year commitment capability confirmed
- ☐ 90-day cancellation clause accepted
- ☐ Partner/subcontractor relationships disclosed
- ☐ Agreement to "print ready" approval process confirmed

This RFP is issued by Hamilton Burlington Society for the Prevention of Cruelty to Animals (HBSPCA), a registered Canadian charity.

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