



REQUEST FOR INFORMATION (RFI) 5000071545

Date: September 21, 2023

Subject: Request for Information (RFI) regarding the Production and Distribution of Documents in Alternative Formats

1. Background and Purpose of this RFI

The purpose of this RFI is to obtain information before finalizing the requirements definition and procurement strategy for the subject project which is being carried out by the Canadian Nuclear Safety Commission (CNSC).

As per the Accessible Canada Regulations ([ACA regulations](#)), the CNSC must be able to provide the accessibility plan and or accessibility progress reports in an alternate format upon request.

The regulations require that we provide the accessibility plans and or progress reports in the following formats, but not limited to Print, Large print (increased font size and clarity), Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers), Audio (a recording of someone reading the text out loud), Electronic (an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities)

Further details of the requirements are further outlined in Annex "A" – Work Statement to this RFI.

2. Nature of this RFI

This RFI is not a solicitation and there is no commitment with respect to future purchases or contracts.

Potential suppliers of the services described in this RFI should not reserve stock or facilities, nor allocate resources as a result of any information contained in this RFI. The procurement of any services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

3. Nature and Format of Responses Requested

Respondents are requested to provide their responses to questions in Section 6.

Responses are to be sent by email to:

Contracting Authority: Janie Latouche

Email Address: solicitation-demandedesoumission@cnsccsn.gc.ca

4. Response Costs

CNSC will not reimburse any respondent for expenses incurred in responding to this RFI.

5. Treatment of Responses

5.1 Use of Response:

Responses will not be formally evaluated. However, the responses received may be used by CNSC to develop or modify procurement strategies or any draft documents contained in this RFI. CNSC will review all responses received by the RFI closing date. CNSC may, in its discretion, review responses received after the RFI closing date.

5.2 Confidentiality:

Respondents should mark any portions of their response that they consider proprietary or confidential. CNSC will handle the responses in accordance with the Access to Information Act.

5.3 Follow-up Activity:

CNSC may, in its discretion, contact any respondents to follow up with additional questions or for clarifications of any aspect of a response.

6. Questions to Interested Parties of this RFI

6.1 Would your organization be able to provide all of the services outlined in Annex A?

a) If not, is your organization specialized in one or few services outlined in Annex A? If so, which one(s)? – Refer to Table 1 below.

6.2 Would your organization be able to provide the services outlined in Annex A in both official languages, English and French?

6.3 What are the usual (average) timelines related to each type of requests for the production of alternate formats? – Refer to Table 1

6.4 To provide those services, does your organization have multiple employees or are the requests sent to sub-contractors/affiliates? – Refer to Table 1

6.5 Would your organization be able to mail the output directly to the requestor, within Canada and internationally?

a) If so, how would it be sent? I.e., courier, Canada post.

b) What are the average timelines for the delivery of the output to the requestor?

c) Would this cost be built into the prices for the alternate formats, or would it be preferable to be reimbursed directly for the cost of mailing the output?

6.6 There are specific timelines associated with providing the outputs to the requestor. Not doing so may carry penalties, some of which are monetary penalties. Is this something your organization

would be willing to assume should the timelines be missed? I.e., the Accessible Canada Act (justice.gc.ca), under Part 5 Administration and Enforcement, Paragraph 77 Administrative Monetary Penalties.

- 6.6 Would your organization submit a proposal if CNSC ran a Request for Proposal or Request for Standing Offer?

Table 1				
Type of Alternat Formats (Services)	Do you Provide (Yes/No)	Is this a Speciality of your organization (Yes/No)	Usual/average timelines	Employees, Sub-contractors or Affiliates
Large print (increased font size and clarity)				
Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers)				
MP3 audio electronic				
CD containing audio and/or text files				
DAISY – Digital Accessible Information System				
Accessible PDF Files				
Others, if so please identify:				

7. Submission of Responses to Questions to Interested Parties

7.1 Closing Date for Submission of Responses:

Suppliers interested in providing a response should deliver it by email to the Contracting Authority identified above **by October 13, 2023, at 2 p.m. EDT.**

7.2 Responsibility of Timely Delivery:

Each respondent is solely responsible for ensuring its response is delivered on time per the instructions specified in this RFI.

7.3 Language of Response:

Responses may be in English or French at the preference of the respondent.

8. Enquiries

Because this is not a bid solicitation, CNSC will not necessarily respond to enquiries in writing or circulate answers to all potential suppliers/respondents. However, respondents with questions regarding the RFI may direct their enquiries by email to:

Contracting Authority: Janie Latouche

Email Address: solicitation-demandedesoumission@cnscccsn.gc.ca

Annex A - Statement of Work (SOW)

1.0 TITLE

Production and Distribution of Documents in Alternative Formats

2.0 OBJECTIVE

The objective of this work is to produce alternate formats of documents such as the Canadian Nuclear Safety Commission (CNSC) Accessibility Plan and or Accessibility Progress Reports, based on an as and when requested basis from either the CNSC staff and or the Canadian public.

3.0 BACKGROUND

As per the Accessible Canada Regulations ([ACA regulations](#)), we must be able to provide the accessibility plan in an alternate format upon request.

Alternate formats:

The regulations require that we provide our accessibility plans and or accessibility progress reports in the following formats, but not limited to, upon request:

- Print
- Large print (increased font size and clarity)
- Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers)
- Audio (a recording of someone reading the text out loud)
- Electronic (an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities)

4.0 SCOPE OF WORK

On an as and when requested basis, through the issuance of Task Authorizations (TAs), the Contractor will provide a full range of one-stop-shop production and distribution of documents in alternative formats services for print, web publishing and electronic media, production art, illustration services to meet the alternative publishing and other needs of the Government of Canada.

CNSC anticipates providing various documents in alternate formats - either electronically or in conventional print form in English and French to the Canadian public. Many documents prepared for conventional print publication contain elements that are not comprehensible in an alternate format (e.g., footnotes, charts, sidebars, etc.). It will be the responsibility of the Contractor to provide the services required to prepare the texts for production in alternate formats which entails modifying the original electronic final English and French text versions to ensure comprehension.

5.0 TASKS

Each Task Authorization will specify the tasks to be completed. The Contractor may be required to perform, but not limited to, the following:

5.1 Guidelines and Specifications for Each Alternate Format

In order to provide the information in an alternate format, the Contractor will be required to comply with the following guidelines and specifications

5.1.1 Large Print

Some partially sighted people can read print if the type is larger than that used for conventional print material. For others, printed matter is accessible through the use of large print in conjunction with magnification devices such as closed-circuit television (CCTV).

- Master Regular commercial CDR or CDROM IBM-formatted or Zip IBM-formatted.
- PostScript file as ASCII, formatted for 21.59 cm x 27.94 cm (8 1/2" x 11") paper. Formatting conforms to professional graphic design and typesetting standards.
- Sans serif fonts (such as Arial, Univers, Geneva, Helvetica Regular).
- 18 point type for body text, 20% leading (standard default); headings and subheadings proportionally larger and bold; upper and lower case for all text, including headings and subheadings.
- Body text (single column only), headings and subhead type set flush left, ragged right (left justified).
- One hard space only between sentences: no hyphenation of single words at ends of lines: no italics - underline to represent italics.
- Page margins: Documents of 1-15 sheets: 2.54 cm (1") top, bottom, outside, inside. Documents of more than 15 sheets: 2.54 cm (1") top, bottom, outside; 3.175 cm (1 1/4") inside.
- Black print on 24lb (120M, bound) - white smooth opaque paper; no gloss; no screens.

A. Binding

- Documents of 2-15 sheets: stapled top left corner.
- Documents of more than 15 sheets: spiral binding with front and back cover.
- Specify the title of the document on the CDROM.

B. Labelling

- Large print label.
- Sans serif fonts (such as Arial, Univers, Geneva, Helvetica Regular).18 point type for body text

C. Packaging

- Bubble mailing envelope or cardboard/shrink-wrap packaging marked 'Free Matter for the Blind/Information pour personnes aveugles - Port gratuit'.

5.1.2 Braille

Many blind, deaf-blind and partially sighted people gain access to the printed word through Braille, a tactile reading system composed of embossed dots on paper. The system has three levels: grade I (basic) and grade II (contracted) are used for publishing Braille documents in accordance with standards set by the Braille Authority of North America (BANA). Grade III (shorthand) is not used for publication. Professional Braille transcribers and proofreaders must ensure accuracy of transcription, and use Unified English Braille Code

To obtain details on format specifications please visit the following web sites:

- Braille Authority of North America at <http://braille.brl.org/formats>; and
- Canadian Braille Authority at <http://www.canadianbrailleauthority.ca>
- [Québec braille français uniformisé \(CBFU\)](#)

A. Master

- Regular commercial CDR or CDROM containing MS-DOS Grade II Braille file. Labelled CDROM with the document title in Braille.
- Formatted according to BANA standards for 21.59 cm x 27.94 cm ((8 1/2" x 11") acid free Braille paper.
- 1.9 cm (3/4") inside margins.
- 30 characters maximum per line.
- 25 lines maximum per page - page number only on line 25.
- Double-sided (interpoint) printing.

B. Binding

- Documents of 2-10 sheets stapled top-left corner.
- Documents of more than 10 sheets cerlox binding.
- Large print and Braille cover page.

C. Packaging

- Bubble mailing envelope or cardboard/shrink-wrap packaging marked 'Free Matter for the Blind/Information pour personnes aveugles - Port gratuit'.

5.1.3 MP3 audio electronic files

With the handheld device MP3 audio electronic files are very much in demand. They are easily downloaded on Smartphone, Ipads, and good in Daisy readers.

5.1.4 CD containing audio and/or text files

The demand for CDs containing audio and/or text files will increase as upgraded computer technology and hardware are made available to people with disabilities.

A. Master

- Regular commercial CDR or CDROM containing text and audio files as specified in items 3.1 and 3.2.

B. Labelling

- Large print and plastic strip with Grade II Braille on upper side of CD.

C. Packaging

- Bubble mailing envelope or cardboard/shrink-wrap packaging marked 'Free Matter for the Blind/Information pour personnes aveugles - Port gratuit'.

5.1.5 DAISY—Digital Accessible Information System

DAISY is an internationally recognized standard audio device used by the blind and/or visually impaired for reading print material. This technology allows the user to navigate through printed materials either page by page, or chapter by chapter, and use a table of content. All DAISY materials must adhere to the ANSI/NISO Z39.86-2005 international standard.

A. Master

- DAISY disk(s) containing synchronized files for electronic Braille, and audio and text navigation.

B. Labelling

- Large print and plastic strip with Grade II Braille on upper side of disk.

C. Packaging

- Bubble mailing envelope or cardboard/shrink-wrap packaging marked 'Free Matter for the Blind/Information pour personnes aveugles - Port gratuit'.

5.1.6 Accessible PDF files

Accessible PDF files contain information about the structure of the document. The information about the structure is transported via so-called "PDF tags". Tagging a PDF usually makes it more accessible to screen readers used by many blind and other disabled users, handhelds and similar devices.

A. Master

- Regular commercial CDR or CDROM containing files.

B. Labelling

- Large print and plastic strip with Grade II Braille on upper side of CD.

C. Packaging

- Bubble mailing envelope or cardboard/shrink-wrap packaging marked 'Free Matter for the Blind/Information pour personnes aveugles - Port gratuit'.

6.0 DELIVERABLES

Each Task Authorization will specify the deliverables to be produced as well as the associated schedule.

The Contractor may be required to deliver, but not limited to, the following:

- Departmental Plans
- Internal documents (ex. directives, policies)
- Feedback surveys
- CNSC external website content
- Documents through access to information request
- Commission hearing minutes

6.1 Format of Deliverables

Each Task Authorization will identify the specific format of the deliverables.

The Contractor may be required to provide the deliverables in, but not limited to, the following formats:

- Master copies created in English and French at the time of the first request
- Follow templates
- Use of logos
- in English and or French, depending on the requestor
- Braille
- Large text
- E-text
- PDF

6.2 Deliverables Schedules

The CNSC has strict timelines in which they need to provide the requested format. **The following timelines must be adhered once a request for an alternate has been made, refer to Canada Gazette, Part 2, Volume 155, Number 26:**

Any requests for alternate formats must be completed no later than the following timelines:

- a) 45 days after the day on which the request is received, in the case of a request for a plan in Braille or audio format; or
- b) in the case of a request for a plan in any other format, 15 days after the day on which the request is received.

7.0 GOVERNMENT FURNISHED EQUIPMENT/INFORMATION

The CNSC will not provide any equipment for the contractor to perform the work. The contractor must have any tools, equipment required to complete the required work.

All information provided to the Contractor for conversion to an accessible format belongs to the CNSC and must be returned upon completion of the task.

8.0 LANGUAGE OF WORK

The language that work will be performed and delivered will be either in English and or French, dependent on the alternate format request submitted.

9.0 TRAVEL REQUIREMENTS

There is no travel required in the performance of the work.

10.0 LOCATION OF WORK

The location of work is at the vendor premises, they will be producing the alternate format and then shipping it directly to the recipient's address.

11.0 CONSTRAINTS

We are required to adhere to the Government of Canada accessibility requirements, please refer to the following:

[Canada.ca Content Style Guide - Canada.ca](#)

[WCAG 2 Overview | Web Accessibility Initiative \(WAI\) | W3C](#)

[Making communications accessible in the Government of Canada - Canada.ca](#)