TCCSA 多華會 The Cross-Cultural Community Services Association

Call for Proposal (CFP):
Design, Production, Assembly and Storage of TCCSA Newcomer Welcome Boxes

Issue Date: November 4, 2026
Submission Deadline: November 13, 2026 by 4:00 p.m. EST
Project Period: November 2026 – February 2027 (tentative)
Quantity: 5,000 Welcome Boxes

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1. Introduction

The Cross-Cultural Community Services Association (TCCSA) invites qualified companies and service providers to submit proposals for the design, production, assembly, and storage, of **5,000 customized Newcomer Welcome Boxes**.

Established in 1973, TCCSA is a registered charitable organization providing settlement, language training, employment, wellness, and community support services to newcomers and diverse communities across the Greater Toronto Area.

In partnership with RBC, TCCSA is launching a Newcomer Welcome Box Initiative to provide newly arrived individuals and families with a warm welcome to Canada. Each box will contain a selection of useful gifts, promotional materials, and special offers contributed by participating businesses and community partners.

The initiative aims to support newcomers as they settle into their new communities while connecting them with local businesses, products, and services.

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2. Project Overview

The selected vendor will work closely with TCCSA to coordinate the production and preparation of 5,000 Welcome Boxes for distribution through TCCSA's service centres.

Key Project Specifications:

- **Quantity:** 5,000 customized Welcome Boxes
- **Proposed Dimensions:** Approximately 30 × 20 × 7 cm
- **Packaging:** Custom-printed box featuring TCCSA and approved partner branding
- **Contents:** Gifts, product samples, promotional materials, discount coupons, and information inserts secured through TCCSA's network of sponsors and participating partners, as well as additional contents secured by the selected vendor with a combined estimated retail value of approximately CAD $100 per Welcome Box, with each individual item or offer valued at no less than CAD $10.

- **Collection:** Completed boxes to be prepared for collection by TCCSA in approximately four batches of 1,000–1,500 boxes
- **Timeline:** Production, assembly, and collection schedule to be finalized in consultation with TCCSA

TCCSA and the selected vendor will share responsibility for securing Welcome Box contents. TCCSA will coordinate contributions through its network of sponsors and participating partners, while the vendor will be responsible for securing additional contents meeting the specified value requirements. The vendor will also coordinate the receipt, assembly, storage, and preparation of completed boxes for collection. TCCSA will arrange transportation and delivery of the completed boxes.

The proposed design concept is a compact, attractive, and practical "Welcome to Canada" box. Reference images and design concepts will be provided to shortlisted vendors.

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3. Scope of Work

The selected vendor will be responsible for the following services:

A. Design and Custom Box Production

- Develop the box's visual concept and exterior artwork based on TCCSA's proposed design.
- Incorporate TCCSA and approved partner logos and branding elements.
- Prepare digital mock-ups and a physical sample for approval.
- Produce 5,000 customized boxes using suitable materials that ensure durability and presentation quality.

B. Receiving, Assembly and Packaging

- Secure additional Welcome Box contents with a combined estimated retail value of approximately CAD $100 per box, with each individual item or offer valued at no less than CAD $10, subject to TCCSA's approval and in sufficient quantities for all 5,000 boxes.
- Coordinate with TCCSA and participating partners to arrange receipt of the approved products, gifts, coupons, and promotional materials.
- Verify quantities and inspect the visible condition of received items.
- Assemble the boxes and insert all approved contents according to TCCSA's specifications.
- Provide necessary packing materials, labels, and protective shipping cartons.
- Ensure consistent presentation and accurate contents across all boxes.

C. Storage and Inventory Management

- Provide suitable storage for incoming materials and completed Welcome Boxes.
- Maintain inventory and packing records throughout the project.
- Prepare completed boxes for collection by TCCSA according to the agreed schedule

D. Quality Control and Handover

- Conduct quality checks on packaging, contents, and completed boxes in coordination with TCCSA.

- Work with TCCSA to verify that food products have a minimum remaining shelf life of six months upon receipt and that promotional offers have appropriate validity periods.
- Organize completed boxes into approximately four batches of 1,000–1,500 boxes for collection.
- Coordinate with TCCSA to facilitate the orderly handover of completed boxes.

TCCSA and the selected vendor will share responsibility for securing Welcome Box contents, as outlined above. TCCSA will arrange all transportation and delivery of completed boxes, which are excluded from the vendor's scope of work.

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4. Proposal Submission Requirements

Interested vendors should submit a proposal including the following:

1. **Company Profile:** Background, services, relevant experience, and production capabilities.
2. **Relevant Experience:** Examples of similar customized packaging, promotional gift box, or fulfillment projects.
3. **Proposed Approach:** Preliminary design concept, recommended materials, proposed Welcome Box contents with estimated retail values, and approach to production, receiving, assembly, storage, and handover.
4. **Budget Estimate:** Itemized quotation covering design, box production, receiving, assembly, packing materials, storage, and quality control. Please indicate the total project cost and unit cost per box, with HST shown separately.
5. **Project Timeline:** Proposed schedule for design approval, production, assembly, and phased collection.
6. **References:** Two recent client references for comparable projects.

Vendors are welcome to propose cost-effective alternatives or improvements to the packaging design and production arrangements.

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5. Evaluation Criteria

Proposals will be evaluated based on:

- Quality, practicality, and visual appeal of the proposed packaging design
- Relevant experience and demonstrated production capabilities
- Cost competitiveness, overall value, and ability to secure suitable Welcome Box contents meeting the specified requirements
- Ability to manage receiving, assembly, inventory, and quality control
- Capacity to meet the required production and collection schedule
- Flexibility and responsiveness in working with TCCSA and its partners

TCCSA reserves the right to request additional information, samples, or revised quotations from shortlisted vendors.

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6. Submission Details

Please submit your complete proposal in PDF format by **4:00 p.m. EST on November 13, 2026 (Friday)**:

Executive Director
The Cross-Cultural Community Services Association (TCCSA)
3636 Steeles Avenue East, Unit 213A
Markham, Ontario L3R 1K9
Email: admin@tccsa.org
Subject: CFP – TCCSA Newcomer Welcome Box Initiative

TCCSA reserves the right to shortlist and interview selected vendors before awarding the contract. The lowest-priced proposal will not necessarily be selected.

We thank all applicants for their interest in supporting this initiative to welcome newcomers to Canada.

Website: www.tccsa.on.ca