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Bid Fax: (819) 997-9776

Revision to a Request for a Standing Offer

Révision à une demande d'offre à commandes

National Individual Standing Offer (NISO)

Offre à commandes individuelle nationale (OCIN)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Offer remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'offre demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Linguistic Services Division / Division des services linguistiques

PSBID, PWGSC / DIASP,TPSGC

11 Laurier St. / 11, rue Laurier

10C1/Place du Portage, Phase III

Gatineau

Québec

K1A 0S5

Title - Sujet TRANSLATION - STANDING OFFERS		
Solicitation No. - N° de l'invitation 5P004-100154/B		Date 2013-01-10
Client Reference No. - N° de référence du client 5P004-100154		Amendment No. - N° modif. 007
File No. - N° de dossier 519zf.5P004-100154	CCC No./N° CCC - FMS No./N° VME	
GETS Reference No. - N° de référence de SEAG PW-\$ZF-519-25130		
Date of Original Request for Standing Offer		2012-11-27
Date de la demande de l'offre à commandes originale		
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-01-14		Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
Address Enquiries to: - Adresser toutes questions à: Souleiman, Mohamed		Buyer Id - Id de l'acheteur 519zf
Telephone No. - N° de téléphone (819) 956-8348 ()	FAX No. - N° de FAX () -	
Delivery Required - Livraison exigée		
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:		
Security - Sécurité This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.		

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required	Yes - Oui	No - Non
Accusé de réception requis	<input type="checkbox"/>	<input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
For the Minister - Pour le Ministre		

This amendment is raised to answer questions raised for the Request for Standing Offer number 5P004-100154/B, as follow:

Question:

We have some very serious concerns regarding the nature of the RFSO as it relates to PRTC 1.1 and the process for reference checks. This also affects PRTC 3.1 for the Client Manager's experience.

PRTC 1.1 requires bidders to demonstrate a high volume of translation for up to seven years + one day in order to score the maximum number of points. Bidders are required to provide detailed information about the projects including a client contact. Based on item 1.1.3 on page 8, we need to assume that you will verify all information with client references.

For three weeks we have been contacting clients to confirm their agreement in being included as references on this proposal. Many of these clients are Government of Canada departments and agencies. We are having significant issues in securing the agreement of individuals within these organizations. The reasons cited include:

- **A departmental policy that prohibits giving references.** The Translation Bureau is one key example of a department with this policy which is a significant issue due to the volume of translation work done through the Translation Bureau. Many other departments have the same policy.
- **Movement of government staff.** Unfortunately, in the current environment, key contacts have moved on and left the government due to the federal government's cuts. Replacement personnel are not willing to speak to a file they did not have experience with and the original contact is largely untraceable without what I would consider to be an invasion of privacy and being insensitive to their circumstances.
- **Organizations have disappeared.** In both the public and private-sectors some organizations have completely disappeared for a variety of reasons. This affects our ability to include some projects, particularly those that were done five to eight years ago. Tracking down a contact is next to impossible in these situations.

The integrity of the procurement system breaks down when the government requires such a vast number of references and yet its own employees and organizations are unwilling to act as references, and in many cases have formal policies against providing such references.

Generally these issues are manageable in other RFPs/RFSOs because the requirements typically involve a small number of references (3-5 references) as part of an RFP/RFSO. In this case, many bidders will likely need to provide dozens of references and may in fact need to provide references for virtually all projects they have completed, which leaves no tolerance for leaving out those projects where a reference cannot be found.

Bidders who have the experience required by the RFP should be given credit for all the experience they have gained. I understand the need to provide a means for the government to verify the information that bidders provide. In cases where bidders are unable to secure a client reference due to any of the above reasons there should be an alternate means of verification. Such alternate means could include:

- Copies of invoices
- A log showing the translation work performed (client, dates, job number, volume)
- Internal verification for work done for the Government of Canada since the information would be held in the government's records

Solicitation No. - N° de l'invitation

5P004-100154/B

Amd. No. - N° de la modif.

007

Buyer ID - Id de l'acheteur

519zf

Client Ref. No. - N° de réf. du client

5P004-100154

File No. - N° du dossier

519zf5P004-100154

CCC No./N° CCC - FMS No/ N° VME

We respectfully request that PWGSC consider alternate means of verification, particularly for PRTC 1.1 and PRTC 3.1, to address our concerns over the current requirement for such a vast and unreasonable number of references.

Answer:

References are requested to confirm the work performed. It is a way to confirm information provided related to the work performed. Copies of invoices or a log of work performed do not give enough information about the work performed. Internal quality control documents prepared by the Government of Canada, other public sector clients or private companies would also be acceptable but it is necessary to have some contact names and addresses in these organizations for consultation. Therefore, copies of invoices, log of work performed or any other document will not be sufficient.

References will be used only if Canada finds it necessary to confirm information provided in the Offeror's document. (Please refer to clause 1.1.3 of Part 4)

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED