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**LETTER OF INTEREST
LETTRE D'INTÉRÊT**

Comments - Commentaires

Vendor/Firm Name and Address
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Gatineau
Québec
K1A 0S5

Title - Sujet CLOSED CAPTIONING_SOUS-TITRAGE	
Solicitation No. - N° de l'invitation E60ZS-141017/A	Date 2013-10-08
Client Reference No. - N° de référence du client 20141017	GETS Ref. No. - N° de réf. de SEAG PW-\$\$ZF-515-26464
File No. - N° de dossier 515zf.E60ZS-141017	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-10-24	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Guertin, Paul	Buyer Id - Id de l'acheteur 521zf
Telephone No. - N° de téléphone (819) 956-8452 ()	FAX No. - N° de FAX (819) 956-2675
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA CLOSED CAPTIONING & VISUAL INTERPR. 171 SLATER STREET OTTAWA Ontario K1P 5H7 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

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Public Works and Government Services Canada Translation Bureau

Real-time Closed Captioning Services

Request for Information

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1 INTRODUCTION

1.1 Background

The Translation Bureau (TB) would like to gauge industry interest in providing simultaneous real-time Closed Captioning Services in Canadian-English and in Canadian-French of the House of Commons of the Parliament of Canada daily proceedings and televised committees broadcast on CPAC and/or ParlVU, as well as special events, on an as-and-when-requested basis.

1.2 Purpose of Request for Information

In order to deliver future services as mentioned above and described in the section entitled "Statement of Requirement," Canada is seeking information on current suppliers of real-time Closed Captioning Services.

The main objectives of this Request for Information (RFI) are as follows:

- a) Provide industry with an early opportunity to assess and comment on the TB requirement in order to maximize best value to Canada if a request for proposal (RFP) is posted;
- b) Determine the capability of suppliers to provide services described in this RFI;
- c) Solicit feedback and recommendations on any issues that would impact a supplier's ability to fulfill the TB requirement; and
- d) Solicit industry knowledge and expertise with regard to best practices that would increase the likelihood of a successful outcome for this project and/or similar projects.

1.3 Nature of Request for Information

This is not a bid solicitation. This RFI will not result in the award of any contract. Therefore, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods or services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to its contents.

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Nothing in this RFI shall be construed as a commitment from Canada to issue an RFP for this project. Canada may use any non-proprietary information obtained as part of this review or while preparing a future official RFP.

Canada shall not be bound by anything stated in this document. Canada reserves the right to change at any time any or all parts of the requirement, as it deems necessary. Canada also reserves the right to revise its procurement approach, as it considers appropriate, either based on information submitted in response to this RFI or for any other reason it deems appropriate.

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2 INSTRUCTIONS FOR RESPONDING TO RFI

2.1 Terminology

Respondent:	Supplier responding to the RFI.
Client:	Public Works and Government Services Canada (PWGSC) – Translation Bureau.
Captioner:	<p>An employee of the respondent who has acquired at least six (6) months* experience in providing Canadian-French or Canadian-English Closed Captioning (CC), according to the work stream, for live broadcasts on Canadian networks since September 2009.</p> <p>* One (1) month is equivalent to 50 hours of CC.</p>
Project Authority:	The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the Work under the Contract. The Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.
Technical Authority:	The Technical Authority is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority, however the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.
Contract Authority:	The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

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2.2 Nature and Format of Responses Requested

Section 4 of this RFI outlines the client's perspective on the following aspects:

- The Real-time Closed Captioning requirements it would like to fulfill; and
- The characteristics of the desired solution in terms of capability and mandatory and rated criteria.

Section 3.3 contains an estimated project timeline.

Section 5 provides specific questions covering input the client is seeking prior to finalizing and issuing a future RFP.

Respondents are invited to provide comments regarding the content of the "Statement of Requirement" section and the mandatory and rated criteria for selecting suppliers included in this RFI. This includes explaining any assumptions respondents make in their interpretation of the requirements.

2.3 Response Costs

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

2.4 Treatment of Responses

a) Use of Responses

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

b) Review Team

A review team consisting of representatives of the client (where applicable) and PWGSC will review the responses. Canada reserves the right to hire any independent consultant or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.

c) Confidentiality

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

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d) Follow-up Activity

Canada may, at its discretion, contact respondents to follow up with additional questions or for clarification of any aspect of a response. At its discretion, Canada may agree to meet with respondents to provide respondents with the opportunity to present and/or demonstrate their capabilities in relation to this RFI. Respondents' presentations shall be at no obligation to Canada and respondents will be responsible for all costs associated with Canada's invitation to make a presentation. However, respondents are not obliged to make a presentation.

2.5 Contents of the RFI

This RFI contains a draft Statement of Requirement. This document remains a work in progress and respondents should not assume that new clauses or requirements will not be added to any RFP that is ultimately published by Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised. Comments regarding any aspect of this RFI, Statement of Requirement and supplier requirements are welcome. This RFI also contains specific questions addressed to the industry.

2.6 Format of Responses

a) Cover Page

If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.

b) Title Page

The first page of each volume of the response, after the cover page, should be the title page, which should contain

- i. the title of the respondent's response and the volume number;
- ii. the respondent's name and address;
- iii. a contact name, address and telephone number;
- iv. the due date; and
- v. the RFI number.

c) Number of Copies

Canada requests that respondents submit one (1) hard copy of their responses and one (1) copy on CD.

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2.7 Enquiries

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

Contracting Authority: Paul Guertin

Address: Public Works and Government Services Canada, Place du Portage III,
10C1, 11 Laurier Street, Gatineau, Quebec, K1A 0S5

Email: paul.guertin@tpsgc-pwgsc.gc.ca

Telephone: 819-956-8452

Facsimile: 819-953-2675

2.8 Submission of Responses

a) Time and Place for Submission of Responses

Suppliers interested in providing a response should deliver it to the PWGSC Bid Receiving Unit, at the following address, by the time and date indicated on Page 1 of this document.

PWGSC Bid Receiving Unit
11 Laurier Street
Place du Portage, Phase III
Core 0A1
Gatineau, Quebec J8X 4A6

b) Responsibility for Submitting Timely Responses

Each respondent is solely responsible for ensuring that its response is delivered on time to the correct location.

c) Identification of Responses

Each respondent should ensure that its name and return address, the RFI number and the closing date appear legibly on the outside of the response.

2.9 Security Requirements

There are no security requirements associated with responding to this RFI.

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2.10 Official Languages

Responses to this RFI may be submitted in either of Canada's official languages.

2.11 Intellectual Property Rights

Any future procurement action related to Canada's supplier requirements will contain provisions awarding the ownership of the Intellectual Property rights to foreground information and a licence to Intellectual Property rights to background information to the Government of Canada.

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3 OVERVIEW OF POTENTIAL SOLICITATION STRATEGY

This section outlines the solicitation strategy that Canada is considering in order to fulfill its real-time Closed Captioning services requirement.

3.1 Request for Proposal

Once the industry feedback on the RFI has been considered, an RFP may be published on <https://buyandsell.gc.ca/procurement-data/tenders>. The bidding period will be in accordance with Government of Canada policies on procurement and subject to applicable trade agreements.

3.2 Proposed Contract Strategy

The current requirement may ultimately be divided into two (2) contracts to address both work streams:

- Work Stream 1 – Canadian-French Closed Captioning
- Work Stream 2 – Canadian-English Closed Captioning

depending on responses from potential suppliers about their capability to provide the aforementioned real-time Closed Captioning services in Canadian-English and/or Canadian-French.

3.3 Estimated Schedule

If this RFI leads to a future RFP, PWGSC proposes the following schedule:

- | | |
|---------------------------------|-----------------------------------|
| • Issue RFP | October 2013 |
| • Complete bid evaluation | January 2014 |
| • Award contract | January 2014 |
| • Commence delivery of services | Depending on client requirements. |

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4 STATEMENT OF REQUIREMENT

The Translation Bureau would like to gauge the interest of real-time Closed Captioning services suppliers in submitting a bid to provide simultaneous real-time Closed Captioning Services in Canadian-English and in Canadian-French of the House of Commons of the Parliament of Canada daily proceedings and televised committees broadcast on CPAC and/or ParIVU, as well as special events, on an as-and-when-requested basis.

4.1 Real-time Closed Captioning

a) **Work Stream 1 – Canadian-French Closed Captioning**

See the attached document entitled “Statement of Work (SOW), Work Stream 1 – Canadian-French Closed Captioning”

b) **Work Stream 2 – Canadian-English Closed Captioning**

See the attached document entitled “Statement of Work (SOW), Work Stream 2 – Canadian-English Closed Captioning”

4.2 Contract Duration

Services shall be provided for one (1) year as of the contract award date, and the contract will include an option allowing it to be extended for five (5) additional periods of one (1) year each under the same terms and conditions.

The current requirement may ultimately be divided into two (2) contracts to address both work streams:

- Work Stream 1 – Canadian-French Closed Captioning
- Work Stream 2 – Canadian-English Closed Captioning

depending on responses from potential suppliers about their capability to provide the aforementioned real-time Closed Captioning services in Canadian-English and/or Canadian-French.

4.3 Canadian Content

This procurement is limited to Canadian services as defined in the SACC Manual clause A3050T.

4.4 Mandatory and Rated Criteria

a) **Work Stream 1 – Canadian-French Closed Captioning**

See the attached document entitled “Technical Criteria - Work Stream 1 – Canadian-French Closed Captioning”

b) **Work Stream 2 – Canadian-English Closed Captioning**

See the attached document entitled “Technical Criteria - Work Stream 2 – Canadian-English Closed Captioning”

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5 QUESTIONS FOR RESPONDENTS

As the purpose of this RFI is to solicit industry feedback with respect to Translation Bureau requirements, respondents are invited to submit answers in response to the questions below. Respondents are encouraged to submit answers to as many questions as possible; however, the draft Statement of Requirement should be taken into consideration when responding to questions.

- 5.1 Please state any questions you may have about the draft Statement of Requirement.
- 5.2 Canada requires suppliers that are capable of providing simultaneous real-time Closed Captioning Services in Canadian-English and in Canadian-French. Does your company currently provide real-time Closed Captioning Services in Canadian-English and/or in Canadian-French?
- 5.3 For how long has your firm been providing real-time Closed Captioning Services in Canadian-English and/or in Canadian-French?
- 5.4 Would you be interested in submitting a bid to provide the services described in this RFI? Would you have any changes to suggest that would enable your company to bid on a future RFP?
- 5.5 What is your opinion of the mandatory criteria for selecting suppliers, described in item 4.4? Do you have any recommendations?
- 5.6 What is your opinion of the rated criteria for selecting suppliers, described in item 4.4 Do you agree with the proposed evaluation method for the demonstration (rated criteria RT-2F and RT-2E)? Do you have any recommendations?
- 5.7 Please provide any other information that you believe would be useful in preparing an RFP for the services described in this RFI.

Statement of Work (SOW)

WORK STREAM 1 - CANADIAN-FRENCH CLOSED CAPTIONING

1. CONTEXT

1.1 Since September 2007, the Translation Bureau, an organization within Public Works and Government Services (PWGSC), has provided the House of Commons (the House) of the Parliament of Canada with real-time bilingual closed captioning (CC) during the daily Question Period via webcast on ParlVU <http://parlvu.parl.gc.ca/parlvu/upcomingevents.aspx?lang=fr&Language=E> and the Cable Public Affairs Channel (CPAC) <http://www.cpac.ca/eng>, in English on CC1 and in French on CC3.

2. REQUIREMENT

2.1 On a date to be determined by the Project Manager, the contractor must provide, as and when requested, real-time Canadian-French CC of the daily Chamber proceedings (*Private Members, Business, Government Orders, Statements by Members, Oral Questions, Routine Proceedings and Adjournment Proceedings*) and televised committees broadcast on CPAC and/or ParlVU, as well as special events, such as the reading of the Budget and the Speech from the Throne.

2.2 The contractor must provide CC when the House and committees are in session, which is normally from mid-September to mid-December and from the end of January to mid-June. The service must also be provided when the House is called back for an emergency during a recess or at any other time (weekends, statutory holidays).

2.3 The following diagram shows the sequence of events to provide Canadian-French CC using voice recognition.



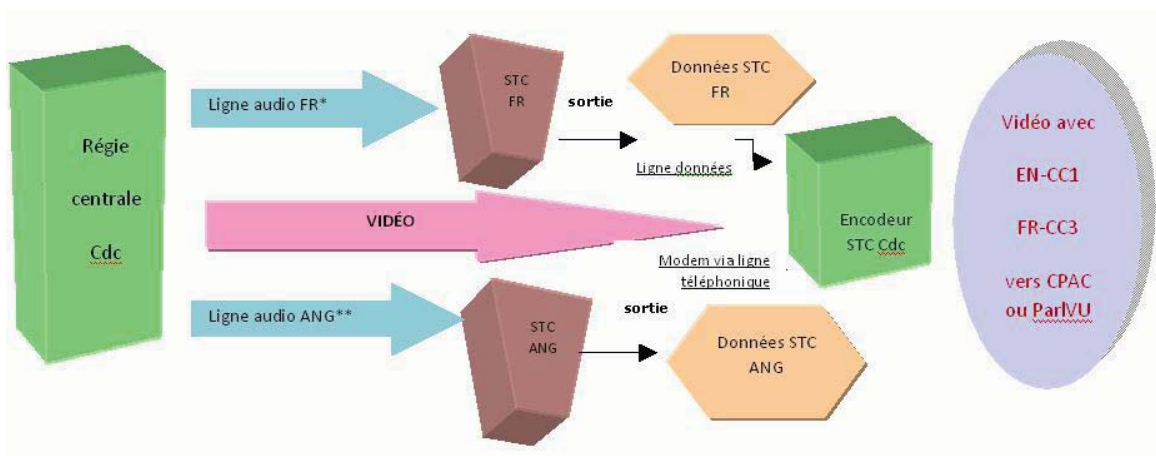
3. TECHNICAL ELEMENTS OF CC BROADCAST

3.1 Summary of process

The House of Commons Master Control Centre (Master Control) sends an English or French audio signal to the contractor depending on the language the speaker is using or through an onsite interpreter. Master Control manages the signal (floor and interpreter) so that the contractor only has to connect to one link in order to receive the signal. Master Control then continuously receives the subtitles from the contractor to feed its CC encoder using a dial-up modem. The CC encoder is programmed to broadcast on CC1 (English) and CC3 (French) on television via CPAC, and by webcast on ParlVU.

3.2 Detailed description of procedure

The following diagram includes the CC in both official languages for the House.



* Floor speaker in French or French interpretation of English speech

** Floor speaker in English or English interpretation of French speech

CC: Closed Captioning

HoC: House of Commons

3.2.1 Master Control

The French and English audio signal is provided from the House offices in Ottawa as a standard +4dBu connection. This audio signal includes an MP's voice in the language of origin, or an interpreter's voice in the same language. The signal is broadcast quality and does not change from one speaker to the next. Master Control feeds the live event via output tracks for both the Chamber and committees.

3.2.2 Audio line (French)

The contractor along with Master Control determines how the Chamber's audio signal will be transmitted. Master Control transmits the signal directly, by telephone line or by digital encoder. Any other method of transmission proposed by the contractor must be reviewed by the Technical Authority.

The contractor will cover the costs for using the line during the event. The contractor must connect to the audio source and confirm that a signal is present, at least 15 minutes prior to the event (Master Control usually provides music). If there is no signal a few minutes prior to the event, the contractor will call the technical emergency number provided.

3.2.3 CC Contractor (French)

The contractor receives the signal via the method described in **3.2.2** and sends it to the CC solution. The CC signal is produced continuously, without interruption, with an average delay not exceeding five seconds in relation to the incoming audio signal and the signal is consistent with the EIA-608 standard.

3.2.4 CC data (French)

The CC produced by the contractor is transmitted to Master Control on a single line for which the long distances charges (if applicable) are covered by the contractor. Master Control uses Evertz CC encoders and receives CC through a telephone line (modem). Master Control provides the telephone lines in its facilities and covers the monthly costs. Any other method of transmission proposed by the contractor must be reviewed by the Technical Authority.

3.2.5 Master Control's CC encoder

Master Control uses the Evertz 8084AD model, which allows simultaneous CC encoding in two languages. CC1 being the standard for English CC and CC3 being the standard for French CC. The encoder receives CC through a dial-up modem only.

3.2.6 Video signal containing CC on CC3

Chamber debates are broadcast live on CPAC and ParlVU while committee meetings are broadcast live on ParlVU. Committee meetings are recorded and broadcast later on on CPAC as part of its programming. See <http://parlvu.parl.gc.ca/parlvu/upcomingevents.aspx?lang=fr&Language=E>. The broadcast delay on CPAC is minimal, while on ParlVU, it can be as long as 60 seconds, like most live webcasts.

4. SCOPE OF WORK

Note: *The inclusion of volumetric data in this document does not represent a commitment by Canada that its future use of the services described below will be consistent with this data.*

4.1 Chamber proceedings

4.1.1 Chamber proceedings (including Question Period) last up to about eight hours in average every day and can sometimes extend into the evening. During a normal parliamentary year (September to June) there can be approximately 1,120 hours of live broadcasting over 135 days.

4.2 Televised committees

4.2.1 Only some committee meetings are televised. The Committee Chair makes the decision to broadcast the meetings several days in advance, and sometimes with less than 24 hours notice. The House of Commons Broadcasting Service maintains and updates a weekly calendar of televised committees, which informs those involved of any changes that were announced.

4.2.2 The televised committee meetings are about two hours long in average and two meetings may be held at the same time in different meeting rooms, several times per week. Over 700 hours can be broadcast in one year, on evenings and during daytime. Committees are generally held while Chamber proceedings are in session; however, a committee can be called back at any time of the year.

4.2.3 Given that the committee schedule can change often, and sometimes on short notice, the House advises all those involved, including the contractor of any last minute changes using calendars sent by email. Committee meetings can be late, extended, interrupted or go in camera. In these cases, the contractor must react quickly.

5. CONTRACTOR'S DUTIES

As and when requested, the contractor must provide Canadian-French CC of Chamber and committee proceedings (up to three events simultaneously) as follows:

5.1 For Chamber proceedings, the contractor must:

5.1.1 Contact the technician at Master Control at least 15 minutes prior to each session to establish a connection in order to receive the audio signal for the Chamber (or for CPAC).

5.1.2 Receive the Canadian-French audio signal from Master Control and provide an audio link (including the required equipment) to transmit the audio signal to its own facilities.

5.1.3 Post a message for 15 minutes prior to the session stating that CC will be available.

***Note:** Fifteen days before the parliamentary session, the Technical Authority will provide the contractor with the wording of the message to be posted, and any subsequent changes to the message during the contract period.*

5.1.4 Provide captioning as soon as a speaker's voice is heard on the audio channel.

5.1.5 Create the CC and send it to Master Control using a separate telephone line.

5.1.6 Provide seamless CC for all (100%) televised Chamber proceedings.

5.1.7 Consult the parliamentary proceedings calendar at <http://parlvu.parl.gc.ca/parlvu/upcomingevents.aspx?lang=fr&Language=E> in order to determine the resources required to meet the demand and any last-minute changes (delays, cancellations, extensions, interruptions, in camera, etc.).

5.2 For committee meetings the contractor must:

5.2.1 Consult the parliamentary proceedings calendar at <http://parlvu.parl.gc.ca/parlvu/upcomingevents.aspx?lang=fr&Language=E> and the televised committee meeting schedule, which may be amended until 6 p.m. (*Eastern Standard Time or Eastern Daylight Time*) the night before, provided by the technical authority in order to determine the resources required to meet the demand and any last-minute changes (additions, delays, cancellations, extensions, etc.).

5.2.2 For each committee meeting, establish audio and CC connection with the meeting room equipment, through dedicated telephone lines.

5.2.3 Receive the French audio signal and provide an audio link (including the required equipment) to transmit this audio signal to its own facilities.

5.2.4 Post a message for 15 minutes prior to the session stating that CC will be available.

5.2.5 Provide captioning services as soon as a speaker's voice is heard on the audio channel.

5.2.6 Send the CC code to the encoding device via a separate telephone line.

5.2.7 Provide seamless CC for the whole (100%) committee meeting.

6. QUALITY CRITERIA

The CC produced by the contractor must meet the following criteria:

6.1 Flow

The CC output must make it possible to follow the speakers' flow to ensure synchronism.

6.2 Display

The text is displayed using three(3)-line roll-up above the graphic box located at the bottom of the screen (indicating the speaker's name, title, political affiliation and riding) in French on CC3.

***Note:** The House adds the graphic box. The captions must not hide any information contained in that box.*

6.3 Delay

The delay must not exceed five (5) seconds during a session.

"Delay" means the time elapsed between the words spoken in Canadian-French or in Canadian-English during the live session (by floor speakers or interpreter) and the captions appearing on Master Control's screens, prior to being broadcast.

6.4 End-to-end accuracy

Should be 90% if stenography is used and at least 80% if the contractor is using voice recognition.

***Note:** Canada will conduct necessary ad hoc quality control to ensure compliance with its requirements.*

"End-to-end accuracy" represents the measurement of the integrity of the words spoken by floor speakers or interpreters in the Chamber compared to those that appear in the caption. Errors may include spelling errors, wrong names, punctuation errors, homophones and substituted, omitted or added words. End-to-end accuracy is the number of words shown correctly compared to the total number of words spoken. Reformulation and substitution of words that are intended to create correct and intelligible captions will not be considered errors.

6.5 Accents and punctuation

Must be used in accordance with the rules set out in *Guide du rédacteur* (which are available on the Internet at

http://www.btb.termiumpius.gc.ca/tpv2guides/guides/redac/index-eng.html?lang=eng&lettr=chap_catl
[og](http://www.btb.termiumpius.gc.ca/tpv2guides/guides/redac/index-eng.html?lang=eng&lettr=chap_catl)

6.6 Uppercase and lowercase

Letters must be used in accordance with Canadian Radio-television and Telecommunications Commission (CRTC) recognized Canadian-French standards.

6.7 Change of speaker

Must be indicated by >>.

6.8 Omissions

Must be indicated by [---].

6.9 Text colour

Must be white: captions superimposed on the image.

6.10 Representation of numbers

Years: 2013

Dollar amounts 40 \$

Percentages: 10 %

Bills: C-45

6.11 Atmosphere descriptors

Atmosphere descriptors (laughter, silence, applause, noise and technical difficulties) must be inserted where appropriate.

6.12 Interpreter's statements

Must be indicated by adding "Voice of Interpreter" to the beginning of the statement.

7. SPECIAL PROVISIONS

The contractor must:

7.1 Take responsibility for all telephone and long distance costs incurred from its facilities.

7.2 Take the necessary steps to ensure that service is available at all times while Parliament is in session, on short notice.

7.3 Immediately notify the technical authority and project manager of any technical issues that could negatively impact broadcasting of the CC.

Note: *The Master Control will maintain a consistent audio level, but factors beyond its control (speaker not speaking into the microphone; noisy surrounding or a speaker who is speaking in a second language with a strong accent) can affect the audio quality. The contractor must be able to handle this type of situation.*

8. RESOURCES

8.1 Captioners

From September 2009 to the closing date of this RFP on month/day/year, each proposed captioner must have at least six (6) months experience in providing Canadian-French CC for live broadcasts on Canadian networks. Note: one (1) month is equivalent to 50 hours of CC).

The following information must be provided to the Project Manager as proof that the proposed captioner meets the above requirements.

- 1) The number of hours of experience in providing Canadian-French CC for live broadcasts on Canadian networks.
- 2) All the periods from September 2009 until the closing date of this bid solicitation for which the services in 1) were rendered, expressed under the form *year/month to year/month*.
- 3) For each client agency to which CC services were provided during the periods set out in point 2):
 - i name of the client agency
 - ii name of contact person
 - iii contact person's telephone number or email address
 - iv title of the Canadian-French program for which the bidder provided real-time CC.

Statement of Work (SOW)

WORK STREAM 2 - CANADIAN-ENGLISH CLOSED CAPTIONING

1. CONTEXT

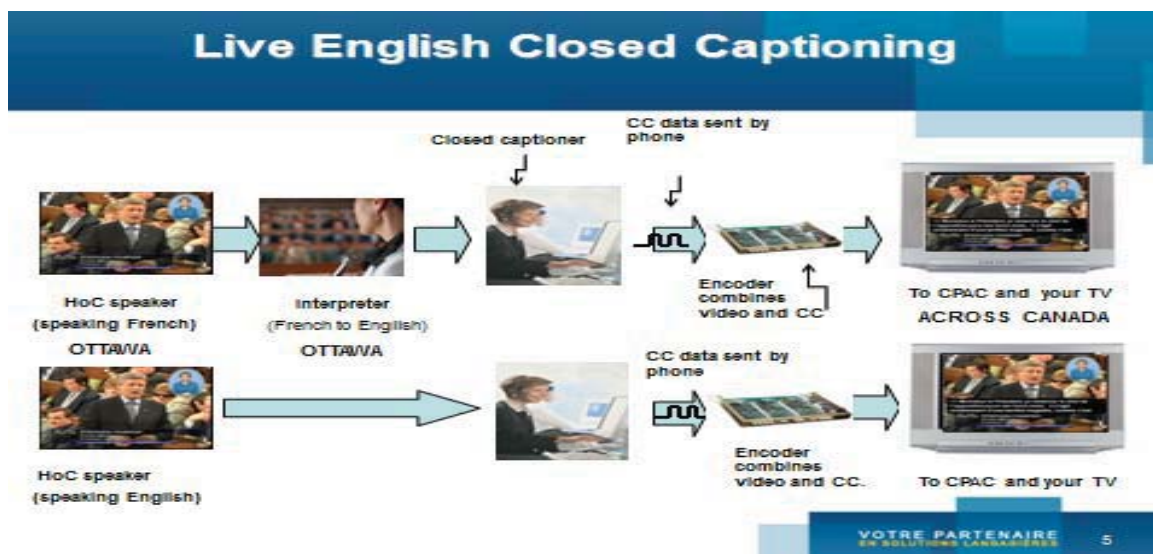
1.1 Since September 2007, the Translation Bureau, an organization within Public Works and Government Services (PWGSC), has provided the House of Commons (the House) with real-time bilingual closed captioning (CC) during the daily Question Period via webcast on ParlVU <http://parlvu.parl.gc.ca/parlvu/upcomingevents.aspx?lang=fr&Language=E> and the Cable Public Affairs Channel (CPAC) <http://www.cpac.ca/eng>, in English on CC1 and in French on CC3.

2. REQUIREMENT

2.1 On a date to be determined by the project manager, when Parliament is in session, the contractor must, as and when requested, provide real-time Canadian-English CC of the daily Chamber proceedings (*Private Members, Business, Government Orders, Statements by Members, Oral Questions, Routine Proceedings and Adjournment Proceedings*) and televised committees broadcast on CPAC and/or ParlVU, as well as special events, such as the reading of the Budget and the Speech from the Throne.

2.2 The contractor must provide CC when the House and committees are in session, which is normally from mid-September to mid-December and from the end of January to mid-June. The service must also be provided when the House is called back for an emergency during a recess.

2.3 The following diagram shows the sequence of events to provide Canadian-English CC.



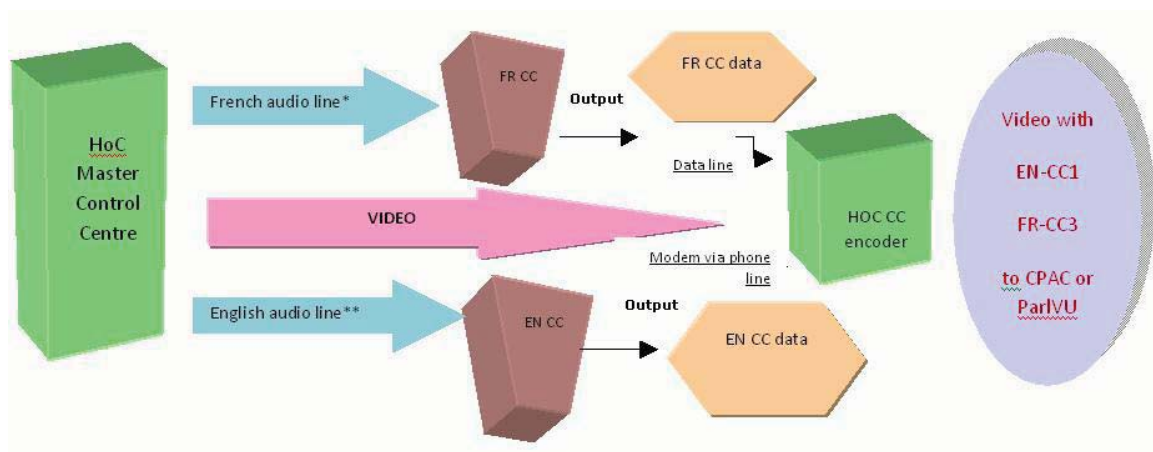
3. TECHNICAL ELEMENTS OF CC BROADCAST

3.1 Summary of procedure

The House of Commons Master Control Centre (Master Control) sends an English or French audio signal to the contractor depending on the language the speaker is using or through an onsite interpreter. Master Control manages the signal (floor and interpreter) so that the contractor only has to connect to one link in order to receive the signal. Master Control then continuously receives the subtitles from the contractor to feed its CC encoder through a dial-up modem. The CC encoder is programmed to broadcast on CC1 (English) and CC3 (French) on television via CPAC and by webcast on ParlVU.

3.2 Detailed description of procedure

The following diagram includes the CC in both official languages for the House.



* Floor speaker in French or French interpretation of English speech

** Floor speaker in English or English interpretation of French speech

CC: Closed Captioning

HoC: House of Commons

3.2.1 Master Control

The English audio signal is provided from the House offices in Ottawa in as a standard +4dBu connection. This audio signal includes an MP's voice in the language of origin, or an interpreter's voice in the same language. The signal is broadcast quality and does not change from one speaker to the next. Master Control feeds the live event via output tracks for both the Chamber and committees.

3.2.2 Audio line (English)

The contractor along with Master Control determines how the Chamber's audio signal will be transmitted. Master Control transmits the signal directly, by telephone line or by digital encoder. Any other transmission method proposed by the contractor must be reviewed by the technical authority. The contractor will cover the costs for using the line during the event.

The contractor must connect to the audio source and confirm that a signal is present, at least 15 minutes prior to the event (Master Control usually provides music). If there is no signal a few minutes prior to the event, the contractor will call the technical emergency number provided.

NOTE: *For Chamber proceedings, the contractor may choose to use the live signal on CPAC, which is available in English only.*

3.2.3 CC Contractor (English)

The contractor receives the signal using the method described in **3.2.2** and sends it to the CC solution. The CC signal is produced continuously, without interruption, with an average delay not exceeding five seconds in relation to the incoming audio signal and the signal is consistent with the EIA-608 standard.

3.2.4 CC data (English)

The CC produced by the contractor is transmitted to Master Control on a single line for which the long distances charges (if applicable) are covered by the contractor. Master Control uses Evertz CC encoders and receives CC through a telephone line (modem). Master Control provides the telephone lines in its facilities and covers the monthly costs. Any other method of transmission proposed by the contractor must be reviewed by the technical authority.

3.2.5 Master Control's CC encoder

Master Control uses the Evertz 8084AD model, which allows simultaneous CC encoding in two languages. CC1 is the standard for English CC. The encoder receives CC by dial-up modem only.

3.2.6 Video signal containing CC on CC1

Chamber debates are broadcast live on CPAC and ParlVU. Committee meetings are recorded and broadcast on CPAC as part of its programming. See <http://parlvu.parl.gc.ca/parlvu/upcomingevents.aspx?lang=fr&Language=E>. The broadcast delay on CPAC is minimal, while on ParlVU, it can be as long as 60 seconds, like most live webcasts.

4. SCOPE OF WORK

NOTE: *The inclusion of volumetric data in this document does not represent a commitment by Canada that Canada's future use of the services described below will be consistent with this data.*

4.1 Chamber proceedings

Chamber proceedings (including Question Period) last up to about eight hours every day and can extend into the evening. During a normal parliamentary year (September to June) there can be approximately 1,120 hours of live broadcasting over 135 days.

4.2 Televised committees

4.2.1 Only some committee meetings are televised. The Committee Chair makes the decision to broadcast the meetings several days in advance, and sometimes with less than 24 hours notice. The House of Commons Broadcasting Service maintains and updates a weekly calendar of televised committees, which informs those involved of any changes that were announced.

4.2.2 The televised committee meetings are about two hours long and two meetings may be held at the same time in different meeting rooms, several times per week. Over 700 hours can be broadcast in one year. Committees are generally held while Chamber proceedings are in session; however, a committee can be called back at any time of the year.

4.2.3 Given that the committee schedule can change often, and sometimes on short notice, the House advises all those involved, including the contractor of any last minute changes using calendars sent by email. Committee meetings can be late, extended, interrupted or go in camera. In these cases, the contractor must react quickly.

5. CONTRACTOR'S DUTIES

As and when required, the contractor must provide Canadian-English CC of Chamber and committee proceedings (up to three events simultaneously) as follows:

5.1 For Chamber proceedings, the contractor must:

5.1.1 Contact the technician at Master Control at least 15 minutes prior to each session to establish a connection in order to receive the audio signal for the Chamber (or for CPAC).

5.1.2 Receive the Canadian-English audio signal from Master control and provide an audio link (including the required equipment) to transmit the audio signal to its own facilities.

5.1.3 Post a message for 15 minutes prior to the session stating that CC will be available.

***Note:** Fifteen days before the parliamentary session, the technical authority will provide the contractor with the wording of the message to be posted, and any subsequent changes to the message during the contract period.*

5.1.4 Provide captioning as soon as a speaker's voice is heard on the audio channel.

5.1.5 Create the CC and send it to Master Control using a separate telephone line.

5.1.6 Provide seamless CC for all (100%) Chamber proceedings.

5.1.7 Consult the parliamentary proceedings calendar at <http://parlvu.parl.gc.ca/parlvu/upcomingevents.aspx?lang=fr&Language=E> in order to determine the resources required to meet the demand and any last-minute changes (delays, cancellations, extensions, interruptions, in camera, etc.).

5.2 For committee meetings the contractor must:

5.2.1 Consult the parliamentary proceedings calendar at <http://parlvu.parl.gc.ca/parlvu/upcomingevents.aspx?lang=fr&Language=E> and the televised committee meeting schedule (see example attached in Annex A.1), which may be amended until 6 p.m. (*Eastern Standard Time or Eastern Daylight Time*) the night before, provided by the technical authority in order to determine the resources required to meet the demand and any last-minute changes (additions, delays, cancellations, extensions, etc.).

5.2.2 For each committee meeting, establish audio and CC connection with the meeting room equipment, through dedicated telephone lines.

5.2.3 Receive the English audio signal and provide an audio link (including the required equipment) to transmit this audio signal to its own facilities.

5.2.4 Post a message for 15 minutes prior to the session stating that CC will be available.

5.2.5 Provide captioning services as soon as a speaker's voice is heard on the audio channel.

5.2.6 Send the CC code to the encoding device via a separate telephone line.

5.2.7 Provide seamless CC for the whole (100%) committee meeting.

6. QUALITY CRITERIA

The CC produced by the contractor must meet the following criteria:

6.1 Flow

The CC output must make it possible to follow the speakers' flow to ensure synchronism.

6.2 Display

The text is displayed using three-line roll-up above the graphic box located at the bottom of the screen (indicating the speaker's name, title, political affiliation and riding) in English on CC1.

Note: *The House adds the graphic box. The captions must not hide any information contained in this box.*

6.3 Delay

The delay must not exceed five seconds during a session.

"Delay" means the time elapsed between the words spoken in Canadian-English during the live session (by floor speakers or interpreter) and the captions appearing on Master Control's screens, prior to being broadcast.

6.4 End-to-end accuracy

Should be 90% if stenography is used and at least 80% if the contractor is using voice recognition.

Note: *Canada will conduct necessary ad hoc quality control to ensure compliance with its requirements.*

"End-to-end accuracy" represents the measurement of the integrity of the words spoken by floor speakers or interpreters in the Chamber compared to those that appear in the caption. Errors may include spelling errors, wrong names, punctuation errors, homophones and substituted, omitted or added words. End-to-end accuracy is the number of words shown correctly compared to the total number of words spoken. Reformulation and substitution of words that are intended to create correct and intelligible captions will not be considered errors.

6.5 Spelling and punctuation

Must be used in accordance with the rules set out in *Canadian Style Guide* (which are available on the Internet at <http://www.btb.termiumpius.gc.ca/tpv2guides/guides/tcdnstyl/index-eng.html?lang=eng>).

6.6 Uppercase and lowercase

Letters must be used in accordance with Canadian Radio-television and Telecommunications Commission (CRTC) recognized Canadian-English standards.

6.7 Change of speaker

Must be indicated by >>.

6.8 Omissions

Must be indicated by [---].

6.9 Text colour

Must be white: captions superimposed on the image.

6.10 Representation of numbers

Years: 2013

Dollar amounts \$40

Percentages: 10%

Bills: C-45

6.11 Atmosphere descriptors

Atmosphere descriptors (laughter, silence, applause, noise and technical difficulties) must be inserted where appropriate.

6.12 Interpreter's statements

Must be indicated by adding "Voice of Interpreter" to the beginning of the statement.

7. SPECIAL PROVISIONS

The contractor must:

7.1 Take responsibility for all telephone and long distance costs incurred from its facilities.

7.2 Take the necessary steps to ensure that service is available at all times while Parliament is in session, on short notice.

7.3 Immediately notify the technical authority and project manager of any technical issues that could negatively impact broadcasting of the CC.

Note: Master Control will maintain a consistent audio level, but factors beyond its control (speaker not speaking into the microphone; noisy surrounding or a speaker who is speaking in a second language with a strong accent) can affect the audio quality. The contractor must be able to handle this type of situation.

8. RESOURCES

8.1 Captioners

From September 2009 to the closing date of this RFP on month/day/year, each proposed captioner must have at least six months experience in providing Canadian-English CC for live broadcasts on Canadian networks (one (1) month is equivalent to 50 hours).

The following information must be provided to the project manager as proof that the proposed captioner meets the above requirements.

- 1) The number of hours of experience in providing Canadian-English CC for live broadcasts on Canadian networks.
- 2) All the The periods from September 2009 until the closing date of this bid solicitation for which the services in 1) were rendered, expressed under the form year/month to year/month.
- 3) For each client agency to which CC services were provided during the periods set out in point 2):
 - i name of the client agency
 - ii name of contact person
 - iii contact person's telephone number or email address
 - iv title of the Canadian-English program for which the bidder provided real-time CC.

TECHNICAL CRITERIA

WORK STREAM 1 - CANADIAN-FRENCH CLOSED CAPTIONING

Mandatory Technical Criteria (MT)

The bids must meet all the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Bids which fail to meet the following mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

Number	Mandatory Technical criteria	Bid preparation instructions
MT 1F	<p>From September 2007 to the closing date of this Request for Proposal (RFP), the bidder must have a minimum of four (4) years of experience in providing real-time Canadian-French closed captioning for live broadcasts on Canadian networks.</p> <p>For the purpose of evaluating the MT 1F criterion, one year is equivalent to 12 months.</p>	<p>The bidder must provide the information below to clearly demonstrate that the MT 1F criterion will be met.</p> <ol style="list-style-type: none">1) The number of years of experience in providing Canadian-French closed captioning for live broadcasts on Canadian networks.2) The period from September 2007 to the closing date of this RFP (year/month to year/month).3) For each* client to which closed captioning services were provided during the period set out in point 2) above:<ol style="list-style-type: none">i. name of client;ii. name of contact person with phone number or email address; andiii. title of the Canadian-French program for which the bidder provided real-time closed captioning. <p>* A maximum of three references. Should the bidder provide more, only the first three will be evaluated.</p> <p>See Attachment 3 to Part 4 for a list of questions that may be used to check references.</p>

Number	Mandatory Technical criteria	Bid preparation instructions
MT 2F	The bidder must provide a detailed description of the proposed “solution” to produce live, real-time Canadian-French closed captioning of the daily Chamber proceedings and televised committee meetings on CPAC and ParlVU, as well as special events, such as the Federal Budget and the Speech from the Throne.	<p>The bidder must provide the information listed below to clearly demonstrate that the MT 2F criterion will be met.</p> <ol style="list-style-type: none"> 1) The description of the proposed solution must include: <ol style="list-style-type: none"> i. The type of technology used ii. The process (with illustrations) of the technology iii. How the technology is kept up to date (e.g. databases) iv. Location (facilities) from which the technology is used (e.g. soundproof booth, office, etc.) v. Minimum number of resources required to ensure the effective use of the technology and their respective roles.
MT 3F	The bidder must prepare a contingency plan in case of failure of any element of its closed captioning solution to ensure the availability and continuity of service.	<p>To clearly demonstrate that the MT 3F criterion is met, the bidder must provide a contingency plan which includes, as a minimum, the following elements:</p> <ol style="list-style-type: none"> 1) Equipment – Process that the bidder will put in place when the equipment fails. 2) Personnel – Process that the bidder will put in place to ensure that staff is available, as required, in case of extended hours (evening/weekends/holidays) and of illness. 3) Quality control – Process that the bidder will put in place to ensure quality control. <p>Elements 1), 2) and 3) must be appropriate to the requirement, achievable and set out in detail.</p>

Rated technical criteria (RT) and Demonstration

- a) The bids that meet all the above mandatory technical criteria will be evaluated and scored in accordance with the following evaluation criteria:

Rated Technical Criteria (RT)	Minimum number of points required	Maximum number of points
RT 1F Bidder's experience	0	60
RT 2F Demonstration of Canadian-French closed captioning	84.5 points minimum x 4 samples = 338 points	179 points maximum x 4 samples = 716 points
RT 2.1F Flow		
RT 2.2F Delay		
RT 2.3F Display		
RT 2.4F End-to-end accuracy		
RT 2.5F Accents in written French and punctuation		
RT 2.6F Uppercase and lowercase letters		
RT 2.7F Change of speaker		
RT 2.8F Omissions		
RT 2.9F Text colour		
RT 2.10F Representation of numbers		
RT 2.11F Atmosphere descriptors		
RT 2.12F Interpreters interventions		
OVERALL SCORE	338	776

- b) The bidder must demonstrate an understanding of the tasks and approach to achieving them. In order to obtain the maximum number of points, the bidder must clearly and concretely demonstrate how he or she meets the criteria by providing an explanation. Simply repeating what is described in the request for proposal is insufficient.

RT 1F BIDDER'S EXPERIENCE		
<p style="text-align: right;">Minimum number of points required: 0 points Maximum number of points required: 60 points</p>		
Rated criterion	Submission instructions	Weighting (points)
<p>In addition to the four (4) years of experience required in the MT 1F criterion, the bidder must demonstrate number of additional years of experience acquired in providing Canadian-French closed captioning for live broadcasts on Canadian networks.</p> <p>For the purpose of evaluating the RT 1F criterion, one year is equivalent to 12 months.</p>	<p>The bidder must provide the information below to clearly demonstrate that the RT 1F criterion will be met:</p> <ol style="list-style-type: none"> 1) The number of additional years of experience acquired in providing Canadian-French closed captioning for live broadcasts on Canadian networks. 2) The period (year/month to year/month). 3) For each* client to which closed captioning services were provided during the period set out in point 2): <ol style="list-style-type: none"> i. name of client; ii. name of contact person with phone number or email address; and iii. title of the Canadian-French program for which the bidder provided real-time closed captioning. <p>* A maximum of three references. Should the bidder provide more, only the first three will be evaluated.</p> <p>See Attachment 3 to Part 4 for a list of questions that may be used to check references.</p>	<p>For each year of additional experience (in addition to the four years required in MT 1F) = 10 points</p> <p>Maximum: 60 points</p>

RT 2F DEMONSTRATION OF CANADIAN-FRENCH CLOSED CAPTIONING

The bidder shall demonstrate through an off-site demonstration that the Canadian-French closed captioning currently being produced live meets the criteria set out below.

Minimum number of points required per sample: 84.5 points

Maximum number of points required per sample: 179 points

The bidder will have to close caption in real time and in closed circuit with the evaluation team four samples of various events:

- one sample of the House of Commons Question Period (30 minutes)
- three samples of different House of Commons debates and House of Commons committees (15 minutes each) for a total of 45 minutes.

There will be a ten minute break between each sample. Each sample will be evaluated individually against the rated criteria found below.

Evaluation procedure:

At the time agreed upon by both parties, the evaluation will be conducted as follows:

- Master Control will send the audio signal to the bidder by telephone line (unaltered audio signal or digitally coded audio signal);
- the bidder will perform the real time closed captioning of this audio signal; and
- the resulting closed caption code will be sent live to the second telephone line.

Note: No video signal will be sent to the bidder.

During that time, the evaluation team will:

- receive the live coded closed caption signal on the second telephone line. This signal will be sent to a closed captioning encoder to be superimposed on the video signal;
- view the live closed captioning on a video monitor showing live video and sound as well as the coded closed captioning sent by the bidder; and
- record the demonstration for evaluation purposes.

No.	Rated criterion	Instructions	Weighting (points)
RT 2.1F	Flow	Must follow the speakers' flow.	<p>The speakers' flow was followed = 50 points</p> <p>Up to three instances where the speakers' flow was not followed = 25 points</p> <p>More than three instances where the speakers' flow was not followed = 0 points</p> <p>Maximum: 50 points</p>

RT 2.2F	Delay	Must ensure the time between the words being spoken and when the captions appear on the screen are synchronized.	<p>Maximum delay of five seconds = 20 points</p> <p>Delay of six seconds = 10 points</p> <p>Delay of seven seconds or more = 0 points</p> <p>Maximum: 20 points</p>
RT 2.3F	Display (Positioning)	Must be displayed in a three-line roll-up format in the location required by Master Control on the video image, i.e. just above the House graphic box located at the bottom of the screen (which includes the speaker's name, political affiliation and riding).	<p>Displayed on three lines = 3 points</p> <p>Displayed in roll up format = 3 points</p> <p>Displayed above the graphic box = 3 points</p> <p>Maximum: 9 points</p>

RT 2.4F	End-to-End Accuracy	<p>Must ensure the intelligibility of the message, end-to-end accuracy. The bidder will be evaluated based on the method used, stenocaptioning or voice recognition.</p> <p>“End-to-end accuracy” represents the measurement of the integrity of the words spoken by floor speakers or interpreters in the Chamber compared to those that appear in the caption. Errors may include spelling errors, wrong names, punctuation errors, homophones and substituted, omitted or added words. End-to-end accuracy is the number of words shown correctly compared to the total number of words spoken. Reformulation and substitution of words that are intended to create correct and intelligible captions will not be considered errors.</p> <p>The following formula will be used to obtain the percentage of accuracy: the numbers of words displayed correctly divided by the total number of words spoken, multiplied by 100.</p>	<p><u>Stenocaptioning</u></p> <p>100 to 90% = 20 points</p> <p>80 to 89% = 10 points</p> <p>79% or less = 0 points</p> <p>OR</p> <p><u>Voice recognition</u></p> <p>100 to 80% = 20 points</p> <p>70 to 79% = 10 points</p> <p>69% or less = 0 points</p> <p>Maximum: 20 points</p>
RT 2.5F	French accents and punctuation	<p>Accents in written French and punctuation must be used in accordance with the rules of grammar set out in the latest version of the <i><u>Guide du rédacteur de l'administration fédérale</u></i></p>	<p><u>French accents</u></p> <p>No error = 5 points</p> <p>Up to 3 errors = 2.5 points</p> <p>Four errors or more = 0 points</p> <p>AND</p> <p><u>Punctuation</u></p> <p>No punctuation errors = 5 points</p> <p>Up to three errors = 2.5 points</p> <p>Four errors or more = 0 points</p> <p>Maximum = 10 points</p>

RT 2.6F	Uppercase and lowercase letters	Uppercase and lowercase letters must be used in accordance with Canadian Radio-television and Telecommunications Commission (CRTC) recognized Canadian-French standards.	<p>Consistent with CRTC standards = 10 points</p> <p>Not consistent with CRTC standards up to two times = 5 points</p> <p>Not consistent with CRTC standards three times or more = 0 points</p> <p>Maximum : 10 points</p>
RT 2.7F	Change of speaker	Must be indicated by >>	<p>All changes of speakers are indicated by >> = 10 points</p> <p>Failed to indicate change of speaker using the >> symbol up to two times = 5 points</p> <p>Failed to indicate a change of speaker using the >> symbol three times or more = 0 points</p> <p>Change of speaker indicated by another symbol or are not indicated using the >> symbol = 0 points</p> <p>Maximum: 10 points</p>

RT 2.8F	Omissions	Inaudible statements must be indicated by [---]	<p>All inaudible statements are indicated using [---] = 10 points</p> <p>Failed to indicate inaudible statements using [---] up to two times = 5 points</p> <p>Failed to indicate inaudible statements using [---] three times or more = 0 points</p> <p>Inaudible statements are indicated using another symbol or are not indicated using [---] = 0 points</p> <p>Maximum: 10 points</p>
RT 2.9F	Text Colour	Subtitles should appear in white superimposed on the image.	<p>Subtitles appear in white superimposed on the image = 10 points</p> <p>Subtitles do not appear in white superimposed on the image = 0 points</p> <p>Maximum: 10 points</p>
RT 2.10F	Representation of numbers	<p>Numbers should be written as follows:</p> <p>Years: 2013</p> <p>Dollar amounts: \$40</p> <p>Percentages: 10%</p> <p>Bills: C-45</p>	<p>All numbers were correctly represented = 10 points</p> <p>Up to two errors with numeric representation = 5 points</p> <p>Three errors or more = 0 points</p> <p>Maximum: 10 points</p>
RT 2.11F	Atmosphere descriptors	Must add the atmosphere descriptors (e.g. laughter, silence, applause, noise or technical difficulties).	<p>Atmosphere descriptors were included throughout = 10 points</p> <p>Atmosphere descriptors were not added up to two times = 5 points</p> <p>Atmosphere descriptors were not added three or more times = 0 points</p> <p>Maximum: 10 points</p>

RT 2.12F	Interpreter's interventions	Must display "Voice of interpreter" at the beginning of the interpreter's interventions.	<p>Interpreters intervention are always indicated by "Voice of Interpreter" = 10 points</p> <p>Interpreters interventions are not indicated by "Voice of Interpreter" up to two times = 5 points</p> <p>Interpreters interventions are not indicated by "Voice of Interpreter" three or more times" = 0 points</p> <p>Maximum = 10 points</p>
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TECHNICAL CRITERIA

WORK STREAM 2 - CANADIAN-ENGLISH CLOSED CAPTIONING

Mandatory Technical Criteria (MT)

The bids must meet all the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Bids which fail to meet the following mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

Number	Mandatory Technical criteria	Bid preparation instructions
MT 1E	<p>From September 2007 to the closing date of this Request for Proposal (RFP), the bidder must have a minimum of four (4) years of experience in providing real-time Canadian-English closed captioning for live broadcasts on Canadian networks.</p> <p>For the purpose of evaluating the MT 1E criterion, one year is equivalent to 12 months.</p>	<p>The bidder must provide the information below to clearly demonstrate that the MT 1E criterion will be met.</p> <ol style="list-style-type: none">1) The number of years of experience in providing Canadian-English closed captioning for live broadcasts on Canadian networks.2) The period from September 2007 to the closing date of this RFP (year/month to year/month).3) For each* client to which closed captioning services were provided during the period set out in point 2) above:<ol style="list-style-type: none">i. name of client;ii. name of contact person with phone number or email address; andiii. title of the Canadian-English program for which the bidder provided real-time closed captioning. <p>* A maximum of three references. Should the bidder provide more, only the first three will be evaluated.</p> <p>See Attachment 3 to Part 4 for a list of questions that may be used to check references.</p>

Number	Mandatory Technical criteria	Bid preparation instructions
MT 2E	The bidder must provide a detailed description of the proposed “solution” to produce live, real-time Canadian-English closed captioning of the daily Chamber proceedings and televised committee meetings on CPAC and ParlVU, as well as special events, such as the Federal Budget and the Speech from the Throne.	<p>The bidder must provide the information listed below to clearly demonstrate that the MT 2E criterion will be met.</p> <ol style="list-style-type: none"> 1) The description of the proposed solution must include: <ol style="list-style-type: none"> i. The type of technology used ii. The process (with illustrations) of the technology iii. How the technology is kept up to date (e.g. databases) iv. Location (facilities) from which the technology is used (e.g. soundproof booth, office, etc.) v. Minimum number of resources required to ensure the effective use of the technology and their respective roles.
MT 3E	The bidder must prepare a contingency plan in case of failure of any element of its closed captioning solution to ensure the availability and continuity of service.	<p>To clearly demonstrate that the MT 3E criterion is met, the bidder must provide a contingency plan which includes, as a minimum, the following elements:</p> <ol style="list-style-type: none"> 1) Equipment – Process that the bidder will put in place when the equipment fails. 2) Personnel – Process that the bidder will put in place to ensure that staff is available, as required, in case of extended hours (evening/weekends/holidays) and of illness. 3) Quality control – Process that the bidder will put in place to ensure quality control. <p>Elements 1), 2) and 3) must be appropriate to the requirement, achievable and set out in detail.</p>

Rated technical criteria (RT) and Demonstration

- c) The bids that meet all the above mandatory technical criteria will be evaluated and scored in accordance with the following evaluation criteria:

Rated Technical Criteria (RT)	Minimum number of points required	Maximum number of points
RT 1E Bidder's experience	0	60
RT 2E Demonstration of Canadian-English closed captioning	82 points minimum x 4 samples = 328 points	174 points maximum x 4 samples = 696 points
RT 2.1E Flow		
RT 2.2E Delay		
RT 2.3E Display		
RT 2.4E End-to-end accuracy		
RT 2.5E Punctuation		
RT 2.6E Uppercase and lowercase letters		
RT 2.7E Change of speaker		
RT 2.8E Omissions		
RT 2.9E Text colour		
RT 2.10E Representation of numbers		
RT 2.11E Atmosphere descriptors		
RT 2.12E Interpreters interventions		
OVERALL SCORE	328	756

- d) The bidder must demonstrate an understanding of the tasks and approach to achieving them. In order to obtain the maximum number of points, the bidder must clearly and concretely demonstrate how he or she meets the criteria by providing an explanation. Simply repeating what is described in the request for proposal is insufficient.

RT 1E BIDDER'S EXPERIENCE		
<p style="text-align: right;">Minimum number of points required: 0 points Maximum number of points required: 60 points</p>		
Rated criterion	Submission instructions	Weighting (points)
<p>In addition to the four (4) years of experience required in the MT 1E criterion, the bidder must demonstrate number of additional years of experience acquired in providing Canadian-English closed captioning for live broadcasts on Canadian networks.</p> <p>For the purpose of evaluating the RT 1E criterion, one year is equivalent to 12 months.</p>	<p>The bidder must provide the information below to clearly demonstrate that the RT 1E criterion will be met:</p> <ol style="list-style-type: none"> 1) The number of additional years of experience acquired in providing Canadian-English closed captioning for live broadcasts on Canadian networks. 2) The period (year/month to year/month). 3) For each* client to which closed captioning services were provided during the period set out in point 2): <ol style="list-style-type: none"> i. name of client; ii. name of contact person with phone number or email address; and iii. title of the Canadian-English program for which the bidder provided real-time closed captioning. <p>* A maximum of three references. Should the bidder provide more, only the first three will be evaluated.</p> <p>See Attachment 3 to Part 4 for a list of questions that may be used to check references.</p>	<p>For each year of additional experience (in addition to the four years required in MT 1E) = 10 points</p> <p>Maximum: 60 points</p>

RT 2E DÉMONSTRATION OF CANADIAN-ENGLISH CLOSED CAPTIONING

The bidder shall demonstrate through an off-site demonstration that the Canadian-English closed captioning currently being produced live meets the criteria set out below.

Minimum number of points required per sample: 82 points
Maximum number of points required per sample: 174 points

The bidder will have to close caption in real time and in closed circuit with the evaluation team four samples of various events:

- one sample of the House of Commons Question Period (30 minutes)
- three samples of different House of Commons debates and House of Commons committees (15 minutes each) for a total of 45 minutes.

There will be a ten minute break between each sample. Each sample will be evaluated individually against the rated criteria found below.

Evaluation procedure:

At the time agreed upon by both parties, the evaluation will be conducted as follows:

- Master Control will send the audio signal to the bidder by telephone line (unaltered audio signal or digitally coded audio signal);
- the bidder will perform the real time closed captioning of this audio signal; and
- the resulting closed caption code will be sent live to the second telephone line.

Note: No video signal will be sent to the bidder.

During that time, the evaluation team will:

- receive the live coded closed caption signal on the second telephone line. This signal will be sent to a closed captioning encoder to be superimposed on the video signal;
- view the live closed captioning on a video monitor showing live video and sound as well as the coded closed captioning sent by the bidder; and
- record the demonstration for evaluation purposes.

No.	Rated criterion	Instructions	Weighting (points)
RT 2.1E	Flow	Must follow the speakers' flow.	<p>The speakers' flow was followed = 50 points</p> <p>Up to three instances where the speakers' flow was not followed = 25 points</p> <p>More than three instances where the speakers' flow was not followed = 0 points</p> <p>Maximum: 50 points</p>

RT 2.2E	Delay	Must ensure the time between the words being spoken and when the captions appear on the screen are synchronized.	<p>Maximum delay of five seconds = 20 points</p> <p>Delay of six seconds = 10 points</p> <p>Delay of seven seconds or more = 0 points</p> <p>Maximum: 20 points</p>
RT 2.3E	Display (Positioning)	Must be displayed in a three-line roll-up format in the location required by Master Control on the video image, i.e. just above the House graphic box located at the bottom of the screen (which includes the speaker's name, political affiliation and riding).	<p>Displayed on three lines = 3 points</p> <p>Displayed in roll up format = 3 points</p> <p>Displayed above the graphic box = 3 points</p> <p>Maximum: 9 points</p>

RT 2.4E	End-to-End Accuracy	<p>Must ensure the intelligibility of the message, end-to-end accuracy. The bidder will be evaluated based on the method used, stenocaptioning or voice recognition.</p> <p>“End-to-end accuracy” represents the measurement of the integrity of the words spoken by floor speakers or interpreters in the Chamber compared to those that appear in the caption. Errors may include spelling errors, wrong names, punctuation errors, homophones and substituted, omitted or added words. End-to-end accuracy is the number of words shown correctly compared to the total number of words spoken. Reformulation and substitution of words that are intended to create correct and intelligible captions will not be considered errors.</p> <p>The following formula will be used to obtain the percentage of accuracy: the numbers of words displayed correctly divided by the total number of words spoken, multiplied by 100.</p>	<p><u>Stenocaptioning</u></p> <p>100 to 90% = 20 points</p> <p>80 to 89% = 10 points</p> <p>79% or less = 0 points</p> <p>OR</p> <p><u>Voice recognition</u></p> <p>100 to 80% = 20 points</p> <p>70 to 79% = 10 points</p> <p>69% or less = 0 points</p> <p>Maximum: 20 points</p>
RT 2.5E	Punctuation	<p>Must be in accordance with the rules set out in the latest edition of the <i>Canadian Style Guide</i> available at www.btb.termiumpplus.gc.ca/tpv2guides/guides/tcdnstyl</p>	<p><u>Punctuation</u></p> <p>No punctuation errors = 5 points</p> <p>Up to three errors = 2.5 points</p> <p>Four errors or more = 0 points</p> <p>Maximum = 5 points</p>

RT 2.6E	Uppercase and lowercase letters	Uppercase and lowercase letters must be used in accordance with Canadian Radio-television and Telecommunications Commission (CRTC) recognized Canadian-English standards.	<p>Consistent with CRTC standards = 10 points</p> <p>Not consistent with CRTC standards up to two times = 5 points</p> <p>Not consistent with CRTC standards three times or more = 0 points</p> <p>Maximum : 10 points</p>
RT 2.7E	Change of speaker	Must be indicated by >>	<p>All changes of speakers are indicated by >> = 10 points</p> <p>Failed to indicate change of speaker using the >> symbol up to two times = 5 points</p> <p>Failed to indicate a change of speaker using the >> symbol three times or more = 0 points</p> <p>Change of speaker indicated by another symbol or are not indicated using the >> symbol = 0 points</p> <p>Maximum: 10 points</p>

RT 2.8E	Omissions	Inaudible statements must be indicated by [---]	<p>All inaudible statements are indicated using [---] = 10 points</p> <p>Failed to indicate inaudible statements using [---] up to two times = 5 points</p> <p>Failed to indicate inaudible statements using [---] three times or more = 0 points</p> <p>Inaudible statements are indicated using another symbol or are not indicated using [---] = 0 points</p> <p>Maximum: 10 points</p>
RT 2.9E	Text Colour	Subtitles should appear in white superimposed on the image.	<p>Subtitles appear in white superimposed on the image = 10 points</p> <p>Subtitles do not appear in white superimposed on the image = 0 points</p> <p>Maximum: 10 points</p>
RT 2.10E	Representation of numbers	<p>Numbers should be written as follows:</p> <p>Years: 2013</p> <p>Dollar amounts: \$40</p> <p>Percentages: 10%</p> <p>Bills: C-45</p>	<p>All numbers were correctly represented = 10 points</p> <p>Up to two errors with numeric representation = 5 points</p> <p>Three errors or more = 0 points</p> <p>Maximum: 10 points</p>

RT 2.11E	Atmosphere descriptors	Must add the atmosphere descriptors (e.g. laughter, silence, applause, noise or technical difficulties).	<p>Atmosphere descriptors were included throughout = 10 points</p> <p>Atmosphere descriptors were not added up to two times = 5 points</p> <p>Atmosphere descriptors were not added three or more times = 0 points</p> <p>Maximum: 10 points</p>
RT 2.12E	Interpreter's interventions	Must display "Voice of interpreter" at the beginning of the interpreter's interventions.	<p>Interpreters intervention are always indicated by "Voice of Interpreter" = 10 points</p> <p>Interpreters interventions are not indicated by "Voice of Interpreter" up to two times = 5 points</p> <p>Interpreters interventions are not indicated by "Voice of Interpreter" three or more times = 0 points</p> <p>Maximum = 10 points</p>

ATTACHMENT 3 TO PART 4

REFERENCE CHECK QUESTIONS

Criteria: MT 1F, RT 1F, MT 1E, and RT 1E

Client name:

Contact person:

Telephone number or email address:

Question 1: From September 2007, during which period(s) – month/year to month/year – did company (*insert name here*) provide you with closed captioning services?

Question 2: During the abovementioned period(s), was the closed captioning provided in Canadian-French?

Question 3: During the abovementioned period(s), was the closed captioning broadcast on Canadian networks?

Question 4: During the above mentioned period(s), was the closed captioning provided for live broadcasts (in real-time)?

Question 5: Are you able to confirm the title(s) of the Canadian-French shows for which company (*insert name here*) provided closed captioning during the abovementioned period(s)?