

**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des  
soumissions - TPSGC**

**11 Laurier St. / 11, rue Laurier**

**Place du Portage, Phase III**

**Core 0A1/ Noyau 0A1**

**Gatineau**

**Québec**

**K1A 0S5**

**Bid Fax: (819) 997-9776**

**REQUEST FOR PROPOSAL  
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government  
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services  
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Comments - Commentaires**

<b>Title - Sujet</b> CLOSED CAPTIONING FOR HOUSE OF COMM	
<b>Solicitation No. - N° de l'invitation</b> E60ZS-141017/B	<b>Date</b> 2014-01-15
<b>Client Reference No. - N° de référence du client</b> 20141017	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZF-515-26802	
<b>File No. - N° de dossier</b> 515zf.E60ZS-141017	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-02-26</b>	<b>Time Zone Fuseau horaire</b> Eastern Standard Time EST
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Guertin, Paul	<b>Buyer Id - Id de l'acheteur</b> 515zf
<b>Telephone No. - N° de téléphone</b> (819) 956-8452 ( )	<b>FAX No. - N° de FAX</b> (819) 956-2675
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> 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**

**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

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

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**SIMULTANEOUS REAL TIME CLOSED CAPTIONING SERVICES FOR THE HOUSE  
OF COMMONS OF THE PARLIAMENT OF CANADA**

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## PART 1 - GENERAL INFORMATION

### 1. Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, the Task Authorization Form, and a sample MS Office Excel Spreadsheet for Periodic Usage Reports - Contracts with TAs.

### 2. Summary

2.1 The Translation Bureau, which reports to Public Works and Government Services Canada (PWGSC), requires, on an as and when requested basis, simultaneous real time Closed Captioning Services for the House of Commons of the Parliament of Canada which will be broadcast via Webcast on ParlVu and on the Cable Public Affairs Channel (CPAC) on CC1 in English and on CC3 in French.

2.2 The Translation Bureau seeks one or two companies to provide simultaneous real time Closed Captioning Services in Canadian-French and in Canadian-English of the daily Chamber proceedings (ex. 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.

2.3 At the most, two (2) contracts may be awarded under this request for proposal:

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

Bidders may submit a bid for a single work stream, or separate bids for both.

2.4 The term of any subsequent contract will be for one (1) year, starting on contract award. Any resulting Contract will include an option to extend the resulting Contract by up to five (5) additional one (1) year periods, under the same conditions.

2.5 This requirement is subject to the North American Free Trade Agreement (NAFTA), to the Agreement on Internal Trade (AIT) and to the World Trade Organization Agreement on Government Procurement (WTO-AGP).

2.6 There is a Federal Contractors Program (FCP) for employment equity requirement associated with this procurement; see Part 5 - Certifications, Part 7 - Resulting Contract Clauses and the annex named Federal Contractors Program for Employment Equity - Certification.

### 3. Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

## PART 2 - BIDDER INSTRUCTIONS

### 1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual(<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2013-06-01), Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: one hundred eighty (180) days

### 2. Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation. Bids submitted to PWGSC by email will not be accepted.

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

### 3. Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below before contract award.

## Definitions

For the purposes of this clause, "*former public servant*" is any former member of a department as defined in the Financial Administration Act, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"*lump sum payment period*" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"*pension*" means a pension or annual allowance paid under the Public Service Superannuation Act (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the Supplementary Retirement Benefits Act, R.S., 1985, c.S-24 as it affects the PSSA. It does not include pensions payable pursuant to the Canadian Forces Superannuation Act, R.S., 1985, c.C-17, the Defence Services Pension Continuation Act, 1970, c.D-3, the Royal Canadian Mounted Police Pension Continuation Act, 1970, c.R-10, and the Royal Canadian Mounted Police Superannuation Act, R.S., 1985, c.R-11, the Members of Parliament Retiring Allowances Act, R.S., 1985, c.M-5, and that portion of pension payable to the Canada Pension Plan Act, R.S., 1985, c.C-8.

## Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes** ( ) **No** ( )

If so, the Bidder must provide the following information, for all FPS in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

If the answer to the question and, as applicable, the information are not submitted in or with the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

## Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes** ( ) **No** ( )

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;

- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

If the answer to the question and, as applicable, the information are not submitted in or with the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

#### **4. Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than ten (10) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

#### **5. Applicable Laws**

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

#### **6. Basis for Canada's Ownership of Intellectual Property**

The Translation Bureau has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, with the exception of computer software and all documentation pertaining to that software.



## PART 3 - BID PREPARATION INSTRUCTIONS

### 1. Bid Preparation Instructions

Canada requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid (4 hard copies) and 4 soft copies on CD

Section II: Financial Bid (one hard copy)

Section III: Certifications (one hard copy)

Section IV: Additional Information (one hard copy)

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

The Bidder can bid on more than one stream of work specified in the Statement of Work, in Annex A, but must submit one separate bid for each specified stream of work. Canada requests that the Bidder clearly identifies in the first pages of its bid which stream of work it is bidding on.

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

#### Section I: Technical Bid

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that

bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

## **Section II: Financial Bid**

- 1.1** Bidders must submit their financial bid in Canadian funds and in accordance with the pricing schedule detailed in Attachment 1 to Part 3. The total amount of Applicable Taxes must be shown separately.
- 1.2** Bidders must submit their prices FOB destination, Canadian customs duties and excise taxes included, as applicable; and Applicable Taxes excluded.
- 1.3** Bidders should include the following information in their financial bid:
  1. Their legal name;
  2. Their Procurement Business Number (PBN); and
  3. The name of the contact person (including this person's mailing address, phone and facsimile numbers and email address) authorized by the Bidder to enter into communications with Canada with regards to:
    - a. their bid; and
    - b. any contract that may result from their bid.

## **Section III: Certifications**

In Section III of their bid, Bidders should provide the certifications required under Part 5 and, as applicable, any related documentation.

## **Section IV: Additional Information**

In Section IV of their bid, Bidders should provide:

- For Part 2, article 3, Former Public Servant: the required answer to each question and, as applicable, the required information

## ATTACHMENT 1 to PART 3 PRICING SCHEDULE

- 1.0** The Bidder must complete the following pricing schedule (with a distinct pricing schedule for each stream on which it is bidding) and include it/them in its financial bid.
- 2.0** The inclusion of volumetric data in this document does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.
- 3.0** The rates specified below, when quoted by the Bidder include the total estimated cost of all travel and living expenses that may need to be incurred for:
- work described in Part 7, Resulting Contract Clauses, of the bid solicitation required to be performed within the National Capital Region (NCR). The NCR is defined in the *National Capital Act*, R.S.C. 1985, c. N-4, S.2. *The National Capital Act* is available on the Justice Website: <http://laws.justice.gc.ca/eng/acts/N-4/> ;
  - travel between the successful bidder's place of business and the NCR; and
  - the relocation of resources

to satisfy the terms of any resulting contract. These expenses cannot be charged directly and separately from the professional fees to any contract that may result from the bid solicitation

### **WORK STREAM 1 - CANADIAN-FRENCH CLOSED CAPTIONING**

- 1.1 For services rendered during the INITIAL PERIOD of the contract (twelve first months from Contract award) :**

Work Stream 1 – Canadian-French closed captioning (INITIAL PERIOD)			
A	B	C	D
Activity to be closed-captioned	Hourly rate, all inclusive	Volumetric data	Total (B x C)
House of Commons	\$ /hour	1 120 hours *	\$
Committees deliberations and special events	\$ /hour	700 hours *	\$
<b>Total price (sum for column D) for the initial period:</b>			\$

\* Figure given for evaluation purposes only

- 1.2 For services rendered during the FIRST OPTION YEAR:**

Work Stream 1 – Canadian-French closed captioning (OPTION 1)			
A	B	C	D
Activity to be closed-captioned	Hourly rate, all inclusive	Volumetric data	Total (B x C)
House of Commons	\$ /hour	1 120 hours *	\$
Committees deliberations and special events	\$ /hour	700 hours *	\$
<b>Total price (sum for column D) for the initial period:</b>			\$

\* Figure given for evaluation purposes only

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**1.3 For services rendered during the SECOND OPTION YEAR:**

<b>Work Stream 1 – Canadian-French closed captioning (OPTION 2)</b>			
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>	<b>Volumetric data</b>	<b>Total (B x C)</b>
House of Commons	\$ /hour	1 120 hours *	\$
Committees deliberations and special events	\$ /hour	700 hours *	\$
<b>Total price (sum for column D) for the initial period:</b>			\$

\* Figure given for evaluation purposes only

**1.4 For services rendered during the THIRD OPTION YEAR:**

<b>Work Stream 1 – Canadian-French closed captioning (OPTION 3)</b>			
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>	<b>Volumetric data</b>	<b>Total (B x C)</b>
House of Commons	\$ /hour	1 120 hours *	\$
Committees deliberations and special events	\$ /hour	700 hours *	\$
<b>Total price (sum for column D) for the initial period:</b>			\$

\* Figure given for evaluation purposes only

**1.5 For services rendered during the FOURTH OPTION YEAR:**

<b>Work Stream 1 – Canadian-French closed captioning (OPTION 4)</b>			
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>	<b>Volumetric data</b>	<b>Total (B x C)</b>
House of Commons	\$ /hour	1 120 hours *	\$
Committees deliberations and special events	\$ /hour	700 hours *	\$
<b>Total price (sum for column D) for the initial period:</b>			\$

\* Figure given for evaluation purposes only

**1.6 For services rendered during the FIFTH OPTION YEAR:**

<b>Work Stream 1 – Canadian-French closed captioning (OPTION 5)</b>			
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>	<b>Volumetric data</b>	<b>Total (B x C)</b>
House of Commons	\$ /hour	1 120 hours *	\$
Committees deliberations and special events	\$ /hour	700 hours *	\$
<b>Total price (sum for column D) for the initial period:</b>			\$

\* Figure given for evaluation purposes only

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**1.7 Total price for Work Stream 1 - Canadian-French closed captioning:**

<b>Work Stream 1 – Canadian-French closed captioning</b>	
Total price for the initial period	\$
Total price for the first option period (one year)	\$
Total price for the second option period (one year)	\$
Total price for the third option period (one year)	\$
Total price for the fourth option period (one year)	\$
Total price for the fifth option period (one year)	\$
<b>TOTAL PRICE FOR BID, WORK STREAM 1 – CANADIAN-FRENCH CLOSED CAPTIONING</b>	<b>\$</b>

**WORK STREAM 2 - CANADIAN-ENGLISH CLOSED CAPTIONING****2.1 For services rendered during the INITIAL PERIOD of the contract (twelve first months from Contract award) :**

<b>Work Stream 2 – Canadian-English closed captioning (INITIAL PERIOD)</b>			
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>	<b>Volumetric data</b>	<b>Total (B x C)</b>
House of Commons	\$ /hour	1 120 hours *	\$
Committees deliberations and special events	\$ /hour	700 hours *	\$
<b>Total price (sum for column D) for the initial period:</b>			<b>\$</b>

\* Figure given for evaluation purposes only

**2.2 For services rendered during the FIRST OPTION YEAR:**

<b>Work Stream 2 – Canadian-English closed captioning (OPTION 1)</b>			
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>	<b>Volumetric data</b>	<b>Total (B x C)</b>
House of Commons	\$ /hour	1 120 hours *	\$
Committees deliberations and special events	\$ /hour	700 hours *	\$
<b>Total price (sum for column D) for the initial period:</b>			<b>\$</b>

\* Figure given for evaluation purposes only

**2.3 For services rendered during the SECOND OPTION YEAR:**

<b>Work Stream 2 – Canadian-English closed captioning (OPTION 2)</b>			
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>	<b>Volumetric data</b>	<b>Total (B x C)</b>
House of Commons	\$ /hour	1 120 hours *	\$
Committees deliberations and special events	\$ /hour	700 hours *	\$
<b>Total price (sum for column D) for the initial period:</b>			\$

\* Figure given for evaluation purposes only

**2.4 For services rendered during the THIRD OPTION YEAR:**

<b>Work Stream 2 – Canadian-English closed captioning (OPTION 3)</b>			
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>	<b>Volumetric data</b>	<b>Total (B x C)</b>
House of Commons	\$ /hour	1 120 hours *	\$
Committees deliberations and special events	\$ /hour	700 hours *	\$
<b>Total price (sum for column D) for the initial period:</b>			\$

\* Figure given for evaluation purposes only

**2.5 For services rendered during the FOURTH OPTION YEAR:**

<b>Work Stream 2 – Canadian-English closed captioning (OPTION 4)</b>			
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>	<b>Volumetric data</b>	<b>Total (B x C)</b>
House of Commons	\$ /hour	1 120 hours *	\$
Committees deliberations and special events	\$ /hour	700 hours *	\$
<b>Total price (sum for column D) for the initial period:</b>			\$

\* Figure given for evaluation purposes only

**2.6 For services rendered during the FIFTH OPTION YEAR:**

<b>Work Stream 2 – Canadian-English closed captioning (OPTION 5)</b>			
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>	<b>Volumetric data</b>	<b>Total (B x C)</b>
House of Commons	\$ /hour	1 120 hours *	\$
Committees deliberations and special events	\$ /hour	700 hours *	\$
<b>Total price (sum for column D) for the initial period:</b>			\$

\* Figure given for evaluation purposes only

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**2.7 Total price for Work Stream 2 - Canadian-English closed captioning:**

<b>Work Stream 2 – Canadian-English closed captioning</b>	
<b>Total price for the initial period</b>	\$
<b>Total price for the first option period (one year)</b>	\$
<b>Total price for the second option period (one year)</b>	\$
<b>Total price for the third option period (one year)</b>	\$
<b>Total price for the fourth option period (one year)</b>	\$
<b>Total price for the fifth option period (one year)</b>	\$
<b>TOTAL PRICE FOR BID, WORK STREAM 2 – CANADIAN-ENGLISH CLOSED CAPTIONING</b>	\$

## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 1. Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

### 1.1 Technical Evaluation

#### 1.1.1 Mandatory Technical Criteria

Refer to Attachment 1 to Part 4 for Work Stream 1 – French closed captioning.

Refer to Attachment 1 to Part 4 for Work Stream 2 – English closed captioning.

#### 1.1.2 Point Rated Technical Criteria

Refer to Attachment 1 to Part 4 for Work Stream 1 – Canadian-French closed captioning.

Refer to Attachment 1 to Part 4 for Work Stream 2 – Canadian-English closed captioning.

Point-rated technical criteria not addressed will be given a score of zero.

##### 1.1.2.1 Demonstration

Refer to Attachment 1 to Part 4 for Work Stream 1 – Canadian-French closed captioning.

Refer to Attachment 1 to Part 4 for Work Stream 2 – Canadian-English closed captioning.

#### 1.1.3 Customer Reference Checks:

- (i) For reference checks, Canada will conduct the reference check in writing by email. Canada will send all email reference check requests to contacts supplied by all the Bidders within a 48-hour period using the email address provided in the bid. Canada will not award any points unless the response is received within 5 working days of the date that Canada's email was sent.
- (ii) On the third working day after sending out the reference check request, if Canada has not received a response, Canada will notify the Bidder by email, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within 5 working days. If the individual named by a Bidder is unavailable when required during the evaluation period, the Bidder may provide the name and email address of an alternate contact person from the same customer. Bidders will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is unwilling or unable to respond). The 5 working days will not be extended to provide additional time for the new contact to respond.
- (iii) Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.
- (iv) Points will not be allocated and/or a bidder will not meet the mandatory experience requirement (as applicable) if the reference customer is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder instead of being a customer of the Bidder itself). Nor will points be allocated if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder.



## 1.2 Financial Evaluation

**1.2.1** The volumetric data included in the pricing schedule detailed in Attachment 1 to Part 3 are provided for bid evaluated price determination purposes only. They are not to be considered as a contract guarantee.”

**1.2.2** For bid evaluation and contractor(s) selection purposes only, the evaluated price of a bid will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

## 2. Basis of Selection

### 2.1 Basis of Selection - Highest Combined Rating of Technical Merit and Price

2.1.1 To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation; and
- b. meet all mandatory criteria; and
- c. for Work Stream 1 – Canadian-French Closed Captioning :  
obtain the required minimum of 265 points overall for the technical evaluation criteria which are subject to point rating.  
The rating is performed of a scale of 1364 points.

for Work Stream 2 – Canadian-English Closed Captioning :  
obtain the required minimum of 265 points overall for the technical evaluation criteria which are subject to point rating.  
The rating is performed of a scale of 1344 points.

- d. comply with all requirements in the demonstration.

2.1.2 Bids not meeting (a) or (b) or (c) will be declared non-responsive.

2.1.3 The selection will be based according to the highest combined rating of technical merit and price. A proportion of 60% will be given to technical merit, and 40% will be given to price, as explained in 2.1.4, 2.1.5 and 2.1.6, below.

2.1.4 The rating for the technical merit of each responsive bid will be calculated by dividing the number of points obtained by the total obtainable number of points for technical merit, and multiplying the result by 60 (see the example below).

2.1.5 In order to obtain the rating for the price, the price of the lowest responsive bid will be divided by the price of each responsive bid, and the result multiplied by 40 (see the example in 2.1.9).

2.1.6 The combined rating of technical merit and price of each responsive bid will be determined by the addition of the ratings of technical merit and price (see the example in 2.1.9).

2.1.7 Neither the responsive bid obtaining the highest number of points nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

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2.1.8 In the event that two or more responsive bids have the same highest combined rating of technical merit and price, the responsive bid with the highest technical rating will be recommended for award of a contract.

2.1.9 The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of the technical merit and price, respectively. In the example given, the total number of points that can be obtained is 135, and the lowest evaluated price is \$45,000.00.

		Bidder1	Bidder 2	Bidder 3
<b>Overall Score for All the Point Rated Technical Criteria</b>		115/135	89/135	92/135
<b>Bid Evaluated Price</b>		\$55,000.00	\$50,000.00	\$45,000.00
<b>Calculations</b>	<b>Technical Merit Score</b>	115/135 x 60 = 51.11	89/135 x 60 = 39.56	92/135 x 60 = 40.89
	<b>Score for the price</b>	45,000/55,000 x 40 = 32.73	45,000/50,000 x 40 = 36.00	45,000/45,000 x 40 = 40.00
<b>Combined Score</b>		83.84	75.56	80.89
<b>Global Ranking</b>		First	Third	Second

## ATTACHMENT 1 TO PART 4 TECHNICAL CRITERIA

### WORK STREAM 1 – CANADIAN-FRENCH CLOSE CAPTIONING

#### 1.1.1 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
<b>MT 1F</b>	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 French closed captioning for live broadcasts on networks. For the purpose of evaluating the MT 1F criterion, one year is equivalent to 12 months.	<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"> <li>1) The number of years of experience in providing - French closed captioning for live broadcasts on networks.</li> <li>2) The period from September 2007 to the closing date of this RFP (year/month to year/month).</li> <li>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"> <li>i name of client;</li> <li>ii name of contact person with phone number or email address; and</li> <li>iii title of the French program for which the bidder provided real-time closed captioning.</li> </ol> </li> </ol>

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Number	Mandatory Technical criteria	Bid preparation instructions
<b>MT 2F</b>	The bidder must provide a detailed description of the proposed "solution" to produce live, real-time <b>Canadian-French</b> closed captioning of the daily Chamber proceedings and televised committee meetings on CPAC and ParIVU, 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"> <li>1) The description of the proposed solution must include: <ol style="list-style-type: none"> <li>i. The type of technology used</li> <li>ii. The process (with illustrations) of the technology</li> <li>iii. How the technology is kept up to date (e.g. databases)</li> <li>iv. Location (facilities) from which the technology is used (e.g. soundproof booth, office, etc.)</li> <li>v. Minimum number of resources required to ensure the effective use of the technology and their respective roles.</li> </ol> </li> </ol> <p>The bidder must demonstrate that the proposed solution satisfies to the requirements of the Statement of Work (Annex A) of this RFP.</p>
<b>MT 3F</b>	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"> <li>1) Equipment – Process that the bidder will put in place when the equipment fails.</li> <li>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.</li> <li>3) Quality control – Process that the bidder will put in place to ensure quality control.</li> </ol> <p>Elements 1), 2) and 3) must be appropriate to the requirement, achievable and set out in detail. The bidder must demonstrate that the proposed solution satisfies to the requirements of the Statement of Work (Annex A) of this RFP.</p>

**1.1.2. 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:

<b>Rated Technical Criteria (RT)</b>	<b>Minimum number of points required</b>	<b>Maximum number of points</b>
<b>RT 1F Bidder's resources experience</b>	<b>216</b>	<b>648</b>
<b>RT 2F Demonstration of Canadian-French closed captioning</b>	<b>49 points minimum x 4 samples = 196 points</b>	<b>179 points maximum x 4 samples = 716 points</b>
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		
<b>OVERALL SCORE</b>	<b>265</b>	<b>1364</b>

- 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.

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**RT 1F BIDDER'S RESOURCES EXPERIENCE**

**Minimum number of points required: 216 points**  
**Maximum number of points required: 648 points**

<b>Rated criterion</b>	<b>Submission instructions</b>	<b>Weighting (points)</b>
<p>The bidder must demonstrate the number of months of its resources' experience acquired in providing <b>Canadian-French</b> 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>For each resource, 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"> <li>1) The number of years of experience acquired by the resource in providing <b>Canadian-French</b> closed captioning for live broadcasts on Canadian networks.</li> <li>2) The period (year/month to year/month).</li> <li>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"> <li>i. name of client;</li> <li>ii. name of contact person with phone number or email address; and</li> <li>iii. title of the <b>Canadian-French</b> program for which the bidder provided real-time closed captioning.</li> </ol> </li> </ol> <p>* A maximum of three (3) references per resource. Should the bidder provide more, only the first three (3) 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 month of experience- <b>= 9 points</b></p> <p><b>Minimum: 216 points</b>  <b>Maximum: 648 points</b></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: 49 points**

**Maximum number of points required per sample: 179 points**

The points given for the demonstration will be calculated by adding the points cumulated for all four samples.

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:**

Canada will contact, by email and at least 48 hours in advance, the bidder to provide him or her with the date and time of the demonstration. The bidder must confirm his or her presence within 24 hours of reception of this email.

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 <b>= 50 points</b></p> <p>Up to three instances inclusively where the speakers' flow was not followed <b>= 25 points</b></p> <p>More than three instances where the speakers' flow was not followed <b>= 0 points</b></p> <p><b>Minimum : 25 points</b> <b>Maximum: 50 points</b></p>

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<b>RT 2.2F</b>	<b>Delay</b>	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 = <b>20 points</b></p> <p>Delay of six seconds = <b>5 points</b></p> <p>Delay of seven seconds or more = <b>0 points</b></p> <p><b>Minimum : 5 points</b> <b>Maximum: 20 points</b></p>
<b>RT 2.3F</b>	<b>Display (Positioning)</b>	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 = <b>3 points</b></p> <p>Displayed in roll up format = <b>3 points</b></p> <p>Displayed above the graphic box = <b>3 points</b></p> <p><b>Minimum : 9 points</b> <b>Maximum: 9 points</b></p>



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<b>RT 2.4F</b>	<b>End-to-End Accuracy</b>	<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><b><u>Stenocaptioning</u></b></p> <p>100 to 90% = <b>20 points</b></p> <p>80 to 89% = <b>10 points</b></p> <p>79% or less = <b>0 points</b></p> <p><b>OR</b></p> <p><b><u>Voice recognition</u></b></p> <p>100 to 80% = <b>20 points</b></p> <p>70 to 79% = <b>10 points</b></p> <p>69% or less = <b>0 points</b></p> <p><b>Minimum: 10 points</b> <b>Maximum: 20 points</b></p>
<b>RT 2.5F</b>	<b>French accents and punctuation</b>	<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>Guide du rédacteur de l'administration fédérale</i></p>	<p><b><u>French accents</u></b></p> <p>No error = <b>5 points</b> Up to 3 errors = <b>2.5 points</b> Four errors or more = <b>0 points</b></p> <p><b>AND</b></p> <p><b><u>Punctuation</u></b></p> <p>No punctuation errors = <b>5 points</b> Up to three errors = <b>2.5 points</b> Four errors or more = <b>0 points</b></p> <p><b>Maximum = 10 points</b></p>
<b>RT 2.6F</b>	<b>Uppercase and lowercase letters</b>	<p>Uppercase and lowercase letters must be used in accordance with Canadian Radio-television and Telecommunications Commission (CRTC) recognized Canadian-French standards.</p>	<p>Consistent with CRTC standards = <b>10 points</b></p> <p>Not consistent with CRTC standards up to two times = <b>5 points</b></p> <p>Not consistent with CRTC standards three times or more = <b>0 points</b></p> <p><b>Maximum : 10 points</b></p>
<b>RT 2.7F</b>	<b>Change of speaker</b>	<p>Must be indicated either by a closing chevron ( &gt;&gt; ) or by a dash ( - ).</p>	<p>All changes of speakers are indicated by &gt;&gt; or - = <b>10 points</b></p>

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		The use of the closing chevron or the dash must be consistent.	<p>Failed to indicate change of speaker using the &gt;&gt; or - symbol up to two times = <b>5 points</b></p> <p>Failed to indicate a change of speaker using the &gt;&gt; or - symbol three times or more = <b>0 points</b></p> <p>Change of speaker indicated by another symbol or are not indicated using the &gt;&gt; or - symbol = <b>0 points</b></p> <p><b>Maximum: 10 points</b></p>
<b>RT 2.8F</b>	<b>Omissions</b>	Inaudible statements must be indicated by [---]	<p>All inaudible statements are indicated using [---] = <b>10 points</b></p> <p>Failed to indicate inaudible statements using [---] up to two times = <b>5 points</b></p> <p>Failed to indicate inaudible statements using [---] three times or more = <b>0 points</b></p> <p>Inaudible statements are indicated using another symbol or are not indicated using [---] = <b>0 points</b></p> <p><b>Maximum: 10 points</b></p>
<b>RT 2.9F</b>	<b>Text Colour</b>	Subtitles should appear in white superimposed on the image.	<p>Subtitles appear in white superimposed on the image = <b>10 points</b></p> <p>Subtitles do not appear in white superimposed on the image = <b>0 points</b></p> <p><b>Maximum: 10 points</b></p>
<b>RT 2.10F</b>	<b>Representation of numbers</b>	<p>Numbers should be written as follows:</p> <p>Years: 2013</p> <p>Dollar amounts: 400 000,00 \$</p> <p>Numbers: 400 000,15</p> <p>Percentages: 10 %</p> <p>Bills: C-45</p>	<p>All numbers were correctly represented = <b>10 points</b></p> <p>Up to two errors with numeric representation = <b>5 points</b></p> <p>Three errors or more = <b>0 points</b></p> <p><b>Maximum: 10 points</b></p>

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

## ATTACHMENT 2 TO PART 4 TECHNICAL CRITERIA

### WORK STREAM 2 – CANADIAN-ENGLISH CLOSE CAPTIONING

#### 2.1.1 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
<b>MT 1E</b>	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 English closed captioning for live broadcasts on networks. For the purpose of evaluating the MT 1E criterion, one year is equivalent to 12 months.	<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"> <li>1) The number of years of experience in providing English closed captioning for live broadcasts on networks.</li> <li>2) The period from September 2007 to the closing date of this RFP (year/month to year/month).</li> <li>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"> <li>i. name of client;</li> <li>ii. name of contact person with phone number or email address; and</li> <li>iii. title of the English program for which the bidder provided real-time closed captioning.</li> </ol> </li> </ol>

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Number	Mandatory Technical criteria	Bid preparation instructions
<b>MT 2E</b>	The bidder must provide a detailed description of the proposed "solution" to produce live, real-time <b>Canadian-English</b> closed captioning of the daily Chamber proceedings and televised committee meetings on CPAC and ParIVU, 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"> <li>1) The description of the proposed solution must include: <ol style="list-style-type: none"> <li>i. The type of technology used</li> <li>ii. The process (with illustrations) of the technology</li> <li>iii. How the technology is kept up to date (e.g. databases)</li> <li>iv. Location (facilities) from which the technology is used (e.g. soundproof booth, office, etc.)</li> <li>v. Minimum number of resources required to ensure the effective use of the technology and their respective roles.</li> </ol> </li> </ol> <p>The bidder must demonstrate that the proposed solution satisfies to the requirements of the Statement of Work (Annex A) of this RFP.</p>
<b>MT 3E</b>	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"> <li>1) Equipment – Process that the bidder will put in place when the equipment fails.</li> <li>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.</li> <li>3) Quality control – Process that the bidder will put in place to ensure quality control.</li> </ol> <p>Elements 1), 2) and 3) must be appropriate to the requirement, achievable and set out in detail.</p> <p>The bidder must demonstrate that the proposed solution satisfies to the requirements of the Statement of Work (Annex A) of this RFP.</p>

**2.1.1. 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:

<b>Rated Technical Criteria (RT)</b>	<b>Minimum number of points required</b>	<b>Maximum number of points</b>
<b>RT 1E Bidder's resources experience</b>	<b>216</b>	<b>648</b>
<b>RT 2E Demonstration of Canadian-English closed captioning</b>	<b>49 points minimum x 4 samples = 196 points</b>	<b>174 points maximum x 4 samples = 696 points</b>
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		
<b>OVERALL SCORE</b>	<b>265</b>	<b>1344</b>

- 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.

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RT 1E BIDDER'S RESOURCES EXPERIENCE		
<b>Minimum number of points required: 216 points</b> <b>Maximum number of points required: 648 points</b>		
Rated criterion	Submission instructions	Weighting (points)
<p>The bidder must demonstrate the number of months of its resources' experience acquired in providing <b>Canadian-English</b> 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>For each resource, 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"> <li>1) The number of additional years of experience acquired in providing <b>Canadian-English</b> closed captioning for live broadcasts on Canadian networks.</li> <li>2) The period (year/month to year/month).</li> <li>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"> <li>i. name of client;</li> <li>ii. name of contact person with phone number or email address; and</li> <li>iii. title of the <b>Canadian-English</b> program for which the bidder provided real-time closed captioning.</li> </ol> </li> </ol> <p>* A maximum of three (3) references. Should the bidder provide more, only the first three (3) 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 month of experience = <b>9 points</b></p> <p><b>Minimum: 216 points</b>  <b>Maximum: 648 points</b></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: 49 points**

**Maximum number of points required per sample: 174 points**

**The points given for the demonstration will be calculated by adding the points cumulated for all four samples.**

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:**

Canada will contact, by email and at least 48 hours in advance, the bidder to provide him or her with the date and time of the demonstration. The bidder must confirm his or her presence within 24 hours of reception of this email.

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 = <b>50 points</b></p> <p>Up to three instances where the speakers' flow was not followed = <b>25 points</b></p> <p>More than three instances where the speakers' flow was not followed =</p>



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			<b>0 points</b>  <b>Minimum : 25 points</b> <b>Maximum: 50 points</b>
<b>RT 2.2E</b>	<b>Delay</b>	Must ensure the time between the words being spoken and when the captions appear on the screen are synchronized.	Maximum delay of five seconds = <b>20 points</b>  Delay of six seconds = <b>5 points</b>  Delay of seven seconds or more = <b>0 points</b>  <b>Minimum: 5 points</b> <b>Maximum: 20 points</b>
<b>RT 2.3E</b>	<b>Display (Positioning)</b>	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).	Displayed on three lines = <b>3 points</b>  Displayed in roll up format = <b>3 points</b>  Displayed above the graphic box = <b>3 points</b>  <b>Minimum: 9 points</b> <b>Maximum: 9 points</b>

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RT 2.4E	<b>End-to-End Accuracy</b>	<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><b><u>Stenocaptioning</u></b></p> <p>100 to 90% = <b>20 points</b></p> <p>80 to 89% = <b>10 points</b></p> <p>79% or less = <b>0 points</b></p> <p><b>OR</b></p> <p><b><u>Voice recognition</u></b></p> <p>100 to 80% = <b>20 points</b></p> <p>70 to 79% = <b>10 points</b></p> <p>69% or less = <b>0 points</b></p> <p><b>Minimum: 10 points</b> <b>Maximum: 20 points</b></p>
RT 2.5E	<b>Punctuation</b>	<p>Must be in accordance with the rules set out in the latest edition of the <i>Canadian Style Guide</i> available at <a href="http://www.btb.termiumplus.gc.ca/tpv2guides/guides/tcdnstyl">www.btb.termiumplus.gc.ca/tpv2guides/guides/tcdnstyl</a></p>	<p><b><u>Punctuation</u></b></p> <p>No punctuation errors = <b>5 points</b></p> <p>Up to three errors = <b>2.5 points</b></p> <p>Four errors or more = <b>0 points</b></p> <p><b>Maximum = 5 points</b></p>

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<b>RT 2.6E</b>	<b>Uppercase and lowercase letters</b>	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 = <b>10 points</b></p> <p>Not consistent with CRTC standards up to two times = <b>5 points</b></p> <p>Not consistent with CRTC standards three times or more = <b>0 points</b></p> <p><b>Maximum : 10 points</b></p>
<b>RT 2.7E</b>	<b>Change of speaker</b>	<p>Must be indicated by a closing chevron ( &gt;&gt; ) or a dash ( - ).</p> <p>The use of the closing chevron or the dash must be consistent.</p>	<p>All changes of speakers are indicated by &gt;&gt; or - = <b>10 points</b></p> <p>Failed to indicate change of speaker using the &gt;&gt; or - symbol up to two times = <b>5 points</b></p> <p>Failed to indicate a change of speaker using the &gt;&gt; or - symbol three times or more = <b>0 points</b></p> <p>Change of speaker indicated by another symbol or are not indicated using the &gt;&gt; or - symbol = <b>0 points</b></p> <p><b>Maximum: 10 points</b></p>

<b>RT 2.8E</b>	<b>Omissions</b>	Inaudible statements must be indicated by [---]	<p>All inaudible statements are indicated using [---] <b>= 10 points</b></p> <p>Failed to indicate inaudible statements using [---] up to two times <b>= 5 points</b></p> <p>Failed to indicate inaudible statements using [---] three times or more <b>= 0 points</b></p> <p>Inaudible statements are indicated using another symbol or are not indicated using [---] <b>= 0 points</b></p> <p><b>Maximum: 10 points</b></p>
<b>RT 2.9E</b>	<b>Text Colour</b>	Subtitles should appear in white superimposed on the image.	<p>Subtitles appear in white superimposed on the image <b>= 10 points</b></p> <p>Subtitles do not appear in white superimposed on the image <b>= 0 points</b></p> <p><b>Maximum: 10 points</b></p>
<b>RT 2.10E</b>	<b>Representation of numbers</b>	<p>Numbers should be written as follows:</p> <p>Years: 2013</p> <p>Dollar amounts: \$400,000.00</p> <p>Numbers: 400,000.15</p> <p>Percentages: 10%</p> <p>Bills: C-45</p>	<p>All numbers were correctly represented <b>= 10 points</b></p> <p>Up to two errors with numeric representation <b>= 5 points</b></p> <p>Three errors or more <b>= 0 points</b></p> <p><b>Maximum: 10 points</b></p>

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

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**ATTACHMENT 3 TO PART 4**  
**REFERENCE CHECK QUESTIONS**  
**Criteria: MT 1F, RT 1F, MT 1E, and RT 1E**

Bidder's resource name:

Client name:

Contact person:

Telephone number or email address:

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

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

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

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

**Question 5:**

- a) Are you able to confirm the title(s) of the Canadian-French shows for which *(insert company resource's name here)* provided closed captioning during the abovementioned period(s)?
- b) Are you able to confirm the title(s) of the Canadian-English shows for which *(insert company resource's name here)* provided closed captioning during the abovementioned period(s)?

**Question 6:** In the provision of services by *(insert company resource's name here)*, did you observe breaks of service? If there was a break of service/breaks of service, please indicate its/their nature, number and duration.

**Question 7:** If there were breaks in the service provided by *(insert company resource's name here)*, what were the solutions used by *(insert company resource's name here)*, and how long did it take for the problem to be solved?

## PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and documentation to be awarded a contract.

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default, if any certification made by the Bidder is found to be untrue whether during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with this request will also render the bid non-responsive or will constitute a default under the Contract.

### 1. Mandatory Certifications Required Precedent to Contract Award

#### 1.1 Code of Conduct and Certifications - Related documentation

By submitting a bid, the Bidder certifies that the Bidder and its affiliates are in compliance with the provisions as stated in Section 01 Code of Conduct and Certifications - Bid of Standard Instructions 2003. The related documentation therein required will assist Canada in confirming that the certifications are true.

#### 1.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list ([http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)) available from [Human Resources and Skills Development Canada \(HRSDC\) - Labour's](#) website

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of contract award.

#### 1.3 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and HRSDC-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by HRSDC will constitute the Contractor in default as per the terms of the Contract.

#### 1.4 The certifications listed in Attachment 1 of Part 5, Certifications Precedent to Contract Award, should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

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## ATTACHMENT 1 OF PART 5 CERTIFICATIONS REQUIRED PRECEDENT TO CONTRACT AWARD

### 1. Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability.

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RESOURCE'S NAME (PLEASE PRINT)

---

COMPANY NAME (PLEASE PRINT)

---

REPRESENTATIVE'S SIGNATURE

---

DATE



## PART 6 - FINANCIAL CAPABILITY

### 2. Financial Capability

*Manual SACC clause A9033T (2012-07-16) Financial Capability*

## PART 7 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

### 1. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work in Annex A, and the Contractor's technical bid entitled *(will be inserted at contract award)*, dated *(will be inserted at contract award)*.

#### 1.2 Task Authorization

**1.2.1** Work described at Annex A, Statement of Work, will be performed under the Contract on an "as and when requested basis".

**1.2.2** With respect to the Work mentioned under paragraph 1.2.1 of this clause,

**1.2.2a)** an obligation will come into force only when the Contractor receives a Task Authorization (TA), inclusive of any revisions, authorized and issued in accordance with this clause, and only to the extent designated in the authorized TA. Depending on the requirement, the Task Authorization Authority may base its authorization on an estimate of the number of hours required for an event, in which case the Contractor must perform the work until the end of the event, even if it goes beyond the value of the authorization, and invoice for the work performed according to the Basis of payment of the contract (the task authorization will indicate, on a case-by-case basis, if it constitutes an estimate of the work to be performed).

**1.2.2b)** the TA Authority and limit will be determined in accordance with paragraph 1.2.3 of this clause;

**1.2.2c)** the Contractor must not commence work until a TA, inclusive of any revisions, has been authorized and issued in accordance with the Contract. The Contractor acknowledges that work performed before a TA, inclusive of any revisions, has been authorized and issued in accordance with the Contract will be done at the Contractor's own risk and expense;

**1.2.2d)** the task description, inclusive of any revisions, included in an authorized TA must fall within the scope of the Statement of Work, in Annex A; and

**1.2.2e)** the TA, inclusive of any revisions, will be authorized under the Contract through the use of Annex C, Task Authorization Form sent to the Contractor by email (with a c.c. to the Contracting Authority). The Contractor must confirm by return email that it will provide the services. An authorized TA consists of a final positive email sent to the Contractor by the TA Authority.

### 1.2.3 TA Authority and Limit

**1.2.3.1** The Project Authority may authorize individual TAs inclusive of any revisions up to a limit of \$200,000.00, Applicable Taxes extra. Any TA the total value of which would exceed that limit or any revision to a previously authorized TA that would increase the TA total value above that limit must be authorized by the Contracting Authority before issuance to the Contractor.

**1.2.3.2** The authority specified under paragraph 1.2.3.1 of this clause is granted subject to the sum specified in the Contract under clause 5.2.1, Limitation of Expenditure - Cumulative Total of all authorized TAs not being exceeded.

### 1.2.4 Task Authorization (TA) Process

**1.2.4.1** For each task or revision of a previously authorized task, the Project Authority will provide the Contractor with a request to perform a task prepared using Annex C, Task Authorization Form, containing as a minimum:

1. the task or revised task description of the Work required, including:
  - a) the details of the activities or revised activities to be performed;
  - b) a calendar or a revised calendar of the activities;
2. the estimated number of hours (or revised number of hours) of an event, with the value that it represents; and
3. the number of the TA or revised TA; and
4. the date at which the TA was authorized or revised.

**1.2.4.2** Within the deadline prescribed in the TA (or the revised TA), the Contractor must acknowledge receipt to the TA (or revised TA) by returning the answer to the person designated in the TA. The response must contain, as a minimum, a confirmation that the task will be performed as well as the total estimated cost proposed for performing the task or, as applicable, revised task;

#### 1.2.4.3 TA Authorization

**1.2.4.3.1** The TA Authority will authorize the TA based on:

1. the request submitted to the Contractor pursuant to paragraph 1.2.4.1 above;
1. the Contractor's response received, submitted pursuant to paragraph 1.2.4.2 above; and
2. the agreed total estimated cost for performing the task or, as applicable, revised task.

**1.2.4.4** The authorized TA will be issued to the Contractor by email.

### 1.2.5 Minimum Work Guarantee - All the Work - Task Authorizations - Minimum Work Guarantee - All the Work - Authorized TAs

#### 1.2.5.1

- "Maximum Contract Value" means the sum specified in Contract clause 5.2.1 "Limitation of Expenditure - Cumulative Total of All Authorized TAs; and
- "Minimum Contract Value" means 5 % of the Maximum Contract Value.

**1.2.5.2** Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with paragraph 1.2.5.3 of this clause. In consideration of such obligation, the Contractor agrees to stand in

readiness throughout the Contract period to perform the Work. Canada's maximum liability for Work requested in authorized TAs, performed by the Contractor and accepted by Canada must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.

**1.2.5.3** In the event that Canada does not request Work in the amount of the Minimum Contract Value during the period of the Contract, Canada must pay the Contractor the difference between the Minimum Contract Value and the cost of the Work requested in authorized TAs, performed by the Contractor and accepted by Canada.

**1.2.5.4** Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.

## **1.2.6 Periodic Usage Reports - Contracts with Task Authorizations**

**1.2.6.1** The Contractor must compile and maintain detailed and current data on its performance of Work required and requested under TAs (inclusive of any revisions) authorized and issued under the Contract.

**1.2.6.2** No later than 15 calendar days after the end of each calendar month, the Contractor must submit to the Contracting Authority and Project Authority a periodic usage report containing, in an electronic spreadsheet (such as MSOffice Excel), the data elements specified in paragraphs 1.2.6.3 and 1.2.6.4 below in the order they are presented. Where at the end of a reporting period, no changes are required to be made to the data contained in the periodic usage report submitted for the previous period, the Contractor must submit a "NIL" report to the Contracting Authority and Project Authority.

A sample MSOffice spreadsheet containing the data elements contained in paragraphs 1.2.8.3 and 1.2.8.4 is provided in Annex D.

**1.2.6.3** For each TA authorized and issued under the Contract, the data must contain the following data elements in the order presented:

- the TA number appearing on the TA form;
- the date of the authorization, as indicated on the TA;
- the sitting number;
- the sitting or committee date;
- The expected time of the beginning of the event;
- The expected time of the end of the event;
- The actual end time of the event;
- The actual beginning time of the event;
- The planned duration of the event;
- The actual duration of the event;
- The total estimated cost (applicable taxes extra);
- the total billed cost (Applicable Taxes extra);
- the technical fee per event;
- the total tax amount.

## **2. Standard Clauses and Conditions**

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

## 2.1 General Conditions

2035 (2013-06-27), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

## 3. Term of Contract

### 3.1 Period of the Contract

The period of the Contract is from date of Contract to \_\_\_\_ inclusive (*the date will be inserted at contract award*).

### 3.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to five (5) additional one-year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty (30) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

### 3.3 Transition Period

The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that a transition period may be required at the end of the Contract. The Contractor agrees that Canada may, at its discretion, extend the Contract by a period of six (6) months under the same conditions to ensure the required transition. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

The Contracting Authority will advise the Contractor of the extension by sending a written notice to the Contractor at least thirty (30) calendar days before the contract expiry date. The extension will be evidenced for administrative purposes only, through a contract amendment.

## 4. Authorities

### 4.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Paul Guertin

Title: Team Leader

Public Works and Government Services Canada

Acquisitions Branch

Directorate: Professional Services Division

Address: 11 Laurier Street, Phase III, Tower C, 10C1-8, Gatineau, Quebec, K1A 0S5

Telephone: 819-956-8452

Facsimile: 819-956-2675

E-mail address: paul.guertin@tpsgc-pwgsc.gc.ca

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

File No. - N° du dossier

CCC No./N° CCC - FMS No./N° VME

20141017

515zfE60ZS-141017

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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.

## 4.2 Project Authority

The Project Authority for the Contract is: (The Project Authority will be identified in the contract)

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_ - \_\_\_\_ - \_\_\_\_

Facsimile: \_\_\_\_ - \_\_\_\_ - \_\_\_\_

E-mail address: \_\_\_\_\_

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 technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, 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.

The Project Authority may designate a representative for technical issues, designated by the words "technical authority" in Annex A – Statement of Work.

## 4.3 Contractor's Representative(s)

(Will be inserted at contract award)

**Notice to the Bidder:** If the selected Bidder provided (in accordance with the article 3 of Part 2) information on its status with respect to being a Former Public Servant in receipt of a Public Service Superannuation Act (PSSA) pension, the full text of SACC Manual clause A3025C (2013-03-21), Proactive Disclosure of Contracts with Former Public Servants, will form part of the Contract as article 6, and the articles below will be renumbered accordingly.

## 5. Payment

### 5.1 Basis of Payment - Authorized TA

#### A TA subject to a Limitation of Expenditure

When the basis of payment specified in a TA authorized and issued under the Contract is limitation of expenditure, the Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work specified in the authorized TA, as determined in accordance with the basis of payment cost elements, in Annex B to the limitation of expenditure specified in the authorized TA.

Canada's total liability to the Contractor under the authorized TA must not exceed the limitation of expenditure specified in the authorized TA. Customs duties are included and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized TA resulting from any design changes, modifications or interpretations of the Work specified in the authorized TA will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the TA Authority before their incorporation into the Work specified in the authorized TA. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written authorization of the TA Authority.

#### **B. Rounding off to the nearest superior thirty minutes**

The time done by the Contractor will be rounded off at the nearest superior thirty minutes. For example, a Contractor that provided services during one hour and thirty minutes may invoice for two hours.

### **5.2 Canada's Total Liability**

#### **5.2.1. Limitation of Expenditure - Cumulative Total of all Authorized TAs**

1. Canada's total liability to the Contractor under the Contract for all authorized TAs, inclusive of any revisions, must not exceed the sum of *\$(amount will be inserted at contract award)* Customs duties are included and the Applicable Taxes are extra.
2. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
3. The Contractor must notify the Contracting Authority, in writing, as to the adequacy of this sum:
  - (a) when it is 75 percent committed, or
  - (b) four (4) months before the Contract expiry date, or
  - (c) as soon as the Contractor considers that the sum is inadequate for the completion of the Work required and requested in all authorized TAs, inclusive of any revisions, the applicable basis of payment of which is limitation of expenditure (contract clause 6.1.A., TA subject to a Limitation of Expenditure),

whichever comes first.
4. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

### **5.3 Method of Payment**

#### **5.3.1 Method of Payment - Authorized TA**

The following method of payment will form part of the authorized TA:

For the Work specified in an authorized TA subject to a limitation of expenditure:

##### **a) Monthly Payments**

SACC Manual clause H1008C (2008-05-12), Monthly Payment

### **5.4 SACC Manual Clauses**

A9117C (2007-11-30), T1204 - Direct Request by Customer Department

### **5.5 Discretionary Audit**

C0705C (2010-01-11), Discretionary Audit

## **6. Invoicing Instructions**

- 6.1** The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by a copy of time sheets to support the time claimed.

- 6.2** The time for the services may be rounded off at the nearest superior thirty minutes. For example, a Contractor that provided services during one hour and thirty minutes may invoice for two hours. However, the Contractor must clearly show the rounding off on its invoices (actual time spent for the activity and time invoiced).

- 6.3** Invoices must be distributed as follows:

- a. The original and one (1) copy must be forwarded to the Project Authority (see the section entitled "Authorities" of the Contract) for certification and payment.
- b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

## **7. Certifications**

### **7.1 Compliance**

Compliance with the certifications and related documentation provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification, provide the related documentation or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

## **7.2 Federal Contractors Program for Employment Equity - Default by the Contractor**

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and HRSDC-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by HRSDC will constitute the Contractor in default as per the terms of the Contract.

## **8. Applicable Laws**

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in \_\_\_\_\_. *(The name of the Canadian province or territory, as specified by the bidder in its bid, will be inserted at contract award.)*

## **9. Priority of Documents**

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) 2035 (2013-06-27), General Conditions - Higher Complexity - Services;
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) the signed Task Authorizations (including all of its annexes, if any);
- (j) the Contractor's bid dated *(the date of the bid will be inserted, at contract award)*.

## **10. Foreign Nationals**

**10.1** SACC Manual clause A2001C (2006-06-16), Foreign Nationals (Foreign Contractor)

**10.2** SACC Manual clause A2000C (2006-06-16), Foreign Nationals (Canadian Contractor)

## **11. Insurance**

SACC Manual clause G1005C (2008-05-12), Insurance



## ANNEX A

### STATEMENT OF WORK

#### **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 [parlvu.parl.gc.ca/parlvu/upcomingevents](http://parlvu.parl.gc.ca/parlvu/upcomingevents) and the Cable Public Affairs Channel (CPAC) [cpac.ca](http://cpac.ca), 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, 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 offered 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.



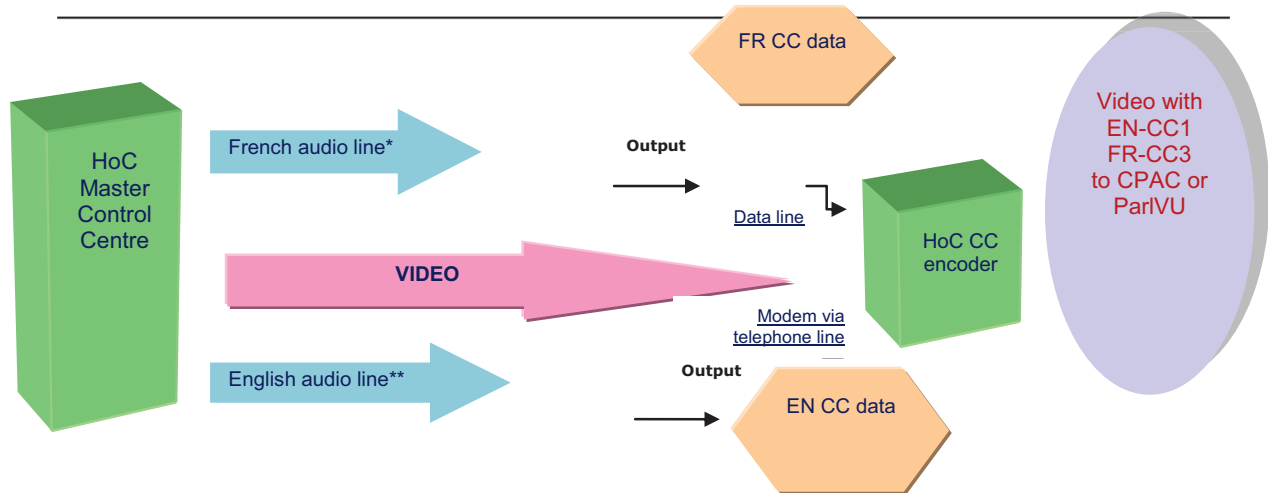
### 3. Technical elements of CC broadcast

#### 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 interpretation of speaker in English

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

CC: Closed Captioning

HoC: House of Commons

#### a) 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.

#### b) 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.

#### c) CC Contractor (French)

The contractor receives the signal via the method described in **b)** 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.

**d) 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.

**e) Master Control's CC encoder**

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

**f) Video signal containing CC on CC3**

Chamber debates are broadcast live on CPAC and ParlVU. Committee meetings are recorded and broadcast on CPAC as part of its programming. See [parlvu.parl.gc.ca/parlvu/upcomingevents](http://parlvu.parl.gc.ca/parlvu/upcomingevents). 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**

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-French CC of Chamber and committee proceedings (up to three events simultaneously) as follows:

### 5.1 For Chamber proceedings, the contractor shall:

- 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%) Chamber proceedings.
- 5.1.7 Consult the parliamentary proceedings calendar at [parlvu.parl.gc.ca/parlvu/upcomingevents](http://parlvu.parl.gc.ca/parlvu/upcomingevents) 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 shall:

- 5.2.1 Consult the parliamentary proceedings calendar at [parlvu.parl.gc.ca/parlvu/upcomingevents](http://parlvu.parl.gc.ca/parlvu/upcomingevents) 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 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 shall 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 this 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 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 [www.btb.termiumplus.gc.ca/tpv2guides/guides/redac](http://www.btb.termiumplus.gc.ca/tpv2guides/guides/redac))

- 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 either by a closing chevron ( >> ) or by a dash ( - ), with consistency.

- 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: 400 000,00 \$; numbers: 400 000,15; percentages: 10 %; and bills: C-45.

- 6.11 **Atmosphere descriptors** such as laughter, silence, applause, noise and technical difficulties must be included.

- 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) The period from September 2009 until the closing date of this bid solicitation (year/month to year/month).
- 3) For each client agency to which CC services were provided during the period 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.

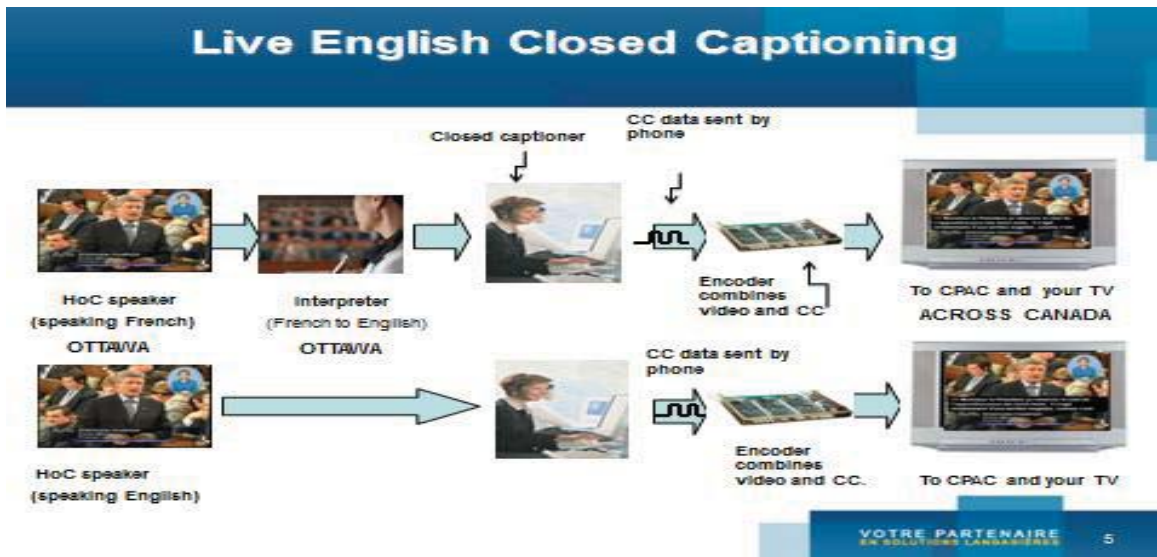
## **WORK STREAM 2 - CANADIAN-ENGLISH CLOSED CAPTIONING**

### **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 [parlvu.parl.gc.ca/parlvu/upcomingevents](http://parlvu.parl.gc.ca/parlvu/upcomingevents) and the Cable Public Affairs Channel (CPAC) [www.cpac.ca](http://www.cpac.ca), in English on CC1 and in French on CC3.

### **2. Need**

- 2.1 On a date to be determined by the project manager, when Parliament is in session, the contractor must 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 offered 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**

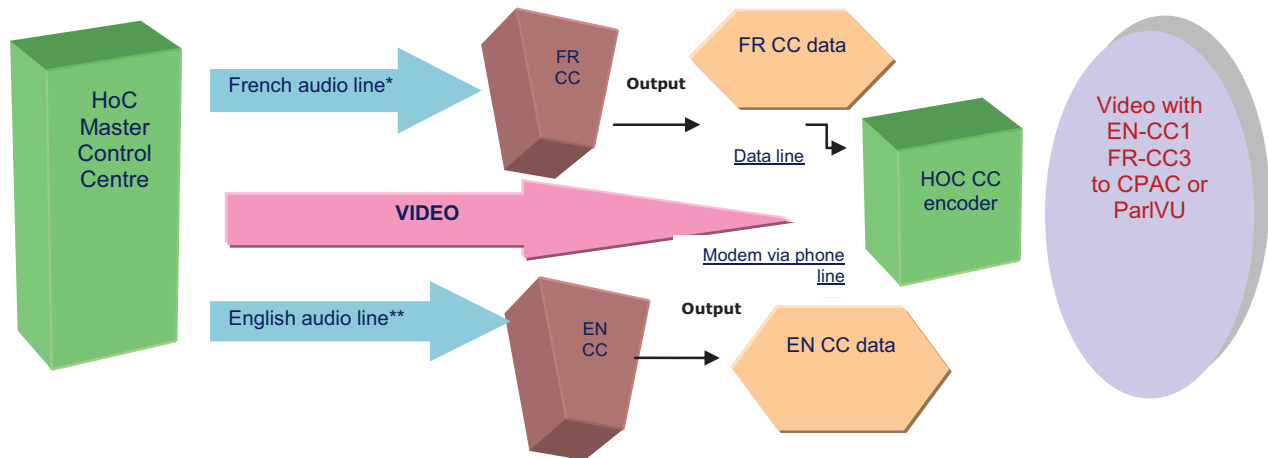
The House of Commons Master Control Centre (Master Control) sends an English or French audio signal to the contractor depending on the language the speaker is using or through an onsite interpreter. Master Control manages the signal (floor and interpreter) so that the contractor only has to connect to 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 ParIVU.

### 3.2 Detailed description of procedure

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



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

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

CC: Closed Captioning

HoC: House of Commons

#### a) 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.

#### b) 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.

**c) CC Contractor (English)**

The contractor receives the signal using the method described in **b)** 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.

**d) 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.

**e) 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.

**f) 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 [parlvu.parl.gc.ca/parlvu/upcomingevents](http://parlvu.parl.gc.ca/parlvu/upcomingevents). 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:

### 5.3 For Chamber proceedings, the contractor shall:

- 5.3.1 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).
- 5.3.2 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.
- 5.3.3 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.

- 5.3.4 Provide captioning as soon as a speaker's voice is heard on the audio channel.
- 5.3.5 Create the CC and send it to Master Control using a separate telephone line.
- 5.3.6 Provide seamless CC for all (100%) Chamber proceedings.
- 5.3.7 Consult the parliamentary proceedings calendar at [parlvu.parl.gc.ca/parlvu/upcomingevents](http://parlvu.parl.gc.ca/parlvu/upcomingevents) in order to determine the resources required to meet the demand and any last-minute changes (delays, cancellations, extensions, interruptions, in camera, etc.).

### 5.4 For committee meetings the contractor shall:

- 5.4.1 Consult the parliamentary proceedings calendar at [parlvu.parl.gc.ca/parlvu/upcomingevents](http://parlvu.parl.gc.ca/parlvu/upcomingevents) 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.).
- 5.4.2 For each committee meeting, establish audio and CC connection with the meeting room equipment, through dedicated telephone lines.
- 5.4.3 Receive the English audio signal and provide an audio link (including the required equipment) to transmit this audio signal to its own facilities.
- 5.4.4 Post a message for 15 minutes prior to the session stating that CC will be available.
- 5.4.5 Provide captioning services as soon as a speaker's voice is heard on the audio channel.
- 5.4.6 Send the CC code to the encoding device via a separate telephone line.
- 5.4.7 Provide seamless CC for the whole (100%) committee meeting.

## 6. Quality criteria:

The CC produced by the contractor shall 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 [www.btb.termiumplus.gc.ca/tpv2guides/guides/tcdnstyl/](http://www.btb.termiumplus.gc.ca/tpv2guides/guides/tcdnstyl/)).
- 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 either by a closing chevron ( >> ) or by a dash ( - ), with consistency.
- 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 \$400,000.00; numbers: 400,000.15; percentages: 10%; and bills: C-45.
- 6.11 **Atmosphere descriptors** such as laughter, silence applause noise and technical difficulties must be included.
- 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

### 8.2 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) The period from September 2009 until the closing date of this bid solicitation (year/month to year/month).
- 3) For each client agency to which CC services were provided during the period 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.

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## Annex A.1

### Sample Televised Committee Meetings Schedule

**SCHEDULE OF TELEVISED COMMITTEE MEETINGS / HORAIRES DE RÉUNIONS DES COMITÉS TÉLÉVISÉES**  
 Week of June 3rd, 2013 / Semaine du 3 juin, 2013  
 Last update: 25/11/2013 18:23 a11/p11

	9:00	9:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30	17:00	17:30	18:00	18:30	19:00	19:30	20:00	20:30	21:00
Mon Jun 3	233-D																JUST 15:30 - 17:30								
	237-C																ETHI 15:30 - 17:30								
	C-110																								
Tues Mar 4	233-D																								
	237-C																								
	C-110																								
Wed Mer 5	233-D																	CHPC 15:30 - 19:30							
	237-C																	JUST 15:30 - 18:30							
	C-110																								
Thurs Jeu 6	233-D																								
	237-C																								
	C-110																								
Fri Ven 7	233-D																								
	237-C																								
	C-110																								

**ANNEX B****BASIS OF PAYMENT**

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract and the authorized TA, the Contractor will be paid the firm unit prices and firm hourly rate indicated below, all inclusive. All deliverables are FOB Destination, customs duties are included, and Applicable Taxes are extra.

**WORK STREAM 1 - CANADIAN-FRENCH CLOSED CAPTIONING****1.1 For services rendered during the INITIAL PERIOD of the contract (twelve first months from Contract award) :**

<b>Work Stream 1 – Canadian-French closed captioning (INITIAL PERIOD)</b>	
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>
House of Commons	\$ <i>(The rate will be included at contract award)</i>
Committees deliberations and special events	\$ <i>(The rate will be included at contract award)</i>

**1.2 For services rendered during the FIRST OPTION YEAR:**

<b>Work Stream 1 – Canadian-French closed captioning (OPTION 1)</b>	
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>
House of Commons	\$ <i>(The rate will be included at contract award)</i>
Committees deliberations and special events	\$ <i>(The rate will be included at contract award)</i>

**6.4 For services rendered during the SECOND OPTION YEAR:**

<b>Work Stream 1 – Canadian-French closed captioning (OPTION 2)</b>	
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>
House of Commons	\$ <i>(The rate will be included at contract award)</i>
Committees deliberations and special events	\$ <i>(The rate will be included at contract award)</i>

**6.5 For services rendered during the THIRD OPTION YEAR:**

<b>Work Stream 1 – Canadian-French closed captioning (OPTION 3)</b>	
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>
House of Commons	\$ <i>(The rate will be included at contract award)</i>
Committees deliberations and special events	\$ <i>(The rate will be included at contract award)</i>

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Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

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**1.5 For services rendered during the FOURTH OPTION YEAR:**

<b>Work Stream 1 – Canadian-French closed captioning (OPTION 4)</b>	
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>
House of Commons	\$ <i>(The rate will be included at contract award)</i>
Committees deliberations and special events	\$ <i>(The rate will be included at contract award)</i>

**1.6 For services rendered during the FIFTH OPTION YEAR:**

<b>Work Stream 1 – Canadian-French closed captioning (OPTION 5)</b>	
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>
House of Commons	\$ <i>(The rate will be included at contract award)</i>
Committees deliberations and special events	\$ <i>(The rate will be included at contract award)</i>

**WORK STREAM 2 - CANADIAN-ENGLISH CLOSED CAPTIONING****2.1 For services rendered during the INITIAL PERIOD of the contract (twelve first months from Contract award):**

<b>Work Stream 2 – Canadian-English closed captioning (INITIAL PERIOD)</b>	
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>
House of Commons	\$ <i>(The rate will be included at contract award)</i>
Committees deliberations and special events	\$ <i>(The rate will be included at contract award)</i>

**2.2 For services rendered during the FIRST OPTION YEAR:**

<b>Work Stream 2 – Canadian-English closed captioning (OPTION 1)</b>	
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>
House of Commons	\$ <i>(The rate will be included at contract award)</i>
Committees deliberations and special events	\$ <i>(The rate will be included at contract award)</i>

**2.3 For services rendered during the SECOND OPTION YEAR:**

<b>Work Stream 2 – Canadian-English closed captioning (OPTION 2)</b>	
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>
House of Commons	\$ <i>(The rate will be included at contract award)</i>
Committees deliberations and special events	\$ <i>(The rate will be included at contract award)</i>



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**2.4 For services rendered during the THIRD OPTION YEAR:**

<b>Work Stream 2 – Canadian-English closed captioning (OPTION 3)</b>	
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>
House of Commons	\$ <i>(The rate will be included at contract award)</i>
Committees deliberations and special events	\$ <i>(The rate will be included at contract award)</i>

**2.5 For services rendered during the FOURTH OPTION YEAR:**

<b>Work Stream 2 – Canadian-English closed captioning (OPTION 4)</b>	
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>
House of Commons	\$ <i>(The rate will be included at contract award)</i>
Committees deliberations and special events	\$ <i>(The rate will be included at contract award)</i>

**2.6 For services rendered during the FIFTH OPTION YEAR:**

<b>Work Stream 2 – Canadian-English closed captioning (OPTION 5)</b>	
<b>Activity to be closed-captioned</b>	<b>Hourly rate, all inclusive</b>
House of Commons	\$ <i>(The rate will be included at contract award)</i>
Committees deliberations and special events	\$ <i>(The rate will be included at contract award)</i>

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**ANNEX C**  
**TASK AUTHORIZATION FORM (EXAMPLE)**  
*(The form will be included at contract award)*

