

<b>Document #: 1</b>	
<b>Title:</b> TRANSLATION AND REVISION SERVICES FROM ENGLISH INTO FRENCH /WITH A TRANSLATION CAPACITY OF 10,000 WORDS PER DAY	
<b>Date</b>	<b>May 23, 2014</b>
<b>Solicitation Number</b>	<b>1920-0009733</b>

## Questions and Answers

### Question 1

**This question relates to M6 and R7:**

- Based on the requirement at M6, it appears as though this RFP is open only to companies with an office in the NCR. Is this correct?
  - Please explain why this is a mandatory requirement?
  - If a supplier can present Statistics Canada with a complete solution to its requirements, including all security requirements, why would the supplier be disadvantaged based purely on the geographical location of its translation team?
  - In order to treat all Canadian suppliers fairly, we would like to request that M6 and R7 be deleted. It would then be up to each Bidder to demonstrate in its proposal how it proposes to fully meet Statistics Canada's requirements regardless of their physical location in the country.

### Answer 1

To be declared responsive, a bid must meet all mandatory criteria, including Criterion M6, which states that bidders must have at least one (1) office in the NCR, where at least fifty-one per cent (51%) of the translators assigned to Statistics Canada documents will work.

The supplier must have an office in the NCR because Statistics Canada will need translation services for texts classified as "Secret" throughout the duration of the contract. These texts may not be transmitted to the supplier electronically: they must be delivered in person to the supplier's office so that the security requirements for texts classified as "Secret" can be met.

Most of the time, the texts classified as "Secret" are urgent in nature and must be dealt with immediately, and since more than one request may be submitted at the same time, enough translators (at least fifty-one per cent [51%] of the translators assigned by the supplier to Statistics Canada documents) holding a valid secret security clearance must be available to perform the work as required.

For the reasons above, Criteria M6 and R7 will not be deleted.

## **Question 2**

### **This question relates to R8:**

One of the point-rated technical criteria that are listed in Section 1.1.2 is Criterion R8 (Environmental considerations). Bidders must provide, among other things, a document showing that they have an Environmental Management System certified by a qualified registrar as complying with the ISO 14001 standard. It seems to us that this point-rated criterion is extremely restrictive and discriminates against SMEs, which represent the vast majority of firms in the Canadian translation industry, as you probably know. Our research with registrars based in Canada showed that only one or two subsidiaries of foreign translation companies are certified as complying with the ISO 14001 standard. Because of this, should Statistics Canada maintain this point-rated criterion?

### **Answer 2**

The point-rated criterion related to environmental considerations is required by the Department of Public Works and Government Services for all requests for proposals from the federal government. Therefore, Statistics Canada cannot remove it. However, the portion of Criterion R8 that is related to the ISO 14001 standard accounts for only a quarter of the points awarded for this criterion. Bidders who cannot provide the requested document will not be unduly penalized.

## **Question 3**

In 2008, the Canadian translation industry established a standard for translation services, i.e. the *CAN/CGSB-131.10-2008, Translation Services* standard, developed by the Canadian General Standards Board and approved by the Standards Council of Canada. This standard was established with the participation of representatives from ALLIA, professional associations, government, education as well as clients and other stakeholders. It defines the requirements for the provision of translation services. Why has Statistics Canada not required in this instance that bidders hold a certificate of compliance with the aforementioned standard?

### **Answer 3**

Statistics Canada does not intend to require that contractors hold a certificate of compliance with the *CAN/CGSB-131.10-2008, Translation Services* standard until it is established that accessibility to this certificate does not limit SMEs' business opportunities.