



## REQUEST FOR PROPOSAL (“RFP”)

<b>RFP Title:</b>  Translation Services	<b>RFP #:</b>  14150024
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## SECTION 1 – INTRODUCTION

The purpose of this section is to provide general information about the International Development Research Centre (“IDRC” or the Centre”) and this RFP.

### 1.1 IDRC OVERVIEW

IDRC is a **Canadian Crown Corporation** established by an act of Parliament in 1970.

IDRC was created to help developing countries find solutions to their problems. It encourages, supports, and conducts research in the world’s developing regions, and seeks to apply new knowledge to the economic and social improvement of those regions. IDRC aims to reduce poverty, improve health, support innovation, and safeguard the environment in developing regions.

IDRC employs about 390 people at its Ottawa, Ontario, Canada head office and at its four (4) regional offices (Cairo-Egypt, New Delhi-India, Nairobi-Kenya, and Montevideo-Uruguay). For more details visit [idrc.ca](http://idrc.ca)

### 1.2 PURPOSE OF THIS RFP

IDRC requests proposals for the provision of translation services, where requirements are described in section 2, the Statement of Work.

### 1.3 DOCUMENTS FOR THIS RFP

The documents listed below form part of and are incorporated into this RFP:

- This RFP document
- Annex A – Sample Reference Check Form

### 1.4 TARGET DATES FOR THIS RFP

The following schedule summarizes significant target events for the RFP process. The dates may be changed by IDRC at its sole discretion and shall not become conditions of any Contract which may be entered into by IDRC and the selected Proponent.

Event	Date
RFP issue date	See page 1
Deadline for enquiries	See section 5.1
RFP close date	See page 1
Evaluation, selection, and notification of lead proponents	October 30 to November 14, 2014
Sample evaluation by short-listed proponents	November 17 to 21, 2014
Finalize contract with lead proponent	November 24 to December 12, 2014
Commencement of services	January 5, 2015

## SECTION 2 – STATEMENT OF WORK

This section is intended to provide Proponents with the information necessary to develop a competitive proposal. The Statement of Work (“SOW”) is a complete description of the tasks to be done, results to be achieved, and services to be supplied.

### 2.1 OVERVIEW OF THE WORK AND CONTRACTUAL RELATIONSHIP

IDRC requires a full-service translation provider. Services will include translation, editing and proofreading. The Centre’s translation volume is approximately 1.4 million words annually, with a large part being English to French (approx. 85%), some French to English (approx. 5%), as well as other languages (mainly Spanish and some Arabic) translated from English or French (approx. 10%). In addition, there will be editing work (over and above the translation volume) as well as proofreading — editing and proofreading combined are estimated at approximately 1.0 million words annually (each in about equal proportions) with approximately 65% of the volume being French and most of the remainder being English and Spanish. See definitions in section 2.2 below. All figures are indicative as they can vary according to a number of factors that are not all controlled by the Centre.

IDRC currently has in-house translation, editing and proofreading services, with a significant portion of the work being out-sourced through several on-going service contracts. IDRC will eliminate its in-house capabilities and enter into an agreement with a single service provider with the intention of that service provider meeting all the Centre’s translation, editing and proofreading needs. The service provider must provide quality-controlled translated, edited and proofread documents, within the service expectations detailed in this RFP. As such, our requirement is initially to have two dedicated translators assigned to IDRC’s work in order to develop knowledge of IDRC’s vocabulary and style.

The movement to a single outsourced service provider recognizes IDRC’s desire to focus on its core business. Translation requests will come from various areas of the Centre (including but not limited to Programs and Partnership Branch, Resources Branch, President’s Office, Office of the Secretary and General Counsel, Communications, and the Regional Offices). All requests will be routed through a Translation Coordinator (IDRC employee) located at the head office in Ottawa.

### 2.2 DESCRIPTION AND SCOPE OF WORK

#### 2.2.1 Definitions

**Audience rating** is defined as the sensitivity to errors based on who the intended user of the translated text is. IDRC expects to have at least two audience rating levels: regular and sensitive. For example, content with the public as the intended audience would be flagged *sensitive* (web content, annual report, financial statements, etc.), whereas an internal procedural guide would be *regular*. Quality expectations, described further in this RFP, will depend on the audience rating.

**Translation** is defined as the communication of the meaning of a source-language text by means of an equivalent target-language text. IDRC assumes that the translated text is quality-controlled and final, meaning that it has been reviewed and edited to meet IDRC expectations of accurate translation (concordance with the original language version).

**Editing** does not involve translation. It is work carried out on a single language-version text to correct grammar, syntax and style, which is also understood to comprise logic and

completeness. Editing is meant to improve the flow and overall quality of the writing, without changing the intended message, doing away with wordiness and removing any ambiguity.

**Proofreading** is defined as comparing an edited laid-out document (final draft) with the source document to ensure all text has been transferred from the source, correcting typographical errors and format inconsistencies as well as accuracy of any cross references, and ensuring the correct location of graphics, tables, headers, footers, page numbers, page breaks, etc. Proofreading may also include the translation of corrections and editions made to a document in one language into the translated version of the same document.

**Urgent translation service** is defined two ways: a) translation of a small job (ranging from a 140-character or less tweet to occasionally a document up to 500 words) that needs to be delivered within the day —in 1 to 5 hours; and b) larger jobs that need to be delivered as quickly as they can be done.

In some urgent cases, it is possible there might not be enough time for the service provider to submit the job through its regular quality assurance process. In those cases, the service provider shall advise the IDRC Translation Coordinator within an hour of receipt of the job order.

Generally, IDRC will identify the urgent tag to a job on the basis that it exceeds the average number of words per hour that one translator could normally produce prior to the deadline. The urgent pricing should never be applied when the employees dedicated to the IDRC contract do not otherwise have work assigned to them, when the work assigned to them can be delayed without jeopardizing its deadline or when the IDRC Translation Coordinator agrees to defer the deadline of other work to make possible regular work on the pressing document. The urgent rate shall only apply when off-hour work is needed or when a significant number of other employees (than the ones dedicated to the IDRC contract) need to be called to the task — *significant* here shall be understood to mean more than two translators for more than two full days or more than one editor or proofreader for more than two full days.

**Urgent editing or proofreading service** is defined in a similar way as urgent translation service. It comprises off-hour work or work that requires a significant number of other employees (than the ones dedicated to the IDRC contract) to be called to the task — significant being defined in the same way as above.

**Regular translation service** is defined as translation that can easily be accomplished by the deadline given by the IDRC Translation Coordinator, considering accepted standards of translation productivity and assuming that only one translator will work on the job.

**Word count** is defined as a continuous series of characters of the translated text. The word count will be done electronically using the same software in which the text was provided. Should that software not have a word count function, IDRC will copy and paste the text into MS Word to count the number of words.

### **2.2.2 Types and Format of Documents**

IDRC will require translation service for approximately 1.4 million words per year, as described below. Translation will involve a broad range of documents including, but not limited to, annual report (complete with financial statements and a Management Discussion and Analysis prepared

as per Canadian standards for publicly accountable enterprises), quarterly financial reports, internal planning and reporting documents (corporate plans, management reports), proposals, project abstracts, policies, procedures, general letters, memos, briefings, internal communiqués, internal reports, social media and public communications.

IDRC's business is research. Certain documents on which the service provider will work contain specialized terminology commonly used in the scientific and research areas covered by IDRC programming. There will also be legal, financial and audit documents that also use specialized terminology. An example is IDRC's financial statements, which are prepared under the International Financial Reporting Standards.

Due to business imperatives, some of the work will require very short turnaround times. This may include short social media posts that may be required within the hour, or other communiqués or press releases that are time-sensitive. In addition IDRC has reporting requirements imposed by legislation or by international commitments (such as the International Aid Transparency Initiative) that could have short notice and require rapid turn-around time. In subsection 4.6.2, proponents are required to quote their all-inclusive prices for delivery of the various types of work and languages.

Each day there will be up to ten 150-word electronic bulletin messages (3 to 5 messages per day on average) that need to be translated before they are posted on IDRC's Intranet. The IDRC Translation Coordinator will manage the postings. The deadline for posting these messages is usually the next day but there can occasionally be same-day postings. Hence the translation of these messages will always have to be timely.

Given the content of some of the documents for translation, government security clearance at the Secret level is mandatory for the two dedicated persons working on IDRC documents. Recognizing the peculiarities of the clearance process, IDRC will accept proposals from firms that have only one of the two translators with the Secret clearance so long as the other translator secures the Secret clearance within the first 6 months of the contract. There is not a large volume of secret documents — it is highly variable from year-to-year and from one occurrence to another but when they do happen, they tend to be time-sensitive.

At no time during the implementation of the contract, after the first 6 months, should the service provider have less than two employees dedicated to the contract with Secret clearance.

### **2.2.3 Services Expected**

The supplier will provide, on an as requested basis:

- English to French translation — approximately 1,200,000 words per year
- French to English translation — approximately 60,000 words per year
- Translation of French or English to another language — approximately 180,000 words per year
- Editing of texts— about 500,000 words per year (approximately 90% French and 10% English)
- Proofreading of texts — approximately 500,000 words per year (French or Spanish, with a varying split each year)

**The above word counts are estimates.** Volume will vary significantly from year to year.

The product returned to IDRC must be in its final form, and be fully reviewed for quality control.

In order to build knowledge of IDRC vocabulary and style, IDRC requires that a minimum of two (based on the current estimated word count and subject to change if volumes change significantly) designated translators be assigned to IDRC's work, with overflow being distributed to other translators in the company as volume or specific requirements (languages other than English or French) necessitate. Likewise, should there be times when the two dedicated resources aren't at capacity with IDRC work, it is permissible for the service provider to assign other work to them in order to absorb overflow from other clients and avoid idle time. However, they must return to IDRC work as soon as an IDRC work order is received. The designated translators will be responsible for maintaining a lexicon of IDRC terms in English and in French; the existing lexicon will be shared at the time of contract commencement.

IDRC requires the service provider to use the same employee translators to handle any type of work overflow in order to develop a sound knowledge of IDRC's "language" and style. This requirement applies as well to editing and proofreading even though there is likely insufficient evenly distributed volume of work to assign anyone full-time — this situation is subject to being reviewed with the service provider on a quarterly basis.

The two designated translators and the editor chiefly assigned to IDRC's work must have, at a minimum, a bachelor's degree in any discipline from a recognized Canadian University or equivalent foreign university. Science degrees, advanced university degrees and professional accreditation as translators (in either Ontario or Quebec) are not mandatory but will be deemed a differentiating factor when the technical proposals are rated. The assigned personnel referred to herein must have at least 8 years of relevant translation, editing or proofreading experience.

#### **2.2.4 Anticipated Business Processes**

IDRC will identify a Translation Coordinator, who will manage the transmission and receipt of work between the supplier and IDRC. Documents will be shared via a SharePoint-based extranet site, and the supplier is expected to access the documents for translation from this secure site. Documents will be tagged with a numbered work order identifying the word count, the turn-around priority (delivery deadline), the "audience rating" and any special instructions that there may be. Due to the time sensitivity of some of IDRC's work, IDRC requires access to the service provider's dispatch function from 8:00 am to 6:00 pm Monday through Friday.

In rare cases, translation work will be required outside regular business hours, so translators must be available. The IDRC Translation Coordinator will strive to give the service provider as much advance notice of such a requirement as possible.

IDRC has been using Multi-Trans software to establish a more standardized, streamlined and cost effective translation process, and will continue to use this approach to avoid re-translating the same text. Given that, the supplier may receive documents with highlighted text to be excluded from their translation, and the applicable word count for billing purposes for that document.

Documents must be returned electronically by upload to the SharePoint site, in the same font, layout, and format (software) as it was provided, which will generally be the Microsoft Office

Suite (Word, Excel or PowerPoint). There could be, although rarely, documents in the HTML language.

### **2.2.5 Quality Measurement and Management**

IDRC intends to retain the services of an independent accredited English to French and French to English translator to perform periodic quality reviews on samples of completed work (deliverables). These reviews will assess quality as defined below, as well as performance with respect to the agreed upon deadlines. The deliverables must be satisfactory, which means documents must contain no major errors and no more than 1% minor errors if they are “regular” audience-rated and no more than 0.04% on job orders with audience ratings of “sensitive”. The percentage of errors is based on the number of words in the sample documents.

A major error means:

1. failure to render an essential element of the message;
2. gibberish, unacceptable structure, unjustified addition or omission, nonsense or serious misinterpretation denoting a definite lack of comprehension of the source language;
3. evident failure to consult the terminology database originally provided by IDRC and maintained by the proponent
4. the lack of lexical or terminological uniformity, when such uniformity is essential;
5. the use of an incorrect name for a product or a program to which all or large part of the text is devoted;
6. an error in a figure which constitutes an important element of the message; or
7. a translation that is inappropriate to the subject matter or the reader (vocabulary, tone, style).

A minor error means:

1. failure to render a secondary element or an unjustified addition of same;
2. failure to use IDRC terminology, where the mention of an incorrect name for a product or a program is of secondary importance; or
3. gallicism, anglicism, inaccuracy or grammatical error;
4. syntax error, ambiguity, unnecessary repetition, convoluted structure, non-idiomatic structure, unacceptable loan translation;
5. mistranslation of a single word;
6. breach of spelling, punctuation error, or infringement of typographical conventions.

IDRC will communicate its findings of the quality reviews to the service provider. In the event that IDRC deems the work unsatisfactory, IDRC may apply a financial penalty — this penalty will consist of withholding up to 20 percent of the amount due on the work order until the issues are remedied. In addition, if instructions or deadline agreed upon are not met, an additional 20 percent deduction could apply (with no possibility of a remedy in case of a missed deadline). Failure to meet the above quality standards will result not only in the penalties mentioned above but also in the intensification of the independent quality reviews.

IDRC expects the service provider to proactively manage quality of the work. To that end, IDRC Management will expect a manager from the Proponent to regularly liaise with the IDRC Translation Coordinator and, as appropriate, the IDRC Contract Manager about work issues such as workflow, deadlines and instructions received. The service provider manager must also

attend quarterly business review meetings where he or she would present and discuss its internal performance indicators and address any service issues that arose during the quarter under review.

### **2.3 IDRC REPRESENTATIVES**

As mentioned above the IDRC Translation Coordinator will liaise daily with the Proponent in the capacity of managing the transmission and receipt of work. In addition, an IDRC Contract Manager will be responsible for overseeing the overall delivery of service, monitoring performance, approving deliverables, and providing any required direction and guidance to the Proponent in relation to performance management.

### **2.4 LOCATION OF WORK**

Work is expected to take place at the Proponent's site except in the case of secret documents. Work on secret documents will take place onsite at IDRC's Ottawa office at times and for durations determined by IDRC's **Contract Manager**.

For on-site work, IDRC will provide the necessary workstation and also reimburse the contractor at cost for any out-of-pocket local travel expenses and parking. The turn-around time to come to IDRC's Ottawa office will normally be very short and it will be expected that the person coming on site is one of the dedicated translators who normally works on IDRC documents.

In addition to work on secret documents, there may be a limited amount of work on other types of documents that is better facilitated by the translator or editor or proofreader working on site at IDRC's Ottawa office — these will be identified at time of dispatch or before. *On-site translation, editing, and proofreading work will be paid at an hourly rate.* For each such assignment, IDRC will discuss the service requirement with the service provider with a view of requisitioning the services of a single individual who can deliver English to French translation and French proofreading — most likely to be the skill set needed. Therefore, firms who propose dedicated translators who have this skill set will receive higher ratings in the proposal evaluation.

### **2.5 DURATION / PERIOD OF A RESULTING CONTRACT**

The initial term of the resulting Contract is four (4) years with the potential for two (2), two (2) year renewal options. At the time of renewal the pricing terms will be revisited.

## SECTION 3 – PROPOSAL EVALUATION

This section describes the process that IDRC will use to evaluate Proposals and select a Lead Proponent.

### 3.1 EVALUATION COMMUNICATION

During Proposal evaluations, IDRC reserves the right to contact or meet with any individual Proponent in order to obtain clarification of its submission or to gain insight into the quality and scope of relevant services. A Proponent will not be allowed to add, change or delete any information during the process. IDRC is in no way obligated to meet with any or all Proponents for this purpose.

### 3.2 EVALUATION METHODOLOGY

The following methodology will be used to evaluate Proposals:

#### Mandatory Requirements

Each Proposal will first be examined to determine compliance with each **mandatory** requirement (“**M**”) identified in this RFP. A mandatory requirement is a minimum standard that a proposal must meet in order to be considered for further evaluation. Mandatory is defined as having substantial compliance as assessed by IDRC in its sole and absolute discretion.

#### Rated Requirements

Responses that have met all the mandatory requirements will then proceed to the **rated** requirements (“**R**”) evaluation. **Rated** requirements will be evaluated according to the degree to which they meet or exceed IDRC’s requirements.

In this RFP document, words such as “must”, “shall”, and “will” denote a mandatory requirement, whereas words such as “may”, “can”, and “should” denote IDRC’s suggested approach.

Requirement	Mandatory(M)/ Rated (R)	Weighting
<b>Corporate Qualifications</b>		
Proponent must be able to handle approximately 1.4 million words per year of translation services, and in addition 1 million words per year of editing and proofing services combined. The majority of this work, comprised of English to French translation, must be handled by employees of the proponent firm. Subcontracting to other firms or freelancers cannot exceed 20% of the total volume.	M	Pass or Fail
Proponent must have the ability to handle services in the additional languages described in subsection 2.2.3, preferably with employees. However, subcontracting would be permitted.	M	Pass or Fail
In dispatching overflow that can’t be handled by the designated translators, the proponent must have the	M	Pass or Fail

Requirement	Mandatory(M)/ Rated (R)	Weighting
capacity to use the same employees regularly as opposed to dispatching the work to different persons each time.		
Proponent must provide access to their dispatch function from 8:00 am to 6:00 pm Monday through Friday.	M	Pass or Fail
Proponents must provide the names of 3 clients whom IDRC can contact regarding a reference (see Annex A).	M	Pass or Fail
The proponent should provide an executive summary describing the company and include a current organizational chart. This summary should highlight any experience with international clients, international development, scientific or research subject matters as well as experience with the translation of administrative documents, financial statements and corporate annual reports.	R	10
What is your firm's spending on professional development (not including the payroll cost of the professional personnel's time) as a percentage of total payroll?	R	
<b>Assigned Individuals' Qualifications</b>		
Proponent must provide two dedicated employees to handle the bulk of IDRC's workload. Those employees must both have a minimum of a bachelor's degree in any discipline from a recognized Canadian university or equivalent foreign university. The assigned personnel referred to herein must have at least 8 years of relevant translation, editing or proofreading experience.	M	Pass or Fail
Dedicated resources must be available to occasionally work outside the regular business hours of 8:00 am to 6:00 pm.	M	Pass or Fail
At least one of the designated employees assigned to IDRC work must have security clearance at the Secret level, and the other must secure secret clearance within the first 6 months of the contract. Evidence of this should be included with the resumé(s).	M	Pass or Fail
Proponent should provide the resumes of the two designated employee translators; these will be rated on education, experience and professional affiliation.	R	20
Proponent should provide the resume of the employee who will be principally involved in carrying out the French editing and proofreading work to be rated on education, experience and professional affiliation.	R	
Proponent should provide the resume of the manager	R	

Requirement	Mandatory(M)/ Rated (R)	Weighting
who will be responsible for the contract, liaising regularly with IDRC and attending the quarterly business reviews at IDRC's office in Ottawa. The resume will be rated on experience in the translation industry and in client relationship management		
<b>Methodology and Quality Control Approaches</b>		
Demonstrate your understanding of IDRC's business and requirements. Provide an explanation of how you will ensure IDRC receives a quality product, including but not limited to how you conduct terminology research and maintain term banks, assure quality, and promote continuing education and professional development of employees.	R	25
Describe your approach to cutover, i.e. how your firm will prepare to start services on the target date, including how you would interact with IDRC during this preparation period and the initial period of the contract.		
<b>Tools and Systems</b>		
Explain how your systems and tools possess the capability to successfully deliver the contract requirements, including but not limited to software capabilities, accessibility to Microsoft SharePoint interface, use of translation software and maintenance of lexicons and term banks, IT security, and ability to segregate IDRC content from that of other clients.	R	10
<b>Client Relationship and Service Approach</b>		
Provide a description of your firm's approach to maintaining good client relationships and delivering high-quality service. This will involve providing concrete examples, including but not limited to, performance metrics and indicator reports we could expect to receive during business reviews, and structure of account management function including issue resolution.	R	15
<b>Total</b>		<b>80</b>

*Important Note: Proposals which fail, in the sole discretion of IDRC, to meet any mandatory requirement will be eliminated from further consideration in the evaluation process. However, IDRC reserves the right to waive any mandatory requirements if it deems fit and appropriate to meet the interests of and provide best value to IDRC. This clause should be interpreted solely for the benefit of IDRC and not for the benefit of the Proponents.*

*Proponents should note that the written proposal will be rated for logic, flow, consistency of style and presence of major and minor errors (as defined in subsection 2.2.5). This overall rating will be on a scale of 20% (expressed in decimal form with 20% being the top mark), which will be applied to mark down the above total score through a multiplication as follows:*

$$\text{Final score} = \text{Rated Requirement Total} \times (0.8 + \text{Overall Decimal Rating})$$

Thus, the mark-down can be up to 20% for poor-quality documents.

### **3.2.1 Financials**

The top compliant technical proposals will be shortlisted to move to on to the financial proposal review.

The lowest priced proposal will receive full points for that evaluation criterion. After lowest price has been established, each individual higher priced proposal thereafter receives a percentage of total points allowed. For example, the lowest price of \$100 receives 20 points. The next lowest price of \$120 is 20% higher than the lowest price and therefore receives 20% less of the 20 points available (16 points).

### **3.2.2. Final Score**

Total points will be calculated and IDRC may select the Lead Proposal or Proposals achieving the highest total points, subject to IDRC's reserved rights.

## **3.3 PRESENTATIONS AND INTERVIEWS BY SHORT-LISTED PROPONENTS**

The shortlisted Proponents (review of both technical and financial proposals as indicated in subsection 3.2.1) may be asked to send their two (2) proposed designated translators to IDRC offices where they would translate sample texts that will be assessed prior to the final selection. Proponents may also be asked to elaborate on certain aspects of their proposal — like quality control or client relationship management. IDRC reserves the right to supply more information to those Proponents who are shortlisted.

## **3.4 PROPONENT FINANCIAL CAPACITY**

IDRC reserves the right to conduct an assessment of the Lead Proponent's financial capacity. IDRC may request that the Lead Proponent provide proof of financial stability via bank references, financial statements, or other similar evidence. The Lead Proponent must provide this information within 72 hours of IDRC's request. Failure to comply may result in disqualification.

## **3.5 PROPONENT SELECTION**

As noted in section 5.8, acceptance of a proposal does not oblige IDRC to incorporate any or all of the accepted proposal into a contractual agreement, but rather demonstrates a willingness on the part of IDRC to enter into negotiations for the purpose of arriving at a satisfactory contractual arrangement with one or more parties.

Without changing the intent of this RFP or the Lead Proponent's proposal, IDRC will enter into discussions with the Lead Proponent for the purpose of finalizing the Contract. In the event no satisfactory Contract can be negotiated between the Lead Proponent and IDRC, IDRC may terminate negotiations. In such event, if IDRC feels that the Proponent with the second highest score may meet the requirements, IDRC will continue the process with the secondary Proponent, and so on.

Announcement of the successful Proponent will be made to all Proponents following the signing of a Contract.

## SECTION 4 – PROPOSAL FORMAT

Proposal responses should be organized and submitted in accordance with the instructions in this section.

### 4.1 GENERAL

Proposals should be in 8 1/2" x 11" (letter) format, with each page numbered. Elaborate or unnecessary voluminous proposals are not desired. The font used should be easy to read and generally be no smaller than 11 points (smaller font can be used for short footnotes).

### 4.2 OFFICIAL LANGUAGES

Proposals may be submitted in either English or French.

### 4.3 ORGANIZATION OF RESPONSES

Responses should be organized as follows, where the sections that follow provide more details:

See RFP Section for full details	File	Contents
4.4	1.0	Cover Letter
4.5	1.0	Technical Proposal
4.6	2.0	Financial Proposal

### 4.4 COVER LETTER

A one (1) page covering letter on the Proponent's letterhead should be submitted and should include the following:

- a. A reference to the RFP number and RFP title.
- b. The primary contact person with respect to this RFP: the individual's name, address, phone number and email address.
- c. A statement confirming the validity of the proposal (refer to section 5.4).
- d. A statement confirming the Proponent does not have a conflict of interest with this RFP, real or perceived (refer to section 5.7).
- e. The letter **signed** by person(s) duly authorized to sign on behalf of the Proponent and bind the Proponent to statements made in response to the RFP.

### 4.5 TECHNICAL PROPOSAL

Proposals should be professionally and logically structured to clearly and explicitly address all the mandatory and rated requirements described in sections 2 and 3.2 of this RFP.

Proponents are encouraged to demonstrate initiative and resourcefulness. They should however strive to be concise and succinct. Annexes can be used to maintain the flow in the body of the proposal.

### 4.6 FINANCIAL PROPOSAL

#### 4.6.1 General

The Proponent should provide a *separate* response relative to the pricing of its proposed solution (reference section 5.3.2).

#### 4.6.2 Financial Requirements

The Proponent must submit a Financial Proposal including a cost summary of the Services as follows:

Requirements	Total Points 20																																		
<p><b>a.</b> The Proponent is to state the assumptions underlying its financial proposal.</p>																																			
<p><b>b.</b> All prices are to be quoted in Canadian dollars (CAD) and be exclusive of the Goods and Services Tax (GST) or Harmonized Sales Tax (HST).</p> <p>The GST or HST, whichever is applicable, shall be extra to the prices quoted by the Proponent and will be paid by IDRC.</p>																																			
<p><b>c.</b> Prices are applicable to the initial term of the contract of four (4) years, and not for optional renewal periods.</p> <p>Please provide an all-inclusive rate for translation in accordance with the following table. As detailed in sub-section 2.2.1, which defines the required services, this rate includes all work required to return a final product to IDRC.</p> <table border="1" data-bbox="298 961 1435 1257"> <thead> <tr> <th>Type of Service: Translation</th> <th>Regular Translation Rate per word</th> <th>Urgent Translation Rate per word</th> </tr> </thead> <tbody> <tr> <td>English to French</td> <td></td> <td></td> </tr> <tr> <td>French to English</td> <td></td> <td></td> </tr> <tr> <td>French or English to Spanish</td> <td></td> <td></td> </tr> <tr> <td>French or English to other languages (please list languages if necessary; include Arabic)</td> <td></td> <td></td> </tr> </tbody> </table> <p>Provide an all-inclusive hourly rate for editing services in accordance with the following table.</p> <table border="1" data-bbox="298 1362 1435 1631"> <thead> <tr> <th>Type of Service: Editing</th> <th>Regular Editing Rate per hour</th> <th>Urgent Editing Rate per hour</th> </tr> </thead> <tbody> <tr> <td>French or English Text</td> <td></td> <td></td> </tr> <tr> <td>Spanish Text (very rare)</td> <td></td> <td></td> </tr> <tr> <td>Other languages' text (very rare; please list languages; include Arabic)</td> <td></td> <td></td> </tr> </tbody> </table> <p>Provide an all-inclusive hourly rate for proofreading services in accordance with the following table.</p> <table border="1" data-bbox="298 1774 1435 1877"> <thead> <tr> <th>Type of Service: Proofreading</th> <th>Regular Proofreading Rate per Hour</th> <th>Urgent Proofreading Rate per Hour</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>			Type of Service: Translation	Regular Translation Rate per word	Urgent Translation Rate per word	English to French			French to English			French or English to Spanish			French or English to other languages (please list languages if necessary; include Arabic)			Type of Service: Editing	Regular Editing Rate per hour	Urgent Editing Rate per hour	French or English Text			Spanish Text (very rare)			Other languages' text (very rare; please list languages; include Arabic)			Type of Service: Proofreading	Regular Proofreading Rate per Hour	Urgent Proofreading Rate per Hour			
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Proofreading of English or French text		
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Proofreading of Spanish text		
Proofreading of other languages text (please list languages; include Arabic)		

Provide the following pricing for on-site translation, editing and proofreading work:

Hourly rate of employee sent to IDRC's office: \_\_\_\_\_ \$/hr

Mobilization rate, for the employee to go the IDRC's office: \_\_\_\_\_ \$

*It is assumed that when called to come to the IDRC office for the same day, the employee would travel from the service provider's office to IDRC's office. If the assignment were to last for several days, it is further assumed that the service provider's employee would commute from his or her place of residence to IDRC's office and that beginning the second day this will not engender any cost to IDRC other than the reimbursement of parking, if the employee normally commutes by private vehicle.*

**d.** The Proponent shall provide a monthly invoice itemized by IDRC work order number.

*Important Note:* IDRC's payment terms are NET 30 and IDRC will make no advance on fees.

## SECTION 5 – CONDITIONS

The purpose of this section is to inform the Proponent about IDRC's procedures and rules pertaining to the RFP process.

### 5.1 ENQUIRIES

All matters pertaining to this RFP are to be referred exclusively to the Contracting Authority named on page 1.

No verbal enquiries or verbal requests for clarifications will be accepted.

Proponents should, as much as feasible, aggregate enquiries and requests for clarifications and shall submit them **in writing via email** to the **Contracting Authority** by **Friday, October 17, 2014, at 11:00 A.M. EDT** in order to receive a response prior to the close date.

The Contracting Authority will provide simultaneously to all Proponents, all answers to significant enquiries received without revealing the sources of the enquiries.

In the event that it becomes necessary to revise any part of the RFP as a result of any enquiry or for any other reason, **an amendment** to this RFP will be provided.

All notifications will be provided via **the Buy and Sell website**.

### 5.2 SUBMISSION DEADLINE

IDRC will only accept proposals up to the close date and time indicated on page 1.

**Important note:** Late proposals will not be accepted. No adjustments to proposals will be considered after the close date and time.

### 5.3 PROPOSAL SUBMISSION INSTRUCTIONS

Proposals should be submitted in accordance with the instructions in this section.

#### 5.3.1 Method of Sending

The preferred method of proposal submission is electronic, via **email**, in **Microsoft Word** or in **PDF** format to the Contracting Authority named on page 1. Proponents *email subject line* should cite "**RFP # 14150024, Translation Services**" when submitting via email.

**Important Note:** Email messages with large attachments can be slowed down in servers between the Proponent's email and the Contracting Authority's email inbox. It is the Proponent's responsibility to ensure that large emails are sent sufficiently in advance to be at IDRC by the close date and time. Proponents should use electronic receipt confirmation and or contact the Contracting Authority to confirm receipt.

**Important Note:** The maximum size of an email that IDRC can receive is 10 MB.

### **5.3.2 Number of Copies**

Electronic submission should consist of **two (2) files**: one (1) for the cover letter and technical proposal and one (1) for the financial proposal.

### **5.3.3 Changes to Submission**

Changes to the submitted proposal can be made, if required, provided they are received as an Addendum (or an Amendment) to, or clarification of, previously submitted proposal, or as a complete new proposal to cancel and supersede the earlier proposal. The addendum, clarification, or new proposal should be submitted as per the delivery instructions outlined above, be clearly marked **“REVISION”**, and **must be received no later than the submission deadline**. In addition, the revised proposal should include a description of the degree to which the contents are in substitution for the earlier proposal.

### **5.3.4 Multiple Proposals**

IDRC will accept only one (1) proposal per Proponent.

## **5.4 VALIDITY OF PROPOSAL**

Proposals must remain open for acceptance for **ninety (90) days** after the close date.

## **5.5 PROPONENTS COSTS**

All costs and expenses incurred by a Proponent in any way related to the Proponent’s response to the RFP, including but not limited to any clarifications, interviews, presentations, subsequent proposals, review, selection or delays related thereto or occurring during the RFP process, are the sole responsibility of the Proponent and will not be chargeable in any way to IDRC.

## **5.6 GOVERNING LAWS**

This RFP is issued pursuant to the laws of the province of Ontario and the laws of Canada.

## **5.7 CONFLICT OF INTEREST**

In submitting a Proposal, the Proponent must avoid any real, apparent or potential conflict of interest and will declare to IDRC any such conflict of interest.

In the event that any real, apparent, or potential conflict of interest cannot be resolved to the satisfaction of IDRC, IDRC will have the right to immediately reject the Proponent from consideration and, if applicable, terminate any Contract entered into pursuant to this RFP.

## **5.8 RIGHTS OF IDRC**

IDRC does not bind itself to accept any proposal submitted in response to this RFP, and may proceed as it, in its sole discretion, determines following receipt of proposals. IDRC reserves the right to accept any proposal(s) in whole or in part, or to discuss with any Proponents, different or additional terms to those envisioned in this RFP or in such a Proponent’s proposal.

After selection of preferred proposal(s), if any, IDRC has the right to negotiate with the preferred Proponent(s) and, as a part of that process, to negotiate changes, amendments or modifications to the proposal(s) at the exclusion of other Proponents.

Without limiting the foregoing, IDRC reserves the right to:

- a. seek clarification or verify any or all information provided by the Proponent with respect to this RFP, including, if applicable to this RFP, contacting the named reference contacts;
- b. modify, amend or revise any provision of the RFP or issue any addenda at any time; any modifications, amendment, revision or addendum will, however, be issued in writing and provided to all Proponents;
- c. reject or accept any or all proposals, in whole or in part, without prior negotiation;
- d. reject any proposal based on real or potential conflict of interest;
- e. if only one proposal is received, elect to accept or reject it;
- f. in its sole discretion, cancel the RFP process at any time, without award, noting that the lowest or any proposal will not necessarily be accepted;
- g. negotiate resulting Contract terms and conditions;
- h. cancel or re-issue the RFP at any time, without any liability whatsoever to any Proponent;
- i. award all or any part of the work to one or more Proponents based on quality, services, and price and any other selection criteria indicated herein; and
- j. not return to their authors any proposals submitted in response to this RFP.

## **5.9 PROPOSED CONTRACT**

### **5.9.1 Income Tax Reporting Requirement**

As a Crown Corporation, IDRC is obligated under the Canadian Income Tax Act and Regulations to report payments made by IDRC to suppliers. IDRC must therefore obtain the necessary information from suppliers and will request from the Lead Proponent and future service provider to complete and sign the appropriate form(s) prior to execution of any Contract.

## ANNEX A – Reference Check Form (to be used by IDRC)

**Subject:** Reference Check  
**RFP #:** 14150024  
**RFP Title:** Translation Services

Proponent name: \_\_\_\_\_

Reference name: \_\_\_\_\_

Contacted by: \_\_\_\_\_  
IDRC printed name

Rating: **Rated**

1) **Length of time working together & services provided**

2) **Ease of doing business (strong points & weak points)**

3) **Flexibility and availability**

4) **Quality of Work Delivered (check if measured and how if it is)**

5) **Contract Management and Issue Resolution**

6) **Overall satisfaction of the services**