



Date: 15 October 2014

Questions and Answers to RFP 14150024

Question 1:

It is understood that the translators working on this proposal must hold a valid secret level clearance however, is the firm and the editor required to hold clearance?

Answer 1:

The firm no. The Editor yes, only in the event that he/she would be the person designated to come to IDRC offices to work on secret documents.

Question 2:

We have just learned of the request for proposal RFP #14150024 and would like to know if you will accept proposals from bidders who do not yet have secret clearance. We are interested in bidding but we want to know if you would sponsor us for secret clearance. We already have Protected B clearance.

Answer 2:

The document is clear that at least one translator must have the secret clearance from day 1 and that the second one must obtain this clearance no later than 6 months after the beginning of the contract.

Question 3:

In Section 2.1, page 5, it is stated that "[...] our requirement is initially to have two designated translators assigned to IDRC's work [...]." What language combination are you referring to in this particular requirement (English → French, English → French, English → Spanish, English → Arabic, French → Spanish, French → Arabic)?

Answer 3:

English → French, where the volume is.

Question 4:

In Section 2.2.2, page 7, it is stated: "[...] the Secret level is mandatory for the two dedicated persons working on IDRC documents. [...] IDRC will accept proposals from firms that have only one of the two translators with the Secret clearance [...]." What language combination are you referring to in this particular requirement (English → French, English → French, English → Spanish, English → Arabic, French → Spanish, French → Arabic)?

Answer 4:

English → French, where the volume is.

Question 5:

In Section 2.2.3, page 8, it is stated: "[...] a bachelor's degree in any discipline from a recognized Canadian university or equivalent foreign university. Science degrees [...] and professional certification in translation (granted in Ontario and Quebec) are not required [...]. "As the disciplines of study sought are not specified and provincial translation accreditations are not mandatory, please confirm that you will accept proposals from candidates from all undergraduate disciplines (all bachelor's degrees are valid), and who do not necessarily possess a provincial accreditation as translators.

Answer 5:

The degree of specialization is not stipulated because all are acceptable. However, the rating of proposals will take into account the translation experience and knowledge of IDRC's research fields as described in the Request for Proposals. Requirements with respect to professional accreditation are clear in the Request for Proposals.

Question 6:

In section 2.2.5, page 9, it is stated: "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)." Please confirm that you will retain the services of a single independent accredited translator in both language combinations English → French and the French → English to perform these quality reviews.

Answer 6:

IDRC intends to always use the same person to evaluate the quality of the translations produced by the service provider. IDRC will make sure that the person conducting the quality review is competent in both target languages. We also intend to communicate the results of the quality reviews to the service provider at quarterly meetings. See the RFP for more details.

Question 7:

In section 2.2.5, page 10, it is stated: "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."

This requirement is not clear, please explain what is expected during a quarterly business review meeting in order for us to prepare our proposal.

Answer 7:

We expect to regularly meet, every three months, with the service provider to review the contract work of the last quarter. The service provider will have to share with the IDRC representative his performance indicators that tell the story of the current status of the relationship. It is up to the service provider to determine which performance indicators he/she will use because they depend on how his/her work is organized. One can think of volume measures, clarity of IDRC work orders, delivery time, coordination issues, etc. It is up to you to describe how you will be managing work quality and the relationship with IDRC. The nature and duration of discussion could vary from one quarter to another, depending on the issues that need to be raised.

Question 8:

In Section 2.4, it is stated: "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." Please confirm that all language combinations (English → French, English → French, English → Spanish, English → Arabic, French → Spanish, French → Arabic) are required for the translators who will be working on secret documents onsite at IDRC's Ottawa office.

Answer 8:

Secret documents are only in French and in English. It is the combination English→French that will normally be involved in secret documents in IDRC's office.

Question 9:

In reference to question 8 above, please confirm that the wording "at times and for durations determined by IDRC's Contract Manager" could include periods in the evening, on weekends and holidays.

Answer 9:

Yes, work could happen outside regular office hours, evenings, weekends and holidays.

Question 10:

In Section 2.4, page 10, it is stated: "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." Please clarify what is the maximum time in hours, expected by IDRC, to enable the selected vendor to go to the Ottawa office.

Answer 10:

The maximum delay to show up will depend on the planning time IDRC has. The delay to show up could be as short as 1.5 hours.

Question 11:

In Section 3.2, it is stated: "the 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." Must all sub-contractors possess Secret clearance?

Answer 11:

There are no secret documents in other languages. See the answer provided to question #8 above.

Question 12:

In Section 3.2, it is stated: "the 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." Must subcontractors be available to work at the IDRC office location?

Answer 12:

Not normally.

Question 13:

In Section 3.2, on page 12, it is stated: “the Proponent should provide the resumes of the two designated employee translators” [...] and “the Proponent should provide the resume of the employee who will be principally involved in carrying out the French editing and proofreading work”. Can the person we propose to do the French editing and proofreading work be one of the designated translators?

Answer 13:

We do not believe that it will be possible for two persons to carry out all the translation, editing and proofreading work. If your productivity is such that you think you can do it, you will have to demonstrate to us in your proposal how you will cope.

Question 14:

In Section 3.3, on page 14, it is stated: “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.” This requirement is not clear, please specify the language combination of texts to be translated, the number of words in each combination, the duration of the evaluation.

Answer 14:

The parameters of this requirement will be set in due course. The language combination will be English → French, where the volume of translation is. The most important thing to keep in mind is that we reserve the right to test the individuals proposed by the short-listed proponents, before we make a final selection. The test, should there be one, will be of a reasonable length, sufficient to allow IDRC to make an informed decision.

Question 15:

I am interested in RFP #14150024. However, we are a US based company. Is preference given to Canadian based companies? Are US based companies allowed to participate in this RFP?

Answer 15:

As long as your company meets the requirements detailed in the RFP you are able to submit a proposal, regardless of where your company is headquartered. The evaluation of the proposals will be based on the rated requirements specified in the RFP.

Question 16:

Is the service provider required to be a large agency? Can a business incorporated and registered in Ontario gather a team to bid for your proposal?

Answer 16:

According to the requirements of the request for proposals, the eventual service provider must use employees to do the work. IDRC does not want to deal with a person or an entity that gets a network of freelancers to do the work. IDRC wishes to have a stable and reliable service carried out by a minimum core of professionals as described in the Request for Proposals.

Question 17:

Should the two “dedicated translators” be full-time employees of the proponent before the proposal is submitted or can the proponent include prospective employees in its proposal and then hire them if it wins the bid?

Answer 17:

You could submit your proposal first and then hire the two translators if you win the bid, as you say. Under such circumstances, you should guarantee that you will be hiring the same two translators referenced in your proposal if you win the bid. However, it should be noted that proponents that put forward existing employees will be rated higher on this requirement.

Question 18:

Can the president of the translation agency qualify as one of the two “full-time employee translators” required in the RFP, since she already possesses secret clearance, specializes in international development, is available and is willing to commit entirely to this project?

Answer 18:

Why not if all requirements are met.