

Solicitation No. - N° de l'invitation

EN966-140305/E

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

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Amd. No. - N° de la modif.

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Buyer ID - Id de l'acheteur

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REQUEST FOR SUPPLY ARRANGEMENT (RFSA)

MODERNIZATION OF THE TRANSLATION BUREAU'S DIRECTORY OF LINGUISTIC SERVICES SUPPLIERS

IMPORTANT REMINDERS TO CONSIDER BEFORE RESPONDING TO A REQUEST FOR SUPPLY ARRANGEMENT (RFSA)

- Suppliers are responsible for downloading all RFSA amendments since they may contain questions and answers and also amend the RFSA requirements.
- Suppliers who already have an SA and who want to qualify other resources or qualify for other areas or other tiers must submit a complete arrangement, including the certifications form.
- For Tier 1, only resources who are appointed in a supply arrangement (SA) can be proposed in a bid solicitation for a need resulting from an SA. Suppliers are therefore asked to propose in their arrangement any resource who meets the RFSA requirements and who is likely to carry out work under a contract.
- Suppliers must show the number of words translated within the five-year period defined in the RFSA, that is, from November 1, 2009 to November 30, 2014. Any experience shown outside that period will not be considered.
- To demonstrate their experience, suppliers must indicate the number of words translated and not the number of words indicated on the contract.
- Suppliers who want to highlight their resource(s)'s experience as former employee(s) of the Translation Bureau must indicate that experience separately in the answer form so that the evaluation team can clearly identify it.
- Canada can initiate a reference check at any time. Consequently, the supplier must make sure that the persons mentioned as a reference can corroborate all information provided, including the number of words translated in a given area.
- Suppliers must complete all fields on the form. A field with a red outline means that the information is missing or erroneous.
- Suppliers are responsible for asking all questions to ensure that they understand the requirements of the RFSA. Suppliers must also read the questions and answers published as RFSA amendments.
- Suppliers who wish to submit an arrangement as a joint venture must create a Procurement Business Number (PBN) specifically for the joint venture. It is not possible to use the PBN of one of the members of the joint venture. To do so, suppliers must contact the Office of Small and Medium Enterprises by clicking on the following link: <https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/register-as-a-supplier>
- Suppliers cannot use another supplier's experience in order to meet the requirements of the RFSA, except in the case of a joint venture, where it is possible to highlight the experience of the members of the joint venture.

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- As the RFSA indicates, suppliers must send their arrangement to the Bid Receiving Unit whose address and fax number can be found on the first page of the RFSA. Any arrangement that is submitted late will be rejected, regardless of the reason.

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PART 1 – GENERAL INFORMATION

1. Introduction

The Request for Supply Arrangements (RFSA) is divided into six parts plus attachments and annexes, as follows:

- | | |
|--------|--|
| Part 1 | General Information: provides a general description of the requirement; |
| Part 2 | Supplier Instructions: provides the instructions applicable to the clauses and conditions of the RFSA; |
| Part 3 | Arrangement Preparation Instructions: provides suppliers with instructions on how to prepare the arrangement in order to address the evaluation criteria specified; |
| Part 4 | Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the arrangement, the security requirement and the basis of selection; |
| Part 5 | Certifications: includes the certifications to be provided; and |
| Part 6 | 6A, Supply Arrangement, 6B, Bid Solicitation, and 6C, Resulting Contract Clauses; |
- 6A includes the Supply Arrangement (SA) with the applicable clauses and conditions;
- 6B includes the instructions for the bid solicitation process under the SA;
- 6C includes general information on the conditions which will apply to any contract entered into pursuant to the SA.

The annexes include the Statement of Work, the Quality Standards, and the Periodic Usage Report.

2. Summary

The Translation Bureau (the Bureau) is a special operating agency (SOA) reporting to the Department of Public Works and Government Services Canada. The Bureau is responsible for supporting the Government of Canada in its efforts to provide services to and inform Canadians in the official language of their choice.

The Bureau fulfills its mission by providing translation services and products to Parliament, the judiciary, federal departments and agencies, and international organizations.

PWGSC's Office of Small and Medium Enterprises and Strategic Engagement (OSME-SE), the Acquisitions Branch (AB) and the Translation Bureau have held a number of consultations with linguistic services suppliers since 2007 to explain the translation services context within the federal government and to obtain feedback on current and future procurement methods. Moreover, a number of studies have been conducted by the Translation Bureau in recent years to

gather information on the language industry in Canada and abroad and to survey the capacity of the private sector to provide the Government of Canada with linguistic services.

A common recommendation emerged from the various studies and consultations: establish a national procurement strategy for linguistic services and review contracting methods for this business line.

The Bureau would like to renew its directory of translation services suppliers and set up supply arrangements with pre-qualified suppliers in order to simplify the contracting process, improve the predictability of the procurement of translation services and make its contracting procedures more transparent so that the Bureau and its suppliers can get the most out of this tool.

Suppliers should refer to Attachment 2 to Part 1 – Concordance Table, which provides matches between specialties and fields of work.

The Translation Bureau is launching a Request for Supply Arrangements (RFSA) process so that supply arrangements (SAs) with qualified suppliers can be issued for the purpose of meeting its requirements in two service categories: Official Languages Translation, and Transcription and Desktop Publishing.

The list of pre-qualified suppliers resulting from the RFSA will be used as a source list for the requirements listed in the preceding paragraph. Only suppliers that are pre-qualified at the time the individual bid solicitations are issued will be able to bid.

Suppliers should refer to Attachment 1 to Part 1 – Total Number of Words Translated, which provides a summary of the word volume in the Official Languages Translation category over the last three fiscal years.

The Identified Users (IUs) for this requirement will be Public Works and Government Services Canada's (PWGSC's) Translation Bureau and Linguistic Services Division (part of the Acquisitions Branch).

The supply arrangements will have no defined end-date and will remain valid until Canada deems it no longer beneficial to use them.

For service requirements, suppliers in receipt of a pension or a lump sum payment must provide the required information as detailed in section 4 of Part 2 of the Request for Supply Arrangements (RFSA).

A bid solicitation for any requirement covered by a supply arrangement may be subject to a preference for Canadian goods and/or services or may be limited to Canadian goods and/or services.

The contract resulting from a Supply Arrangement is not to be used for deliveries within a Comprehensive Land Claims Settlement Area (CLCSA). All requirements for delivery within a CLCSA are to be processed individually.

3. Security Requirement

There is no security requirement associated with this requirement.

However, resulting contracts under the Supply Arrangement may have security requirements.

Therefore, it is important that suppliers quickly contact PWGSC's Canadian and International Industrial Security Directorate (CIISD) to obtain the required security clearance.

For information purposes, suppliers who hold a valid security clearance are asked to provide with their arrangement the information as per Section III – Additional Information of Part 3.

For additional information on security requirements, suppliers should refer to Part 6 – Supply Arrangement and Resulting Contract Clauses.

4. Canadian Content

The goods and/or services covered by the Supply Arrangement may be limited to Canadian goods and/or services as defined in clause A3050T.

SACC Manual Clause (2014-11-27) Canadian Content Definition

As part of a bid solicitation for any requirement covered by a supply arrangement, the evaluation team will determine first if there are three (3) or more bids with a valid Canadian Content certification. In that event, the evaluation process will be limited to the bids with the certification; otherwise, all bids will be evaluated.

5. Debriefings

Suppliers may request a debriefing on the results of the Request for Supply Arrangements process. Suppliers should make the request to the Supply Arrangement Authority within 15 working days of receipt of the results of the Request for Supply Arrangements process. The debriefing may be in writing, by telephone or in person.

ATTACHMENT 1 TO PART 1

TOTAL NUMBER OF WORDS TRANSLATED

The following data is provided for information purposes. While the data contain the best information currently available, Canada does not warrant that the data are complete or free from error. The following data refers only to the Translation Bureau and does not reflect the Government of Canada's overall demand for official languages translation.

The following tables provide details on the total number of words assigned to the suppliers registered in the Bureau's directory over the last three fiscal years.

Total number of words translated externally, from English to French, by fiscal year

ADMINISTRATIVE FIELD	Total Number of Words		
	2010–2011	2011–2012	2012–2013
1. General and Administrative texts	65,352,075	48,802,498	37,594,365
INSTITUTIONAL FIELDS			
2. Aboriginal Affairs	4,051,497	3,474,507	2,781,368
3. Real Property	1,277,254	1,532,573	1,270,063
4. Criminology	7,938,334	7,114,750	5,731,365
5. Parliamentary Proceedings	8,341,431	5,200,414	5,850,913
6. Employment	20,783,004	12,723,658	8,744,993
7. Immigration	11,710,059	8,599,910	4,247,569
8. Informatics	4,271,908	2,371,674	1,617,377
9. Government Contracts	5,924,837	5,654,998	4,548,001
10. Military	5,789,783	6,723,703	5,094,401
11. Humanities and Social Sciences	2,904,551	1,984,739	1,031,532
12. Transportation	3,009,995	1,690,112	928,792
SPECIALIZED FIELDS			
13. Biology	2,090,565	2,153,402	363,731
14. Law	8,722,853	8,241,358	8,141,029
15. Finance	7,275,946	6,365,078	6,246,327
16. Mechanical Engineering	4,702,178	3,341,088	3,490,136
17. Medicine	2,538,671	1,650,979	1,579,831
18. Environmental Science	4,158,491	2,964,152	1,634,047
19. Pure Science	947,073	1,715,418	1,963,421
20. Technical	5,045,391	3,336,502	3,702,049
TOTAL	176,835,896	135,641,513	106,561,310

Total number of words translated externally, from French to English, by fiscal year

ADMINISTRATIVE FIELD	Total Number of Words		
	2010–2011	2011–2012	2012–2013
21. General and Administrative texts	4,562,906	1,676,997	735,461
INSTITUTIONAL FIELDS			
22. Aboriginal Affairs	112,966	89,924	55,188
23. Real Property	80,960	20,464	2,536
24. Criminology	370,489	241,818	95,935
25. Parliamentary Proceedings	2,053,391	1,255,444	1,764,003
26. Employment	2,421,091	571,899	218,560
27. Immigration	762,343	189,958	60,830
28. Informatics	114,215	5,308	44,299
29. Government Contracts	62,192	27,329	51,368
30. Military	205,522	110,894	0?
31. Humanities and Social Sciences	422,369	93,981	48,066
32. Transportation	180,242	44,415	4,229
SPECIALIZED FIELDS			
33. Biology	128,628	31,942	35,745
34. Law	595,399	282,175	239,363
35. Finance	558,474	88,084	74,951
36. Mechanical Engineering	8,594	156,900	12,595
37. Medicine	418,554	274,291	205,034
38. Environmental Science	290,261	290,202	158,822
39. Pure Science	69,897	103,054	125,463
40. Technical	288,147	279,903	81,892
TOTAL	13,706,640	5,834,982	4,014,340

ATTACHMENT 2 TO PART 1

CONCORDANCE TABLE

Field (new)	Speciality (old)	Definition
GENERAL AND ADMINISTRATIVE TEXTS	All 00 specialties	General and administrative documents relating to various Government of Canada business lines
ABORIGINAL AFFAIRS	FED22	INSTITUTIONAL FIELD¹ Documents relating to Aboriginal peoples (social, economic and political development, implementation of legislation and program administration)
REAL PROPERTY	ADM20	INSTITUTIONAL FIELD Documents relating to accommodation, real property management and appraisal, land and property transfers
BIOLOGY	AQU10 BIO10 BIO15 BIO40	SPECIALIZED FIELD² Documents relating to fisheries, aquaculture, animal and plant biology, forestry, silviculture, biotechnology and genetics
CRIMINOLOGY	SOC51 MIL70 MIL80	INSTITUTIONAL FIELD Documents relating to criminology, corrections, public safety, national security and intelligence
PARLIAMENTARY PROCEEDINGS	FED60	INSTITUTIONAL FIELD Documents relating to parliamentary proceedings, Canadian politics and Canada's parliamentary system
LAW	JUR10 JUR20 JUR30 JUR40 JUR50 JUR60 JUR70 JUR71 JUR80	SPECIALIZED FIELD Documents relating to law and the administration of justice (constitutional, criminal, commercial, maritime, international, private, administrative and labour law)
EMPLOYMENT	ADM10 FED10	INSTITUTIONAL FIELD Documents relating to human resources management, employment and social security
FINANCE	ADM30 ADM31 FED40 SOC10 SOC11	SPECIALIZED FIELD Documents relating to financial and budgetary management, government accounting and auditing, taxation, economics, finance, applied statistics and econometrics

¹ **INSTITUTIONAL FIELD:** requires translation skills as well as knowledge in the field of work.

² **SPECIALIZED FIELD:** requires translation skills as well as knowledge and skills in the specific field of work.

Field (new)	Speciality (old)	Definition
IMMIGRATION	FED20	INSTITUTIONAL FIELD Documents relating to immigration, refugee status, Canadian citizenship, customs, the procedures involved in obtaining passports or visas, and related systems and programs
INFORMATICS	INF10 INF20	INSTITUTIONAL FIELD Documents relating to informatics (software, applications and hardware)
GOVERNMENT CONTRACTS	ADM21	INSTITUTIONAL FIELD Documents relating to government contracts, contract administration, and government procurement policies and strategies
MECHANICS	MEC10 MEC30 MEC40 MEC50 MIL60 TRA12 TRA80	SPECIALIZED FIELD Documents relating to land and railway vehicles, aircraft construction, boat and ship building, marine engineering, machines and tools, weapons systems, flying and transportation of dangerous goods
MEDICINE	MED10 MED11 MED20	SPECIALIZED FIELD Documents relating to medicine and its specialities, health promotion and veterinary medicine
MILITARY	MIL10 MIL20 MIL30 MIL40 MIL50	INSTITUTIONAL FIELD Documents relating to military and paramilitary subjects (land, air, sea, the Regular Force and the Reserves)
ENVIRONMENTAL SCIENCE	AGR10 AGR15 BIO50 ENR10 ENR30 IND10	SPECIALIZED FIELD Documents relating to agriculture and agri-food, ecology, environment, nuclear energy, and fossil fuel-based and renewable energy
PURE AND APPLIED SCIENCE	GEO10 GEO20 GEO40 GEO50 SCN10 SCN20 SCN30 SCN51	SPECIALIZED FIELD Documents relating to the physical aspects and evolution of the Earth and the atmosphere, as well as pure sciences (chemistry, physics, mathematics and aerospace science)
HUMANITIES AND SOCIAL SCIENCES	ART10 ART60 ART90 ART91 SOC20 SOC40 SOC50 SOC60	INSTITUTIONAL FIELD Documents relating to music, literature, performing arts, visual arts, museology, recreation, sports, politics, diplomacy, library science, sociology, education and history

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Field (new)	Speciality (old)	Definition
	SOC80	
TECHNICAL	CIV10 CIV20 ELC10 ELC20 IND20 IND30 IND50 IND60 SCN60 TEL00 TEL10 TEL30	SPECIALIZED FIELD Documents relating to building construction; civil engineering; electricity; electronics; the textile and garment industry; the wood, paper and printing industry; the mining industry; the materials industry; metrology; broadcasting; radio communication; telephony; and telematics
TRANSPORTATION	TRA10 TRA11 TRA20 TRA30 TRA40	INSTITUTIONAL FIELD Documents relating to air transportation; air traffic control; and marine, rail and road transportation

PART 2 – SUPPLIER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Supply Arrangements (RFSA) 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.

Suppliers who submit an arrangement agree to be bound by the instructions, clauses and conditions of the RFSA and accept the clauses and conditions of the Supply Arrangement and resulting contract(s).

The 2008 (2014-09-25) Standard Instructions – Request for Supply Arrangements – Goods or Services, are incorporated by reference into and form part of the RFSA. Subsection 5.4 of 2008, Standard Instructions – Request for Supply Arrangements – Goods or Services, is amended as follows:

Delete: sixty (60) days
Insert: one hundred and eighty (180) days

2. Submission of Arrangements

Arrangements must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the Request for Supply Arrangements.

3. Code of Conduct

Pursuant to section 01 of the Standard Instructions 2008, suppliers must submit a complete list of names of all individuals who are currently directors of the supplier. Furthermore, as determined by the Special Investigations Directorate, Departmental Oversight Branch, each individual named on the list may be requested to complete a Consent to a Criminal Record Verification form and related documentation.

4. Former Public Servant – Notification

Service contracts awarded to former public servants in receipt of a pension or a lump sum payment must bear the closest public scrutiny and reflect fairness in the spending of public funds. Therefore, the bid solicitation will require that you provide information that, were you to be the successful bidder, would change your status with respect to being a former public servant in receipt of a pension or a lump sum payment, and you would be required to report this information on the departmental websites as part of the published proactive disclosure reports generated in accordance with Treasury Board policies and directives on contracts with former public servants, [Contracting Policy Notice 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

5. Federal Contractors Program for Employment Equity – Notification

The Federal Contractors Program (FCP) for Employment Equity requires that some contractors make a formal commitment to Human Resources and Skills Development Canada (HRSDC) – Labour to implement employment equity. In the event that this Supply Arrangement would lead to a contract subject to the Federal Contractors Program (FCP) for Employment Equity, the bid solicitation and resulting contract templates would include such specific requirements. Further information on the Federal Contractors Program (FCP) for Employment Equity can be found on [HRSDC-Labour's](#) website.

6. Enquiries – Request for Supply Arrangements

All enquiries must be submitted in writing to the Supply Arrangement Authority no later than ten (10) calendar days before the Request for Supply Arrangements (RFSA) closing date. Enquiries received after that time may not be answered.

Suppliers should reference as accurately as possible the numbered item of the RFSA to which the enquiry relates. Care should be taken by suppliers 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 suppliers do so, so that the proprietary nature of the question is eliminated and the enquiry can be answered with copies to all suppliers. Enquiries not submitted in a form that can be distributed to all suppliers may not be answered by Canada.

7. Applicable Laws

The Supply Arrangement (SA) and any contract awarded under the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Suppliers may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice, without affecting the validity of the arrangement, 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, the applicable laws specified shall be deemed acceptable to the suppliers.

8. Volumetric Data

The data are provided to suppliers to help them prepare their bids. The inclusion of this data in this Request for Supply Arrangement does not represent a commitment by Canada that Canada's future usage of translation services will be consistent with this data. The data are provided purely for information purposes.

PART 3 – ARRANGEMENT PREPARATION INSTRUCTIONS

1. Arrangement Preparation Instructions

- (a) **Number of copies of the arrangement:** Canada requests that suppliers provide the arrangement in separately bound sections as follows:

Section I: Technical Arrangement (three hard copies) and one soft copy (a CD, a DVD or a USB key).

Section II: Certifications and 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.

- (b) **Arrangement Format:** Some forms used in this Request for Supply Arrangements are only available in PDF (Portable Document Format). To read the PDF forms, suppliers must have a PDF reader. Please note that it is possible to obtain a free PDF reader on the Internet. It is recommended to use the latest version of the PDF reader to access all features in the interactive forms.

- (c) **Green procurement:** In April 2006, Canada issued the [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>) directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process. To assist Canada in reaching its objectives, suppliers 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 a minimum of 30% recycled content; and
- 2) use an environmentally preferable format including black and white printing instead of colour printing, double-sided/duplex printing, and staples or clips instead of cerlox, duotangs or binders.

- (d) **Submission of a maximum of two arrangements by tier**

- (i) A supplier or a group of suppliers may submit a maximum of two arrangements by tier.
- (ii) For each tier, a supplier or a group of suppliers may submit the following:
 - (A) one agreement on its behalf, or
 - (B) one arrangement on its behalf and one arrangement in joint venture, or
 - (C) two arrangements in joint venture.
- (iii) If a supplier or a group of suppliers submit more than two arrangements, Canada will, at its sole discretion, chose the arrangements it will consider.
- (iv) If a supplier or a group of suppliers submit two arrangements, they must present each arrangement in separate documents, clearly identified as separate arrangements. Each arrangement will be assessed independently, without considering other arrangements. Therefore, each arrangement presented must be complete.

For the purposes of this section, “**group of suppliers**” means all entities (whether those entities include one or more natural persons, corporations, partnerships, limited liability partnerships, etc.) that are related to one another. Regardless of the province or territory where any of the entities concerned is incorporated or otherwise formed as a matter of law, the entities are considered “**related**” for the purposes of this Request for Supply Arrangements if:

- (A) they are the same legal entity (i.e. the same natural person, corporation, partnership, limited liability partnership, etc.);
- (B) they are “related persons” or “affiliated persons” according to the *Canada Income Tax Act*;
- (C) the entities have now or in the two years before the closing of the Request for Supply Arrangements had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
- (D) the entities otherwise do not deal with one another at arm’s length, or each of them does not deal at arm’s length with the same third party.

(e) Joint venture experience

Except where expressly provided otherwise, members of a joint venture may combine their abilities to meet any given mandatory requirement of this Request for Supply Arrangement. Wherever substantiation of a mandatory requirement is required, the supplier is requested to indicate which joint venture member satisfies the requirement. Any supplier with questions regarding the way in which a joint venture arrangement will be evaluated should raise such questions through the Enquiries process as early as possible during the solicitation period of the Request for Supply Arrangement.

For example, suppose a supplier is a joint venture consisting of members X, Y and Z, and that the Request for Supply Arrangements requires that the supplier have three years’ experience in delivering translation services in the X1 field.

This requirement can be met by one or more members of the joint venture. Thus, the supplier can indicate that each member, that is, X, Y and Z has one year of experience, totalling three years. Such a response would be declared responsive.

Section I: Technical Arrangement

In the technical arrangement, suppliers should explain and demonstrate how they propose to meet the requirements.

- (a) Suppliers may register in either one or both of the following service categories:
 - i. Official Languages Translation.
 - ii. Transcription and Desktop Publishing.
- (b) For Official Languages Translation, suppliers may register in one or more tiers.
- (c) Suppliers that would like to register for one or more Official Languages Translation tiers must use the following PDF forms:
 - i. For Tier 1, suppliers must fill in the PDF form found in Attachment 1 to Part 3.
 - ii. For Tier 2, suppliers must fill in the PDF form found in Attachment 2 to Part 3.
 - iii. For Tier 3, suppliers must fill in the PDF form found in Attachment 3 to Part 3.

- (d) For Transcription and Desktop Publishing, suppliers must fill in the PDF form found in Attachment 4 to Part 3.

Section II: Certifications and Additional Information

Suppliers must submit the certifications required under Part 5.

The supplier must use the Response Form located in Attachment 5 of Part 3 to provide the required certifications and documentation for the issuance of a Supply Arrangement.

1.1 Supplier's Proposed Site or Premises Requiring Safeguard Measures

As indicated in Part 1 under Security Requirement, we ask the supplier to provide the following information in regards to the supplier's proposed site or premises for which safeguard measures may be required to carry out the work:

Address:

- a) Street Number / Street Name, Unit / Suite / Apartment Number;
- b) City, Province, Territory / State;
- c) Postal Code / Zip Code;
- d) Country.

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**ATTACHMENT 1 TO PART 3
RFSA RESPONSE FORM (PDF)**

OFFICIAL LANGUAGES TRANSLATION – TIER 1

**REQUIREMENTS WHERE THE DAILY TRANSLATION CAPACITY IS GREATER THAN OR EQUAL TO
1,500 WORDS AND LESS THAN 3,000 WORDS**

1. Suppliers must use the online form to provide their answers and must complete it electronically.
2. Once the form is completed, please save it and attach a paper copy and an electronic copy, as well as any supporting documentation, if necessary, to your arrangement.

Solicitation No. - N° de l'invitation
EN966-140305/E
Client Ref. No. - N° de réf. du client
EN966-140305

Amd. No. - N° de la modif.
File No. - N° du dossier
504zfEN966-140305

Buyer ID - Id de l'acheteur
504zf
CCC No./N° CCC - FMS No./N° VME

**ATTACHMENT 2 TO PART 3
RFSA RESPONSE FORM (PDF)**

OFFICIAL LANGUAGES TRANSLATION – TIER 2

**REQUIREMENTS WHERE THE DAILY TRANSLATION CAPACITY IS GREATER THAN OR EQUAL TO
3,000 WORDS AND LESS THAN 8,000 WORDS**

1. Suppliers must use the online form to provide their answers and must complete it electronically.
2. Once the form is completed, please save it and attach a paper copy and an electronic copy, as well as any supporting documentation, if necessary, to your arrangement.

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**ATTACHMENT 3 TO PART 3
RFSA RESPONSE FORM (PDF)**

OFFICIAL LANGUAGES TRANSLATION – TIER 3

**REQUIREMENTS WHERE THE DAILY TRANSLATION CAPACITY IS GREATER THAN OR EQUAL TO
8,000 WORDS**

1. Suppliers must use the online form to provide their answers and must complete it electronically.
2. Once the form is completed, please save it and attach a paper copy and an electronic copy, as well as any supporting documentation, if necessary, to your arrangement.

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**ATTACHMENT 4 TO PART 3
RFSA RESPONSE FORM (PDF)**

TRANSCRIPTION AND DESKTOP PUBLISHING

1. Suppliers must use the online form to provide their answers and must complete it electronically.
2. Once the form is completed, please save it and attach a paper copy and an electronic copy, as well as any supporting documentation, if necessary, to your arrangement.

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**ATTACHMENT 5 TO PART 3
CERTIFICATION AND ADDITIONAL INFORMATION (PDF)**

1. Suppliers must use the online form to provide their answers and must complete it electronically.
2. Once the form is completed, please save it and attach a paper copy to your arrangement.

PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- (a) Arrangements will be assessed in accordance with the entire requirement of the Request for Supply Arrangements, including the technical evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the arrangements.
- (c) Reference checks
 - (i) Canada reserves the right to check references to verify the accuracy of the information provided by the bidder.
 - (ii) If Canada checks references, the checking will be done by email. Canada will email all reference check requests on the same day to references provided by bidders. The references will have five (5) working days from the date of the sending of the email to reply. Canada will not consider that a mandatory criterion has been met and will not award any points if responses are received after the deadline has passed.
 - (iii) On the third working day after sending out the emails, if Canada has not received a response, Canada will notify the bidder by email so that the bidder can remind its reference that that he or she must reply to Canada within the prescribed period of 5 working days. If the individual named by the bidder is unavailable during the evaluation period, the bidder may provide the name and email address of an alternate contact person from the same client. Bidders will only be provided with this opportunity once for each customer, which means that the bidder cannot submit the name of another person if the originally named individual does not want to reply or is unavailable to do so. The five (5) working days will not be extended to provide additional time for the new person to respond.
 - (iv) 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.
 - (v) Canada will not consider that a mandatory criterion has been met or award any points if:
 - (A) the customer reference indicates that he or she cannot provide the information requested or does not want to; or
 - (B) the reference is an affiliate or other entity that deals at arm's length with the bidder.

1.1 Technical Evaluation

1.1.1 Mandatory Technical Criteria

See Attachments 1 through 4 to Part 4.

- (a) Suppliers may register in either one or both of the following service categories:

- i. Official Languages Translation.
 - ii. Transcription and Desktop Publishing.
- (b) For Official Languages Translation, suppliers may register in one or more tiers.
- (c) For Official Languages Translation, suppliers must comply with the requirements for each tier as shown below:
 - i. For Tier 1, suppliers must comply with the requirements found in Attachment 1 to Part 4.
 - ii. For Tier 2, suppliers must comply with the requirements found in Attachment 2 to Part 4.
 - iii. For Tier 3, suppliers must comply with the requirements found in Attachment 3 to Part 4.
- (d) For Transcription and Desktop Publishing, suppliers must comply with the requirements found in Attachment 4 to Part 4.

2. Basis of Selection

2.1 Mandatory Technical Evaluation Criteria

An arrangement must comply with the requirements of the Request for Supply Arrangements and meet all mandatory technical evaluation criteria to be declared responsive.

ATTACHMENT 1 TO PART 4

MANDATORY TECHNICAL EVALUATION CRITERIA FOR TIER 1 – OFFICIAL LANGUAGES TRANSLATION

REQUIREMENTS WHERE THE DAILY TRANSLATION CAPACITY IS GREATER THAN OR EQUAL TO 1,500 WORDS AND LESS THAN 3,000 WORDS

The supplier must use the form found in Attachment 1 to Part 3 to meet the mandatory technical criteria for Tier 1 – Official Languages Translation.

The arrangements must meet all the mandatory technical criteria specified below.

The supplier must provide the necessary documentation to demonstrate compliance with this requirement.

Arrangements that fail to meet all the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion must be addressed separately.

The supplier must demonstrate the qualifications and the experience of each one of the resources proposed in the tables below, in accordance with the fields selected and the language combinations chosen (French-English or English-French).

1. Supporting Documentation

According to the qualifications criteria required, the supplier must provide for each proposed resource one of the following:

- a copy of a university degree;
- copy of the certificate of affiliation to a professional association;
- a certificate issued by a professional association confirming that the proposed resource has taken steps to obtain the certification. Please note that a copy of the certificate will be required within 24 months of the date of issuance of the SA, otherwise the Supply Arrangement (SA) will be canceled and the supplier will be requested to submit a new arrangement by following the qualification process established in article 7 of Part 6 A.

2. Translation Experience

Using Table 1: Translation Experience – Tier 1 for each language combination (French-English or English-French), the supplier must provide the following information for translation projects undertaken by each proposed resource:

- (a) The field of the documents that were translated;
- (b) The period during which the translation services were provided, i.e. from (month/year) to (month/year);
- (c) The number of words translated during the period specified in (b) above; and
- (d) The name of the client for which the translation services were performed and the name and current telephone number and email address of a representative of the organization who could confirm the information provided by the supplier.
- (e) The supplier cannot use the same translation experience for more than one domain.

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- (f) For experience gained as an employee of an organization , the supplier must indicate this experience separately in its arrangement.,for example if the experience was gained as a former employee of the Translation Bureau.
- .

3. Definition

The following definition applies to the qualification and experience criteria for all fields.

Recognized university: a university that is recognized by the ministry of education of a Canadian province or by an academic credential assessment and qualification recognition organization listed on <http://www.cicic.ca/>.

Certification: a professional certificate issued by l'Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC).

Table 1: Translation Experience – Tier 1

ADMINISTRATIVE FIELD	Qualification and Experience Criteria
General and Administrative texts	<p>For evaluation purposes, translation experience for each resource is defined as follows:</p> <ul style="list-style-type: none"> For English to French translation, the supplier must demonstrate translation experience in any fields of at least 300,000 words over the last five years as of November 1st 2009 to November 30th 2014. For French to English translation, the supplier must demonstrate translation experience in any fields of at least 300,000 words over the last five years as of November 1st 2009 to November 30th 2014.
	<ul style="list-style-type: none"> Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). AND Demonstrate translation experience in any field <p>OR</p> <ul style="list-style-type: none"> Hold a bachelor's degree in translation from a recognized university. AND Demonstrate translation experience in any field. <p>OR</p> <ul style="list-style-type: none"> Have taken steps to obtain certification and to obtain it within 24 months of the date of issuance of the SA.

	<p>AND</p> <p>Demonstrate translation experience in any field.</p>
<p>INSTITUTIONAL FIELDS</p>	<p>Qualification and Experience Criteria <i>Fields requiring translation skills and field-specific knowledge</i></p> <p>For evaluation purposes, translation experience for each resource is defined as follows:</p> <ul style="list-style-type: none"> • For English to French translation, the supplier must demonstrate translation experience in the field selected of at least 300,000 words over the last five years as of November 1st 2009 to November 30th 2014. • For French to English translation, the supplier must demonstrate translation experience in the field selected of at least 100,000 words over the last five years as of November 1st 2009 to November 30th 2014.
<p>Aboriginal Affairs</p>	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to social, economic and political development, implementation of legislation and administration of programs relating to Aboriginal affairs.</p> <p>OR</p> <ul style="list-style-type: none"> • Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to social, economic and political development, implementation of legislation and administration of programs relating to Aboriginal affairs.</p> <p>OR</p> <ul style="list-style-type: none"> • Have taken steps to obtain certification and to obtain it within 24 months of the date of issuance of the SA. <p>AND</p> <p>Demonstrate experience in translating documents relating to social, economic and political development, implementation of legislation and administration of programs relating to Aboriginal affairs.</p>
<p>Real Property</p>	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des

	<p>traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC).</p> <p>AND</p> <p>Demonstrate experience in translating documents relating to accommodation, real property management and appraisal, land and property transfers.</p> <p>OR</p> <ul style="list-style-type: none">• Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to accommodation, real property management and appraisal, land and property transfers.</p> <p>OR</p> <ul style="list-style-type: none">• Have taken steps to obtain certification and to obtain it within 24 months of the date of issuance of the SA. <p>AND</p> <p>Demonstrate experience in translating documents relating to accommodation, real property management and appraisal, land and property transfers.</p>
Criminology	<ul style="list-style-type: none">• Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to criminology, corrections, public safety, national security and intelligence.</p> <p>OR</p> <ul style="list-style-type: none">• Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to criminology, corrections, public safety, national security and intelligence.</p> <p>OR</p>

	<ul style="list-style-type: none"> • Have taken steps to obtain certification and to obtain it within 24 months of the date of issuance of the SA. <p>AND</p> <p>Demonstrate experience in translating documents relating to criminology, corrections, public safety, national security and intelligence.</p>
<p>Parliamentary Proceedings</p>	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to parliamentary proceedings, Canadian politics and Canada's parliamentary system.</p> <p>OR</p> <ul style="list-style-type: none"> • Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to parliamentary proceedings, Canadian politics and Canada's parliamentary system.</p> <p>OR</p> <ul style="list-style-type: none"> • Have taken steps to obtain certification and to obtain it within 24 months of the date of issuance of the SA. <p>AND</p> <p>Demonstrate experience in translating documents relating to parliamentary proceedings, Canadian politics and Canada's parliamentary system.</p>
<p>Employment</p>	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to human resources management, employment and social security.</p> <p>OR</p>

	<ul style="list-style-type: none"> • Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to human resources management, employment and social security.</p> <p>OR</p> <ul style="list-style-type: none"> • Have taken steps to obtain certification and to obtain it within 24 months of the date of issuance of the SA. <p>AND</p> <p>Demonstrate experience in translating documents relating to human resources management, employment and social security.</p>
Immigration	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to immigration, refugee status, Canadian citizenship, customs, the procedures involved in obtaining passports and visas, and related systems and programs.</p> <p>OR</p> <ul style="list-style-type: none"> • Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to immigration, refugee status, Canadian citizenship, customs, the procedures involved in obtaining passports and visas, and related systems and programs.</p> <p>OR</p> <ul style="list-style-type: none"> • Have taken steps to obtain certification and to obtain it within 24 months of the date of issuance of the SA. <p>AND</p> <p>Demonstrate experience in translating documents relating to immigration, refugee status, Canadian citizenship, customs, the procedures involved in obtaining passports and visas, and related systems and programs.</p>
Informatics	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des

	<p>traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC).</p> <p>AND</p> <p>Demonstrate experience in translating documents relating to informatics, software, applications and hardware.</p> <p>OR</p> <ul style="list-style-type: none">• Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to informatics, software, applications and hardware.</p> <p>OR</p> <ul style="list-style-type: none">• Have taken steps to obtain certification and to obtain it within 24 months of the date of issuance of the SA. <p>AND</p> <p>Demonstrate experience in translating documents relating to informatics, software, applications and hardware.</p>
Government Contracts	<ul style="list-style-type: none">• Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to government contracts, contract administration, and government procurement policies and strategies.</p> <p>OR</p> <ul style="list-style-type: none">• Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to government contracts, contract administration, and government procurement policies and strategies.</p> <p>OR</p> <ul style="list-style-type: none">• Have taken steps to obtain certification and to obtain it within

	<p>24 months of the date of issuance of the SA.</p> <p>AND</p> <p>Demonstrate experience in translating documents relating to government contracts, contract administration, and government procurement policies and strategies.</p>
<p>Military</p>	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to military and paramilitary subjects (land, air, sea, the Regular Force and the Reserves).</p> <p>OR</p> <ul style="list-style-type: none"> • Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to military and paramilitary subjects (land, air, sea, the Regular Force and the Reserves).</p> <p>OR</p> <ul style="list-style-type: none"> • Have taken steps to obtain certification and to obtain it within 24 months of the date of issuance of the SA. <p>AND</p> <p>Demonstrate experience in translating documents relating to military and paramilitary subjects (land, air, sea, the Regular Force and the Reserves).</p>
<p>Humanities and Social Sciences</p>	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to arts and culture, museology, sports and recreation, political science, diplomacy, library science, sociology, education and history.</p> <p>OR</p>

	<ul style="list-style-type: none"> • Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to arts and culture, museology, sports and recreation, political science, diplomacy, library science, sociology, education and history.</p> <p>OR</p> <ul style="list-style-type: none"> • Have taken steps to obtain certification and to obtain it within 24 months of the date of issuance of the SA. <p>AND</p> <p>Demonstrate experience in translating documents relating to arts and culture, museology, sports and recreation, political science, diplomacy, library science, sociology, education and history.</p>
Transportation	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to air transportation, air traffic control, water transportation, railway transportation and road transportation.</p> <p>OR</p> <ul style="list-style-type: none"> • Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to air transportation, air traffic control, water transportation, railway transportation and road transportation.</p> <p>OR</p> <ul style="list-style-type: none"> • Have taken steps to obtain certification and to obtain it within 24 months of the date of issuance of the SA. <p>AND</p> <p>Demonstrate experience in translating documents relating to air transportation, air traffic control, water transportation, railway transportation and road transportation.</p>
SPECIALIZED FIELDS	<p>Qualification and Experience Criteria <i>Fields requiring translation skills and field-specific knowledge and skills</i></p>

	<p>For evaluation purposes, translation experience for each resource is defined as follows:</p> <ul style="list-style-type: none"> • For English to French translation, the supplier must demonstrate translation experience in the field selected of at least 300,000 words over the last five years as of November 1st 2009 to November 30th 2014. • For French to English translation, the supplier must demonstrate translation experience in the field selected of at least 100,000 words over the last five years as of November 1st 2009 to November 30th 2014.
<p>Biology</p>	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to fisheries, aquaculture, animal and plant biology, forestry, silviculture, biotechnology and genetics.</p> <p>OR</p> <ul style="list-style-type: none"> • Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to fisheries, aquaculture, animal and plant biology, forestry, silviculture, biotechnology and genetics.</p> <p>OR</p> <ul style="list-style-type: none"> • Have taken steps to obtain certification and to obtain it within 24 months of the date of issuance of the SA. <p>AND</p> <p>Demonstrate experience in translating documents relating to fisheries, aquaculture, animal and plant biology, forestry, silviculture, biotechnology and genetics.</p>
<p>Law</p>	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC).

	<p>AND</p> <p>Demonstrate experience in translating documents relating to law and the administration of justice (constitutional, criminal, commercial, maritime, international, private, administrative and labour law).</p> <p>OR</p> <ul style="list-style-type: none">• Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to law and the administration of justice (constitutional, criminal, commercial, maritime, international, private, administrative and labour law).</p> <p>OR</p> <ul style="list-style-type: none">• Have taken steps to obtain certification and to obtain it within 24 months of the date of issuance of the SA. <p>AND</p> <p>Demonstrate experience in translating documents relating to law and the administration of justice (constitutional, criminal, commercial, maritime, international, private, administrative and labour law).</p>
<p>Finance</p>	<ul style="list-style-type: none">• Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to financial and budgetary management, government accounting and auditing, taxation, economics, finance, applied statistics, and econometrics.</p> <p>OR</p> <ul style="list-style-type: none">• Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to financial and budgetary management, government accounting and auditing, taxation, economics, finance, applied statistics, and econometrics.</p>

	<p>OR</p> <ul style="list-style-type: none"> Have taken steps to obtain certification and to obtain it within 24 months of the date of issuance of the SA. <p>AND</p> <p>Demonstrate experience in translating documents relating to financial and budgetary management, government accounting and auditing, taxation, customs, economics, finance, applied statistics and econometrics.</p>
Mechanics	<ul style="list-style-type: none"> Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to land and railway vehicles, aviation manufacturing, shipbuilding, marine engineering, machines and tools, weapons systems, flying and transportation of dangerous goods</p> <p>OR</p> <ul style="list-style-type: none"> Hold a bachelor's degree from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to land and railway vehicles, aviation manufacturing, shipbuilding, marine engineering, machines and tools, weapons systems, flying and transportation of dangerous goods.</p> <p>OR</p> <ul style="list-style-type: none"> Have taken steps to obtain certification and to obtain it within 24 months of the date of issuance of the SA. <p>AND</p> <p>Demonstrate experience in translating documents relating to land and railway vehicles, aviation manufacturing, shipbuilding, marine engineering, machines and tools, weapons systems, flying and transportation of dangerous goods.</p>
Medicine	<ul style="list-style-type: none"> Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC).

	<p>AND</p> <p>Demonstrate experience in translating documents relating to medicine and its specialities, health promotion and veterinary medicine.</p> <p>OR</p> <ul style="list-style-type: none">• Hold a bachelor's degree from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to medicine and its specialities, health promotion and veterinary medicine.</p> <p>OR</p> <ul style="list-style-type: none">• Have taken steps to obtain certification and to obtain it within 24 months of the date of issuance of the SA. <p>AND</p> <p>Demonstrate experience in translating documents relating to medicine and its specialities, health promotion and veterinary medicine.</p>
<p>Environmental Science</p>	<ul style="list-style-type: none">• Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to agriculture, agri-food and the food industry, ecology, the environment, nuclear energy, and fossil fuel-based and renewable energy.</p> <p>OR</p> <ul style="list-style-type: none">• Hold a bachelor's degree from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to agriculture, agri-food and the food industry, ecology, the environment, nuclear energy, and fossil fuel-based and renewable energy.</p> <p>OR</p> <ul style="list-style-type: none">• Have taken steps to obtain certification and to obtain it within

	<p>24 months of the date of issuance of the SA.</p> <p>AND</p> <p>Demonstrate experience in translating documents relating to agriculture, agri-food and the food industry, ecology, the environment, nuclear energy, and fossil fuel-based and renewable energy.</p>
<p>Pure Science</p>	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to the physical aspects and evolution of the Earth and the atmosphere as well as pure sciences (chemistry, physics, mathematics and aerospace science).</p> <p>OR</p> <ul style="list-style-type: none"> • Hold a bachelor's degree from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to the physical aspects and evolution of the Earth and the atmosphere as well as pure sciences (chemistry, physics, mathematics and aerospace science).</p> <p>OR</p> <ul style="list-style-type: none"> • Have taken steps to obtain certification and to obtain it within 24 months of the date of issuance of the SA. <p>AND</p> <p>Demonstrate experience in translating documents relating to the physical aspects and evolution of the Earth and the atmosphere as well as pure sciences (chemistry, physics, mathematics and aerospace science).</p>
<p>Technical</p>	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to building construction, civil engineering, electricity; electronics; the textile and garment industry; the wood, paper and printing industry;</p>

	<p>the mining industry; the materials industry; metrology; broadcasting; radio communication; telephony; and telematics</p> <p>OR</p> <ul style="list-style-type: none">• Hold a bachelor's degree from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to building construction, civil engineering, electricity; electronics; the textile and garment industry; the wood, paper and printing industry; the mining industry; the materials industry; metrology; broadcasting; radio communication; telephony; and telematics.</p> <p>OR</p> <ul style="list-style-type: none">• Have taken steps to obtain certification and to obtain it within 24 months of the date of issuance of the SA. <p>AND</p> <p>Demonstrate experience in translating documents relating to building construction; civil engineering; electricity; electronics; the textile and garment industry; the wood, paper and printing industry; the mining industry; the materials industry; metrology; broadcasting; radio communication; telephony; and telematics.</p>
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ATTACHMENT 2 TO PART 4

MANDATORY TECHNICAL EVALUATION CRITERIA FOR TIER 2 – OFFICIAL LANGUAGES TRANSLATION

REQUIREMENTS WHERE THE DAILY TRANSLATION CAPACITY IS GREATER THAN OR EQUAL TO 3,000 WORDS AND LESS THAN 8,000 WORDS

The Supplier must use the form in Attachment 2 to Part 3 in order to meet the mandatory technical criteria for Tier 2 – Official Languages Translation.

The Supply Arrangement must meet the mandatory technical criteria specified below.

The Supplier must provide the necessary documentation to support compliance with this requirement.

Supply arrangements that fail to meet all the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion must be addressed separately.

1. Supporting Documentation

According to the qualifications criteria required, the supplier must provide one of the following:

- a) Quality Control Process (quality management and deadline compliance processes);
- b) Proof of certification related to the National standard *CAN/CGSB-131.10-2008, Translation Services*.

2. Translation Experience

Using Table 2: Translation Experience – Tier 2, suppliers must provide the following information for translation projects in each area in which they wish to qualify.

- (a) The field of the translated documents;
- (b) The time period in which the translation services were provided: [month/year] to [month/year];
- (c) The number of words translated during the period specified in b);
- (d) The name of the client for which the translation services were performed and the name, current telephone number and email address of a representative of the organization who could confirm the information provided by the bidder.
- (e) The supplier can not use the same translation experience for more than one domain.

Table 2: Translation Experience – Tier 2

ADMINISTRATIVE FIELD	Qualification and Experience Criteria For evaluation purposes, translation experience is defined as follows:
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	<ul style="list-style-type: none"> For English to French translation, the supplier must demonstrate translation experience in any fields of at least 600,000 words over the last five years as of November 1st 2009 to November 30th 2014. For French to English translation, the supplier must demonstrate translation experience in any fields of at least 600,000 words over the last five years as of November 1st 2009 to November 30th 2014.
General and Administrative texts	Demonstrate experience in translation in any field.

INSTITUTIONAL FIELDS	<p>Qualification and Experience Criteria <i>Fields requiring translation skills and field-specific knowledge</i></p> <p>For evaluation purposes, translation experience is defined as follows:</p> <ul style="list-style-type: none"> For English to French translation, the supplier must demonstrate translation experience in the field selected of at least 600,000 words over the last five years as of November 1st 2009 to November 30th 2014. For French to English translation, the supplier must demonstrate translation experience in the field selected of at least 200,000 words over the last five years as of November 1st 2009 to November 30th 2014.
Aboriginal Affairs	Demonstrate experience in translating documents relating to social, economic and policy development, implementation of legislation, and programs relating to Aboriginal affairs.
Real Property	Demonstrate experience in translating documents relating to accommodation, real property management and appraisal, land, and property transfers.
Criminology	Demonstrate experience in translating documents relating to criminology, corrections, civil protection, national security and intelligence.
Parliamentary Proceedings	Demonstrate experience in translating documents relating to parliamentary proceedings, Canadian politics and Canada's parliamentary system.
Employment	Demonstrate experience in translating documents relating to human resources management, employment and social security.
Immigration	Demonstrate experience in translating documents relating to immigration, refugee status, Canadian citizenship, customs, passport and visa application processes, and related systems and programs.
Informatics	Demonstrate experience in translating documents relating to informatics, software, computer applications and hardware.
Government Contracts	Demonstrate experience in translating documents relating to government contracts, contract administration and government procurement policies and strategies.
Military	Demonstrate experience in translating documents relating to military and paramilitary subjects (land, air, sea, the Regular Force and the

	Reserves).
Humanities and Social Sciences	Demonstrate experience in translating documents relating to arts and culture, museum studies, sports and recreation, political science, diplomacy, library science, sociology, education and history.
Transportation	Demonstrate experience in translating documents relating to air transportation; air traffic control; and marine, rail and road transportation.

SPECIALIZED FIELDS	<p>Qualification and Experience Criteria <i>Fields requiring translation skills and field-specific knowledge and skills</i></p> <p>For evaluation purposes, translation experience is defined as follows:</p> <ul style="list-style-type: none"> For English to French translation, the supplier must demonstrate translation experience in the field selected of at least 600,000 words over the last five years as of November 1st 2009 to November 30th 2014. For French to English translation, the supplier must demonstrate translation experience in the field selected of at least 200,000 words over the last five years as of November 1st 2009 to November 30th 2014.
Biology	Demonstrate experience in translating documents relating to fisheries, aquaculture, animal and plant biology, forestry, silviculture, biotechnology and genetics.
Law	Demonstrate experience in translating documents relating to law and administration of justice (constitutional, criminal, commercial, maritime, international, private, administrative and labour law).
Finance	Demonstrate experience in translating documents relating to financial and budgetary management, government accounting and auditing, taxation, economics, finance, applied statistics and econometrics.
Mechanics	Demonstrate experience in translating documents relating to land and railway vehicles, aircraft construction, boat and ship building, marine engineering, machines and tools, weapons systems, flying, and transportation of dangerous goods.
Medicine	Demonstrate experience in translating documents relating to medicine and its specialties, health promotion and veterinary medicine.
Environmental Science	Demonstrate experience in translating documents relating to agriculture, agri-food and the food industry, ecology, the environment, nuclear energy, and fossil fuel-based and renewable energy.
Pure Science	Demonstrate experience in translating documents relating to the physical aspects and evolution of the Earth and the atmosphere as well as pure sciences (chemistry, physics, mathematics and aerospace science).
Technical	Demonstrate experience in translating documents relating to building construction; civil engineering; electricity; electronics; the textile and garment industry; the wood, paper and printing industry; the mining industry; the materials industry; metrology; broadcasting; radio communication; telephony; and telematics.

In a bid solicitation, suppliers must demonstrate the competencies of their proposed resources in accordance with Appendix 1 to Annex A – Minimum Qualification and Experience Criteria.

3. Quality Control Process

Suppliers must demonstrate their quality management and deadline compliance processes. Those processes must enable the supplier to meet the requirements of the Request for Supply Arrangement. The supplier agrees to respect those processes throughout the duration of the Supply Arrangement.

To meet this requirement, the supplier must submit the following items:

3.1 The quality management documentation

The quality management documentation must include the following:

- (a) Description of the quality management process;
- (b) How the process is applied on a day-to-day basis by the bidder's team; and
- (c) What steps are taken when the translation quality is not deemed satisfactory by the client.

AND

3.2 The deadline compliance documentation

The deadline compliance documentation must include the following:

- (a) Description of the deadline compliance process;
- (b) How the Bidder establishes priorities;
- (c) How the process is applied on a day-to-day basis by the Bidder's team; and
- (d) What steps are taken when deadlines are not met.

OR

3.3 Proof of certification attesting that the provider is certified under national standard CAN/CGSB-131.10-2008, Translation Services.

ATTACHMENT 3 to PART 4

MANDATORY TECHNICAL EVALUATION CRITERIA FOR TIER 3 – OFFICIAL LANGUAGES TRANSLATION

REQUIREMENTS WHERE THE DAILY TRANSLATION CAPACITY IS GREATER THAN OR EQUAL TO 8,000 WORDS

The Supplier must use the form in Attachment 3 to Part 3 in order to meet the mandatory technical criteria for Tier 3 – Official Languages Translation.

The Supply Arrangement must meet the mandatory technical criteria specified below.

The supplier must provide the necessary documentation to support compliance with this requirement.

Supply arrangements that fail to meet all the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion must be addressed separately.

If suppliers qualify for Tier 3 in a given field, they will automatically qualify for the same field in Tier 2.

1. Supporting Documentation

According to the qualifications criteria required, the supplier must provide one of the following:

- a) Quality Control Process (quality management and deadline compliance processes) and Human Resources Management (detailed human resources plan);
- b) Proof of certification related to the National standard *CAN/CGSB-131.10-2008, Translation Services*.

2. Translation Experience

Using Table 3: Translation Experience – Tier 3, suppliers must provide the following information for translation projects undertaken in each of the fields in which they would like to qualify:

- (a) The field of the translated documents;
- (b) The time period in which the translation services were provided: [month/year] to [month/year];
- (c) The number of words translated during the period specified in (b);
- (d) The name of the client for which the translation services were performed and the name, current telephone number and email address of a representative of the organization who could confirm the information provided by the bidder.
- (e) The supplier can not use the same translation experience for more than one domain.

Table 3: Translation Experience – Tier 3

ADMINISTRATIVE FIELD	Qualification and Experience Criteria For evaluation purposes, translation experience is defined as follows: <ul style="list-style-type: none"> For English to French translation, the supplier must demonstrate translation experience in any fields of at least 3,000,000 words over the last five years as of November 1st 2009 to November 30th 2014. For French to English translation, the supplier must demonstrate translation experience in any fields of at least 3,000,000 words over the last five years as of November 1st 2009 to November 30th 2014.
General and Administrative texts	Demonstrate experience in translation in any field.
INSTITUTIONAL FIELDS	Qualification and Experience Criteria <i>Fields requiring translation skills and field-specific knowledge</i> For evaluation purposes, translation experience is defined as follows: <ul style="list-style-type: none"> For English to French translation, the supplier must demonstrate translation experience in the field selected of at least 3,000,000 words over the last five years as of November 1st 2009 to November 30th 2014. For French to English translation, the supplier must demonstrate translation experience in the field selected of at least 1,000,000 words over the last five years as of November 1st 2009 to November 30th 2014.
Aboriginal Affairs	Demonstrate experience in translating documents relating to social, economic and policy development; implementation of legislation; and programs relating to Aboriginal affairs.
Real Property	Demonstrate experience in translating documents relating to accommodation, real property management and appraisal, land, and property transfers.
Criminology	Demonstrate experience in translating documents relating to criminology, corrections, civil protection, national security and intelligence.
Parliamentary Proceedings	Demonstrate experience in translating documents relating to parliamentary proceedings, Canadian politics and Canada's parliamentary system.
Employment	Demonstrate experience in translating documents relating to human resources management, employment and social security.
Immigration	Demonstrate experience in translating documents relating to immigration, refugee status, Canadian citizenship, customs, passport and visa application processes, and related systems and programs.

Informatics	Demonstrate experience in translating documents relating to informatics, software, computer applications and hardware.
Government Contracts	Demonstrate experience in translating documents relating to government contracts, contract administration and government procurement policies and strategies.
Military	Demonstrate experience in translating documents relating to military and paramilitary subjects (land, air, sea, the Regular Force and the Reserves).
Humanities and Social Sciences	Demonstrate experience in translating documents relating to arts and culture, museology, sports and recreation, political science, diplomacy, library science, sociology, education and history.
Transportation	Demonstrate experience in translating documents relating to air transportation; air traffic control; and marine, rail and road transportation.

SPECIALIZED FIELDS	<p>Qualification and Experience Criteria <i>Fields requiring translation skills and field-specific knowledge and skills</i></p> <p>For evaluation purposes, translation experience is defined as follows:</p> <ul style="list-style-type: none"> For English to French translation, the supplier must demonstrate translation experience in the field selected of at least 3,000,000 words over the last five years as of November 1st 2009 to November 30th 2014. For French to English translation, the supplier must demonstrate translation experience in the field selected of at least 1,000,000 words over the last five years as of November 1st 2009 to November 30th 2014.
Biology	Demonstrate experience in translating documents relating to fisheries, aquaculture, animal and plant biology, forestry, silviculture, biotechnology and genetics.
Law	Demonstrate experience in translating documents relating to law and administration of justice (constitutional, criminal, commercial, maritime, international, private, administrative and labour law).
Financial	Demonstrate experience in translating documents relating to financial and budgetary management, government accounting and auditing, taxation, economics, finance, applied statistics and econometrics.
Mechanical Engineering	Demonstrate experience in translating documents relating to land and railway vehicles, aircraft construction, boat and ship building, marine engineering, machines and tools, weapons systems, flying, and transportation of dangerous goods.
Medicine	Demonstrate experience in translating documents relating to medicine and its specialties, health promotion and veterinary medicine.
Environmental Science	Demonstrate experience in translating documents relating to agriculture, agri-food and the food industry, ecology, the environment, nuclear energy, and fossil fuel-based and renewable energy.
Pure Science	Demonstrate experience in translating documents relating to the physical aspects and evolution of the Earth and the atmosphere as well as pure sciences (chemistry, physics, mathematics and aerospace science).

Solicitation No. - N° de l'invitation
EN966-140305/E
Client Ref. No. - N° de réf. du client
EN966-140305

Amd. No. - N° de la modif.
File No. - N° du dossier
504zfEN966-140305

Buyer ID - Id de l'acheteur
504zf
CCC No./N° CCC - FMS No./N° VME

Technical	Demonstrate experience in translating documents relating to building construction; civil engineering; electricity; electronics; the textile and garment industry; the wood, paper and printing industry; the mining industry; the materials industry; metrology; broadcasting; radio communication; telephony; and telematics.
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In a bid solicitation, suppliers must demonstrate the competencies of their proposed resources in accordance with Appendix 1 to Annex A – Minimum Qualification and Experience Criteria.

3. Quality Control Processes and Human Resources Management Plan

Suppliers must demonstrate their quality management and deadline compliance processes and Human Resources Management Plan. The processes and the plan must enable the supplier to meet the requirements of the Request for Supply Arrangement. The supplier agrees to respect those processes and this plan throughout the duration of the Supply Arrangement.

To meet this requirement, the supplier must submit the following items:

3.1 The quality management documentation

The quality management documentation must include the following:

- (a) Description of the quality management process;
- (b) How the process is applied on a day-to-day basis by the bidder's team; and
- (c) What steps are taken when the translation quality is not deemed satisfactory by the client.

AND

3.2 The deadline compliance documentation

The deadline compliance documentation must include the following:

- (a) Description of the deadline compliance process;
- (b) How the Bidder establishes priorities;
- (c) How the process is applied on a day-to-day basis by the Bidder's team; and
- (d) What steps are taken when deadlines are not met.

AND

3.3 Human Resources Management Plan

The supplier must demonstrate that it has and applies a detailed human resources plan, including provisions for replacing translators and revisers.

The plan must include the following:

- (a) A recruitment plan for translators and revisers;
- (b) A retention plan for translators and revisers; and
- (c) A professional development plan for translators and revisers.

OR

3.4 Proof of certification attesting that the provider is certified under national standard CAN/CGSB-131.10-2008, *Translation Services*.

ATTACHMENT 4 to PART 4

MANDATORY TECHNICAL EVALUATION CRITERIA FOR TRANSCRIPTION AND DESKTOP PUBLISHING

The supplier must use the form in Attachment 4 to Part 3 in order to meet the mandatory technical criteria for transcription and desktop publishing.

The supplier must provide the following information for each proposed resource:

- a) the name of the resource;
- b) the telephone number of the resource;
- c) the email address of the resource.

Each resource proposed by the supplier of transcription and desktop publishing services must pass all the following exams:

- a) the French or English, or French and English transcription exam(s) administered by the Bureau, depending on the language in which the supplier is offering its services; and
- b) the French or English, or French and English grammar exam(s) administered by the Bureau, depending on the language in which the supplier is offering its services; and
- c) the French or English, or French and English desktop publishing exam(s) administered by the Bureau, depending on the supplier's choice.

The Bureau will contact candidates wishing to qualify to confirm the exam dates.

PART 5 – CERTIFICATIONS

The supplier must use the Response Form located in Attachment 5 of Part 3 to provide the required certifications and documentation for the issuance of a Supply Arrangement.

The certifications provided by suppliers to Canada are subject to verification by Canada at all times. Canada will declare an arrangement non-responsive, or will consider a Contractor in default, if any certification is found to be untrue, whether during the arrangement evaluation period or for the duration of the Supply Arrangement resulting from this Request for Supply Arrangement (RFSA) and all subsequent contracts.

The Supply Arrangement Authority has the right to ask for additional information to check the Supplier's certifications. Failure to comply with this request will also render the arrangement non-responsive or will constitute a default under the Contract.

1. Mandatory Certifications Precedent to the Issuance of a Supply Arrangement

1.1 Integrity Provisions - Arrangement – related documentation

In submitting an arrangement, the supplier certifies that the supplier and its affiliates are in compliance with the provisions of Section 01 Integrity Provisions – Arrangement, of Standard Instructions 2008 (2014-09-25). The related documentation therein required will assist Canada in confirming that the certifications are true.

2. Additional Certification Precedent to the Issuance of a Supply Arrangement

The certification listed below should be completed and submitted with the arrangement, but may be submitted afterwards. If this required certification is not completed and submitted as requested, the Supply Arrangement Authority will so inform the supplier and provide the supplier with a time frame within which to meet the requirement. Failure to comply with the request of the Supply Arrangement Authority and meet the requirements within that time period will render the arrangement non-responsive.

2.1 Education and experience

The supplier certifies that all the information provided in the resumés and supporting material submitted with the arrangement, particularly the information pertaining to education, achievements, experience and work history, has been verified by the supplier and is deemed to be true and accurate.

PART 6 – SUPPLY ARRANGEMENT AND RESULTING CONTRACT CLAUSES

A. SUPPLY ARRANGEMENT

1. Arrangement

The Supply Arrangement covers the work described in the Statement of Work at Annex A.

2. Security Requirement

If security requirements are needed, they will be indicated in the solicitation document. If security requirements are needed before award of a contract, Point 2.1 applies. If security requirements are needed at the date of bid closing, Point 2.2. applies.

2.1 Before award of a contract, the following conditions must be met:

- (a) The supplier must hold a valid organization security clearance as indicated in Part 6C – Resulting Contract Clauses;
- (b) The supplier's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 6C – Resulting Contract Clauses;
- (c) The supplier must provide the names of all individuals who will require access to classified or protected information, assets or sensitive work site(s):
 - (i) Name of individual as it appears on security clearance application
 - (ii) Level of security clearance obtained and expiry date
 - (iii) Security Screening Certificate and Briefing Form file number
- (d) The supplier's proposed location of work performance and saving of documents must meet the security requirement as indicated in Part 6C – Resulting Contract Clauses;
- (e) The supplier must provide the address(es) of the proposed location(s) of work performance and saving of documents as indicated in Part 3 – Section IV – Additional Information.
- (f) Canada will not delay the issuance of any Supply Arrangement to allow suppliers to obtain the required clearance.
- (g) It is the responsibility of SA holders to ensure that the information required concerning the security clearance is provided on time. SA holders should indicate in their proposal whether they meet all the security requirements and whether the status of their application for security clearance is satisfactory. SA holders are advised to initiate the security clearance process as soon as possible with the Canadian Industrial Security Directorate (CISD) of Public Works and Government Services Canada (PWGSC) if they do not currently meet the security requirement specified herein. For any inquiries, SA holders should contact CISD at 1-866-368-4646, or 613-948-4176 in the National Capital Region. For personal security clearance obtained under another entity or with a federal government department other than PWGSC, SA holders should contact the CISD security officer as soon as possible to be guided through the process of completing any paperwork

required to request a transfer, or a duplicate of the security clearance or a new application for security clearance.

- (h) In the case of a joint venture supplier, each member of the joint venture must meet the security requirements.

2.2 At the date of bid closing, the following conditions must be met:

- (a) The supplier must hold a valid organization security clearance as indicated in Part 6C – Resulting Contract Clauses;
- (b) The supplier's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must each meet the security requirement as indicated in Part 6C – Resulting Contract Clauses;
- (c) The supplier must provide the names of all individuals who will require access to classified or protected information, assets or sensitive work site(s).
 - (i) Name of individual as it appears on security clearance application
 - (ii) Level of security clearance obtained and expiry date
 - (iii) Security Screening Certificate and Briefing Form file number
- (d) For additional information on security requirements, suppliers should consult the "Security Requirements for PWGSC Bid Solicitations – Instructions to Bidders" document on the Departmental Standard Procurement Documents website.
- (e) In the case of a joint venture supplier, each member of the joint venture must meet the security requirements.

3. Standard Clauses and Conditions

All clauses and conditions identified in the Supply Arrangement and resulting contract(s) 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.

3.1 General Conditions

2020 (2014-09-25) General Conditions – Supply Arrangement – Goods or Services apply to and form part of the Supply Arrangement

3.2 Supply Arrangement Reporting

The supplier must compile and maintain records on its provision of goods, services or both to the federal government under contracts resulting from the Supply Arrangement. These data must include all purchases, including those paid for by a Government of Canada Acquisition Card.

The supplier must provide these data in accordance with the reporting requirements detailed in Annex F. If some data are not available, the reason must be indicated. If no goods or services are provided during a given period, the supplier must still provide a "NIL" report.

The data must be submitted on a quarterly basis to the Supply Arrangement Authority.

The quarterly periods are defined as follows:

First quarter: April 1 to June 30
Second quarter: July 1 to September 30
Third quarter: October 1 to December 31
Fourth quarter: January 1 to March 31

The data must be submitted to the Supply Arrangement Authority no later than 15 days after the end of the reporting period.

4. Term of Supply Arrangement

4.1 Period of the Supply Arrangement

The Supply Arrangement has no defined end-date and will remain valid until such time as Canada no longer considers it to be advantageous to use it.

The period for awarding contracts under the Supply Arrangement starts on _____.

5. Authorities

5.1 Supply Arrangement Authority

The Supply Arrangement Authority is:

Name: France Cardinal
Title: Supply Team Leader
Public Works and Government Services Canada
Acquisitions Branch
Directorate: Professional Services
11 Laurier Street
10C1, Place du Portage, Phase III
Gatineau, Quebec
K1A 0S5

Fax: 819-956-9235

Email: AMARepertoireBureau.SADirectoryBureau@tpsgc-pwgsc.gc.ca

The Supply Arrangement Authority is responsible for the issuance of the Supply Arrangement, its administration and its revision, if applicable.

5.2 Supplier representative

The Supplier representative will be indicated when the Supply Arrangement is issued.

6. Identified Users

Users include the following:

1. The Translation Bureau (the Bureau)
Procurement Centre

Business and Technological Support Services
Corporate Services
975, St-Joseph Blvd.
Gatineau (Quebec) K1A 0S5

2. Linguistic Services Division
Professional Services Procurement Directorate
Services and Technology Acquisition Management Sector
Acquisitions Branch Directorate:
Public Works and Government Services Canada (PWGSC)
Place du Portage, Phase III
11 Laurier Street
Gatineau, Quebec K1A 0S5

7. Ongoing Opportunity for Qualification

- a. A permanent notice will be posted on the Government Electronic Tendering Service (GETS) to allow new suppliers to get a Supply Arrangement and suppliers who already hold a Supply Arrangement to qualify for tiers or fields for which they are not qualified.
- b. The evaluations will take place twice a year.
- c. If no changes have been made to the Supply Arrangement, existing qualified suppliers who have been issued a Supply Arrangement will not be required to submit a new arrangement.
- d. Suppliers who wish to qualify must provide the following:
- (i) A technical arrangement
 - (ii) Certification requirements
 - (iii) Additional information
- e. However, if changes are made to the Supply Arrangement, suppliers must submit a new arrangement. The documentation that suppliers must provide will be indicated in the Request for Supply Arrangement.
- f. PWGSC may, during any revision process, add new or remove or modify existing Supply Arrangement clauses and conditions.

8. Priority of Documents

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

- (a) The articles of the Supply Arrangement
- (b) 2020 (2014-09-25) General Conditions – Supply Arrangement – Goods or Services
- (c) Annex A, Statement of Work
- (d) Annex D, Quality Standards
- (e) Annex F, Periodic Usage Report
- (f) The supplier's arrangement dated _____, (insert date of arrangement) (if the arrangement was clarified or amended, insert at the time of issuance of the arrangement: "as clarified on _____" **or** "as amended on _____". (Insert date(s) of clarification(s) or amendment(s), if applicable.)

9. Certifications

9.1 Compliance

Compliance with the certifications and related documentation provided by the supplier in the arrangement is a condition of the Supply Arrangement (SA) and subject to verification by Canada during the term of the SA and of any resulting contract that would continue beyond the period of the SA. If the supplier does not comply with any certification or provide the related documentation or if it is determined that any certification made by the supplier in the arrangement is untrue, whether made knowingly or unknowingly, Canada has the right to terminate any resulting contract for default and suspend or cancel the SA.

10. Applicable Laws

The Supply Arrangement (SA) and any contract resulting from the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____ (insert the provincial or territorial Act specified by the Supplier in the arrangement, if applicable).

B. BID SOLICITATION

1. Bid Solicitation Documents

Canada will use the Higher Complexity Bid Solicitation and Resulting Contract Template (HC) available in the [Standard Acquisition Clauses and Conditions Manual](#).

The bid solicitation will contain as a minimum the following:

- a. Security requirements;
- b. A complete description of the work to be performed;
- c. 2003, Standard Instructions – Goods or Services – Competitive Requirements;
- d. Bid preparation instructions;

- e. Instructions for the submission of bids (address for submission of bids, bid closing date and time);
- f. Evaluation procedures and basis of selection;
- g. Certifications;
- h. Conditions of the resulting contract.

2. Bid Solicitation Process

- 2.1 Bids will be solicited for specific requirements within the scope of the SA from Prequalified Active Suppliers.
- 2.2 The bid solicitation will be sent directly to Prequalified Active Suppliers.
OR
- 2.2 The bid solicitation will be posted on the BuyandSell.gc.ca.
- 2.3 Under this Supply Arrangement, only the Translation Bureau (the Bureau) and Public Works and Government Services Canada (PWGSC) will be authorized to post bid solicitations and award contracts.
- 2.4 Bid solicitation processes will be established according to the following rules:

Tier	Daily Capacity	Number of Suppliers Invited	Response Period ¹	Contracting Authority
1 ²	Requirements where the daily translation capacity is greater than or equal to 1,500 words and less than 3,000 words	A minimum of 10 Prequalified Active Suppliers should be invited.* A minimum of 3 Prequalified Active Suppliers will be selected by the Identified User. The 7 remaining Prequalified Active Suppliers will be selected at random by the Bureau's system.	Prequalified Active Suppliers ³ have a minimum of 10 calendar days ⁴ to respond.	Bureau ⁵ /PWGSC
2	Requirements where the daily translation capacity is greater than or equal to 3,000 words and less than 8,000 words	A minimum of 15 Prequalified Active Suppliers should be invited.* A minimum of 5 Prequalified Active Suppliers will be selected by the Identified User. The 10 remaining Prequalified Active Suppliers will be selected at random by the Bureau's system .	Prequalified Active Suppliers ³ have a minimum of 20 calendar days ⁴ to respond.	PWGSC
3	Requirements where the daily translation capacity is greater than 8,000 words	All the Tier 3 requirements will be posted on the BuyandSell.gc.ca. It is the responsibility of Tier 3 SA holders to regularly consult that Website to find out about the Tier 3 requirements on which they can bid. All documents relating to these requirements can be downloaded from BuyandSell.gc.ca .	Prequalified Active Suppliers ³ have a minimum of 20 calendar days ⁴ to respond.	PWGSC
<p>1. The response period may be extended, depending on the complexity of the client's requirement.</p> <p>2. For requirements under \$25,000 (including applicable taxes), the response period could be shortened to one hour.</p> <p>3. A Prequalified Active Supplier is a supplier who has been issued a Supply Arrangement and meets the requirements related to the satisfaction indicators.</p> <p>4. Calendar days correspond to a 24-hour period, from midnight to midnight.</p> <p>5. Bureau: Only requirements under \$25,000 (including applicable taxes) may be handled by the Bureau.</p> <p>* If there are fewer Suppliers for a specific requirement, Canada will invite all the Prequalified Active Suppliers on the list.</p>				

3. Selection Process for Suppliers Invited to Participate in Bid Solicitations

3.1 Selection of suppliers invited to participate in bid solicitations is based on the following satisfaction indicators:

- (a) The *Quality Indicator* is the percentage arrived at by dividing the number of words delivered satisfactorily by a supplier by the total number of words delivered by the supplier, in the same field and in the same language combination, over the previous 12 months.
- (b) The *Timeliness Indicator* is the percentage arrived at by dividing the number of requests a supplier has delivered on time by the total number of requests delivered by the supplier, in the same field and in the same language combination, over the previous 12 months. "Requests delivered" means individual texts, texts grouped together and delivered together, sections ("chunks") of long texts delivered separately or a day of work on the part of a supplier.

3.2 Each language combination (French-English and English-French) includes 20 fields. For each field, there is one *Quality Indicator* and one *Timeliness Indicator*.

3.3 The supplier's satisfaction indicators for each field are based on an assessment of the supplier's service.

- 3.4 Each text translated by a supplier is evaluated by the Bureau.
- 3.5 The data on each supplier's evaluations are entered in the Bureau's contract management system.
- 3.6 The Bureau's contract management system automatically calculates the satisfaction indicators every morning at 5 a.m. (EST in the winter, EDT in the summer).
- 3.7 The cut-off for each satisfaction indicator is typically 90%. Suppliers whose satisfaction indicators are all below the cut-off (less than 90%) will not be invited to participate in bid solicitations.
- 3.8 On registering in the Translation Bureau's directory, all suppliers initially receive the maximum satisfaction indicator of 100% for each language combination in each field in which they are registered.
- 3.9 If a supplier does no work in one or more fields for a period of 12 consecutive months, the satisfaction indicators for the field(s) in question will be reset to 100%.
- 3.10 To select suppliers who will be invited to participate in a bid solicitation, the Identified User first performs a search in the Bureau's contract management system. The Bureau's contract management system then calculates the reference period. The reference period is the 12-month period immediately preceding the date the search is performed.
- For example:
- (a) If a search is performed on August 30, 2013, the reference period is the period from August 30, 2012, to August 30, 2013.
 - (b) All supplier data for this period will be taken into account by the system.
 - (c) Only those suppliers whose satisfaction indicators meet the requirements set out in the bid solicitation will be invited to bid.
- 3.11 The percentages shown in the Bureau's contract management system contain only one significant digit after the decimal point.
- The following rule is used for rounding off figures:
- (a) If the second digit after the decimal point is less than 5, round down to the nearest tenth.
 - (b) If the second digit after the decimal point is greater than or equal to 5, round up to the nearest tenth.
- For example:
- i. 78.349% becomes 78.3% (because the digit following the 3 is less than 5)
 - ii. 78.350% becomes 78.4% (because the digit following the 3 is greater than or equal to 5)

Example: Method of calculating the <i>Quality Indicator</i>	
Date of search performed by Identified User	August 30, 2013
Reference period	August 30, 2012, to August 30, 2013
Total number of words translated by the supplier during the reference period	131,308

Subtract number of words deemed unsatisfactory	-28,595
Total number of words translated satisfactorily by the supplier	102,713
Divide the total number of words translated satisfactorily by the total number of words translated, and multiply by 100.	78.2%

4. Unsatisfactory Performance With Respect to Quality and Timeliness

- 4.1 Work is deemed unsatisfactory if it does not meet the Quality Standards in Annex D.
- 4.2 A contractor who fails to meet the Quality Standards will receive a notice of unsatisfactory performance.
- 4.3 In accordance with article 09 of the 2035 - General Conditions - Higher Complexity - Services, the Project Authority may require the Contractor to redo the unsatisfactory work.
- 4.4 If the Project Authority requires the Contractor to redo the work and the new work is deemed satisfactory, the unsatisfactory evaluation with respect to quality will not be entered in the Contractor's file and will therefore have no impact on the Contractor's satisfaction indicators.
- 4.5 If the Project Authority requires the Contractor to redo the work and the new work is deemed unsatisfactory, the unsatisfactory evaluation with respect to quality will stand and will be entered in the Contractor's file.
- 4.6 A contractor who delivers a job late automatically receives an unsatisfactory performance evaluation with respect to timeliness.
- 4.7 An unsatisfactory performance evaluation has an impact on the satisfaction indicators.

5. Challenge Mechanism

- 5.1 From the date indicated on the notice of unsatisfactory performance, the Contractor has 10 working days to challenge the evaluation, failing which it shall be deemed to have accepted the unsatisfactory evaluation.
- 5.2 The challenge request must be submitted by email.
- 5.3 The challenge request must be sent to the Project Authority.
- 5.4 The challenge request must include the following:
- (a) Contractor's name;
 - (b) Contract number;
 - (c) Notice of unsatisfactory performance;
 - (d) Name of Project Authority;
 - (e) Contractor's reasons for challenging the unsatisfactory evaluation;
 - (f) Evidence that the unsatisfactory evaluation is unjustified.
- 5.5 From the date indicated on the notice of unsatisfactory performance, the Project Authority has 20 working days to notify the Contractor whether or not the unsatisfactory evaluation stands.
- 5.6 If the Project Authority upholds the unsatisfactory evaluation, the Contractor may appeal to the Contracting Authority.

- 5.7 From the date indicated on the notice of unsatisfactory performance, the Contractor has 25 working days to appeal to the Contracting Authority, failing which it shall be deemed to have accepted the unsatisfactory evaluation.
- 5.8 A challenge request sent to the Contracting Authority must follow the steps outlined in clauses 5.2, 5.3 and 5.4 and include the Project Authority's response.
- 5.9 From the date indicated on the notice of unsatisfactory performance, the Contracting Authority has 30 working days to notify the Contractor whether or not the unsatisfactory evaluation stands. The Contracting Authority's response is final.

6. Suspension of Fields

- 6.1 On the third unsatisfactory evaluation in a given field for a specific contract, Canada may terminate the contract. When a contract is terminated, Canada may suspend the field(s) in which the supplier received the unsatisfactory evaluations for a period of 12 consecutive months. If a supplier has one or more of its fields suspended, the supplier will not be invited to participate in bid solicitations that involve the field(s) in question. The suspension will take effect on the date of the suspension notice.
- 6.3 If a supplier incurs three terminations over a continuous period of five years or less, Canada may apply a suspension of 24 consecutive months to the field(s) in respect of which the supplier received the unsatisfactory evaluations leading to the terminations. The suspension will take effect on the date of the last termination notice.
- 6.4 Nothing in this section infringes upon the rights and remedies to which Canada may otherwise be entitled under the Contract.

7. Word Counts – Translation

One translation tool used by the Translation Bureau is a translation memory, which saves the Bureau having to retranslate previously translated segments and ensures greater consistency in client terminology. In addition to the source text, the Contractor receives one or more .tmx files (universal files containing data useful for the translation of a text and compatible with all translation memory software) and the analysis report on which the source text word count is based.

7.1 Definitions

The following definitions apply to the word count process:

- (a) Word: An unbroken series of characters, including figures.
- (b) Segment A string of words beginning with a capital letter and ending with a period or return.
- (c) Match A segment already translated in full or in large part (75% or more) found in a translation memory.
- (d) Repetition The recurrence of identical segments within a given text or set of texts. The first occurrence of each segment that repeats is counted as a new segment requiring translation.

7.2 Word Count Process

- (a) The word count process is used to establish the pricing basis.
- (b) The supplier is paid on the basis of the number of weighted words.
- (c) The weighting is done by the Bureau's translation memory.
- (d) The Bureau's translation memory calculates the match and repetition rates.
- (e) The match and repetition rates are calculated as follows:
- i. Total number of words in segments with a match rate of 100% (exact matches), including repetitions x 0.25
 - ii. Total number of words in segments with a match rate of between 75% and 99% (fuzzy matches) x 0.50
 - iii. Total number of words in new segments (0% to 74% match) remains as is.

CALCULATION EXAMPLE: 10,553-WORD TEXT			
	Word Count	Conversion Factor	Weighted Word Count
Exact matches (segments with a match rate of 100%), including repetitions	4,646	0.25	1,162
Fuzzy matches (segments with a match rate of between 75% and 99%)	4,749	0.50	2,375
New segments	1,158	None	1,158
TOTAL	10,553		4,695
The pricing basis is 4,695 weighted words.			

- (f) The Contractor shall translate new segments and revise exact and fuzzy matches to ensure that the translation proposed by the translation memory is accurate and that the style and level of language are appropriate.
- (g) If the calculation cannot be performed using the word count process above, a separate process, to be identified in the resulting contract, will be used.

7.3 Elements Included in the Word Count

The following table shows which elements are included in the word count generated by the Bureau's Analyzer and which are not.

Elements	Included*
Bullets and automatic numbering	No
Comments	Yes

Content of all Excel and Visio tabs	Yes
Headers and footers	Yes
Hidden text (Word)	No
Hyperlink tooltips	No
Images	No
Integrated org charts made with publishing software	No
Nested Excel tables	No
Notes pages (PowerPoint)	Yes
PDFs (image format)	No
PDFs (text format—editable content)	Yes
“Personalized” sections in dynamic forms	Yes
Smart Art sections (PowerPoint 2007) e.g. Vertical chevron list or horizontal bulleted list	Yes, if the images have been ungrouped and the word count recalculated
Tables	Yes
Text boxes	Yes
Text boxes integrated into image data	Yes
Tracked changes (automatically accepted by the Analyzer)	Yes
*If the content of excluded elements requires translation, it will be manually added to the weighted word count.	

7.4 Specific Rules for Word Counts

Spaces serve as word separators;	Except between figures.
	Except before a non-alphanumeric character.
Commas do <u>not</u> serve as word separators;	Except where immediately followed by a space.
	Except where immediately followed by a new line character.
Periods do <u>not</u> serve as word separators;	Except where immediately followed by a space.
	Except where immediately followed by a new line character.
Non-alphanumeric characters do <u>not</u> serve as word separators;	Except where they are immediately preceded AND followed by a string of exclusively alphanumeric characters (which may be preceded or followed by a space).
Hyphens do <u>not</u> serve as word separators;	Not applicable.
Apostrophes serve as word separators;	Not applicable.
Note	Two or more spaces count as a single space for the processing in question.

7.5 Word Count for Figures

Figure Format	Example	Word Count if Stand-Alone	Word Count if Included in a Sentence
Figure without spaces	1000000	0	1
Figure with hard space(s)	1 000 000	0	3
Figure with soft space(s)	1 000 000	0	3
Figure with comma(s) (to separate triads)	1,000,000	0	1
Figure without spaces followed by a symbol (e.g. \$, %, °C), with an intervening hard or soft space	1000000 \$	0	2
Figure with hard space(s) followed by a symbol (e.g. \$, %, °C), with an intervening hard or soft space	1 000 000 \$	0	3
Figure with soft space(s) followed by a symbol (e.g. \$, %, °C), with an intervening hard or soft space	1 000 000 \$	0	4
Figure without spaces followed by a symbol (e.g. \$, %, °C), with no intervening space	1000000\$	0	1
Figure with hard space(s) followed by a symbol (e.g. \$, %, °C), with no intervening space	1 000 000\$	0	3
Figure with soft space(s) followed by a symbol (e.g. \$, %, °C), with no intervening space	1 000 000\$	0	3
Figure with comma(s) preceded by a symbol (e.g. \$, %, °C), with no intervening space	\$1,000,000	0	1
Figure accompanied by a word	1 million	2	2

8. Word Counts – Transcription and Desktop Publishing

For Senate committees, the word count is calculated on the basis of the target text (with no conversion factor) using Word 2010.

For House committees, the word count is calculated on the basis of the target text (with no conversion factor) using a report produced by PRISM; the word count (with no conversion factor) is provided by the Project Authority after receiving the transcriptions and no later than 18 hours after the scheduled delivery time.

9. Submission of Bids

Using the templates provided with the SA bid solicitation, the selected active suppliers will be invited to submit a bid to the Contracting Authority, as instructed in the SA bid solicitation. Depending on the templates provided, the bid solicitation may include response templates for mandatory, rated or financial criteria, as well as mandatory certifications.

10. Evaluation of Bids

The Identified User will evaluate the qualifications and experience of the qualified active supplier, as represented in the qualified active supplier's bid, against the requirements set out in the SA bid solicitation.

11. Evaluation of Price and Basis of Selection

The qualified active supplier's price, as presented in the qualified active supplier's financial bid, will be evaluated in accordance with the requirements set out in the SA bid solicitation. The prequalified active supplier will be selected in accordance with the selection method identified in the SA bid solicitation. Canada reserves the right to evaluate bid solicitations issued under the SA framework on the basis of:

- (a) the lowest-priced responsive bid;
- (b) point-rated criteria which consider technical merit and price; or
- (c) some other evaluation method to be defined in the applicable SA bid solicitation.

12. Awarding of Contracts

In accordance with the method of selection stated in the SA bid solicitation, a contract will be issued by the Contracting Authority to authorize the qualified active supplier to proceed with the services. The qualified active supplier shall not undertake any of the specified services unless and until a contract is authorized by the Contracting Authority. Upon receipt of the Contract, the qualified active supplier must sign the Contract and return it to the Contracting Authority. It is understood and agreed that the qualified active supplier shall not commence any services until so authorized by the Contracting Authority. The supplier agrees to perform only individual contracts awarded by the Contracting Authority pursuant to this SA that do not exceed the applicable contract limitations.

13. Discontinuation of Bid Solicitation Process

Until contract award, a prequalified active supplier may withdraw its bid at any time, in which event the Identified User will no longer consider the supplier's bid, but will consider all the others. The Identified User may cancel the bid solicitation process at any time and reissue the same or a similar bid solicitation process thereafter.

C. RESULTING CONTRACT CLAUSES

1. General

The General Conditions 2035 for higher complexity services apply to any resultant contract under this Supply Arrangement. The resulting contract clauses are available at the following address: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>

ANNEX A

STATEMENT OF WORK

1. CATEGORY DESCRIPTION

1.1 Official Languages Translation

The service requirement is for English-French and French-English translation of general, institutional or specialized texts relating to the programs and operations of Parliament, the judiciary and Government of Canada departments and agencies.

The Bureau is open for business mainly from Monday to Friday, 8:00 a.m. to 5:00 p.m., but also provides after-hours emergency service.

The Translation Bureau has a requirement for English-French and French-English translation services, to be provided on an as-and-when-requested basis or for ad-hoc requests.

1.2 Transcription and Desktop Publishing

The service requirement is for electronic transcription of audio files or tape recordings. Some examples of files for transcription would be dictated translations and recordings of conference calls or webinars. Files for transcription will be in English or French.

Desktop publishing services relate to the layout and formatting of electronic documents. The main software applications used are the MS Office suite, the WordPerfect suite, Lotus Word Pro and Visio.

The Translation Bureau has a requirement for transcription and desktop publishing services in English and French, and occasionally in Aboriginal and foreign languages, on an as-and-when-requested basis and for ad-hoc requests.

2. DESCRIPTION OF FIELDS – OFFICIAL LANGUAGES TRANSLATION

Source texts in official languages are general, institutional or specialized in nature. They relate to the programs and operations of the federal government, Parliament and the judiciary in all Government of Canada business lines.

Texts for translation fall into one of 20 fields.

FIELD	Definition
1. General and Administrative texts	General and administrative documents relating to various Government of Canada business lines, requiring general translation skills.
INSTITUTIONAL FIELDS	Definition: Documents that require translation skills as well as knowledge in the fields below.
2. Aboriginal Affairs	Documents relating to Aboriginal peoples (social, economic and political development, implementation of legislation and

	program administration).
3. Real Property	Documents relating to accommodation, real property management and appraisal, land and property transfers.
4. Criminology	Documents relating to criminology, corrections, public safety, national security and intelligence.
5. Parliamentary Proceedings	Documents relating to parliamentary proceedings, Canadian politics and Canada's parliamentary system.
6. Employment	Documents relating to human resources management, employment and social security.
7. Immigration	Documents relating to immigration, refugee status, Canadian citizenship, customs, the procedures involved in obtaining passports or visas, and related systems and programs.
8. Informatics	Documents relating to informatics (software, applications and hardware).
9. Government Contracts	Documents relating to government contracts, contract administration, and government procurement policies and strategies.
10. Military	Documents relating to military and paramilitary subjects (land, air, sea, the Regular Force and the Reserves).
11. Humanities and Social Sciences	Documents relating to music, literature, performing arts, visual arts, museology, recreation, sports, politics, diplomacy, library science, sociology, education and history.
12. Transportation	Documents relating to various types of transportation, air traffic control and marine navigation.
SPECIALIZED FIELDS	Definition: Documents that require translation skills as well as knowledge and skills in specific fields.
13. Biology	Documents relating to fisheries, aquaculture, animal and plant biology, forestry, silviculture, biotechnology and genetics.
14. Law	Documents relating to law and the administration of justice (constitutional, criminal, commercial, maritime, international, private, administrative and labour law).
15. Finance	Documents relating to financial and budgetary management, government accounting and auditing, taxation, economics, finance, applied statistics and econometrics.
16. Mechanics	Documents relating to land and railway vehicles, aircraft construction, boat and ship building, marine engineering, machines and tools, weapons systems, flying and transportation of dangerous goods.
17. Medicine	Documents relating to medicine and its specialities, health promotion and veterinary medicine.
18. Environmental Science	Documents relating to agriculture and agri-food, ecology, environment, nuclear energy, and fossil fuel-based and renewable energy.
19. Pure and Applied Science	Documents relating to the physical aspects and evolution of the Earth and the atmosphere as well as pure sciences (chemistry, physics, mathematics and aerospace science).
20. Technical	Technical documents relating to <ul style="list-style-type: none"> - building construction and land use; - theories and principles of electricity and electronics, as

Solicitation No. - N° de l'invitation
EN966-140305/E
Client Ref. No. - N° de réf. du client
EN966-140305

Amd. No. - N° de la modif.
File No. - N° du dossier
504zfEN966-140305

Buyer ID - Id de l'acheteur
504zf
CCC No./N° CCC - FMS No./N° VME

	<p>well as the construction, operation and maintenance of electrical and electronic equipment;</p> <ul style="list-style-type: none">- the textile and clothing industry; the wood, paper, furniture and printing industries; and the mining and materials industries;- metrology; and- telecommunications.
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APPENDIX 1 TO ANNEX A

MINIMUM QUALIFICATION AND EXPERIENCE CRITERIA

1. OFFICIAL LANGUAGES TRANSLATION

The tables below lay out the minimum qualifications and experience criteria by field for each resource proposed by the Bidder.

When soliciting bids, Canada may, at its discretion, include additional qualification and experience criteria.

2. SUPPORTING DOCUMENTATION

According to the qualifications criteria required, the supplier must provide for each proposed resource one of the following:

- a copy of a university degree;
- copy of the certificate of affiliation to a professional association;
- a certificate issued by a professional association confirming that the proposed resource has taken steps to obtain the certification. Please note that a copy of the certificate will be required within 24 months of the date of issuance of the SA, otherwise the Supply Arrangement (SA) will be canceled and the supplier will be requested to submit a new arrangement by following the qualification process established in article 7 of Part 6 A.

3. DEFINITION

The following definition applies to the qualification and experience criteria for all fields.

Recognized university: a university that is recognized by the ministry of education of a Canadian province or by an academic credential assessment and qualification recognition organization listed on <http://www.cicic.ca/>.

Certification: a professional certificate issued by l'Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC).

Table 1 – Translation Experience – Tier 2 and Tier 3

ADMINISTRATIVE FIELD	Qualification and Experience Criteria
General and Administrative texts	<p>For English to French translation, the supplier must demonstrate translation experience in any fields of at least 300,000 words over the last five years as of the date of the RFSA.</p> <ul style="list-style-type: none">• For French to English translation, the supplier must demonstrate translation experience in any fields of at least 300,000 words over the last five years as of the date of the RFSA. <p>• Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC).</p>

	<p>AND Demonstrate translation experience in any field.</p> <p>OR</p> <ul style="list-style-type: none"> • Hold a bachelor's degree in translation from a recognized university. <p>AND Demonstrate translation experience in any field.</p>
<p>INSTITUTIONAL FIELDS</p>	<p>Qualification and Experience Criteria <i>Fields requiring translation skills and field-specific knowledge</i></p> <ul style="list-style-type: none"> • For English to French translation, the supplier must demonstrate translation experience in the field selected of at least 300,000 words over the last five years as of the date of the RFSA. <p>For French to English translation, the supplier must demonstrate translation experience in the field selected of at least 100,000 words over the last five years as of the date of the RFSA.</p>
<p>Aboriginal Affairs</p>	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND Demonstrate experience in translating documents relating to social, economic and political development, implementation of legislation and administration of programs relating to Aboriginal affairs.</p> <p>OR</p> <ul style="list-style-type: none"> • Hold a bachelor's degree in translation from a recognized university. <p>AND Demonstrate experience in translating documents relating to social, economic and political development, implementation of legislation and administration of programs relating to Aboriginal affairs.</p>
<p>Real Property</p>	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and

	<p>Interpreters Council (CTTIC).</p> <p>AND</p> <p>Demonstrate experience in translating documents relating to accommodation, real property management and appraisal, land and property transfers.</p> <p>OR</p> <ul style="list-style-type: none"> • Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to accommodation, real property management and appraisal, land and property transfers.</p>
Criminology	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to criminology, corrections, public safety, national security and intelligence.</p> <p>OR</p> <ul style="list-style-type: none"> • Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to criminology, corrections, public safety, national security and intelligence.</p>
Parliamentary Proceedings	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to parliamentary proceedings, Canadian politics and Canada's parliamentary system.</p>

	<p>OR</p> <ul style="list-style-type: none">• Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to parliamentary proceedings, Canadian politics and Canada's parliamentary system.</p>
Employment	<ul style="list-style-type: none">• Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to human resources management, employment and social security.</p> <p>OR</p> <ul style="list-style-type: none">• Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to human resources management, employment and social security.</p>
Immigration	<ul style="list-style-type: none">• Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to immigration, refugee status, Canadian citizenship, customs, the procedures involved in obtaining passports and visas, and related systems and programs.</p> <p>OR</p> <ul style="list-style-type: none">• Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to immigration, refugee status, Canadian citizenship, customs, the procedures involved in obtaining passports and visas, and related</p>

	systems and programs.
Informatics	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to informatics, software, applications and hardware.</p> <p>OR</p> <ul style="list-style-type: none"> • Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to informatics, software, applications and hardware.</p>
Government Contracts	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to government contracts, contract administration, and government procurement policies and strategies.</p> <p>OR</p> <ul style="list-style-type: none"> • Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to government contracts, contract administration, and government procurement policies and strategies.</p>
Military	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to</p>

	<p>military and paramilitary subjects (land, air, sea, the Regular Force and the Reserves).</p> <p>OR</p> <ul style="list-style-type: none">• Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to military and paramilitary subjects (land, air, sea, the Regular Force and the Reserves).</p>
Humanities and Social Sciences	<ul style="list-style-type: none">• Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to arts and culture, museology, sports and recreation, political science, diplomacy, library science, sociology, education and history.</p> <p>OR</p> <ul style="list-style-type: none">• Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to arts and culture, museology, sports and recreation, political science, diplomacy, library science, sociology, education and history.</p>
Transportation	<ul style="list-style-type: none">• Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to air transportation, air traffic control, water transportation, railway transportation and road transportation.</p> <p>OR</p> <ul style="list-style-type: none">• Hold a bachelor's degree in translation from a recognized university.

	<p>AND</p> <p>Demonstrate experience in translating documents relating to air transportation, air traffic control, water transportation, railway transportation and road transportation.</p>
<p>SPECIALIZED FIELDS</p>	<p>Qualification and Experience Criteria Fields requiring translation skills and field-specific knowledge and skills</p> <p>For evaluation purposes, translation experience is defined as follows:</p> <ul style="list-style-type: none"> For English to French translation, the supplier must demonstrate translation experience in the field selected of at least 300,000 words over the last five years as of the date of the RFSA. <p>For French to English translation, the supplier must demonstrate translation experience in the field selected of at least 100,000 words over the last five years as of the date of the RFSA.</p>
<p>Biology</p>	<ul style="list-style-type: none"> Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to fisheries, aquaculture, animal and plant biology, forestry, silviculture, biotechnology and genetics.</p> <p>OR</p> <ul style="list-style-type: none"> Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to fisheries, aquaculture, animal and plant biology, forestry, silviculture, biotechnology and genetics.</p>
<p>Law</p>	<ul style="list-style-type: none"> Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to law and the administration of justice (constitutional, criminal, commercial, maritime, international, private, administrative and labour law).</p> <p>OR</p>

	<ul style="list-style-type: none"> • Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to law and the administration of justice (constitutional, criminal, commercial, maritime, international, private, administrative and labour law).</p>
Finance	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to financial and budgetary management, government accounting and auditing, taxation, economics, finance, applied statistics, and econometrics.</p> <p>OR</p> <ul style="list-style-type: none"> • Hold a bachelor's degree in translation from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to financial and budgetary management, government accounting and auditing, taxation, economics, finance, applied statistics, and econometrics.</p>
Mechanics	<ul style="list-style-type: none"> • Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to land and railway vehicles, aviation manufacturing, shipbuilding, marine engineering, machines and tools, weapons systems, flying and transportation of dangerous goods</p> <p>OR</p> <ul style="list-style-type: none"> • Hold a bachelor's degree from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to land and railway vehicles, aviation manufacturing, shipbuilding, marine engineering, machines and tools, weapons systems, flying and transportation of dangerous goods.</p>

Medicine	<ul style="list-style-type: none">• Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to medicine and its specialities, health promotion and veterinary medicine.</p> <p>OR</p> <ul style="list-style-type: none">• Hold a bachelor's degree from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to medicine and its specialities, health promotion and veterinary medicine.</p>
Environmental Science	<ul style="list-style-type: none">• Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to agriculture, agri-food and the food industry, ecology, the environment, nuclear energy, and fossil fuel-based and renewable energy.</p> <p>OR</p> <ul style="list-style-type: none">• Hold a bachelor's degree from a recognized university. <p>AND</p> <p>Demonstrate experience in translating documents relating to agriculture, agri-food and the food industry, ecology, the environment, nuclear energy, and fossil fuel-based and renewable energy.</p>
Pure Science	<ul style="list-style-type: none">• Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND</p> <p>Demonstrate experience in translating documents relating to the physical aspects and evolution of the Earth and the atmosphere as well as pure sciences (chemistry, physics, mathematics and aerospace science).</p>

	<p>OR</p> <ul style="list-style-type: none">• Hold a bachelor's degree from a recognized university. <p>AND Demonstrate experience in translating documents relating to the physical aspects and evolution of the Earth and the atmosphere as well as pure sciences (chemistry, physics, mathematics and aerospace science).</p>
Technical	<ul style="list-style-type: none">• Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). <p>AND Demonstrate experience in translating documents relating to building construction, civil engineering, electricity; electronics; the textile and garment industry; the wood, paper and printing industry; the mining industry; the materials industry; metrology; broadcasting; radio communication; telephony; and telematics</p> <p>OR</p> <ul style="list-style-type: none">• Hold a bachelor's degree from a recognized university. <p>AND Demonstrate experience in translating documents relating to building construction, civil engineering, electricity; electronics; the textile and garment industry; the wood, paper and printing industry; the mining industry; the materials industry; metrology; broadcasting; radio communication; telephony; and telematics.</p>

3. TRANSCRIPTION AND DESKTOP PUBLISHING

Each resource proposed by the transcription and desktop publishing services supplier must pass the following exams:

- the Bureau-administered transcription exam for English and/or French, depending on the language in which the supplier is offering its services; and
- the Bureau-administered grammar exam for English and/or French, depending on the language in which the supplier is offering its services; and
- the Bureau-administered desktop publishing exam for English and/or French, at the supplier's option.

The Bureau will contact candidates who wish to qualify to confirm the exam dates.

ANNEX B

QUALITY STANDARDS

1. Definitions

In these quality standards, the following terms shall have the following meanings:

1.1 Translation

Language activity that consists in transferring the content of a document into another language, for example, from English to French or from French to English, without losing the message in the source text. Source text may be general, institutional or specialized in nature and relate to the programs and operations of Government of Canada departments and agencies. A quality translation reflects the tone, style and terminology used by the author.

1.2 Transcription

The act of converting the spoken content of audio files or tape recordings into an electronic text document. The files for transcription include dictated translations and recordings of conference calls or webinars and are in English, French or, occasionally, Aboriginal or foreign languages.

1.3 Desktop Publishing

Act of laying out and formatting electronic documents. The main software applications used are the MS Office suite, the WordPerfect suite, Lotus Word Pro and Visio.

1.4 Official Government of Canada Titles

Official title of an organization, program or administrative body of the Government of Canada, often accompanied by an initialism or acronym. The English and French equivalents of official federal government titles (including any abbreviations, initialisms or acronyms) can be found in *TERMIUM Plus*[®], the Government of Canada's terminology and linguistic data bank. Official parliamentary titles can be found on the Parliament of Canada website.

1.5 Government of Canada Terminology

Terminology relating to an activity, initiative, program or concept associated with a Government of Canada department or agency. The English and French terminology applicable to federal programs can be found in *TERMIUM Plus*[®] or in the glossaries, packages or reference works supplied under this Contract.

1.6 Guidelines With Respect to Preferential Use

All instructions provided to the supplier under the Contract or in any document provided under the Contract. This may include a list of reference works on language, grammar and style. To ensure consistency across translations, these guidelines specify the order in which these references are to be consulted.

2. QUALITY STANDARDS FOR OFFICIAL LANGUAGES TRANSLATION

The quality standards below apply to all translation work and serve as the basis for evaluating contractors' work.

The quality standards cover two areas:

- (a) Timeliness;
- (b) Translation quality.

The Contractor must:

- (a) meet deadlines;
- (b) ensure that the translation accurately reflects the meaning of the source text;
- (c) ensure that the translation is consistent with spelling, grammar and syntax rules, with usage and with writing conventions:

The Contractor must be guided by the following references:

- i. the reference package supplied by the client, which contains the client's official titles, terminology and usage preferences;
- ii. the latest edition of the *Guide du rédacteur* for translation from English to French and the latest edition of *The Canadian Style* for translation from French to English, available on the Bureau's website;
- iii. *TERMIUM Plus*[®];
- iv. The terminology bulletins (Translation Bureau) found on the Bureau's website, where applicable;

Note: If the guidelines in the above reference works should happen to disagree, the reference works higher in the list take precedence over all those further down the list.

- (d) ensure that the translation is clear, concise, consistent and tailored to the audience, and that constructions are idiomatic and natural;
- (e) ensure that the translator uses the client's official titles and terminology and respects the client's usage preferences:
 - i. the Contractor must do the research necessary to familiarize itself with client-specific terminology and concepts;
 - ii. the Contractor must use current, official titles as well as correct technical terminology and the terminology applicable to government programs;
 - iii. the Contractor must use any reference package or other documentation made available to it containing terminology requirements, reference documents and related lexicons and glossaries;
- (f) ensure that the names and addresses of websites and Web pages and hyperlinks are correct in the target language, unless the client has instructed the Contractor not to change them;
- (g) exercise discretion in using reference documents:
 - i. the Contractor may consult previous translations, government websites and other reference material, but must exercise discretion, as these are not always reliable sources;
- (h) deliver translations that are ready for use:
 - i. translations should not include any notes, questions, highlighted passages or options for the client to choose from; if a translation needs to be delivered before all the issues have been resolved, the translator's notes are to be submitted in a separate file;

- (i) produce the translations using the agreed-upon software in the agreed-upon format:
 - i. the Contractor must follow the specific instructions given by the client with respect to software and format; absent any direction from the client, the translation is to be produced using the same software (and the same version of that software) and the same format as were used for the source text;
- (j) adhere to the following guidelines regarding initialisms and acronyms:
 - i. if the source text contains an initialism or acronym, the supplier shall observe the following rule in the target language, even if the source text does not: the first instance of the expression is to be written out in full, followed by the initialism or acronym in parentheses; thereafter, the initialism or acronym may be used alone, where necessary.

3. QUALITY STANDARDS FOR TRANSCRIPTION AND DESKTOP PUBLISHING

The quality standards below apply to all transcription and desktop publishing work and serve as the basis for evaluating contractors' work.

The quality standards cover two areas:

- (a) Timeliness;
- (b) Translation quality.

The Contractor must:

- (a) meet deadlines;
- (b) deliver work that adheres to formatting rules that include:
 - i. preserving the page layout;
 - ii. using the same font as in the source text;
 - iii. rendering hyperlinks accurately;
 - iv. making optimal use of the features of the software being used;
- (c) deliver work that is consistent with spelling, grammar and agreement rules;
- (d) deliver work that accurately reflects the dictation;
- (e) deliver work that is consistent with the rules set out in the following reference works:
 - i. the latest edition of *The Canadian Style*;
 - ii. the *Triguide*;
 - iii. *Sticky Notes*;
 - iv. the Table of Conventions;

Note: If the above documents should happen to disagree, the Triguide takes precedence for all documents for parliamentary committees, while *The Canadian Style* takes precedence for any other documents.

- (f) do the necessary research on the Internet and in any other relevant source, exercising discretion.

Solicitation No. - N° de l'invitation
EN966-140305/E
Client Ref. No. - N° de réf. du client
EN966-140305

Amd. No. - N° de la modif.
File No. - N° du dossier
504zfEN966-140305

Buyer ID - Id de l'acheteur
504zf
CCC No./N° CCC - FMS No./N° VME

ANNEX C

PERIODIC USAGE REPORT

Once the Supply Arrangements are issued, suppliers will receive by email the most recent Periodic Usage Report Template. The report will be sent within thirty (30) days prior to the end of each period.