



	Questions	Answers
1.	In reference to Stream #3 (Specialized), can you be more specific as to the languages the NRC is requesting rates for? SDL localizes in over 150 languages, with over 1000 in-house translators. Our rates are based on a per language basis.	In the past NRCan have had requirements for various aboriginal dialects, Spanish and Mandarin. An amendment will be posted to clarify this area.
2.	<ol style="list-style-type: none">1) Quel est le volume de mots estimatif à traduire du français vers l'anglais pour la durée du contrat?2) Quel est le volume de mots estimatif à traduire de l'anglais vers le français pour la durée du contrat?3) Quel est le volume de mots estimatif à réviser du français vers l'anglais pour la durée du contrat?4) Quel est le volume de mots estimatif à réviser de l'anglais vers le français pour la durée du contrat?5) Quel a été la moyenne de mots traduits du français vers l'anglais pour la durée du contrat précédent/avec vos fournisseurs actuels?6) Quel a été la moyenne de mots traduits de l'anglais vers le français pour la durée du contrat précédent/avec vos fournisseurs actuels?7) Quel a été la moyenne de mots révisés du français vers l'anglais pour la durée du contrat précédent/avec vos fournisseurs actuels?8) Quel a été la moyenne de mots révisés de l'anglais vers le français pour la durée du contrat précédent/avec vos fournisseurs actuels?	Given that the current Standing Offers provides services to NRCan clients across Canada, we have not statistics on file nor can we predict the volume completed for "words" under translation or comparative editing.
3.	Si nous voulons soumissionner aux trois volets (général, technique et spécialisé) et que nos ressources ont toutes des cotes différentes (secret, fiabilité et aucune cote), pouvons-nous présenter une seule soumission ou devons-nous présenter	One proposal / submission is required. There is no link between the security requirement and streams which a bidder will be bidding under. Bidders are to provide only one technical bid



	<p>plus d'une soumission? En pareil cas, veuillez préciser comment diviser les diverses soumissions à présenter (p. ex. par volet ou par cote de sécurité</p>	<p>and one financial bid for this request.</p>
4.	<p>On page 18 of the REQUEST FOR STANDING OFFER: NRCan-5000015090, under mandatory requirement M3, it says: "At a minimum, each proposed Resource MUST possess a minimum of a Bachelor's Degree in translation services or degree in a related discipline, ..." (emphasis mine). Please explain how a discipline is established as being "related."</p>	<p>A related degree for translation is defined in this RFSO as any degree which encompasses" translation" as a core program completed within a degree.</p>
5.	<p>M3 states that all resources "MUST possess a minimum of a Bachelor's Degree in translation services or degree in a related discipline" – would the Crown please clarify what the related degrees/disciplines are? In addition, would the Crown consider opening M3 to include a College Diploma/Certificate in a related discipline or a combination of a diploma and relevant work experience?</p> <p>Would the Crown please clarify whether we are to propose a total of 3 resources or 3 resources per Stream?</p> <p>Would the Crown please clarify whether Bidder Site Clearance is the same as Organizational Clearance</p>	<p>The requirement of M3 will remain unchanged.</p> <p>You are to provide a minimum of three (3) resources in a bid. All three (3) resources must meet the minimum experience in the stream applied for. Under the RFSO please see M3 bullet#4</p> <p>Please see the attached link for information on Site Clearance vs Organizational Clearance. http://iss-si.pwgsc-tpsgc.gc.ca/ssi-iss-services/eso-oss-eng.html</p>
6.	<p>M2 and R2.2: Please confirm that two (2) references (in total, regardless of the streams) are required for the firm (and not each specific</p>	



	resource) and that these are the same two (2) references that will be contacted as per R2.2.	This is correct.
7.	<p>M3 and R2: Must we propose a minimum of three (3) resources per stream or in total?</p> <ul style="list-style-type: none">a. Can a single resource be proposed for multiple streams?b. How about language combinations? Must English-French and French-English resources be provided? For the Specialized stream, is it up to the Bidder to decide which languages to represent?c. Will language combinations play a role in the evaluation of M3 and R2?d. Will the number of total resources proposed play a role in the evaluation and/or have a potential impact on the amount of work eventually sent to the Bidder should it obtain a Standing Offer?	<p>See answer to #5 above</p> <ul style="list-style-type: none">a) Yesb) In order to provide translation services in accordance with this RFSO see definition in section “ SW4” for Translation Services. We require services from French to English and English to French.c) No, see answer to “b” aboved) Please refer to R2 and review allocation of points in the RFSO. Work will not be requested based upon the number of resources proposed.
8.	Do we have to bid on the whole RFSO’s or can we just bid on the French editing part?	As per 6.5 “Financial Offer” Bidders Must provide rates for translation services. They May for comparative editing.
9.	<p>Nous avons quelques doutes quant à l’envoi de notre documentation en raison des exigences relative à la sécurité. Est-il nécessaire d’avoir une attestation officielle pour pouvoir participer à cette DOC ? ou bien cette attestation sera-t-elle nécessaire uniquement pour certains documents à traduire ?</p> <p>Je vous remercie par avance pour votre réponse et votre collaboration et reste à disposition pour tout</p>	Non, elle sera nécessaire uniquement pour certains documents à traduire.



	renseignement supplémentaire.	
10.	Nous souhaiterions avoir plus de clarification sur la proposition financière partie 1. Merci de clarifier que le tarif au mot régulier doit être notre tarif au mot et que le 0.8 ne sert qu'à calculer le coût pondéré.	Yes, the 0.8 weighting will only be used for evaluation purposes.
11.	Request that the requirements be modified to allow submissions from suppliers who translate from French to English only.	In order to provide translation services in accordance with this RFSO see definition in SW4 for Translation Services. We will not be modifying this. NRCan requires services from French to English and English to French.
12.	<p>Nous sommes une agence de traduction ayant son siège à Rome en Italie et serions intéressés à participer à la DOC en objet.</p> <p>Nous avons quelques doutes quant à l'envoi de notre documentation en raison des exigences relative à la sécurité. Est-il nécessaire d'avoir une attestation officielle pour pouvoir participer à cette DOC ? ou bien cette attestation sera-t-elle nécessaire uniquement pour certains documents à traduire ?</p>	<p>This RFP is open to all bidders within Canada in accordance with the Agreement on Internal Trade (AIT).</p> <p>No it is not necessary to have a security designation to participate in this RFSO. It MAY be necessary for work resulting under Standing Offers.</p>
13.	1) Page 6 of the RFSO describes the three streams. The RFSO gives the impression that a single submission can propose to all three streams. Is that the case or are three separate proposals required.	1) Only one proposal is required



	<p>2) Page 6 of the RFSO describes the three streams. The descriptions and mandatory/rated requirements of the General and Technical are straightforward. For Stream #3 Specialized –Other languages –there is only a statement on Page 6 –there is a need for “Other Languages” with a listing of a few languages. Can you please clarify how this section will be handled within the Mandatory/Rated Criteria – we supply well over 100 languages. Should client references be separate and focus on ability to provide “many languages in this sector”. Should we supply 3 resumes for each of the 100 languages, etc.</p> <p>3) Can you please give a historical breakdown (# of words per year) of the top 10 languages in Stream #3. We require this type of information in order to give accurate Financial Pricing. Page 24, Financial Pricing Part #1, requires a single combined price for these “other” languages. Page 6 of the RFSO mentions Spanish, Mandarin, Inuktitut. If there are aboriginal languages, do they include others such as Inuinnaqtun, Plains Cree, etc. If your requirements are mainly Spanish as opposed to our aboriginal dialects –the single pricing structure is very different. Another possibility is if we can give two prices for this area –“Other Languages” translation and “Canadian Aboriginal” translation.</p> <p>4) Page 21, section 2.2, asks for References</p>	<p>2) An amendment will be posted to clarify this area</p> <p>3) We do not maintain statistics that would accommodate this request. However, from time to time a small portion of our work may require translation services for An aboriginal dialect, Spanish or Mandarin. Suppliers are to decide and indicate within their proposal which one of these three languages they will provide service and pricing for.</p> <p>4) Both client references will need to attest to work undertaken for</p>
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	<p>that can attest to the quality and success of the work undertaken. There are three Streams –shouldn't the references be reflective of the streams content and ability to meet those requirements. A great reference from a retail clothing client completing an administrative assignment, does not say much about a bidders ability to provide highly technical translation in the mining industry or rare languages for resource development in northern BC.</p> <p>5) Can you identify the incumbents? Or where they are listed; we can't find the previous RFSO in MERX or on the BuyandSell site.</p> <p>6) Page 37 of the RFSO mentions how the call-ups will be drawn against the Standing Offer. There are 3 choices; Reliability Status, Secret and Not Protected. Can you tell us the historical or approximate breakdown of call-ups between these three areas? (ie –Secret-90%, Reliability-5%, Not Protected-5%). We presently have Reliability Status and Document Safeguarding at Level C; as there are expenses involved in gaining a higher security level (or gaining any level for some bidders); we would like know how these numbers are divided.</p> <p>7) The RFSO does not have ANY security requirements, but mentions a portion of the work will be Secret. There is a possibility that NO bid winner will have Secret clearance –will Natural Resources Canada be sponsoring Standing Offer holders?</p>	<p>translation and comparative editing services as applicable.</p> <p>5) NRCan's current Standing Offer Holders for Translation Services are; Open Text Corporation; Allset Inc.; Fox Translations; CLS Lexi-tech; Matra gs Translation Services Inc.; R&R International Translation Specialist Inc.; and RTG Protech.</p> <p>6) NRCan does not have this information available as work under previous Standing Offers was done across Canada. Federal Government has the option of utilizing the Translation Bureau for work not covered under resulting Standing Offers.</p> <p>7) As mentioned in the RFSO. Security is not a mandatory requirement. There may be a security requirement under resulting call-ups. NRCan will assess the resulting awarded offers to determine if sponsorship is required at that time.</p>
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14.	I was wondering if I could get clarification in regards to the required reference letters. Should the letters indicate ratings on a scale of 1 to 5 OR by the categories "Excellent, good or unsatisfactory". The way it currently reads, I am not sure where a rating of, say a 2 or 4 would fit into the point system given.	We do not require a letter from Bidders' references. Bidders are to provide "Only" the contact information for their references. NRCan will complete the reference checks. References will need to respond based on the rating scale provide in the RFSO.
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