



	Questions	Answers
1.	In reference to Stream #3 (Specialized), can you be more specific as to the languages the NRC is requesting rates for?	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) What is the estimated volume of words to be translated from French to English under this contract?2) What is the estimated volume of words to be translated from English to French under this contract?3) What is the estimated volume of French-to-English words to be edited under this contract?4) What is the estimated volume of English-to-French words to be edited under this contract?5) What is the average number of words translated from French to English under previous/current contracts?6) What is the average number of words translated from English to French under previous/current contracts?7) What is the average number of French-to-English words edited under previous/current contracts?8) What is the average number of English-to-French words edited under previous/current contracts?	Given that the current Standing Offers provide services to NRCan clients across Canada, we have no statistics on file nor can we predict the volume completed for "words" under translation or comparative editing.
3.	If we want to submit a bid for the three streams (General, Technical and Specialized) and our resources all have different security clearances (secret, reliability and no clearance), can we submit a single bid or do we have to submit more than one? In addition, please indicate how the various bids should be divided (e.g. by stream or by security clearance).	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 and one financial bid for this request.



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-ssi.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 resource) and that these are the same two (2) references that will be contacted as per R2.2.</p>	<p>That is correct.</p>



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.	<p>Do we have to bid on the whole RFSO's or can we just bid on the French editing part?</p>	<p>As per 6.5 "Financial Offer" Bidders Must provide rates for translation services. They May for comparative editing.</p>
9.	<p>We have some questions about how to send in our documentation, owing to the security requirements. Do we need to have a formal designation to participate in this RFSO or will the designation be required for the translation of only certain documents?</p> <p>Thank you in advance for your answer and your cooperation. Please contact us should you require further information.</p>	<p>No, it will be required for only certain documents.</p>
10.	<p>We would like further clarification on Financial Pricing Part #1. Please confirm that the regular</p>	<p>Yes, the 0.8 weighting will only be used</p>



	word rate is our word rate and that the 0.8 is used only to calculate the weighted cost.	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>We are a translation agency headquartered in Rome, Italy, and would be interested in participating in the RFSO in question.</p> <p>We have some questions about how to send in our documentation, owing to the security requirements. Do we need to have a formal designation to participate in this RFSO or will the designation be required for the translation of only certain documents?</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.	<ol style="list-style-type: none">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.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	<ol style="list-style-type: none">1) Only one proposal is required2) An amendment will be posted to clarify this area



	<p>"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 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>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 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</p>
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	<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>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>
14.	<p>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.</p>	<p>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.</p>