



LETTER OF INTEREST (LOI)

February 11, 2015

Solicitation # 1140-15-0001

Subject: Letter of Interest (LOI) – Translation Services

Dear Sir/Madam:

This is NOT a Request for Proposals (RFP).

The Canadian Transportation Agency (Agency) invites you to submit a written response to the attached Letter of Interest (LOI) and is open to all suppliers who have the expertise in translating documents specific to particular sectors of the transportation industry (i.e., air, rail, marine and accessible transportation), as well as experience in translating government guidelines and documents from central agencies and tribunals related to transportation.

To properly comply with this LOI, **three (3) copies** of your written response to this LOI **MUST** be received at the following address by no later than February 17, 2015 **14:00 hrs (EST)**. Late responses may be returned unopened to senders.

Mailing Address:

**ATTN: Line Brousseau and Cal Johnston
Canadian Transportation Agency
C/O Canadian Heritage
2nd floor, mailroom
15 Eddy Street
Gatineau, Quebec
K1A 0N9**

Responses submitted by facsimile, electronic mail or other means of electronic transmission, as well as oral responses, will not be accepted. However, responses may be amended by facsimile or electronic mail if such amendment is received prior to the closing date and time for responses.

No extension to the closing date and time for the receipt of responses will be given, unless the Agency is responsible for an omission or an error in the LOI documents significant enough in nature to warrant an extension of the closing date and time to allow respondents sufficient time to review their responses.

Respondents are therefore requested to submit any questions concerning this LOI at least three (3) working days prior to the closing (February 13, 2015), to enable final preparation and submission of responses in time to meet the closing deadline.

Please note that this LOI is being undertaken for information gathering purposes only to create a Source List for future Limited Tendering RFP's under \$400K, and may not necessarily result in any subsequent procurement action by the Agency.

To ensure the integrity of the Letter of Interest process, enquiries and other communications regarding the Letter of Interest (LOI), from the issue date up to the closing date and time, are to be directed only to Line Brousseau by e-mail at line.brousseau@otc-cta.gc.ca. or Cal Johnston at Calvin.Johnston@otc-cta.gc.ca
Enquiries and other communications are not to be directed to any other government official(s).

Yours sincerely,

Line Brousseau
Senior Procurement Officer
Room 1722, 15 Eddy Street
Gatineau, QC K1A 0H4
Phone #: 819-994-7803
Fax #: 819-953-8957

INSTRUCTIONS TO RESPONDENTS

1. This Letter of Interest (LOI) package consists of the components described below:

COMPONENT	DESCRIPTION
Part 1: Letter of Interest	Contains a description of the Agency's purpose, objectives and timetable with respect to this LOI.
Part 2: Response Template	Provides a detailed description of the information which the Agency is seeking.

2. **Three (3) copies of the response** to the LOI are requested for delivery to the specified delivery location on or before the date and time stipulated in the Letter of Interest.
3. Respondents are asked to clearly identify, on the envelope containing their response package, the following:
- **Solicitation Number: 1140-15-0001**
 - **Project Name: Letter of Interest**
 - **Closing Date/Time: February 17, 2015, 14:00 hrs. (EST)**
 - ***"LOI Documents Enclosed"***
 - **Respondent's Name and Address**
4. Responses received after the specified closing deadline for this LOI may or may not be considered, as the Agency's timeline and schedule may not allow time for their consideration. Responses received after the closing deadline and not considered by the Agency **will be returned unopened** to senders.
5. Questions concerning the LOI **should** be in writing, and may only be directed to the Contract Officer named in the Letter of Interest. The deadline for the receipt of written questions from Respondents is **February 13, 2015**. The Agency may provide written answers to all questions received on or before this date by means of LOI addenda or Questions & Answers distributed via Buy and Sell to all Respondents who acquired a copy of the LOI via Buy and Sell.
6. Respondents may develop their responses in either official language of Canada.
7. Respondents may amend or withdraw their response at any time prior to the stated closing deadline, and may do so in writing, by facsimile or by e-mail.
8. Wherever possible, the information requested in this LOI should be presented in the order presented in **Part 2: Response Template**.
9. The Agency assumes no responsibility whatsoever for any response which has been improperly addressed.
10. All requirements and conditions in this LOI are for the benefits of the Agency, and are not to be misconstrued as undertakings or obligations on the part of the Agency with respect to their enforcement.
11. All responses received and assessed by the Agency will be kept strictly confidential and will be retained to support the further development of internal the Agency planning documents and decisions.

INSTRUCTIONS TO RESPONDENTS

12. Unless specifically requested, responses received and assessed in relation to this LOI will not be returned to Respondents by the Agency.
13. The Agency will not be responsible for any costs incurred by Respondents associated with the preparation and submission of responses to this LOI.
14. The Agency solicits information via this LOI solely for its own benefit, and makes no commitment whatsoever that a resulting contract award will be made to any Respondent replying to this LOI.
15. The Agency intends to use this LOI as a means of obtaining a Source List for future Limited Tendering RFP's under \$400K.

INSTRUCTIONS TO RESPONDENTS**PART 1: LETTER OF INTEREST****Solicitation No. 1140-15-0001*****Translation Services*****1. Statement of services**

The Canadian Transportation Agency (Agency) is an independent administrative body of the Government of Canada. It performs two key functions within the federal transportation system:

- As a quasi-judicial tribunal, the Agency, informally and through formal adjudication, resolves a range of commercial and consumer transportation-related disputes, including accessibility issues for persons with disabilities. It operates like a court when adjudicating disputes.
- As an economic regulator, the Agency makes determinations and issues authorities, licences and permits to carriers under federal jurisdiction.

The *Official Languages Act* requires that all final decisions of tribunals, such as the Agency, be issued simultaneously in both official languages. The Agency is also required to provide all of its reports to central agencies in both official languages. Further, the Agency posts many things on the Web site which are required by law to be published in both official languages. All communiqués to employees are also sent in both official languages. Translation services are therefore mandatory and critical.

This is an ongoing requirement and, as such, these contracted services will be required on an annual basis going forward.

2. Description of requirement

The Agency has an Agreement with the PWGSC Translation Bureau for the provision of translation services each fiscal year; however, due to volume and tight deadlines, it requires additional contracts with private firms.

The Agency requires the services of two private firms to provide translation of texts of the Agency. The majority of the texts will be provided in English to be translated into the French language. There will also be texts prepared in French that will require translation into the English language.

INSTRUCTIONS TO RESPONDENTS

3. Nature of the work

Besides language intended to reach a wide public, texts to be translated will contain terminology related to central agencies, government guidelines and tribunals, and specific to particular sectors of the transport industry (i.e., air, rail, marine and accessible transportation).

All translated texts will be provided in the same format (e.g. Microsoft Word, Power Point, Excel) as the original text provided by the Agency.

All texts must be provided within the deadlines set by the Agency. Turnaround times/required completion time will be agreed to at the time the work order is raised.

Translation services might be required on short notice and on an urgent basis. In addition, priorities for delivery of various products may change, making it necessary to move from one project to another immediately or on very short notice. This requires the contractors to demonstrate considerable flexibility and quick response time in order to guarantee availability for work.

4. Business requirements

The Agency's work hours are between 7:30 a.m. and 5:00 p.m. Monday to Friday.

While the usual requirement for hours of work for the contractors will be the same, there are some exceptions when the Agency must meet a deadline or when unforeseen circumstances arise that necessitate a message that must be provided in both official languages. The following are the different level of requests:

Level	Definition
Extremely urgent	2,500 words per day
Urgent	2,000 words per day
Normal	3 pages (1,500 words per day)

The work will be performed off-site and will be billed based on the tendered rate per word. Work required to be done during evenings and weekends will be billed at the urgent rate.

INSTRUCTIONS TO RESPONDENTS**5. Quality assurance and standards**

The contractors must provide texts that accurately reflect the originating text. These texts must also be of high quality and reflect the terminology of the Agency.

6. Security requirements

The contractors shall treat all information to which they are privy as restricted and shall not share this information without written authorization from the Agency.

The employees of the contractors must be cleared to at least the "Enhanced Reliability" security level. At least two employees of the contractors who will be translating Agency texts must be cleared to the "Secret" security level.

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3. OBJECTIVES OF THIS LETTER OF INTEREST (LOI)

Pending the results of this LOI process and incorporating any lessons learned, the scope, as sourced from qualified and capable Contractors, may be altered to better reflect what is currently available within the current marketplace.

The Agency is issuing this LOI as a means of gathering information to assist in accomplishing the following specific purposes:

1. To determine the extent to which there exists current capacity to provide aforementioned services.
2. To determine supplier ability to provide services under a defined client-vendor Service Level Agreement (SLA).
3. To use this LOI as a means of obtaining a Source List for future Limited Tendering RFP's under \$400K.

4. CONFIDENTIALITY OF RESPONDENT INFORMATION

Although the Agency is seeking comprehensive and detailed responses from Respondents to this LOI, it is understood that Respondents may not be willing or able to address all of the information sought by the Agency.

Nevertheless, and in an effort to encourage Respondents to be as forthcoming as possible, it is understood and agreed that the Agency should, during and after the period of the LOI, treat as confidential and not divulge, unless authorized in writing by Respondents, any information obtained from the Respondents that has been identified by Respondents as "confidential" or "proprietary", within their written response to this LOI.

Although one of the primary purposes of this LOI is to obtain information and recommendations directly from industry that will be used as industry data to support the Agency's preparation in project planning, the Agency will in no way make any direct attribution of any information obtained from Respondents that has been identified by Respondents as "confidential" or "proprietary" within their responses.

The Agency will also not impose any future obligations or commitments on Respondents with respect to claims or cost information contained within their responses.

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5. DEFINITIONS

Within this LOI, initially capitalized terms shall have the meanings set out in this Sub-section (whether capitalized or not), unless the context requires otherwise.

“**LOI**” means Letter of Interest and includes any schedules or parts of this document and its annexes.

“**Respondent**” means an Individual or Corporation that has submitted a response to, and in accordance with, this LOI.

“**Response**” means a written response to this LOI submitted by a Respondent.

“**SLA**” means Service Level Agreement, an agreement concerning a measurable level of service between the service provider and the service receiver. It records the required parameters as they relate to services, priorities, responsibilities, guarantee, etc. with the main purpose to document the required minimum acceptable level of service.

6. RESPONDENT TEMPLATE

In order to gain the greatest value from responses to this LOI, and to facilitate a consistent and structured assessment of the information provided to the Agency within their responses, Respondents are asked to structure their responses to match the order in which the questions are asked in **Part 2 - Response Template**, of this LOI package.

Upon request, the Agency will provide a written receipt for any and all deliveries of responses.

In addition to any other expressed or implied rights, the Agency reserves the right to:

1. Cancel this LOI process at any time and/or issue a new LOI for the same or similar information;
2. Change the structure and timing of the LOI process;
3. Vary or extend any date or time in this LOI at any time, and for such period as the Agency in its absolute discretion considers appropriate;
4. Make changes, including substantial changes, to this LOI provided that those changes are issued by way of addenda in the manner set out in this LOI;
5. Request written clarification or the submission of supplementary information from any or all Respondents, or provide additional information or clarification;
6. Contact any customer or reference provided within a Respondent’s submission, as part of its assessment process; and
7. Not consider any response which contains information which the Agency (in its exclusive opinion) believes to contain misrepresentations or any other inaccurate, suspicious or misleading information.

7. ACKNOWLEDGEMENT OF RESPONSES RECEIVED BY THE AGENCY

Upon request, the Agency will provide a written receipt for any and all deliveries of responses.

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8. RESERVED RIGHTS

In addition to any other expressed or implied rights, the Agency reserves the right to:

1. Cancel this LOI process at any time;
2. Cancel this LOI process at any time and issue a new LOI for the same or similar information;
3. Change the structure and timing of the LOI process;
4. Vary or extend any date or time in this LOI at any time, and for such period as the Agency in its absolute discretion considers appropriate;
5. Make changes, including substantial changes, to this LOI provided that those changes are issued by way of addenda in the manner set out in this LOI;
6. Request written clarification or the submission of supplementary information from any or all Respondents, or provide additional information or clarification;
7. Contact any customer or reference provided within a Respondent's submission, as part of its assessment process; and
8. Not consider any response which contains information which the Agency (in its exclusive opinion) believes to contain misrepresentations or any other inaccurate, suspicious or misleading information.

PART 2: RESPONSE TEMPLATE

Solicitation No. 1140-15-0001

Translation Services

In order to gain the greatest value from responses to this LOI, and to facilitate a consistent and structured assessment of the information provided to the Agency, Respondents are asked to structure their responses in accordance with the following ***Response Template***:

1. Please provide 2 samples of French translations to a maximum length of 2 pages showing your ability in the area of Transportation technical terms and vocabulary specific to particular sectors of the transport industry.
2. Please translate the following 2 samples related to Transportation technical terms and vocabulary.