



RETURN BIDS TO : - RETOURNER LES SOUMISSION À:

Canada Revenue Agency
Agence du revenu du Canada
See herein / Voir dans ce document

Proposal to: Canada Revenue Agency
We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein and/or attached hereto, the goods and/or services listed herein and on any attached sheets at the price(s) set out therefor.

Proposition à : l'Agence du revenu du Canada
Nous offrons par la présente de vendre à Sa Majesté la Reine du Chef du Canada, en conformité avec les conditions énoncées dans la présente incluses par référence dans la présente et/ou incluses par référence aux annexes jointes à la présente et ci-jointes, les biens et/ou services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Bidder's Legal Name and Address - (ensure the Bidder's complete legal name is properly set out)
Raison sociale et adresse du Soumissionnaire - (s'assurer que le nom légal au complet du soumissionnaire est correctement indiqué)

Blank lines for bidder information

Bidder is required to identify below the name and title of the individual authorized to sign on behalf of the Bidder - Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire

Name /Nom

Title/Titre

Signature

Date (yyyy-mm-dd)/(aaaa-mm-jj)

Telephone No. - No de téléphone

Fax No. - No de télécopieur

E-mail address - Adresse de courriel

AMENDMENT TO REQUEST FOR PROPOSAL / MODIFICATION DE DEMANDE DE PROPOSITION

Table with 2 columns: Solicitation No. - No de l'invitation, Date, Amendment No. - N° modif., Solicitation closes - L'invitation prend fin, Time zone - Fuseau horaire, Contracting Authority - Autorité contractante, Telephone No. - No de téléphone, Fax No. - No de télécopieur, Destination - Destination, and a security requirement notice.



## SOLICITATION AMENDMENT #001

This solicitation amendment is raised to:

1. Address the following questions submitted during the solicitation period as per RFP;
2. Amend the RFP; and
3. Amend Annex A: Statement of Work

### 1. QUESTIONS AND ANSWERS

Q1. What is the anticipated volume (hours) of interviews requiring transcription for year 1 of the proposed contract, and of this, what percentage is projected to be French?

- How much work in audio minutes can we expect on a weekly basis in English? In French?
- How much work in audio minutes can we expect on a monthly basis in English? In French?
- How much work in audio minutes can we expect on an annual basis in English? In French?

*A1. With respect to the anticipated volume in hours of interviews requiring transcription it is difficult to estimate at this time. However, based on our current work in progress, we would estimate that the total number of hours of interviews requiring transcription services during the 1<sup>st</sup> year of the contract would be between 400 hours and 600 hours. We would estimate that 2% to 3% of the total would be required to be in French.*

Q2. (a) Is this RFP for Ontario/Ottawa region investigations, or for all of Canada?

*A2. (a) This Contract will be Canada wide.*

(b) In reviewing the RFP I note that all recordings are burned to a DVD and deliveries and pickup of the DVD and return of transcripts are at the Ottawa Head Office (including 1 day rush requirements). By our estimation the time and process constraints imposed by this limitation precludes any transcription firm from outside the Ottawa area (or without an Ottawa presence) from putting in a viable bid. In consideration that the norm for investigators/prosecutors is delivery directly to the transcription contractor, typically via Purolator or regular mail (Protected "B" capable), why was this latter, more efficient process not considered as an alternative delivery option? The delivery requirement through the Ottawa Head office does not encourage competition among the most potential capable vendors and hence may not necessarily provide the best value to Canada assuming this RFP is for Canada-wide transcription services.

*A2. (b) We agree that the pick up and deliver via courier is more efficient and will accept this procedure. RFP is amended accordingly.*

Q3. Why is the RFP bilingual only rather than having options for bids on English-only, French-only or on a regional basis such as those proposed by other organizations, such as recent transcription RFPs by Health Canada and Environment Canada? Potentially the scores may be highest on bids on English-only or French-only (or regional) compared to those on a bilingual RFP, considering that in order to type, proof and scope the work, several persons fluent and skilled grammatically in each language are required to type, scope and proof each interview. As there is virtually no French requirement for transcription of interrogation interviews in Western Canada, the bilingual component limits potential viable bids from western Canada, and more specifically excludes them from competing on all of the English transcriptions produced from the western region. Likewise there are French-only (or bilingual) firms in the east that would score more highly on the French-only component than bilingual alone. In general the bilingual requirement of the RFP highly favours bilingual transcription firms in the Ottawa area, especially considering the delivery requirements to and from the Ottawa Head Office. This bilingual requirement does not encourage competition among the most potential capable vendors and thus may not necessarily provide the best value to Canada.

*A3. CRA is looking for a single provider for these services due to the high costs, and challenges associated to setting up such a requirement for multiple vendors.*

*The Bidders resources do not need to be bilingual as each transcription will be in either English or French. However Bidders will need resources to be able to handle either requirement (English or French) when required. See clarification on language requirements in amended RFP. Please note that there has not been any French transcription needed to date and very little is anticipated during the course of this contract.*



Q4. (a) Under green procurement would the CRA consider sending the audio and video file electronically as other department are following this practice thereby reducing its negative impact on the environment.

(b) Is there a plan to eventually provide the recorded audios through an online sharing location, and same for the completed transcripts? Will the CRA consider an online encrypted and secure solution proposed by a bidder, as it would reduce the overall cost for the services?

*A4. (a&b) There is no plan on providing recorded audio electronically at this time due to internal constraints at CRA. The DVD will be delivered via pick-up or courier both to and from the contractor's site.*

*However, the completed transcripts will be submitted electronically through encrypted email, or the ASN.*

*Bidders may propose a secure solution for CRA's consideration on providing recorded audio electronically, however this does not mean CRA can or will accept the solution. Any proposed secure solution will have no weighting on the Bidders proposal for evaluation purposes, and should not be incorporated into the financial proposal.*

Q5. For the turnaround time does this start from when the request is received? or when the CD is received.

*A5. The turnaround time will start when the CD has been received by the vendor.*

Q6. Does the CRA expect multiple pickup or can arrangement be made for one

*A6. CRA will be responsible for the delivery of the recorded audio to the vendor on an as needed basis.*

Q7. Does Synergy support direct deposit instead of Credit card

*A7. No, only credit card payments are supported.*

Q8. Who covers the cost of transportation of the audio/video DVD from the pickup location to the contractor?

*A8. CRA will cover the cost of transportation of the audio/video DVD to the contractor.*

Q9. Who covers the cost of the transportation of the DVD back from the contractor to the contracting authority, including the finished transcription?

*A9. As per the SOW at 3.3 Receiving and transmitting the audio video recordings on page 56 of 77 it will be at the Contractor's expense.*

Q10. Is this a new contract?

*A10. Yes, this is a new contract*

Q11. Are you assigning one singular provider? If not, how many will be assigned?

*A11. Yes, a single provider*

Q12. Who has provided this work in the past and for how many years?

*A12. The Masha Krupp Translation Group Ltd. has been the provider since 2012*

Q13. How many recorded minutes were transcribed in each of the past 3 years?

*A13. In the past three years we have had approximately 350 hours of transcription done, but this was from the Toronto North-Barrie Tax Services Office area only. However this amount is expected to rise over the course of this contract as it will be accessible to CRA offices Canada wide.*

Q14. What is the average length of the recordings transcribed in each of the past 3 years?

*A14. An approximate range was 30 minutes to 60 minutes per interview*

Q15. What is the average length in minutes of transcriptions ordered each week?

*A15. Unknown, as this depends on the stage that the case is in*

Q16. What percentage of the number of minutes transcribed in the past 3 years were in French?

*A16. 0% - No French transcriptions have been required to date.*

Q17. In what electronic format are the audio and video tape?

*A17. Audio is usually in wav format, and video is usually in VOB*

Q18. What percentage of transcriptions in the last year were Regular? Urgent? Rush?



*A18. It varies – but the vast majority, over 90% were Regular*

Q19. We noted, on Page 44, pricing is based on the recorded minute. On Page 56 we are asked to track and record time spent transcribing and reviewing the transcript? May we also charge for this time? If not, what is the purpose of this tracking?

*A19. This has been removed, see RFP amendment document.*

Q20. The link on page 44 to the Consumer Price Index is not working <http://www.statscan.gc.ca/release-diffusion/index-eng.htm>. Is there an alternate link?

*A20. You may have to cut and past the link into your browser, however the link is to the correct site - <http://www.statcan.gc.ca/release-diffusion/index-eng.htm>*

## 2. AMENDMENTS TO THE RFP

**On the front page of the RFP at Solicitation closes – L'invitation prend fin:**

**Delete:**

**on – le June 29, 2015  
at – à 2:00 P.M. / 14 h**

**Insert:**

**on – le July 6, 2015  
at – à 2:00 P.M. / 14 h**

### AT 2.4 COMMUNICATIONS - SOLICITATION PERIOD

**Delete:**

RFP 1000320698 released:	<i>June 3, 2015</i>
First deadline for questions on RFP: (at Noon EDT)	<i>June 9, 2015</i>
RFP Amendment (Q&A) released (estimated)	<i>June 12, 2015</i>
Second deadline for questions on RFP: (at Noon EDT)	<i>June 17, 2015</i>
RFP Amendment (Q&A) released (estimated)	<i>June 22, 2015</i>
RFP closing date:	<i>June 29, 2015</i>

**Insert:**

RFP 1000320698 released:	<i>June 3, 2015</i>
First deadline for questions on RFP: (at Noon EDT)	<i>June 9, 2015</i>
RFP Amendment (Q&A) released (estimated)	<i>June 18, 2015</i>
Second deadline for questions on RFP: (at Noon EDT)	<i>June 24, 2015</i>
RFP Amendment (Q&A) released (estimated)	<i>June 30, 2015</i>
RFP closing date:	<i>July 6, 2015</i>

**At Annex A: Statement of Work make the following changes:**

**At 2.4 Official Languages - for clarification purposes Insert:**

The resources are not required to be bilingual, but the vendor should ensure they have resources to handle transcription in either official language, English and French, as requested.



### At 3.2 Transcription Services

**Delete the below points in there entirety:**

- Track and record time spent reviewing the audio and video recording.
- Track and record time spent transcribing the audio and video recording.

**And**

**Delete:**

- Audio and video files are returned within 48 hours of completing the transcription to Head Quarters (344 Slater Ave, Ottawa, Ontario) via secure transport.

**Insert:**

- Audio and video files are returned within 48 hours of completing the transcription to the requestor via secure transport.

### At 3.3 Receiving and transmitting the audio video recordings

**Delete:**

- CRA will burn each audio and video recording to disc (DVD).
- Contractor will arrange pick up of the disk (DVD) in person or by courier at Headquarters (344 Slater Ave, Ottawa, Ontario), at the Contractor's expense.

The completed work shall be returned to Headquarters (344 Slater Ave, Ottawa, Ontario) by the same delivery method as the one initially used to send the work to the Contractor.

**Insert:**

- CRA will burn each audio and video recording to disc (DVD), and will arrange delivery in person or by courier to the Contractor at CRA's expense.
- Contractor will return the disk (DVD) in person or by courier to the identified requestor in the transcription order, at the Contractor's expense.

The finalized transcript document will be sent back the identified requestor in an order via encrypted email or the ASN.

### At 3.5 Client Support

**Delete:**

For rush and urgent orders not submitted to the ASN before the cut-off time, Headquarters (344 Slater Ave, Ottawa, Ontario) will notify the Contractor in advance by telephone, fax or email.

**Insert:**

For rush and urgent orders not submitted to the ASN before the cut-off time, the Contractor will be notified in advance by telephone, fax or email.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**