



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)**

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

Title – Sujet Transcription Services	
Solicitation No. – No de l'invitation 1000320698	Date June 30, 2015
Amendment No. - N° modif. 002	
Solicitation closes – L'invitation prend fin on – le July 9, 2015 at – à 2:00 P.M. / 14 h	Time zone – Fuseau horaire EDT/HAE Eastern Daylight Time/ Heure Avancée de l'Est
Contracting Authority – Autorité contractante Name – Nom: Michael Yachne Address – Adresse - See original document/ voir document original E-mail address – Adresse de courriel - See original document/ voir document original	
Telephone No. – No de téléphone (613) 291-3146	
Fax No. – No de télécopieur (613) 957-6655	
Destination - Destination See herein / Voir dans ce document	
THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT. LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ.	



SOLICITATION AMENDMENT #002

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 ATTACHMENT 4: CERTIFICATIONS REQUIRED TO BE SUBMITTED AT TIME OF BID CLOSING

1. QUESTIONS AND ANSWERS

Q21.

If an order arrives at 2:59 p.m., is designated as "rush", and is <1 hr in duration, by what time is the transcript due and in what form (both digital and returning of the original media)? Please expand, as the RFP is unclear as regard to the deliverables.

A21. given this scenario, it would be 3 days – one day would count when they receive the interview – and the 2nd day would count towards processing, the 3rd day, we would expect the transcript via email or ASN, and the original interview materials be returned to CRA by courier.

Q22.

If the recorder or microphone placement isn't near enough to the interviewee or there is background/room noise or the accent of the interviewee is strong and is hard to discern (basically a difficult audio to transcribe) and the interviewer, having taken the interview or having the benefit of access to supporting documentation containing names, addresses, and whatnot referred to during the interview but not made available to the transcription firm, corrects the transcript by hand and requests to have these corrections made to the transcript by the transcription firm:

(a) Does CRA expect the transcription firm to comply without additional charge?

A22. (a) Yes, as per Annex A: Statement of Work at 3.2 Transcription Services, the contractor Must make corrections to the transcription, if necessary, at no additional charge.

(b) Would CRA consider these "corrections" as non-performance?-

A22. (b) No, CRA would not consider this as non-performance.

(c) If the CRA and the transcription firm don't agree on what needs correcting (like CRA hears one thing and the transcription firm doesn't agree), who gets the final say as to what is what?

A22. (c) CRA will have the final say.

Q23.

Can the transcription firm refuse a call-up due to quality, volume, turnaround, or other technical concerns?

A23. Yes, In consultation with CRA first the contractor can refuse a request due to poor quality, volume issues or technical concerns. However, the contractor must not refuse a request because of the turnaround time, as these have been pre-established in the RFP and any resulting contract.

Q24.

What AV equipment is used to record interviews?

A24. Either digital audio recorder and/or digital video recorder systems.

Q25.

What assurances does the CRA offer regarding the quality of the AV recordings?

A25. CRA uses digital devices to obtain highest quality recordings



Q26.

What measures does CRA use to reduce room noise (like fluorescent lighting, air conditioning hiss, office noise, ...) when conducting interviews?

A26. The majority of audio/video recordings are done in a controlled room for this purpose, occasionally; these interviews are recorded in other public areas where the quality may not be equal, but still sufficient to transcribe.

Q27.

What process/procedure/steps does CRA employ when determining whether a transcript requires corrections?

A27. Transcription will be reviewed for accuracy by CRA once received, if there is a discrepancy or any identified errors, CRA will notify the contractor and send back the document for correction.

Q28.

Other federal departments include margins of error rates of up to 5 percent. Will the CRA modify its RFP to accommodate such?

A28. No, these transcripts are required for criminal court proceedings and therefore, must be accurate.

Q29.

Payments by direct deposit and cheque aren't subject to the same transaction fees as are payments by credit card (up to 4 percent), yet the government seems to treat these methods of payment as if they were the same (page 28 of 77) and interchangeable. Will the CRA amend the pricing grid to reflect the additional transaction costs associated with the use/acceptance of credit cards?

A29. No, any costs associated with the use/acceptance of credit cards will be at the contractor's expense.

Q30.

Not having the responses to the questions posed re expected volume of work and methods of payment, among others (and therefore not knowing if the expected volume of work will cover the costs of a nation-wide toll-free telephone service, credit card transaction fees, ASN fees, non-compliance and other penalty fees, pick-up as well as delivery services, plus the costs of any corrections), will the CRA modify its pricing grid to include as separate line items:

- pick-up and delivery costs;
- payment by credit card fee;
- nation-wide toll-free telephone service; and
- ASN membership costs?

A30. No, the contractor's bid price per recorded minute will be an all-inclusive price for the services.

Q31.

If the transcription firm is subject to a myriad of non-compliance and other penalty fees, will the CRA balance these risks by including a compliance bonus or incentive of some kind as a separate line item in the pricing grid? For instance, it is common practice in most service industry contracts to offer early completion bonuses to balance late completion penalties.

A31. No, CRA will not include bonuses or incentives.

Q32.

If a rush call-up (<1 hr) is received just minutes before cut-off, the pick up cannot be made until the morning because of a combination of traffic and CRA mail room hours of business, and the sound quality of the media makes it difficult and slow to transcribe, how lenient is the CRA in granting an extension without subject to penalty?

A32. CRA will work with the vendor and adjust time frames that take into account the above factors.

Q33.

Does the CRA want words like "um", "er", "ugh" (and the like) transcribed?

A33. Yes, as close as possible to verbatim



Q34.

If the interviewee says the word "many" seven times and stumbles with the eighth:
- does the CRA want all seven "many" transcribed and a split "many" as the eighth; **Yes** or
- does the CRA want just seven "many" transcribed and ignore the split word? **No**
In other words, how "word for word" does the CRA want their transcriptions?

A34. Transcription of the words should be as close as possible to verbatim of what the person is saying.

Q35.

3.2 "Transcription Services" at page 56 of 77 describes saving the digital transcript and returning the original media.

Does this mean that the digital transcript must be returned with the original media within times as specified by type of service or can the digital transcript be emailed via secure and agreed means, and then delivering the original media within 48 hours of completion?

A35. The transcribed document must be returned via secured electronic means (email or ASN) as agreed between the contractor and CRA within the specified time of the type of service requested. The original media (DVD) should be returned to the requestor within 48 hours of completing the transcription.

Q36.

Based on the changes to the RFP in section 3.3 which indicates the "Contractor will return the disk (DVD) in person or by courier to the identified requestor in the transcription order, at the Contractor's expense", we interpret that to say we will be returning DVDs to requestors all across the country. To assist us in predicting the cost of this delivery, are you able to estimate how many requests will come from each province/territory?

A36. As CRA does not know the level of demands for these services across Canada, it is impossible to estimate the amount of request from each province/territory. It is anticipated the majority of the requests will result from the greater Toronto area, and National Capital Region.

Q37.

On page 3 of the Amendment it is stated: "However, the completed transcripts will be submitted electronically through encrypted email or the ASN". Could the CRA please confirm that the contractor is not required to send hard copy transcripts to the requestor?

A37. Correct, the completed transcriptions will be sent back to CRA via encrypted email or the ASN, no hard copy is required.

Q38.

RFP Item # 2.3

- i. Can bids be submitted by courier?

A38. i. Yes

- ii. If so, which couriers are on CRA's list of approved couriers?

A38. ii. Courier services are at the discretion of the bidders, however they must meet the security requirements as stipulated in the SRCL.

Q39.

RFP Item # 2.3

Can material processed under this contract be sent to or from CRA via the above identified courier(s)?

A39. Yes, as long as they meet the security requirements stipulated in the SRCL.

Q40.

RFP Attachment 4

Does each certificate in Attachment 4 have to be signed individually or is one signature at the end of the five certificate sufficient?

A40. All certifications must be signed as identified in the RFP; unsigned certifications could result in the bid being considered non-compliant.



Q41.

RFP Attachment 4

What information that should be included in the signature lines of the above certificates, is it the information on page 45 of the RFP or that on page 47

Page 45 first paragraph suggest one content for the signature lines and the last paragraph on page 47 appear to show less information when compared to page 45.

A41. The Bidders should include the information requested in each area of the certifications, bidders do not need to include more information than identified in the fields on each page.

Q42. Will all tapes to be transcribed originate in Ottawa?

A42. No, the requests can originate from any CRA location in Canada

Q43.

Should all completed transcripts be delivered to same location in Ottawa or will there be a need to be delivered to other locations?

A43. All completed transcriptions will be returned to the original requestor's location.

Q44.

In respect to Attachment 3: Financial Proposal (point 3.1). Can you provide the formula using expected weighted values of "regular", "urgent", "rush" as per Table B1 and/or Table A1 that will used to determine the "price score" as per the example on page 16 - basis of selection? Can you please provide a sample calculation using the formula?

A44. Please see amended RFP for the updated Evaluation of Financial Proposal and Basis of Selection.

Q45.

In respect to answer A13 in Amendment 1, was the answer meant to say "In each of the past three years approximately 350 hours" or is this the approximate cumulative total of all three years from that office?

A45. 350 hours was the approximate cumulative total of all three years.

Q46.

In respect to answer A3 in Amendment 1, are the high costs and challenges referred to related to the Synergy/ASN requirement? In our experience with other government vendors the purchase order system is low cost and the results are immediate (i.e. investigator orders direct, gets results). Would CRA consider this system (the "External Purchase Method" – Annex E, no. 12), instead of the full Synergy system, especially considering the low volume of transcriptions required, the necessity of communication between investigator/vendor for this type of service, and the unnecessary security, confidentiality and legal ramifications of adding a third-party database potentially containing name of witnesses and accused in ongoing legal proceedings? And if so, would CRA then give consideration to multiple vendors given the much lower costs but potential gain in quality and efficiency, specifically as it relates to language requirements of potential vendors?

A46. CRA will be utilizing the full Synergy system to create a catalogue. The purpose of this is for the ease of use for CRA offices, and ability to track requirements. The external purchase method may be used during the transition period while setting up the full Synergy catalogue with the contractor, but will not be used once the catalogue is active. As such only one contract will be awarded through this RFP process.



2. AMENDMENTS TO THE RFP

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

Delete:

on – le July 6, 2015

at – à 2:00 P.M. / 14 h

Insert:

on – le July 9, 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 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>

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 31, 2015</i>
RFP closing date:	<i>July 9, 2015</i>



AT 4.2 STEPS IN THE EVALUATION PROCESS

At Step 3 – Evaluation of Financial Proposals

Insert:

For the purposes of this evaluation process the **total weighted Firm price per recorded minute** will be calculated as shown in the example (Table E1). Bidders must complete the Financial Proposal as per Table B1 of ATTACHMENT 3: FINANCIAL PROPOSAL.

Table E1
(EXAMPLE)

CATEGORY	REGULAR Firm price per recorded minute	URGENT Firm price per recorded minute	RUSH Firm price per recorded minute	TOTAL weighted Firm price per recorded minute
1. Transcriptions services	\$1.00	\$1.10	\$1.15	
Weight	75%	15%	10%	
Weighted cost	\$0.75	\$0.165	\$0.115	\$1.03

Percentage Increase for services performed outside business hours

Percentage Increase: **XX %** (*Percentage to be provided by the bidder*)

Calculation of the Financial Score:

The financial proposals will be scored in accordance with the weighted factors outlined above. The total financial score will be calculated using the format shown in table E2

Table E2

Cost Factor	Weight
Total weighted Firm price per recorded minute	95%
Percentage Increase	5%



At: Step 4 – Basis of Selection

Delete:

Bidder	Technical Points out of 1000	Technical Merit Score (X) (70%)	Bid Price	Price Score (Y) (30%)	Total Combined Rating (X+Y)
1	620	620/1000 x 70 = 43.4	\$500,000*	500,000/500,000 x 30 = 30	73.4
2	650	650/1000 x 70 = 45.5	\$520,000	500,000/520,000 x 30 = 28.85	74.35
3	720	720/1000 x 70 = 50.4	\$580,000	500,000/580,000 x 30 = 25.86	76.26
4	790	790/1000 x 70 = 55.3	\$700,000	500,000/700,000 x 30 = 21.43	76.73***
5	960**	960/1000 x 70 = 67.2	\$2,000,000	500,000/2,000,000 x 30 = 7.50	74.7

*Lowest priced technically compliant proposal (Bidder 1)

**Highest scoring technically compliant proposal (Bidder 5)

***Winning proposal (Bidder 4)

Insert:

The following example (Table E3) illustrates how the total cost points are determined using ratios established in table E2:

Table E3

	TOTAL weighted Firm price per recorded minute	Weight: 95% Converted into points	Percentage Increase as per proposal	Weight: 5% Converted into points	COST POINTS
Bidder	A	B	C	D	B+D
X	1.15	1.03/1.15*95= 85.09	30%	1.66	86.75
Y	1.03*	1.03/1.03*95= 95	70%	0.71	95.71
Z	1.06	1.03/1.06*95= 92.31	10%**	5.00	97.31***

* Lowest total weighted Firm price per recorded minute

** Lowest Percentage Increase

*** Highest scoring price compliant proposal



The following example (Table E4) illustrates how the total combined rating is determined using a ratio of 60% technical and 40% cost points:

Table E4

	Technical Points	Technical Score Weight -60%	Cost Points (From Table E3)	Price Score Weight -40%	Total Combined Rating
Bidder	A	B	C	D	B + D
X	99	$99/100 \times 60 = 59.4^*$	86.75	$86.75/97.31 \times 40 = 35.66$	$59.4 + 35.66 = 95.06$
Y	89	$89/100 \times 60 = 53.4$	95.71	$95.71/97.31 \times 40 = 39.34$	$53.4 + 39.34 = 92.74$
Z	75	$75/100 \times 60 = 45$	97.31**	$97.31/97.31 \times 40 = 40.00$	$45 + 40 = 85$

* Highest scoring technically compliant proposal

** Highest scoring price compliant proposal

AT ATTACHMENT 4: CERTIFICATIONS REQUIRED TO BE SUBMITTED AT TIME OF BID CLOSING

At: 4.4 LANGUAGE CAPABILITY

Delete:

The Bidder hereby certifies that the proposed resource(s) meet(s) the language requirements as specified in the SOW.

Insert:

The Bidder hereby certifies that it is able to provide services in English and French as specified in the SOW.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED