



PART 1 – GENERAL INFORMATION

1. INTRODUCTION

The Request for Standing Offers (RFSO) template is divided into six parts:

- (i) Part 1, General Information; provides a general description of the requirement
- (ii) Part 2, Offeror Instructions; provides the instructions applicable to the clauses and conditions of the RFSO and states that the Offeror agrees to be bound by the clauses and conditions contained in all parts of the RFSO
- (iii) Part 3, Offer Preparation Instructions; provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
- (iv) Part 4, Evaluation Procedures and Basis of Selection; indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, the security requirement, if applicable, and the basis of selection;
- (v) Part 5, Certifications, includes the certifications to be provided;
- (vi) Part 6: 6A, Standing Offer; includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions; and
- (vii) 6B, Resulting Contract Clauses; includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

Annexes:

Annex A	Statement of Work
Appendix 1 to Part 4	Financial Proposal Presentation Sheet
Annex B	Basis of Payment
Annex C	Security Requirements Checklist
Annex D	Form Experience of Bidder

The requirement is exempted from the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP) and the Agreement on Internal Trade (AIT).

2. DEFINITIONS

A “**Request for Standing Offer**” (RFSO) is the solicitation document used to seek proposals or bids from suppliers. The term “**Offeror**” refers to the potential Supplier submitting a proposal or bid. The Offeror submitting a proposal may, however consist of several firms putting one proposal together as a joint venture. In the case of a joint venture, the combined experience of the firms forming the joint venture will be considered for the purposes of determining the Offeror’s compliance with the Mandatory Requirements.

Wherever the words “**proposal**” or “**bid**” appear in this document, each shall be taken to mean the same as the other.

The Mandatory Requirements of this RFSO are identified specifically with the words “**MANDATORY**”, “**MUST**”, “**ESSENTIAL**”, “**SHALL**”, “**WILL**”, “**IT IS REQUIRED**”, and “**REQUIRED**”. If a Mandatory Requirement is not complied with, the proposal will be considered **non-responsive** and will not receive



any further consideration. In the context of this RFSO, Non-Responsive and Non-Compliant and Non-Valid shall each be taken to mean the same as the other.

3. SUMMARY OF WORK REQUIREMENT/PROJECT SUMMARY

By means of this RFSO, Public Safety Canada (PS) has a requirement for translation and/or revision and/or editing and/or proofreading services “on an as and when requested basis”. PS is seeking offers to provide all the services as described in the Statement of Work.

3.1 Purpose of the Request for Standing Offer:

The purpose of this RFSO is to select:

- A maximum of two (2) Suppliers to enter into negotiations with Public Safety Canada to provide translation and/or revision and/or editing and/or proofreading services as and when requested as described in the Statement of Work in Annex A, Part 1
- Each call-up is limited to **\$100,000.00** (taxes included)

Description of Services	Financial Limitation for Each Subsequent Requisition	Maximum No. of SOAs	Estimated Financial Limitation for Each SOA Taxes included
Translation* Editing Revision Proofreading services	\$100,000.00	2	\$2,000,000.00

*translation services must include proofreading

The resulting Standing Offer Agreements will be for a period of one (1) year with two (2) one year option periods or will end once the limitation has been reached, whichever is first.

4. TERMS AND CONDITIONS OF THE RESULTING STANDING OFFER

The general terms and conditions and clauses contained in Part 6 form part of this Request for Proposal document and any resulting standing offer , subject to any other express terms and conditions.

5. CONTRACTING AUTHORITY

Rachel Hull
Contracting and Procurement Officer
Public Safety Canada
269 Laurier Avenue West
Ottawa ON K1A 0P9

Tel: 613-949-1048
Fax: 613-954-1871
Email: contracting@ps-sp.gc.ca

The Contracting Authority is responsible for all matters of a contractual nature.



6. INSPECTION/ACCEPTANCE

All work to be performed and all deliverables to be submitted for any resulting call-ups against the resulting standing offer shall be subject to inspection by and acceptance of the Project Authority designated therein.

7. SECURITY REQUIREMENT

There is a security requirement associated with this request for Standing Offer.

8. COMMUNICATIONS NOTIFICATION

As a courtesy, the Government of Canada requests that successful offerors notify the Standing Offer Authority in advance of their intention to make public an announcement related to the issuance of a standing offer.

9. IMPROVEMENT OF REQUIREMENT DURING THE SOLICITATION PROCESS

Should bidders consider that the specifications or Statement of Work contained in the request for standing offer could be improved technically or technologically, bidders are invited to make suggestion, in writing, to the Contracting Authority as named in this bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least seven (7) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

10. DEBRIEFINGS

After issuance of a standing offer, offerors may request a debriefing on the results of the request for standing offers. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of notification that their offer was unsuccessful. The debriefing may be provided in writing, by telephone or in person.

11. THE OFFICE OF THE PROCUREMENT OMBUDSMAN

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under \$25,000 for goods and under \$100,000 for services. You have the option of raising issues or concerns regarding the solicitation, or the award resulting from it, with the OPO by contacting them by telephone at 1-866-734-5169 or by e-mail at boa.opo@boa.opo.gc.ca. You can also obtain more information on the OPO services available to you at their website at www.opo-boa.gc.ca.



PART 2 – OFFEROR INSTRUCTIONS

1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) by number, date and title are set out in the *Standard Acquisition Clauses and Conditions* Manual issued by Public Works and Government Services Canada.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The **2006 (2015-07-03) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements**, are incorporated by reference into and form part of the RFSO.

- 1.1 Subsection 5.4 of 2006, Standard Instructions – Request for Standing Offers – Goods or Services – Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: one hundred twenty (120) days

- 1.2 In the complete context (except Subsection 3.0)

Delete: Public Works and Government Services Canada (PWGSC)

Insert: Public Safety Canada

- 1.3 Subsection 8.1 of 2006 (2010/10/07) Standard Instructions – Request for Standing Offers – Goods or Services – Competitive Requirements, is amended as follows:

Delete: 819-997-9776

Insert: 613-954-1871

2. SUBMISSION OF OFFERS

Offers must be submitted only to Public Safety Canada Contracting Authority by the date, time and place indicated on page 1 of the Request for Standing Offers.

Due to the nature of the Request for Standing Offers, transmission of offers by facsimile or electronic mail to Public Safety Canada will not be accepted. Required format of offers is identified in Part 3, Offer Preparation Instructions.

3. RIGHT TO NEGOTIATE OR CANCEL

Rights of Canada

Canada reserves the right to:

- (a) Reject any or all bids received in response to the request for standing offer;
- (b) Enter into negotiations with bidders on any or all aspects of their bids;
- (c) accept any bid in whole or in part without negotiations;
- (d) Cancel the bid solicitation at any time;
- (e) reissue the bid solicitation;



- (f) if no responsive bids are received and the requirement is not substantially modified, reissue the request for standing offer by inviting only the bidders who bid to resubmit bids within a period designated by Canada; and,
- (g) Negotiate with the sole responsive Bidder to ensure best value to Canada.

4. ENQUIRIES - REQUEST FOR STANDING OFFERS

All enquiries must be submitted in writing to the Standing Offer Authority no later than **five (5) calendar** days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by offerors to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that offerors do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all offerors. Enquiries not submitted in a form that can be distributed to all offerors may not be answered by Canada.

It is the responsibility of the Bidder to obtain clarification of the requirements contained herein, if necessary, prior to submitting a bid.

A **request for a time extension** to the bid closing date will be considered provided it is received in writing by the PS Contracting Authority at least five (5) working days before the closing date shown on page 1 of this RFSO document. The request, if granted, will be communicated by Buy and Sell at least three (3) working days before the closing, showing the revised closing date. The request, if rejected, will be directed to the originator at least three (3) working days before the closing date by the PS Contracting Authority.

5. APPLICABLE LAWS

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the offerors.



PART 3 - OFFER PREPARATION INSTRUCTIONS

1. OFFER PREPARATION INSTRUCTIONS

Canada requests that offerors provide their offer in separately bound sections as follows:

- Section I: Technical Offer: 4 hard copies AND 1 soft copies on CD, DVD or USB Flash Drive
- Section II: Financial Offer: 1 hard copy
- Section III: Certifications: 1 hard copy

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

Prices must appear in the financial offer only. No prices must be indicated in any other section of the offer. Canada requests that Offerors follow the format instructions described below in the preparation of their offer.

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to that of the Request for Standing Offers.

2. SECTION I: TECHNICAL OFFER

In their technical offer, offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work and how they meet the requirements.

Failure to provide a technical proposal with the submission will result in non-compliance and the Bidder's submission will not be evaluated.

3. SECTION II: FINANCIAL OFFER

Offerors must submit their financial offer in accordance with the Appendix 1 to Part 4. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable. Only a single copy of the financial proposal is required. Bidders are requested to submit their financial proposal (single copy) in an envelope separate from their technical proposal.

All information related in any way to price is to appear only in the Financial Proposal. Failure to provide a Financial Proposal with the submission will result in non-compliance and the bidder's submission will not be evaluated

3.1 Pricing Basis:

The Bidder is required to submit its Financial Proposal in accordance with the following Pricing Basis:

- a) a firm, all inclusive rate for the work as described in the Statement of Work for the contract period and for each option period as specified in Appendix 1 to Part 4– Financial Proposal Presentation Sheet. The information should be presented in the format contained therein.

Firm all-inclusive rates shall include all costs associated with the supplier's delivery of the work



- b) For Canadian-based Bidders, prices must be in Canadian funds with Canadian customs duty and excise taxes as applicable included, and Goods and Services Tax (GST) or Harmonized Sales Tax (HST) as applicable, excluded;
- c) The total estimated amount of GST or HST is to be shown separately, as applicable.

4. SECTION III: CERTIFICATIONS

Offerors must submit the certifications required under Part 5.

5. SUBMISSION OF PROPOSALS

Your proposal is to be addressed as follows and must be received on or before 2:00pm EDT, 2015-09-10). Please ensure that all envelopes/boxes, etc. are marked URGENT.

Rachel Hull
Contracting and Procurement Officer
Public Safety Canada
340 Laurier Avenue West, 1st Floor Mailroom
Ottawa ON K1A 0P9

Tel: 613-949-1048
Fax: 613-954-1871
Email: contracting@ps-sp.gc.ca

All by hand deliveries must be made to the mailroom located on the ground floor at 340 Laurier Avenue West, Ottawa. If hand delivering, bidder must ensure that the proposal is time and date stamped to confirm adherence to the deadline.



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. EVALUATION PROCEDURES

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers

1.1 Technical Evaluation

Experience:

Offerors are advised that only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirements, or reusing the same wording as the RFSO, will not be considered "demonstrated" for the purposes of this evaluation. The Offeror should provide complete details as to where, when, month and year, and how, through which activities / responsibilities, the stated qualifications / experience were obtained. Experience gained during formal education shall not be considered work experience. All requirements for work experience shall be obtained in a legitimate work environment as opposed to an educational setting. Co-op terms are considered work experience provided they are related to the required services.

When completing the resource grids the specific information, which demonstrates the requested criteria, should be in the grid. The reference to the page and project number should also be provided so that the evaluator can verify this information. It is not acceptable that the grids contain all the project information from the résumé, only the specific answer should be provided.

Offerors are advised that experience listed for a project in which the timeframe overlaps that of another referenced project will only be counted once.

Offerors are also advised that the experience is as of the closing date of the Request for Standing offer.

NOTE: For each project listed and demonstrated by the Bidder in its proposal, the Experience of Bidder forms found at Annex D must be completed and included in the Bidder's proposal

For each project that is used to demonstrate experience, the Bidder must provide the following information:

- The name of the client organization to whom the services were provided;
- The length of time the services were provide, specifying the month and year from the beginning to the end of the period; and
- A description of the texts translated; this description must include, as a minimum the following information:
 - the target language;
 - the nature of the work and subject matter;
 - the total number of words translated cumulatively for each year.



1.1.1 Mandatory Technical Criteria

The Bidder must be able to provide all the services as described in the Statement of Work – Appendix A. The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Any bid which fails to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

MANDATORY CRITERIA		
No.	Mandatory Criteria	Reference to Proposal
M1	The Bidder must demonstrate that it has a team of translators <u>each</u> capable of translating a minimum of 2000 words per day.	
M2	The Bidder must demonstrate that it has at least 3 years' experience (since August 2012) providing a minimum of: <ul style="list-style-type: none"> • 3,000,000 words per year of translation services from English to French. <p>AND</p> <ul style="list-style-type: none"> • 300,000 words per year of translation services from French to English. 	
M3	The Bidder must demonstrate that it has at least 800 hours of experience within one, consecutive 12-month period within the last 3 years <u>revising and editing</u> text in either English or French.	

1.1.2 Point Rated Technical Criteria

Technical Proposals will be evaluated and scored in accordance with the specific rated evaluation criteria described below. The Bidder must obtain the minimum overall. Bidders not meeting the minimum requirements of the rated criteria will be deemed non-compliant.

NOTE: For each project listed and demonstrated by the Bidder in its proposal, the “Experience of Bidder” form found at Annex D must be completed and included in the Bidder’s proposal

For each project that is used to demonstrate experience, the Bidder should provide at a minimum the following information

- Project title, brief description of tasks, name of client organization to whom the services were provided
- Length of time the services were provided, specifying the month and year from the beginning to the end of the period
- your roles and responsibilities;
- Project budget
- description of the work and the texts including as a minimum the following information:
 - the target language;
 - the nature of the work and subject matter;
 - the total number of words translated cumulatively for each year.

NOTE: The Bidder’s proposal must obtain the minimum overall mark indicated below. If the minimum score is not achieved on the rated technical criteria, the Bidder’s proposal will be deemed non-compliant.

RATED CRITERIA				
Item	Description of Criteria	Points Breakdown	Max Points	
R1	The Bidder should demonstrate that it has experience prior to August 2012 providing a minimum of 3,000,000 words per year of translation services.	Translation volume per year prior to August 2012 10 points per year up to a maximum of 50 points	50 points	
R2	The Bidder should demonstrate that it has a Quality Control plan for ensuring linguistic quality and consistent terminology. The Bidder’s proposal should provide complete details in demonstrating the quality control procedures that will be used to meet the requirement of the Statement of Work by referencing past translation projects	Points will be allocated as follows: 0-13 points: Poor Quality Control: Absence or near absence of details concerning the quality control procedures, work coordination, and quality assurance of final product 14-27 points: Solid Quality Control: Sufficient details presented on the quality control	40 points	

		<p>procedures, work coordination and quality assurance of final product</p> <p>28-40 points: Excellent Quality Control: convincingly presented details on the quality control procedures, work coordination, and quality assurance of final product</p> <p>Bidders must achieve at least 14 points for this rated criterion. Failure to achieve at least 14 points will result in the Bidder being found non-compliant.</p>		
R3	<p>The Bidder should demonstrate its capability to resume business in the event of facility and/or equipment failure so that work is uninterrupted and can be provided 24-hours per day, 365 days per year.</p>	<p>Points will be allocated as follows:</p> <p><u>Business continuity plan:</u></p> <ul style="list-style-type: none"> • systems back-up procedures in place (2 points) • replacement of faulty equipment (2 points) • Alternative work sites (2 points) • Resources (human capital) (2 points) 	8 points	
R4	<p>The Bidder should demonstrate how it will respond to and deliver on urgent service requests as defined at point 4.7 of the Statement of Work (SOW). The Bidder should clearly explain, in detail, how it plans to meet this requirement.</p>	<p>Points will be allocation as follows:</p> <p><u>Urgent Service Requests:</u></p> <ul style="list-style-type: none"> • Requests on business days but outside of normal business hours: 3 points • Requests on weekends and during the holidays listed at point 4.7 of the SOW: 3 points 	6 points	
Total maximum technical points available:			104 points	
Total minimum points required:			73 points	

2. BASIS OF SELECTION – HIGHEST COMBINED RATING OF TECHNICAL MERIT (70%) AND PRICE (30%)

- 2.1. To be declared responsive, an offer must:
- (a) comply with all the requirements of the Request for Standing Offer (RFSO) and;
 - (b) meet all the mandatory evaluation criteria; and
 - (c) obtain the required total minimum score for the technical evaluation criteria which are subject to point rating.
- 2.2. Offers not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid obtaining the highest number of points nor the one with the lowest evaluated price will necessarily be accepted.
- 2.3. The lowest evaluated price (LP) of all responsive bids will be identified and a pricing score (PS), determined as follows, will be allocated to each responsive bid (i) : $PS_i = LP / P_i \times 30$. P_i is the evaluated price (P) of each responsive bid (i).
- 2.4. A technical merit score (TMS), determined as follows, will be allocated to each responsive bid (i): $TMS_i = OS_i \times 70$ OS_i is the overall score (OS) obtained by each responsive bid (i) for all the point rated technical criteria specified in Attachment 1 to Part 4, determined as follows: total number of points obtained / maximum number of points available.
- 2.5. The combined rating (CR) of technical merit and price of each responsive bid (i) will be determined as follows: $CR_i = PS_i + TMS_i$.
- 2.6. The responsive bids will be ranked in descending order of combined rating of technical merit and price; the responsive bid with the highest combined rating of technical merit and price being ranked first. Of the highest ranked responsive bids in descending order of combined rating of technical merit and price, up to **two (2) will be recommended for award of a Standing Offer**.
- 2.7. In the event two or more responsive bids have the same highest combined rating of technical merit and price, these bids will be ranked in ascending order of evaluated prices; the responsive bid with the lowest evaluated price being ranked the highest.
- 2.8. The table below illustrates an example where the selection of the contractor is determined by a 70/30 ratio of the technical merit and price, respectively.

Basis of Selection - Highest Combined Rating of Technical Merit (70%) and Price (30%)			
Bidder	Offeror 1	Offeror 2	Offeror 3
Overall Technical Score	90	86	79
Bid Evaluated Price	C\$60,000	C\$55,000	C\$50,000
Calculations	Technical Merit Points	Price Points	Total Score
Offeror 1	86 / 100 x 70 = 60.20	50,000* / 60,000 x 30 = 24.99	85.19
Offeror 2	90 / 100 x 70 = 63.00	50,000* / 55,000 x 30 = 27.27	90.27
Offeror 3	79 / 100 x 70 = 55.30	50,000* / 50,000 x 30 = 30.00	85.30



Example: The Bidders would be ranked in the following order:

1st Offeror 2
2nd Offeror 1

3. Financial Bids

For evaluation purposes only, the total price shall be established as detailed in **Appendix 1 to Part 4 – Financial Proposal Presentation Sheet.**

The price will be evaluated in Canadian dollars, GST/HST exempt, all applicable Customs Duties and Excise taxes included.



Appendix 1 to Part 4 – Financial Proposal Presentation Sheet

Offerors must be able to provide **all services** as described in the **STATEMENT OF WORK** and are required to submit their Financial Proposal in accordance with the Pricing Basis specified in Part 3. For evaluation purposes, the total price shall be established as follows:

Note: the contract period (year 1) is for one year from date of contract award.

1. TABLE 1- CONTRACT PERIOD (YEAR 1)

ENGLISH TO FRENCH and/or FRENCH TO ENGLISH

TRANSLATION SERVICES*			
Description of Service	Cost per word	Estimated word count**	Total
Regular	\$_____/word	3,200,000	\$_____
Urgent	\$_____/word	2,666,667	\$_____
Specialized/technical	\$_____/word	285,714	\$_____
REVISION SERVICES			
Description of Service	Cost per hour	Estimated number of hours**	Total
Regular	\$_____/hour	2000	\$_____
Urgent	\$_____/hour	2000	\$_____
Specialized/technical	\$_____/hour	1696	\$_____
EDITING SERVICES			
Description of Service	Cost per hour	Estimated number of hours**	Total
Regular	\$_____/hour	2000	\$_____
Urgent	\$_____/hour	2000	\$_____
Specialized/technical	\$_____/hour	1696	\$_____
PROOFREADING SERVICES			
Description of Service	Cost per hour	Estimated number of hours**	Total
Regular	\$_____/hour	30	\$_____
Urgent	\$_____/hour	40	\$_____
Specialized/technical	N/A	N/A	N/A

* The cost quoted for translation services must include proofreading of the final product

** The estimated number of words and hours are for evaluation purposes only

*** The cost per word and the cost per hour are firm and all inclusive of all costs associated with the delivery of the work.

TOTAL ESTIMATED AMOUNT (YEAR 1) _____



2. TABLE 2 – OPTION PERIOD 1 (YEAR 2)

ENGLISH TO FRENCH and/or FRENCH TO ENGLISH

TRANSLATION SERVICES*			
Description of Service	Cost per word	Estimated word count**	Total
Regular	\$_____/word	3,200,000	\$_____
Urgent	\$_____/word	2,666,667	\$_____
Specialized/technical	\$_____/word	285,714	\$_____
REVISION SERVICES			
Description of Service	Cost per hour	Estimated number of hours**	Total
Regular	\$_____/hour	2000	\$_____
Urgent	\$_____/hour	2000	\$_____
Specialized/technical	\$_____/hour	1696	\$_____
EDITING SERVICES			
Description of Service	Cost per hour	Estimated number of hours**	Total
Regular	\$_____/hour	2000	\$_____
Urgent	\$_____/hour	2000	\$_____
Specialized/technical	\$_____/hour	1696	\$_____
PROOFREADING SERVICES			
Description of Service	Cost per hour	Estimated number of hours**	Total
Regular	\$_____/hour	30	\$_____
Urgent	\$_____/hour	40	\$_____
Specialized/technical	N/A	N/A	N/A

* The cost quoted for translation services must include proofreading of the final product

** The estimated number of words and hours are for evaluation purposes only

*** The cost per word and the cost per hour are firm and all inclusive of all costs associated with the delivery of the work.

ESTIMATED AMOUNT (OPTION 1) _____



3. TABLE 3 – OPTION PERIOD 2 (YEAR 3)

ENGLISH TO FRENCH and/or FRENCH TO ENGLISH

TRANSLATION SERVICES*			
Description of Service	Cost per word	Estimated word count**	Total
Regular	\$_____/word	3,200,000	\$_____
Urgent	\$_____/word	2,666,667	\$_____
Specialized/technical	\$_____/word	285,714	\$_____
REVISION SERVICES			
Description of Service	Cost per hour	Estimated number of hours**	Total
Regular	\$_____/hour	2000	\$_____
Urgent	\$_____/hour	2000	\$_____
Specialized/technical	\$_____/hour	1696	\$_____
EDITING SERVICES			
Description of Service	Cost per hour	Estimated number of hours**	Total
Regular	\$_____/hour	2000	\$_____
Urgent	\$_____/hour	2000	\$_____
Specialized/technical	\$_____/hour	1696	\$_____
PROOFREADING SERVICES			
Description of Service	Cost per hour	Estimated number of hours**	Total
Regular	\$_____/hour	30	\$_____
Urgent	\$_____/hour	40	\$_____
Specialized/technical	N/A	N/A	N/A

* The cost quoted for translation services must include proofreading of the final product

** The estimated number of words and hours are for evaluation purposes only

*** The cost per word and the cost per hour are firm and all inclusive of all costs associated with the delivery of the work.

ESTIMATED AMOUNT (OPTION 2) _____

TOTAL ESTIMATED COST (SUM OF ALL TABLES) \$ _____



PART 5 – CERTIFICATIONS

Offerors **must** provide the required certifications to be issued a standing offer. Canada will declare an offer non-responsive if the required certifications are not completed and submitted as requested. Compliance with the certifications offerors provide to Canada is subject to verification by Canada during the offer evaluation period (before issuance of a standing offer) and after issuance of a standing offer.

The Standing Offer Authority will have the right to ask for additional information to verify offerors' compliance with the certifications before issuance of a standing offer. The offer will be declared non-responsive if any certification made by the Offeror is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Standing Offer Authority for additional information will also render the offer non-responsive.

1. **Certifications Precedent to Issuance of a Standing Offer**

The certifications listed below should be completed and submitted with the offer, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Standing Offer Authority will so inform the Offeror and provide the Offeror with a time frame within which to meet the requirement. **Failure to comply with the request of the Standing Offer Authority and meet the requirement within that time period will render the offer non-responsive.**

Bidders must provide the required certifications to be awarded a contract. Canada will declare a bid non-responsive if the required certifications are not completed and submitted as requested.

Compliance with the certifications bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify the bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

1. **CERTIFICATIONS REQUIRED WITH BID**

The certifications included in Article 1.1 to Part 5, Certifications, must be duly completed and submitted by the Bidder as part of its bid.

1.1. **CERTIFICATION 1 – ACCEPTANCES OF TERMS AND CONDITIONS**

I, the undersigned, as the Bidder and/or an authorized representative of the Bidder, hereby certify that by signing the proposal submitted in response to **RFP 201600482** that I agree to be bound by the instructions, clauses and conditions in their entirety as they appear in this RFP. No modifications or other terms and conditions included in our Proposal will be applicable to the resulting contract notwithstanding the fact that our proposal may become part of the resulting contract

Name of Bidder

Name of duly authorized representative of Bidder

Signature of duly authorized representative of Bidder

Date



2. CERTIFICATIONS PRECEDENT TO CONTRACT AWARD

The certifications included below, should be completed and submitted with the bid, but may be submitted afterwards. If any of these required certifications is not completed or submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

2.1 Certification 1 – Employment Equity, Federal Contractors' Program

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list (http://publiservice.gc.ca/services/fcp-pcf/index_f.htm) available from Human Resources and Skills Development Canada (HRSDC) - Labour's website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

Name of Bidder

Name of duly authorized representative of Bidder

Signature of duly authorized representative of Bidder

Date

2.2 Certification 2 – Conflict Of Interest

Canada may have engaged the assistance of private sector contractors in the preparation of this solicitation. Responses to this solicitation from any such contractor or with respect to which any such Bidder or any of its subcontractors, employees, agents or representatives are in any manner directly involved will be deemed to be in conflict of interest (real or perceived) and will not be considered. The Bidder represents and certifies that is has not received, nor requested, any information or advice from any such contractor or from any other company or individual in any way involved in the preparation of this solicitation or in the definition of the technical requirement. The Bidder further warrants and certifies that there is no conflict of interest as stated above.

Name of Bidder

Name of duly authorized representative of Bidder

Signature of duly authorized representative of Bidder

Date



2.3 CERTIFICATION 5 – FORMER PUBLIC SERVANT

Former Public Servant Certification

Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in spending public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.

Definitions

For the purposes of this clause,

"former public servant" means a former member of a department as defined in the *Financial Administration Act, R.S. , 1985, c. F-11*, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police and includes:

- a) an individual;
- b) an individual who has incorporated;
- c) a partnership made up of former public servants; or
- d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"Lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the Public Service.

"Pension" means a pension payable pursuant to the *Public Service Superannuation Act, R.S., 1985, c. P-36* as indexed pursuant to the *Supplementary Retirement Benefits Act, R.S., 1985, c. S-24*.

Former Public Servant in Receipt of a Pension

Is the Bidder a FPS in receipt of a pension as defined above? **YES () NO ()**

If so, the Bidder must provide the following information:

- a) name of former public servant; and
- b) date of termination of employment or retirement from the Public Service.

Work Force Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? **YES () NO ()**

If so, the Bidder must provide the following information:

- a) name of former public servant;
- b) conditions of the lump sum payment incentive;
- c) date of termination of employment;
- d) amount of lump sum payment;
- e) rate of pay on which lump sum payment is based;
- f) period of lump sum payment including start date, end date and number of weeks; and
- g) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.



For all contracts awarded during the lump sum payment period, the total amount of fee that may be paid to a FPS who received a lump sum payment is \$5,000, including Goods and Services Tax or Harmonized Sales Tax.

STATEMENT:

I, the undersigned, as a director of the Bidder, hereby certify that the information provided on this form and in the attached proposal are accurate to the best of my knowledge.

Name of Bidder

Name of duly authorized representative of Bidder

Signature of duly authorized representative of Bidder

Date



PART 6 – STANDING OFFER AND RESULTING CONTRACT CLAUSES

PART 6A: Standing Offer

1. Offer

1.1 The Offeror offers to fulfill the requirement in accordance with the Statement of Work at Annex A.

2. Security Requirement

This document is **UNCLASSIFIED**, however;

1. The Contractor must, at all times during the performance of the Contract/SA, hold a valid Facility Security Clearance at the level of **SECRET**, with approved Document Safeguarding at the level of **SECRET**, issued by the Canadian and International Industrial Security Directorate (CIISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor personnel requiring access to **PROTECTED/CLASSIFIED** information, assets or sensitive work site(s) must **EACH** hold a valid personnel security screening at the level of **SECRET**, granted or approved by CIISD/PWGSC.
3. The Contractor **MUST NOT** utilize its Information Technology systems to electronically process, produce or store any sensitive **PROTECTED/CLASSIFIED** information until CIISD/PWGSC has issued written approval. After approval has been granted, these tasks may be performed at the level of **SECRET**.
4. Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CIISD/PWGSC.
5. The Contractor must comply with the provisions of the:
 - a. Security Requirements Check List attached in Annex C;
 - b. *Industrial Security Manual* (Latest Edition).

3. Standard Clauses and Conditions

All clauses and conditions identified in the Standing Offer and resulting contract(s) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions](#) Manual issued by Public Works and Government Services Canada.

3.1 General Conditions

2005 (2015-07-03) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

3.2 Standing Offers Reporting

The Offeror must compile and maintain records on its provision of goods, services or both to the federal government under contracts resulting from the Standing Offer. The Offeror must be prepared to provide information on the records on the provision of Work as identified in the Statement of Work as requested by the Contracting Authority. The Contracting Authority agrees that it will provide the Offeror with a minimum of ten (10) business days to prepare information.



4. Term of Standing Offer

4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is for one year from the date of standing offer award.

4.2 Option to Extend the Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for an additional **two (2), one (1) year periods**, under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority **ten (10) days** before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority

5. Authorities

5.1 Standing Offer Authority

The Standing Offer Authority is:

Rachel Hull
Contracting and Procurement Officer
Public Safety Canada
269 Laurier, Ave. West
Ottawa Ontario K1A 0P8

Telephone: 613-949-1048
Facsimile: 613-954-1871
E-mail address: contracting@ps-sp.gc.ca

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

5.2 Project Authority

To be inserted upon contract award

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up under the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

5.2.1 Call up Technical Authority

The Call up Technical Authority is identified in the call-up against the Standing Offer. The Call up Technical Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up against the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.



5.3 Offeror's Representative

The Offeror has identified the following individual(s) as its representative for administrative matters relating to the Standing Offer and resulting call-ups.

To be inserted upon contract award

6. Identified Users

The Offeror acknowledges that multiple Standing Offers have been issued for this requirement. Call-ups will be allocated among the Offerors in accordance with the selection methodology described below.

2.1 Services: (Includes translation, revision, editing and proofreading)

The Identified User authorized to make call-ups against the Standing Offer is: *to be determined*

7. Call-up Procedures

7.1 Services include (translation, revision, editing and/or proofreading)

Public Safety Canada will award up to two (2) Standing Offer Agreements (SOA) to the two (2) highest ranking compliant Bidders qualified in the provision of services which include translation, revision, editing and proofreading) from English to French and French to English as required.

7.1.1 Right of first refusal basis: The call-up procedures require that when a requirement is identified, the identified user will contact the highest-ranked Offeror to determine if the requirement can be satisfied by that Offeror. If the highest-ranked Offeror is able to meet the requirement, a call-up is made against its standing offer. If that Offeror is unable to meet the requirement, the identified user will contact the next ranked Offeror. The identified user will continue and proceed as above until one Offeror indicates that it can meet the requirement of the call-up. In other words, call-ups are made based on the "right of first refusal" basis. When the highest-ranked Offeror is unable to fulfill the need, the identified user is required to document its file appropriately.

8. Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using form PWGSC-TPSGC 942, Call-up against a Standing Offer

9. Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed **\$100,000.00** (Goods and Services Tax or Harmonized Sales Tax included).

10. Financial Limitation

The total cost to Canada resulting from call-ups against the Standing Offer must not exceed the sum of **\$2,000,000.00** (Goods and Services Tax or Harmonized Sales Tax included) unless otherwise authorized in writing by the Standing Offer Authority. The Offeror must not perform any work or services or supply



any articles in response to call-ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized.

The Offeror must notify the Standing Offer Authority as to the adequacy of this sum when 75 percent of this amount has been committed, **or three (3) months** before the expiry date of the Standing Offer, whichever comes first. However, if at any time, the Offeror considers that the said sum may be exceeded, the Offeror must promptly notify the Standing Offer Authority.

11. Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions 2005 (2011-05-16), General Conditions - Standing Offers -Goods or Services
- d) 2035 (2011-05-16), General Conditions - Higher Complexity - Services (2011-05-16)
- e) Annex A: Statement of Work
- f) Annex B: Basis of Payment
- g) Appendix 1 to Part 4 – Financial Proposal Presentation Sheet
- h) Annex C : Security Requirement Checklist (SRCL)
- i) Annex D – Form-Experience of Bidder
- j) the Offeror's offer _____ (*insert date of offer*), _____ (*if the offer was clarified or amended, insert at the time of issuance of the offer: “as clarified on _____” or “as amended _____.* (*insert date(s) of clarification(s) or amendment(s) if applicable*).

12. Certifications

12.1 Compliance

Compliance with the certifications provided by the Offeror is a condition of authorization of the Standing Offer and subject to verification by Canada during the term of the Standing Offer and of any resulting contract that would continue beyond the period of the Standing Offer. In the event that the Offeror does not comply with any certification or it is determined that any certification made by the Offeror in its offer is untrue, whether made knowingly or unknowingly, Canada has the right to terminate any resulting contract for default and set aside the Standing Offer.

13. Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____. (*Insert the name of the province or territory as specified by the offeror in its offer, if applicable*).



PART 6B: RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

1. Statement of Work

The Contractor must perform the Work described in the call-up against the Standing Offer.

2. Standard Clauses and Conditions

2.1 General Conditions

2035 (2015-07-03), General Conditions - Higher Complexity - Services

3. Term of Contract

3.1 Period of the Contract

The Work must be completed in accordance with the call-up against the Standing Offer.

4. Payment

4.1 Basis of Payment

- a) Firm Rates per word and/or per hour Call-up:** The Contractor will be paid firm rates (per word and/or per hour) for work performed in accordance with the call-up. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax (GST/HST) is extra, if applicable.

The Contractor will be paid for Work performed pursuant to each approved call-up, on accordance with to Annex B the Basis of Payment. Canada's total liability to the Contractor under the Call-up must not exceed the Total Price specified in the Call-up.

No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Project Authority prior to their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Project Authority. The Contractor must notify the Project Authority, in writing, as to the adequacy of this sum:

1. when it is 75 percent committed, or
2. four (4) months prior to the call-up delivery date, or
3. as soon Contractor considers the funds provided in the call-up are inadequate for the completion of the Work,
whichever comes first.

If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.



4.2 Method of Payment

4.2.1 Monthly Payment

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- (a) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- (b) all such documents have been verified by Canada;
- (c) the Work performed has been accepted by Canada.

5. Invoicing Instruction

5.1 The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

5.1.1 Invoices must be distributed as follows:

The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

6. SACC Manual Clauses

The following clauses set out in the SACC Manual will form part of the Contract:

Number	Date	Description
C0705C	2010-01-11	Discretionary Audit
A9117C	2001-11-30	T1204 - Direct Request
C0711C	2008-05-12	Time Verification
A9068C	2010-01-11	Site Regulations

7. Suitability of Services

All services rendered may be reviewed within a reasonable time from commencement of the call-up on the basis of quality and adherence to the provisions of this Standing Offer. Resources assigned must be capable of performing the call-up at a level of competence deemed acceptable by the Technical Authority



ANNEX "A" – STATEMENT OF WORK

The insertion of volumetric data in this document does not represent an engagement on behalf of Canada that its future usage of the described services below will correspond to this data.

1. **OBJECTIVE**

Public Safety Canada has a requirement for translation with proofreading, revision, editing and/or proofreading services on an "as and when requested" basis to translate, revise, edit and/or proofread texts from English to French and from French to English. The Total annual volume for all work is **estimated** at up to 3,000,000 words annually.

2. **BACKGROUND**

Public Safety Canada was created in 2003 through the amalgamation of the former Department of the Solicitor General, the Office of Critical Infrastructure Protection and Emergency Preparedness (from the Department of National Defence), and Justice Canada's National Crime Prevention Centre. The intent behind the Department's creation was improved integration of government safety and security efforts. *The Department of Public Safety and Emergency Preparedness Act, 2005*, and the *Emergency Management Act, 2007*, set out three fundamental roles for the Department:

- to support the Minister in his responsibility for all matters related to public safety and emergency management not assigned to another federal organization;
- to exercise leadership at the national level for national security and emergency preparedness; and,
- to support the Minister in his responsibilities for the coordination of Portfolio entities and for setting their strategic priorities.

In fulfilling its mandate, the Department works in consultation with other organizations and partners—federal departments and agencies, Provinces and Territories, non-government organizations, the private sector, foreign states, academia and communities. Public Safety Canada has a presence in every Province and Territory, as well as in London, England and Washington, D.C. Additional information about Public Safety Canada is available at <http://www.publicsafety.gc.ca>.

3. **NATURE OF TEXTS**

The texts to be translated will be documents relating to Public Safety's business such as but not limited to: Power Point presentations, letters, memoranda to Cabinet, Training material, Annual reports, Business Branch reports, records of decisions, and other texts. The audience is both internal to Government as well as the general public. The Contractor must supply the translated material in the same format (template) as it was provided by the Project Authority.

4. **DEFINITIONS**

4.1 Translation with proofreading: includes but is not limited to converting/rendering a text into another language without losing its original meaning and free of errors

4.2 Editing: includes but is not limited to reviewing information in documents to improve and ensure organization and readability, flow, consistency and clarity and tone etc.



- 4.3 Revision:** includes but is not limited to ensuring the integrity of the source document in the target language, allowing the detection of mistranslations, omissions, Anglicism's or Gallicisms and calques, as well as the verification of transfers (numbers, proper nouns such as city names, etc.).
- 4.4 Proofreading:** includes but is not limited to checking documents for grammatical and punctuation errors, spelling mistakes, improper word usage, etc.
- 4.5 Specialized/technical Service Request:** Consists of technical documents that go beyond the baseline skills of a standard translator/linguist. The range of subjects is broad and includes but is not limited to: engineering, medical, pharmaceutical, law, information technology, etc.
- 4.6 A Regular Service Request:** Consists of work to be performed during normal business hours, from 8:00 am to 6:00 pm (Ottawa time), Monday to Friday (Normal Business Hours).
- 4.7 An urgent Service Request:** Consists of high-priority work to be performed at the request of Canada in its entirety or partly outside of Normal Business Hours (8:00 a.m. and 5:00 p.m.), on weekends, and during the federal government statutory holidays in Ontario which are as follows:
- New Year's Day;
 - Good Friday;
 - Easter Monday;
 - Victoria Day;
 - Canada Day;
 - Civic Holiday;
 - Labour Day;
 - Thanksgiving;
 - Remembrance Day;
 - Christmas Day;
 - Boxing Day.
- 4.8 Word Count:** A 'word' is defined as a continuous series of letters set apart from other words by spaces. Numbers and other characters that appear in the text are considered to be words (see 5.11 and Section 10.)

5. TASKS & DELIVERABLES

The Contractor must perform the following work:

- 5.1** Participate in a kick off meeting and provide contact information for the point of contact responsible for the coordination of work/call-ups within three (3) calendar days of Contract award.
- 5.2** Provide services from English to French and French to English on an "as and when requested" basis for the following types of services:
- Translation with proofreading(see 4.1)
 - Editing (see 4.2)
 - Revision (see 4.3)
 - Proofreading (see 4.4)
 - Specialized/Technical (see 4.5)

The services listed above can be requested as a regular, urgent and/or specialized/technical request (see Section 10 Constraints).



- 5.3 Prepare and provide a list of terms and expressions contained in the text that are not found in common reference works and terminology banks. This list must be presented using a format and software compatible with that used by the Project Authority. It is the responsibility of the Contractor to establish the acceptable format and software with the PA before preparing the list.
- 5.4 Use a **style and language** appropriate to the **target audience** that accurately renders the message of the source text in compliance with the reference documents listed in Section 12.
- 5.5 Ensure that the Work contains consistent terminology by assigning the same translator(s) to certain documents or group of related documents to achieve consistent terminology. The Contractor must ensure that the Work contains standardized and consistent terminology when using the services of more than one translator, while respecting the prescribed deadlines.
- 5.6 Meet the prescribed, "Work Due Date" for delivery of the Work, as specified on individual call-ups.
- 5.7 Deliver Work that is free from error, including, but not limited to, the following mistakes:
- Misinterpretation: when one word is used instead of another in the same lexical field (e.g., a word is translated as 'house' where 'mansion' or 'castle' would be expected) or in an entirely different category;
 - Barbarism: a word or expression not standard in the language;
 - Solecism: a sentence containing a syntax that does not exist in the target language;
 - Mistranslation: a translation that means the contrary of the idea expressed in the source text;
 - Nonsense;
 - Additions: an element appears in the target text that is not in the source text; and
 - Omission of an element that appears in the original text.
- 5.8 Deliver Work that contains no more than two (2) minor errors for every 400 words or translated text. Minor errors are defined as grammar, punctuation and/or spelling mistakes.
- 5.9 Deliver Work in the application, format, style and layout of the source document provided by the requestor in addition, the following conditions must be adhered to:
- No conversions will be accepted in any form. Consequently, it will not be possible to convert texts from one type of system to another (e.g., from a Macintosh to and IBM-Compatible computer) or to save texts in an earlier or later version of the source document application(s);
 - The Contractor must use virus detection and elimination systems and agree to take the necessary measures to ensure the delivery of translations through electronic media or other systems that are virus-free; and
 - The Contractor must not use unauthorized codes in word processing, tables, etc.
- 5.10 Carry out quality control and proofreading before delivering the Work to meet the above conditions.
- 5.11 Identify and report the word count in the delivered Work to the Project Authority. The word count must be established by using the software in which the document is delivered.

6. DOCUMENTATION AND TERMINOLOGY

The Project Authority will provide the Contractor with the names of resource personnel, as well as documentation and terminology sources related to Public Safety Canada when available and as required, by electronic mail, facsimile, or other means.



It is the contractor's responsibility to acquire all other relevant materials and documentation such as but not limited to dictionaries, specialized glossaries, and copies of legislation and to use the terminology accepted throughout the government.

7. RESOURCE PERSONNEL FOR TERMINOLOGY

The Contractor can request information about terminology from the contact person named in the approved Call-up.

The Contractor may request a short turnaround time for information about terminology, such as to obtain clarification on difficult passages in a text or to translate terms and expressions not found in any of the cited reference documents.

8. EQUIPMENT AND SUPPLIES

The Contractor must supply everything necessary for the performance of the Work, including all the resources, facilities, labour and supervision, management, services, equipment, inspection and quality assurance procedures, and planning necessary to perform the Work.

The Contractor must have the necessary equipment to perform the Work in accordance with the SOW, such as but not limited to equipment for receiving and transmitting documents whether by facsimile and electronic mail, by means of certain electronic devices (zip disk, CD, memory stick or others) or by using a courier service, software, security measures, etc.

The Contractor will be responsible for acquiring all new and/or upgraded versions of software required to perform the Work, at no additional cost to Canada.

9. RECEIPT AND DELIVERY OF TEXTS

Receipt and delivery of texts must be during Normal Business Hours, unless otherwise requested by the Project Authority (the required information will be indicated on the Call-up)

9.1 For Unclassified Documents

The documents to be translated will be sent to the Contractor by e-mail or fax from the Project Authority's office.

The Contractor is responsible for the receipt and delivery of documents from and to the Project Authority's office and will receive and transmit documents by email. If receipt or delivery problems occur, the Contractor must deliver an electronic version of the documents by courier service, at no additional cost to Canada.

9.2 For Classified (Confidential and Secret) Documents

At no additional cost to Canada, the Contractor must pick up the documents to be translated, edited, revised and/or proof-read from the Project Authority's office at the address provided.

The Contractor is responsible for the delivery and receipt of any documents from the Project Authority's office to the Contractor's facility and back to the Project Authority. All documents picked-up and delivered must adhere to the Security Requirement provisions of the Contract. For any text or document that is classified in nature, the Contractor or its courier must ensure that its portable container for carrying classified documents complies with the requirements in the Policy on Government Security Standards.



10. CONSTRAINTS

The Contractor **MUST NOT** start any work until a call-up has been received.

The Contractor must have the necessary procedures in place for responding to and for performing the services as described in the call-up which may be received during, and outside of, Normal Business Hours and on weekends. Deadlines are very tight and in most cases cannot be negotiated. The Contractor must meet the Work Due Date as specified in the Call-up. In the event that a delivery date cannot be met the Contractor must advise the Project Authority before starting the service request.

In the event that the type of service requested is incorrect, the Contractor has the responsibility and the obligation to notify the Project Authority before starting the work. If it is agreed by both parties that the type of service must be changed, an official amendment to the call-up will be completed by the Contracting Authority.

Word processing software will be used by the Contractor to determine the total number of words in a document, and the word count must be stated in the delivered Work.

The Project Authority reserves the right to verify the accuracy of, and to correct, the Contractor's stated word count.

11. LOCATION OF WORK

All work must be performed at the Contractor's site

12. REFERENCE DOCUMENTS

- Public Safety Canada Lexicons
- Linguistic Publications
- Le Robert & Collins Senior, new edition
- Hachette-Oxford, English-French/French-English dictionary
- Le Petit Robert
- Le Petit Larousse, 2000
- Lexique analogique, Jacques Dubé
- Multi dictionnaire de la langue française, Marie-Éva de Villers, Québec/Amérique
- Nouveau dictionnaire des difficultés du français moderne, Hanse, 3rd edition
- Guide du rédacteur de l'administration fédérale
- Le Colpron, nouveau dictionnaire des anglicismes
- Repère –TR
- Bescherelle,
 1. L'Art de conjuguer
 2. L'orthographe pour tous
 3. La grammaire pour tous
- Le Bon usage, Grevisse
- The Canadian Style
- Le français, langue des affaires, André Clas et Paul A. Horguelin, 3rd edition
- Le français au bureau, Noëlle Guilloton et Hélène Cajolet-Laganière
- The Collins English Dictionary
- The Concise Oxford Dictionary
- Termium Plus, Bureau de la traduction- Translation Bureau, Canada
- Lexique de l'emploi, Bureau de la traduction, Canada



- Employment Glossary, Translation Bureau, Canada
- Lexique de l'assurance-chômage, Bureau de la traduction, Canada

Industrial Relations

- Dictionnaire canadien des relations du travail, Gérard Dion
- Lexique des relations du travail, CRTFP, Canada
- Labour Relations Glossary, PSSRB Canada

Justice

- Vocabulaire de l'administration correctionnelle, Bureau de la traduction, Canada
- Correctional Administration Vocabulary, Translation Bureau, Canada
- Répertoire alphabétique de titres de lois fédérales, Bureau de la traduction, Canada
- Alphabetical List of Titles of Federal Statutes, Translation Bureau, Canada

Electronics and Telecommunications

- Vocabulaire de l'électronique et des telecommunications, Bureau de la traduction, Canada
- Electronics and Telecommunications Vocabulary, Translation Bureau, Canada

Translation Bureau, Canada Language Portal, resource

- <http://www.noslangues-ourlanguages.gc.ca/index-eng.php>
- Emergency and Crisis Communication Vocabulary (English-French / French-English)



ANNEX B – BASIS OF PAYMENT
To be inserted upon contract award



ANNEX C – SECURITY REQUIREMENTS CHECK LIST

Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat 201600482
Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Public Safety Canada	2. Branch or Directorate / Direction générale ou Direction Administration		
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant		
4. Brief Description of Work / Brève description du travail Public Safety Canada must avail itself of translation services on an "as and when" requested basis. Translation services are required for texts to be translated from in both official languages. This is a 3 year contract with possibility of extension for 2 additional year. The total annual volume for all work is estimated at 6,000,000 words per year.			
5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No / Non	<input checked="" type="checkbox"/> Yes / Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	
Not releasable / À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à : Specify country(ies) / Préciser le(s) pays :	Restricted to: / Limité à : Specify country(ies) / Préciser le(s) pays :	Restricted to: / Limité à : Specify country(ies) / Préciser le(s) pays :	
7. c) Level of information / Niveau d'information			
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	
PROTECTED C / PROTÉGÉ C <input checked="" type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	
CONFIDENTIAL / CONFIDENTIEL <input checked="" type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	
SECRET / SECRET <input checked="" type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>	
TOP SECRET / TRÈS SECRET <input type="checkbox"/>			TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>			TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No / Non Yes / Oui
Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input checked="" type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET- SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:
Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No / Non Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No / Non Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No / Non Yes / Oui



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PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.
Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉE			NATO				COMSEC					
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
				CONFIDENTIEL		TRÈS SECRET	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL		COSMIC TOP SECRET TRÈS SECRET	A	B	C	CONFIDENTIEL		TRÈS SECRET
Information / Assets / Renseignements / Biens	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media / Support TI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link / Lien électronique	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Security Classification / Classification de sécurité
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Contract Number / Numéro du contrat
Security Classification / Classification de sécurité

PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Martine Desjardins		Title - Titre Manager, Administration	Signature <i>M. Desjardins</i>
Telephone No. - N° de téléphone 613-949-6808	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel martine.desjardins@ps-sp.gc.ca	Date 05/05/2015
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Karl Mattice		Title - Titre Security Operations Manager	Signature <i>Karl Mattice</i>
Telephone No. - N° de téléphone 613-949-6420	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel karl.mattice@ps-sp.gc.ca	Date MAY 7 2015
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input type="checkbox"/> No / <input type="checkbox"/> Yes Non / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

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Annex D – Forms – Experience of the Bidder

For each project listed and demonstrated by the Bidder in its proposal, the following information must be provided regarding experience.

<p>September 2014 to August 2015</p> <p>1. translation with proofreading services:</p> <p>1.1 Total number of words from September 2014 to August 2015</p> <p>_____</p> <p>2. Editing services:</p> <p>2.1. Total number of hours from September 2014 to August 2015</p> <p>_____</p> <p>3. Revision services:</p> <p>3.1 Total number of words from September 2014 to August 2015</p> <p>_____</p> <p>4. Proofreading:</p> <p>4.1 Total number of hours from September 2014 to August 2015</p> <p>_____</p>

Name of the client organization: _____

Name of contact person in the client organization: _____

Telephone number for the client organization’s contract person: _____

Email address for the client organization’s contract person: _____

Type of text and subject matter:

Period during which the services were delivered:

Beginning: (month and year) _____ End: (month and Year) _____



September 2013 to August 2014

1. translation with proofreading services:

1.1 Total number of words from September 2013 to August 2014

2. Editing services:

2.1. Total number of hours from September 2013 to August 2014

3. Revision services:

3.1 Total number of words from September 2013 to August 2014

4. Proofreading:

4.1 Total number of hours from September 2014 to August 2015

Name of the client organization: _____

Name of contact person in the client organization: _____

Telephone number for the client organization's contract person: _____

Email address for the client organization's contract person: _____

Type of text and subject matter:

Period during which the services were delivered:

Beginning: (month and year) _____ End: (month and Year) _____



September 2012 to August 2013

1. translation with proofreading services:

1.1 Total number of words from September 2012 to August 2013

2. Editing services:

2.1. Total number of hours from September 2012 to August 2013

3. Revision services:

3.1 Total number of words from September 2012 to August 2013

4. Proofreading:

4.1 Total number of hours from September 2012 to August 2013

Name of the client organization: _____

Name of contact person in the client organization: _____

Telephone number for the client organization's contract person: _____

Email address for the client organization's contract person: _____

Type of text and subject matter:

Period during which the services were delivered:

Beginning: (month and year) _____ End: (month and Year) _____



September 2011 to August 2012

1. translation with proofreading services:

1.1 Total number of words from September 2011 to August 2012

2. Editing services:

2.1. Total number of hours from September 2011 to August 2012

3. Revision services:

3.1 Total number of words from September 2011 to August 2012

4. Proofreading:

4.1 Total number of hours from September 2011 to August 2012

Name of the client organization: _____

Name of contact person in the client organization: _____

Telephone number for the client organization's contract person: _____

Email address for the client organization's contract person: _____

Type of text and subject matter:

Period during which the services were delivered:

Beginning: (month and year) _____ End: (month and Year) _____



September 2010 to August 2011

1. translation with proofreading services:

1.1 Total number of words from September 2010 to August 2011

2. Editing services:

2.1. Total number of hours from September 2010 to August 2011

3. Revision services:

3.1 Total number of words from September 2010 to August 2011

4. Proofreading:

4.1 Total number of hours from September 2010 to August 2011

Name of the client organization: _____

Name of contact person in the client organization: _____

Telephone number for the client organization's contract person: _____

Email address for the client organization's contract person: _____

Type of text and subject matter:

Period during which the services were delivered:

Beginning: (month and year) _____ End: (month and Year) _____



September 2009 to August 2010

1. translation with proofreading services:

1.1 Total number of words from September 2009 to August 2010

2. Editing services:

2.1. Total number of hours from September 2009 to August 2010

3. Revision services:

3.1 Total number of words from September 2009 to August 2010

4. Proofreading:

4.1 Total number of hours from September 2009 to August 2010

Name of the client organization: _____

Name of contact person in the client organization: _____

Telephone number for the client organization's contract person: _____

Email address for the client organization's contract person: _____

Type of text and subject matter:

Period during which the services were delivered:

Beginning: (month and year) _____ End: (month and Year) _____



September 2008 to August 2009

1. translation with proofreading services:

1.1 Total number of words from September 2008 to August 2009

2. Editing services:

2.1. Total number of hours from September 2008 to August 2009

3. Revision services:

3.1 Total number of words from September 2008 to August 2009

4. Proofreading:

4.1 Total number of hours from September 2008 to August 2009

Name of the client organization: _____

Name of contact person in the client organization: _____

Telephone number for the client organization's contract person: _____

Email address for the client organization's contract person: _____

Type of text and subject matter:

Period during which the services were delivered:

Beginning: (month and year) _____ End: (month and Year) _____



September 2007 to August 2008

1. translation with proofreading services:

1.1 Total number of words from September 2007 to August 2008

2. Editing services:

2.1. Total number of hours from September 2007 to August 2008

3. Revision services:

3.1 Total number of words from September 2007 to August 2008

4. Proofreading:

4.1 Total number of hours from September 2007 to August 2008

Name of the client organization: _____

Name of contact person in the client organization: _____

Telephone number for the client organization's contract person: _____

Email address for the client organization's contract person: _____

Type of text and subject matter:

Period during which the services were delivered:

Beginning: (month and year) _____ End: (month and Year) _____