



QUESTIONS AND ANSWERS #1

This Question and Answer document is issued on September 9, 2015.

Question 1

Can you tell me if there is an aboriginal set-aside for this Standing Offer?

Answer 1

No, there is no Aboriginal set-aside for this Standing Offer.

Question 2

Can you please provide the historical volumes completed by your external suppliers (combined suppliers –not each) for the previous 3 years. Data requested is as follows:

- Total # words/year
- Total # of Revision and Editing Hours/year
- Total # of Requests/year.

We would like to provide Costing based on actual historical word count to your external suppliers.

Answer 2

The exact breakdown by words or hours by per services is not available. Many of the call-ups issued by Public Safety Canada were set with a maximum potential dollar value, and were open ended and all-encompassing. This approach allowed individual client users to utilize the call-ups for any of the services in the Standing Offer up to the maximum dollar amount as specified in the call-up.

From October 1, 2012 (award date of the Standing Offers), to September 1, 2015, Public Safety Canada awarded approximately 70 call-ups valued at approximately \$945,281.00, for services on an as-and-when-requested basis.

Question 3

M1 would like us to propose a team of translators. Based on the RFSO numbers of 3 million words/year, 250 working days and 2000 words per day for each translator, and 2 suppliers; the easy calculation comes up with 3 Translators (a 4th for fluctuations). Is this proposed team size sufficient to meet M1 if we can demonstrate 2000 words per day for each.

Answer #3

There is no minimum number of translators that must be proposed. However, it is the Bidder's responsibility to ensure that the team of resources being proposed is capable of delivering all of the work as described in the Statement of Work and meeting the requirements set out in the RFP.

Question #4

M3 refers to demonstrating experience in revising and editing (800 hours in a 1 year period), while all three Costing Tables refer to 11,392 hours/year. I know the Costing Tables are for Evaluation Only –but it's costing methodology is clearly based on "Ratios" between the following 4 items - Translation :Revision



QUESTIONS AND ANSWERS #1

: Editing : Proofreading. The Costing Tables indicate as a percentage of work –that Revision/Editing is a very large percentage, while M3 is only showing 800 hours? What is the actual historical billed hours for the three previous years by external suppliers for the three categories –Revision –Editing -Proofreading? Shouldn't the M3 experience and all three Costing Tables reflect a better approximation of actual results – maybe a 3 year average. The difference between 800 hours and 11,392 hours is quite large –for the high end we would need a team of 6-8 dedicated translators just for revision and editing alone.

Answer #4

The requirement of 800 hours of experience within one 12-month period within the last 3 years as required by M3 is the minimum number of hours that a Bidder must demonstrate in order to be found compliant. It is not representative of Public Safety Canada's need.

The number of hours called-up under the existing Standing Offers for Revision, Editing and Proofreading is not known.

Question #5

Can you also provide the breakdown of External (previous awardees) to Internal (Translation Bureau) – this information will tell us the maximum volume if all work goes to external suppliers (that is if the Public Safety Canada is still using the TB).

Answer #5

The volume of services processed by Internal (Translation Bureau) is not known. However, the value is approximately \$2.5M each year.

The volume of services processed by External (Standing Offer Holders) is not known. However, approximately \$421,255 was called-up for calendar year 2014 and for 2015, the estimated value called-up from January 1 to September 1 is \$219,098.

Question #6

On page 31, under sections 9.1 & 9.2 it refers to both Unclassified documents and Classified (Confidential & Secret). The handling/processing and costs associated with the two (2) types of documents is dramatically different. We understand you cannot predict the future ratio of individual Work Request that fall under these two types – but it is important to know historically “how many” out of the total number of Translation Requests fall under each scenario (not as a percentage but as a number –as each Secret/Confidential Request has a much higher built in cost . i.e. -2014: 13,000 Requests Unclassified and 12,000 Requests Secret/Confidential or 2014: 24,000 Requests Unclassified and 1000 Requests Secret/Confidential. It is imperative to know this historical data in order to provide an accurate pricing model as the requirements are very different. The years 2012, 2013, and 2014 is requested and specifically for your external suppliers (excluding the Translation Bureau).

Answer #7

We estimate that at least half of the overall requirements will be classified.

Question 7

On page 22, Part 6, section 2.1 Requires a CISC Facility Clearance Certificate at the Level of Secret. Our present Clearance is at the level of Protected C. Through this RFSO, is Public Safety & Emergency Preparedness Canada offering facility “sponsorship” to the Secret Level?



QUESTIONS AND ANSWERS #1

Answer #7

Public Safety will not be sponsoring bidders.

Question #8

We would have the following questions in regards to the above-mentioned RFSO for translation and related language services.

- a) At M1:
 - i. Is there a minimum or maximum number of resources to be proposed?
 - ii. Are bidders to provide translators only or should resources be named for each RFSO service (editing, proofreading, etc.)?
 - iii. Will the number of resources proposed or the composition of the bidder's team play any role in the rated evaluation of the proposal?
- b) Approximately what proportion of work would be classified?
- c) In regards to the financial presentation sheet: We understand that the numbers in the table are only for evaluation purposes only and that the annual expected volume is 3 million words per year. But based on the numbers in the table, it appears that almost half the volume would be "Urgent" requirements. Is this reflective of what to expect, meaning roughly half the actual volume will be "Urgent"? If not, please provide approx. estimate of percentage of work that will be urgent.

Answer #8

- a) i) Please see question and answer #3.
- ii) Bidders are not required to propose specific resources. However, the Bidder's resources must work on materials up to the level of Secret. As such, all of the Bidder's resources' must have a personnel security clearance at the level of Secret.
- iii) It is up to the Bidder to decide the composition of its team. The Bidder should demonstrate for the rated criteria how it will meet each of elements contained therein.
- b) Please see question and answer #3.
- c) Public Safety is unable to predict the overall ratio of urgent requests.

Question #9:

The SECRET Facility Security Clearance and the SECRET Personnel Security Screening have to be in place at the time of proposal submission? If not, would you be able to sponsor the firms that will be awarded the standing offer?

Answer #9

Although it is possible for a Bidder to submit a proposal without having the required level of security clearance, contract award is contingent on the successful Bidder holding a valid security clearance at the required level. Contract award will not be delayed in order for Bidders to obtain the required security clearance. Public Safety will not be sponsoring bidders.



QUESTIONS AND ANSWERS #1

Question #10

We are interested in bidding on the translation, editing, revision and proofreading contact however, currently our secret clearance limits us to Protected B documents, would PS be open to sponsoring us in order to comply with the RFSO security requirements?

Answer #10

Please see question and answer #7.

Question #11

As noted in section 9.2 (Confidential and Secret documents), the process (at our cost) includes pickup/return of the documents under adherence to the noted Security Requirements. Section 9.2 notes that all costs (courier/personnel time, etc) are inclusive in the price structure. In order to provide an accurate Financial Offer, it is imperative to have "historical" data (3 years) that this process was required by your current external suppliers.

There is a huge cost differential (pickup/delivery time, special courier costs (i.e.-very costly), added approved cases, etc) between processing Secret/Confidential documents compared to lower level classified or unclassified documents. If these are frequent (daily, multiply times per day, or all requests?) or occasional (weekly, monthly, or ?) –the pricing is in the order of "magnitude" for small 200 or 300 word documents.

Answer #11

The historical volume of classified vs. non-classified is unknown and it is impossible to predict from year to year the exact volume. It is the Bidders' responsibility to propose rates that are all inclusive of the required service.