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RETOURNER LES SOUMISSIONS À:
Bid Receiving - PWGSC / Réception des
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11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
Gatineau
Quebec
K1A 0S5
Bid Fax: (819) 997-9776

LETTER OF INTEREST
LETTRE D'INTÉRÊT

Comments - Commentaires

Title - Sujet RFI Remote Interpretation Services	
Solicitation No. - N° de l'invitation EN960-160875/A	Date 2015-10-16
Client Reference No. - N° de référence du client 20160875	GETS Ref. No. - N° de réf. de SEAG PW-\$\$EE-052-29549
File No. - N° de dossier 052ee.EN960-160875	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2015-11-26	
Time Zone Fuseau horaire Eastern Standard Time EST	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Hafidh, Mustafa	Buyer Id - Id de l'acheteur 052ee
Telephone No. - N° de téléphone (819) 956-1212 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA CONFERENCE INTERPRETATION 171 SLATER ST OTTAWA Ontario K1P5H7 Canada	


Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution
Systems Software Procurement Division / Division des
achats des logiciels d'exploitation
11 Laurier St. / 11 rue, Laurier
4C1, Place du Portage, Phase III
Gatineau
Quebec
K1A 0S5

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

 Public Works and Government Services Canada		Travaux publics et Services gouvernementaux Canada		Document No. EN960-160875/A		Part - Partie 1 of - de 2		
				See Part 2 for Clauses and Conditions Voir Partie 2 pour Clauses et Conditions				
Item Article	Description	Dest. Code Dest.	Inv. Code Fact.	Qty Qté	U. of I. U. de D.	Unit Price/Prix unitaire FOB/FAM Destination Plant/Usine	Delivery Req. Livraison Req.	Del. Offered Liv. offerte
1	RFI Remote Interpretation Services	EN960	EN960	1	LOT	\$	\$	See Herein

Solicitation No. - N° de l'invitation

EN960-160875/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

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Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

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See attached

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**REQUEST FOR INFORMATION REGARDING A
REMOTE INTERPRETATION SERVICES
FOR
TRANSLATION BUREAU**

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Annex A.....

REQUEST FOR INFORMATION REGARDING A REMOTE INTERPRETATION SERVICES FOR TRANSLATION BUREAU

1) Background and Purpose of this Request for Information (RFI)

Public Works and Government Services Canada (PWGSC), on behalf of Translation Bureau (TB), is releasing this Request for Information (RFI) in order to obtain information on Remote Interpretation Services and determine how a customized solution could be implemented to meet the requirements identified in this RFI. PWGSC is also looking to solicit comments, concerns and where applicable, alternative recommendations from interested parties regarding how the requirements or objectives described in this RFI could be satisfied.

No commitment exists under this RFI and no award will be granted. The RFI is published solely for the purposes of collecting market information. Based on the information obtained, PWGSC, on behalf of Translation Bureau, may develop a procurement strategy that may be in the form of competitive bidding which may lead to a contract award for Commercial-of-the-Shelf (COTS) software and/or services that will be used in the development of Remote Interpretation Services.

Translation Bureau is the federal organization responsible for supporting the Government of Canada (GoC) in its efforts to communicate with and provide services for Canadians in the official language of their choice. TB is one of the leading translation organizations in the world and one of the largest employers of language professionals in Canada. Since its founding in 1934, the TB has become the federal government centre of expertise in translation and linguistic services. More information on TB can be found at <http://www.bt-tb.tpsgc-pwgsc.gc.ca/>. As a leader in the Canadian linguistic service industry, TB stays abreast of emerging trends and makes every effort to leverage technological advances and new technologies. Because of its rich culture of innovation, TB increasingly stands out as a leader in language technologies.

Translation Bureau (TB) of Canada has been piloting technology and methodology around the provision of a remote interpretation service for the Government of Canada (GoC). This is a turn-key "on demand" multilingual communication and visual interpretation service that is enabled through Web-based telecommunications technology.

This concept involves interpretation at a distance without the requirement for on-site installations, such as interpretation booths. It promotes an approach that is based on

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autonomous service delivery where the interpreter is provided with a dashboard (potentially Web-based) to control the audio and video for the delivery of remote interpretation.

2) Nature of Request for Information

This is not a bid solicitation. This RFI will not result in the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

3) Nature and Format of Responses Requested

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

4) Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

5) Treatment of Responses

- a) Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.
- b) Review Team:** A review team composed of representatives of the client (where applicable) and PWGSC will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.
- c) Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the Access to Information Act.
- d) Follow-up Activity:** Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

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6) Contents of this RFI

This RFI contains a draft Statement of Work. This document remains a work in progress and respondents should not assume that new clauses or requirements will not be added to any bid solicitation that is ultimately published by Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised. Comments regarding any aspect of the draft document are welcome.

7) Questions to Industry

- a. Would you/your organization be able to provide the goods / services outlined in Annex "A" – Statement of Work (SOW) and be interested in bidding on any solicitation that may be issued related to the SOW?
- b. Could the work be completed within the estimated dates related to the deliverables/milestones in the SOW?
- c. Is the Statement of Work clear and reasonable?
- d. Do you have any general comments or concerns regarding the SOW and/or suggestions for improvements to the SOW?

8) Format of Responses

- a) **Cover Page:** If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.
- b) **Title Page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:
 - i) the title of the respondent's response and the volume number;
 - ii) the name and address of the respondent;
 - iii) the name, address and telephone number of the respondent's contact;
 - iv) the date; and
 - v) the RFI number.
- c) **Numbering System:** Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.
- d) **Number of Copies:** Canada requests that respondents submit one (1) electronic copy of their responses. The electronic file format of the response must be in either Adobe Portable Document Format (PDF) or in a file format that is readable by the Microsoft Office Suite. Provision of an electronic copy is required in order to facilitate the distribution of the RFI responses to PWGSC and TB representatives. Responses are to be submitted in one of the two official languages of Canada (English or French)

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9) Enquiries

Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to:

Contracting Authority: **Mustafa Hafidh**

E-mail Address: mustafa.hafidh@tpsgc-pwgsc.gc.ca

Telephone: (819) 956-1212

10) Submission of Responses

- a) **Time and Place for Submission of Responses:** Suppliers interested in providing a response should deliver it to the Contracting Authority identified above by the time and date indicated on page 1 of this document.
- b) **Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.
- c) **Identification of Response:** Each respondent should ensure that its name and return address, the solicitation number and the closing date appear legibly on the outside of the response.

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Annex A**Draft Statement of Requirements****Table of Contents**

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1. Generic description

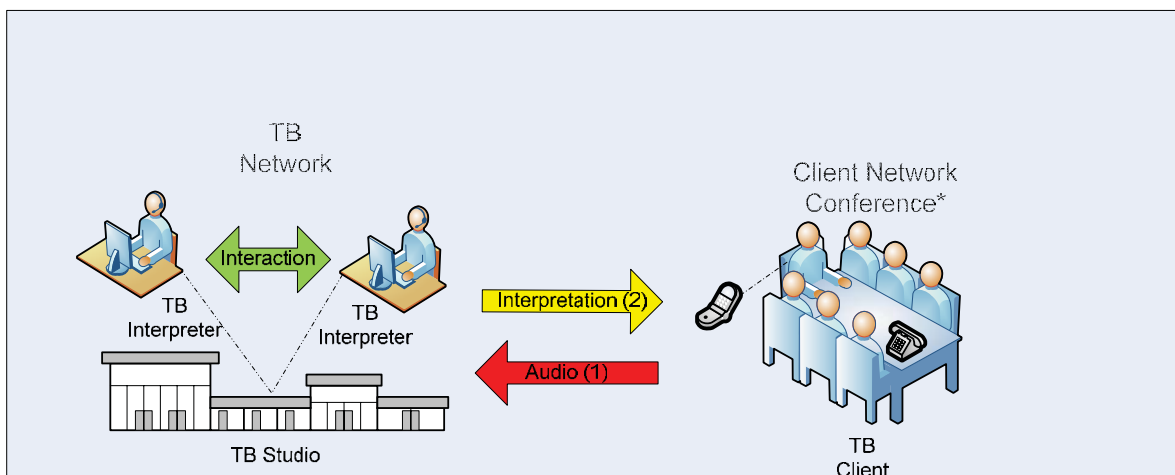
The Bureau engaged government clients in its remote conference interpretation pilots. Remote interpretation is a turnkey, distance interpretation service that is (or could be) Internet-based and therefore not dependent on onsite accommodations. Interpreters will manage service delivery using online software and other technologies. Remote interpretation also includes an audio component, a video component, and could be used in conjunction with other technologies such as Cisco WebEx, Jabber, and others.

The proposed solutions must address **simultaneous conference interpretation** services, including visual languages; other types of interpretation services (consecutive, community, etc.) are not considered in this RFI.

Various scenarios are considered, such as:

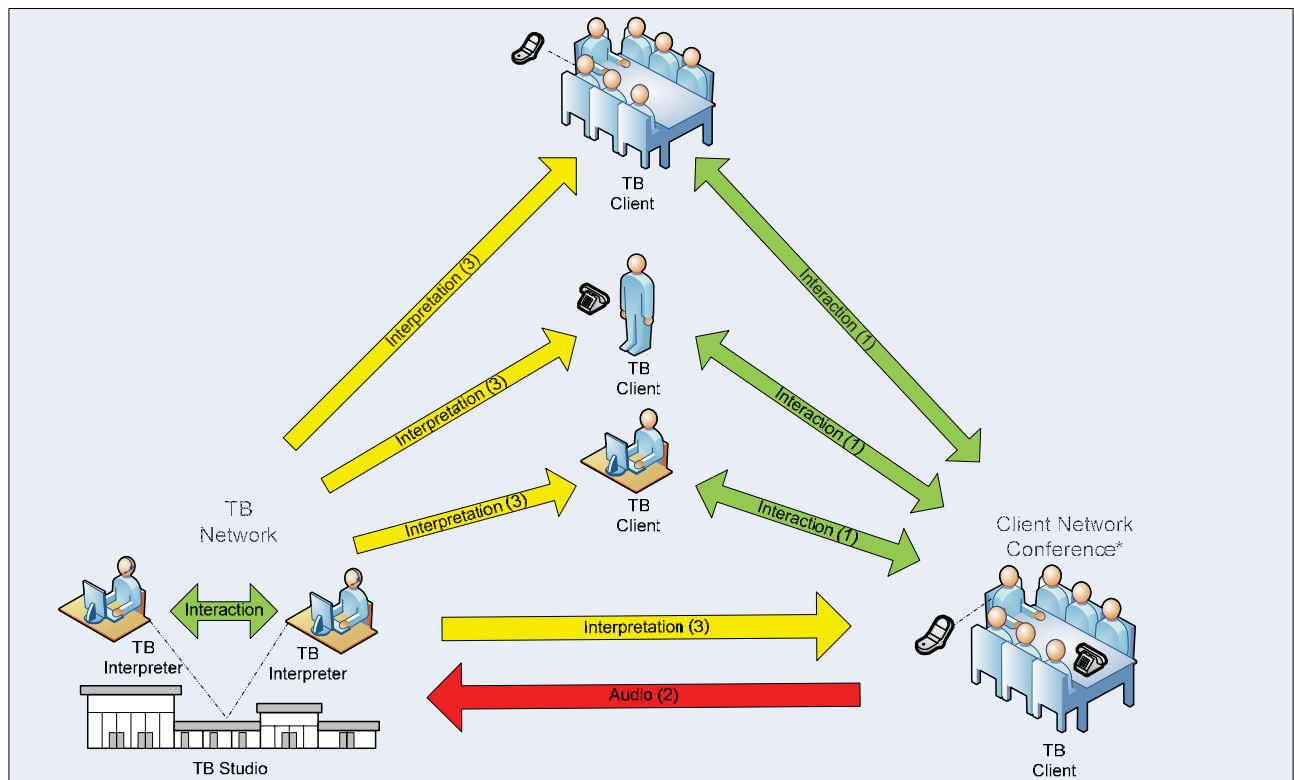
1.1 - Scenario A

- The conference is held in one location, and all the participants are at that location.
- The TB interpreter goes to the Interpreter Studio.
- A connection is established between the *client's conference room* and the *TB interpreter studio*.
- The interpreter provides the interpretation service to anyone who wishes to connect to the *TB interpreter studio network*. The solution allows for the remote connection of participants individually.
- There is a dashboard to control / monitor the conference.
- Portable equipment – to enhance the quality of sound – may or may not be sent to the conference location.



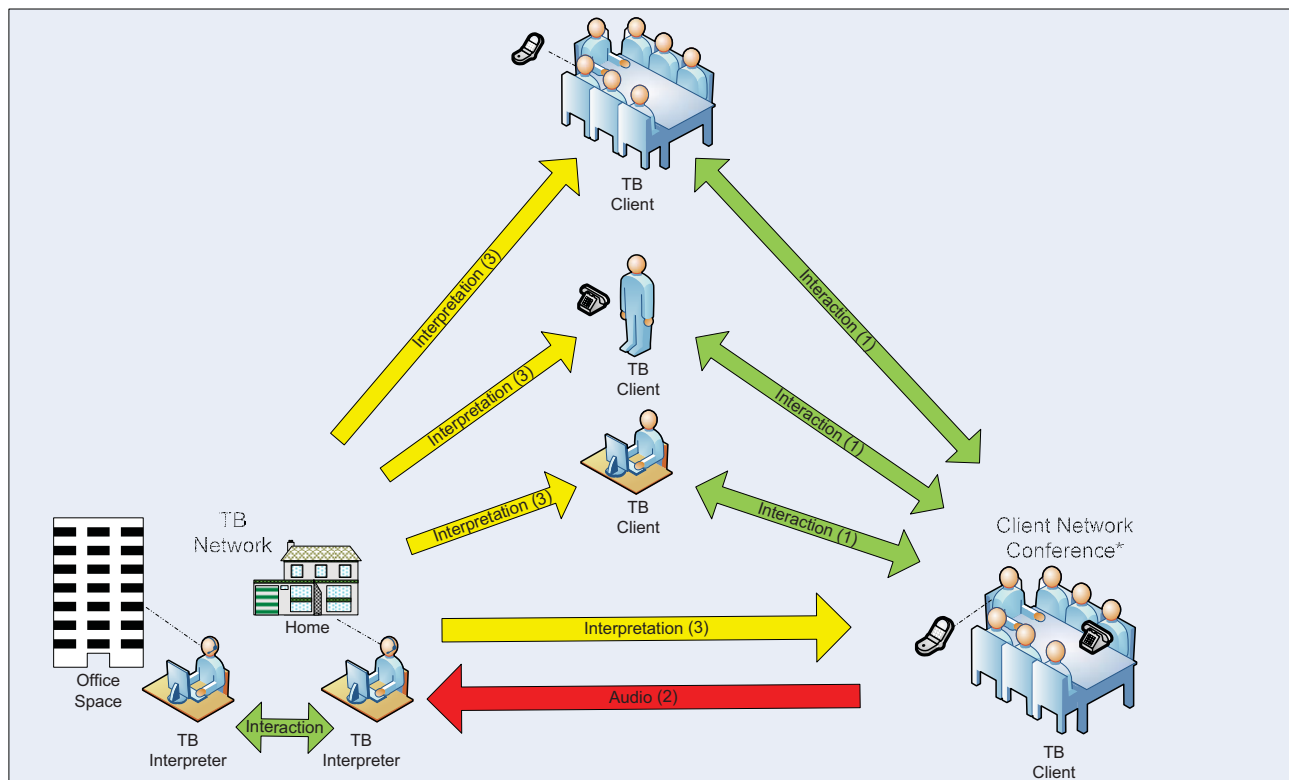
1.2 - Scenario B

- The conference is held in one or multiple locations, and participants can be located in multiple locations.
- The TB interpreter goes to the Interpreter Studio.
- A connection is established between the *client's conference service provider* and the *TB interpreter studio network*.
- Client participants can interact over the *client's conference service provider network*.
- The interpreter provides the interpretation service to anyone who wishes to connect to the *TB interpreter studio network*. The solution allows for the remote connection of participants from a central location or individually.
- There is a dashboard to control / monitor the conference.
- Portable equipment - to enhance the quality of sound - may or may not be sent to the conference location



1.3 - Scenario C

- The conference is held in one or multiple locations, and participants can be located in multiple locations.
- A connection is established between the *client's conference service provider* and the *TB interpreter studio network*.
- As opposed to scenarios a. and b., instead of the interpreter being located in a studio, the interpreter uses a portable interpretation station; it could be from home or from any location where the interpreter can interpret without disruption.
- The interpreter connects to the *TB interpreter studio network*.
- Client participants can interact over the *client's conference service provider network*.
- The interpreter provides the interpretation service to anyone who wishes to connect to the *TB interpreter studio network*. The solution allows for the remote connection of participants from a central location or individually.
- There is a dashboard to control / monitor the conference.
- Portable equipment - to enhance the quality of sound - may or may not be sent to the conference location



Clients would be able to access the interpretation feed using any telephony device (desk phone, mobile phone, blackberry, etc.). The interpretation feed would only provide them access to the interpretation

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of the conference. The live conference would be conducted as per the scenarios described above, either in a single room or using another conferencing bridge solution.

2. Requirements

Please indicate if you are capable of implementing and addressing the entire requirement in all of the following components:

- a. The on-line software component;
- b. The hardware components, including the interpreter workstations, and any special audio equipment to enhance the sound;
- c. The portable solutions to be sent to conferences, including messenger costs
- d. The portable solutions to be used by the interpreters
- e. The network and connectivity, with and without integration with GoC network environments as required for connectivity to existing teleconferencing, videoconferencing and Web conferencing services of the solution
- f. The office space (including any office furniture and supplies) required to house the Interpreter Studio:
 - i. The interpreter booths
 - ii. A conference room;
 - iii. A kitchen
 - iv. A rest area for the interpreters
 - v. Any additional space required for the administration
- g. Services related to the above, including:
 - i. Software support and enhancement
 - ii. Hardware maintenance and upgrade
 - iii. Organization of the conference (interfacing with clients, set-up of the solution, etc.);
 - iv. Expert sound technicians
 - v. Training

3. Proposed solution

Please provide the following information:

- a. **Provide information on your company:**
 - i. Location of headquarters
 - ii. Your corporate management team
 - iii. Number of years in business
 - iv. Revenues in the last 3 years
 - v. Number of clients
 - vi. Type of clients
 - vii. Size of related organizations
 - viii. Location of offices in Canada, and abroad
 - ix. Services offered in Canada and abroad

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- x. List of partners / value-added resellers (VARs) that you will be using to propose a complete solution
- xi. Describe how you manage the relationships with clients
- xii. Provide references of current clients: TB reserves the right to contact them.
- xiii. Would your company be capable of providing, in Ottawa and/or other major cities in Canada, the floor space required to set up the interpretation studio(s)?
- xiv.

Foreign suppliers are welcome to submit information on their solutions for this Remote Interpretation project. It shall be noted however, should there be a Request For Proposal and an agreement resulting from this RFI, that any information will have to be hosted on a server located in Canada.

b. Architecture of proposed solution / services

Provide a detailed description of the architecture of the proposed solution, including without being limited to the following elements. As much as possible, provide information for both the audio and video components.

- i. The proposed on-line software, including adherence to standards, such as "Wideband" Codec G.722¹ or better. Specify whether the implementation is open source, or proprietary.
- ii. Location of server(s)
- iii. Codec servers, if any
- iv. Reliability of the system and its various components (back-up servers, mirroring, "fault tolerance" features, etc.)
- v. Services related to your solution, such as:
 - 1) conference organization services (technical aspects);
 - 2) installation services
 - 3) training
 - 4) audio moderation services
 - 5) project management services
- vi. Would your solution be available in portable versions, i.e. portable for the interpreters, and portable equipment sent to the conference site? Provide information about the various elements of the portable solutions, including the hardware (such as laptop), and any audio devices.
- vii. Provide information on how your solution could work with or complement a video solution, such as Cisco Jabber and WebEx.
- viii. Do you offer "evergreen" clauses for any elements of your solution?

¹ Codec is a contraction of coder-decoder. A codec is a device or computer program capable of encoding or decoding a digital data stream or signal. Wideband Audio (also termed HD Voice or Wideband Voice) denotes a telephony standard using a wideband codec, such as codec G.722, which uses a greater frequency range of the audio spectrum than conventional voice band telephone calls, resulting in a clearer sound. Wideband in this context is usually considered to cover frequencies in the range of 50–7,000 Hz, therefore allowing audio with richer tones and better quality

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- ix. TB provides the services of highly professional conference interpreters; would you be capable of supplying additional conference interpreters (not community interpreters) on an as and when required basis to TB standards?
- x. Indicate if your proposed solution design could accommodate hearing and visually impaired participants, such as closed captioning, speech to text, subtitling, etc. Provide information about its implementation, such as integration of software, etc.

c. Security of proposed solution / services

The TB provides interpretation services to the entire Government of Canada, including the House of Commons, the Senate of Canada, the Royal Canadian Mounted Police, etc. In light of the subjects covered in some of these events, the TB is concerned about the security of the proposed solutions.

- i. Provide detailed information on the implementation of security in the proposed solution, and the various levels of security available in relation to GC security standards of Protected A, B, C and Secret.
- ii. Provide information about the impact of implementing high level security, e.g. in terms of time lag / delay in the transmission of sound and image, or any other known impact.
- iii. Any other information about security.

d. Hardware components

To provide interpretation services of high quality, the TB understands that all components of the proposed solution must be of high quality.

- i. Provide detailed information about the type of hardware, workstations, audio and video components, control station, sound equalizer, microphones, headphones, headsets, etc. recommended when implementing your solution, including compatibility / adherence to the G.722 (or better) Codec standards, and the frequency response of the equipment.
- ii. Any other information about recommended hardware
- iii. Any services related to hardware components, such as installation and tune-up, training services, "expert sound technician / engineer", remote technical support in organizing an event, etc.

e. Telecommunication components

Provide information on various telecommunication components / features such as:

- i. Wideband audio (Refer to footnote 1)

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- ii. Voice over IP (VoIP)², etc.
- iii. Bandwidth required, etc.
- iv. Limitation when dealing with various networks / telecommunications (e.g. from an IP-Network to a public switched telephone network), etc.
- v. Session Initiation Protocol (SIP)³ capabilities/limitation of the solution over multiple Canadian networks

f. Solution features

Provide information about the features (from the user standpoint) of your solution:

- i. Describe the use of the system, e.g. how the conference call is initiated, dashboard, "user friendly" features, remote help, the user interface and its icons, etc.

g. Solution reliability

One of the key requirements of TB is the reliability of the solution. It is expected that any future RFPs for this project will include specific elements to measure the reliability of the proposed solution / services such as, but without being limited to the length of time to organize a project, the number of "problems" that occurred during an event and the time to resolve the "problems."

- i. How would you propose to measure your performance?
- ii. Include any standard Service Level Agreement you could propose.
- iii. Describe any credit / reimbursement policies should the reliability falls under a pre-defined level.
- iv. As TB has access to a broad range of expertise (in IT, project management, contracting, ergonomics, etc.), describe how you propose to integrate, if required, TB's expertise into your project team.

4. Budgetary pricing

The Translation Bureau provides more than 7,000 interpreter days at over 2,000 events per year in Canada's official languages and more than 2,500 days at over 300 events in foreign languages. These numbers are simply estimates, and shall not be considered as a commitment from the TB. Based on these estimates, provide budgetary pricing of your proposed solution, or components thereof, including lease cost of floor space in Ottawa (per square meter/foot).

² Voice over IP (VoIP) is a methodology and group of technologies for the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet. The term Internet telephony specifically refers to the provisioning of communications services (voice, fax, SMS, voice-messaging) over the public Internet, rather than via the public switched telephone network (PSTN).

³ Session Initiation Protocol (SIP) is a communications protocol for signaling and controlling multimedia communication sessions. The most common applications of SIP are in Internet telephony for voice and video calls, as well as instant messaging all over Internet Protocol (IP) networks.

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5. Other elements

Any other information you want to provide to assist the TB to evaluate your solution, your company, your expertise.