



## RFP-CMIP21201602 Amendment No. 2: To the Tender Documents Translation Services

Amendment Date: April 5, 2016

To all Proponents:

The Purpose of this Amendment is to answer the following questions sent to the Museum by email and asked during the Bidder's Conference on March 29, 2016:

- 1) In the RFP it says you are seeking offers for translation and editing services – could you define more specifically the editing services please?

The editing services that we are looking for are those that you would complete as you translate. The editing services requested are those to keep the consistency of the translation in the document that you have translated.

- 2) Will the Museum provide a glossary or terminology or should we use the website as reference for the test translation?

The translation test that we will provide to you will have our common names translated but the translation itself will be simplified enough that you will not need to know anything specific about the Museum that would require additional glossaries or lexicons.

- 3) In regards to the technical evaluation, you mention that a Committee will be evaluating it based on quality, consistency and terminology - you are giving us a shorter timeline than the RFP says your "Rush" turnaround is, is there a reason for that? Are you going to be giving more time? If you give us a thousand words or less, can you give us an estimate on how large that evaluation will be?

The translation test turnaround time is intended to show the Museum the proponent's capacity in a high pressure scenario. The Museum's final contract requires a rush translation of two business days however the Museum may require more than one document translated during that time.

There will be no extra time allotted for the test.

The test will be approximately 500 words. Refer to Amendment 1 for important information.

- 4) Will there be just one document to translate from English to French or one with French to English?

The document will be bilingual. Some sections of the document will need to be translated from English to French while other sections will need to be translated from French to English.

- 5) The RFP states that we will receive the test document on April 18<sup>th</sup> – will this be early in the morning?

The Museum will submit the test translation to proponents by email on April 18<sup>th</sup> at 10 a.m. Atlantic Time. The email will be sent to all proponents using a blind-copy email so that all proponents are sent the test at the same time. Refer to Amendment 1 for important information.



- 6) Could you give me an idea of what the proportion of text would be between English and French and French and English? Would it be 80% English to French?

Our projects change throughout the year so we cannot assume one year to the next with regards to exact proportion of translation requirements. Historically, the Museum tended to translate a greater proportion (~90%) of English to French documents than French to English documents.

- 7) A question regarding format – what kind of software do you use? Do you use Word? Do you use Powerpoint? What is the most common format that the Museum uses for the documents to be translated?

The Museum prefers Microsoft Word format however the Museum may request translation of PDF or Excel spreadsheet(s) from time to time.

- 8) Can you confirm that the submission be done only through email and no hard copies are required?

Yes, as per Section 3.3.1.

- 9) You say in the document that you have corporate reports, academic paper and research papers, marketing / ad copy, social media, public history and transcription of first person stories, will the test translation be one of these four and if so, which one?

The document will be a corporate document which will also include high level Museum content (public history and/or marketing). Please refer to Amendment 1 for important information.

- 10) Could you give us a broad breakdown in percentage of the four categories of translation as listed in the translation requirements?

As the Museum's projects change from year to year, we cannot assume a percentage. Historically the Museum has required translation of each category evenly.

- 11) Is it your intention to award one vendor or multiple vendors?

The Museum's intent is to enter contract with one successful proponent.

- 12) Regarding the Rush Fee, you say they are 1000 words or less in two business days, and up to 12 documents translated per week – does that mean that you would submit 12 documents on the first day with the expectation that they be completed as a Rush? Or could it be that you submit them two-by-two during the week?

Translation requests vary by week and project need. Workload is managed internally to try to negate large rush translation requests however the successful proponent will need to have the capacity to complete large rush translation requests, although these would be unlikely.

- 13) Does the Museum recognize that pricing for two documents per day throughout the week would be different than 12 on the first day?

No, pricing is based on regular or rush translation requests with estimates on quantity per week provided by the Museum.

- 14) Section 2.11 where you list the Supplier Information Form on Appendix B – is it standard that this Appendix is left blank?



No, this was an error. The Supplier Information Form (Appendix B) is now provided under our tender on [buyandsell.gc.ca](http://buyandsell.gc.ca)

- 15) In regards to the Rush Translation schedule you mention that the rush needs to be completed within two business days – has it ever happened where you have had a project that the translation was due the very next day or same day?

Historically, yes however the way that the contract is organized, the expectation will be that a Rush Translation request is completed in two business days. In an exceptional circumstance where the Museum requires a translation in a shorter time period, the Museum reserves the right to negotiate with the successful proponent for pricing.

- 16) Submittal documentation – Section 5.4 you indicate that you can indicate the contact name for the technical evaluation, would it be possible to also indicate the person for the interview (in some cases it may be a different person).

The person responsible for the interview and the submission as a whole should be indicated under Section 5.1 “Name and title of RFP Contact / Project Manager”. Section 5.4 is for the test translation contact person(s). These individuals may be the same or different as those stated in Section 5.1 depending on each proponent’s business requirements.

- 17) Appendix B – what are your expectations for the Supplier Information Form?

This is a simple form for payment information for the successful proponent – it is not part of the evaluation. This form will be available for your review under the Museum’s tender on [buyandsell.gc.ca](http://buyandsell.gc.ca)

- 18) Is there anything else we need to include as part of our proposal outside of the requirements of the RFP?

No.

- 19) Is it possible to submit more information about the company and previous projects as add on to the submittal documents?

Proponents will not have points removed for additional information but there will be no benefit or points awarded for additional information.

- 20) Section 5.2 indicates that failure to identify Addenda may result in disqualification, what if we submit our proposal and addenda comes out after, will that be a problem?

Addenda provided by the Museum include valuable information for proponents. It is in proponent’s best interest to submit their proposal after reviewing all addenda so as to not miss any information or changes to the solicitation documents.

- 21) If there are going to be two technical evaluation tests, one from French to English and one from English to French, is it possible to put down two references?

The test translation will be bilingual. Please provide contact information as per the submittal document forms.

- 22) Is the translation test material specific to the Museum’s current requirements? Is there an existing Lexicon or Glossary? Will reference material be supplied or a URL location indicated? For test translations that



emphasize the preferred use of terminology, the incumbent will have an unfair advantage unless the test is non-specific or the above information is shared so that the test to give an equal footing.

The test translation is not intended to emphasize preferred use of terminology. The Museum will provide proponents with terminology specific to the Museum to ensure fairness to all proponents. The Museum does not have a formal glossary or lexicon at this time.

- 23) We would like to know if we can be considered as one of bidders for this call or this is strictly for Canadian companies only.

Refer to Section 1.1.

- 24) Can you confirm the time of the Bidder's Conference this afternoon -2 pm AST?

Refer to Section 3.4.2.

- 25) Would you consider to accommodate me and proceed instead with email exchanges?

Yes, proponents may submit their questions by email. Refer to Section 3.4.1.

- 26) The RFP states, "The Contractor shall provide translation services on an as and when required basis for the translation of English to French and/or French to English for the Museum". Does that mean that the bidder is allowed to submit a proposal only for English to French services?

No, the Museum is seeking a qualified firm to provide translation services from English to French and French to English.

- 27) Quels sont les domaines/spécialités des traductions à faire ? What are the categories that the Museum requires translation for?

Refer to Section 2.1 Translation Requirements. Refer to Amendment 1 for important information.

- 28) Quels types de documents devons nous traduire ? What kinds of documents does the Museum have to translate?

Refer to Section 2.1 Translation Requirements. Refer to Amendment 1 for important information.

- 29) Y-a-t-il des logiciels requis ? Do you require any software?

Non.

No.

- 30) Qu'attendez-vous comme information dans l'annexe B - Formulaire de renseignements sur le fournisseur ?

Refer to Question 14.

- 31) Faut-il fournir les mêmes informations que pour le point 5 - Documentation pour la soumission relative à la demande de propositions; 5.1 Renseignements sur l'entreprise.

Refer to Question 16.



32) Could you also specify at what time it [bilingual conference] will be held?

Refer to Section 3.4.2.

33) Can I tell [removed intentionally] that they only have to have the translation done into either French or English, since the Museum will take care of the remaining official language?

The Museum is seeking a qualified firm to provide translation services from English to French and French to English.

34) What language combination will we be tested on, will it be from English into French or from French into English?

Refer to Question 4.

35) The RFP states that the test will be sent to all proponents on the 18<sup>th</sup> of April, but it does not state at what time it will be sent. Could it be possible to have at least an indicative time for when it will be sent out to all proponents?

Refer to Question 5.

36) What kind of document will it be? Will it be one of the following categories:

- Corporate reports
- Academic papers and research papers
- Marketing/Ad Copy and social media
- Public history and transcription of first person stories?

Yes, and corporate documents, refer to Amendment 1 for important information.

37) In paragraph "3.3 Proposal submission instructions" you state that Proposals shall be delivered ONLY to the address specified below.

Ashley MacPherson, Procurement and Administration Manager  
[amacpherson@pier21.ca](mailto:amacpherson@pier21.ca)

Do you confirm that all proposals should be delivered ONLY per email to your address and not in hardcopy?

Yes.

38) Is it possible to know the name of the present incumbent?

The Museum requests translation services from a number of companies and individuals.

39) Nous aimerions savoir si nous pouvons livrer notre proposition sans remplir la partie 5.2 (Addenda), puisqu'aucun addenda n'a été publié par le Musée jusqu'à maintenant et que notre proposition est complétée.

Oui, mais il est possible qu'un Addenda soit ajouté jusqu'à la date limite.



- 40) Would it be possible to supply the Word version, unless you would accept a scanned hand-written version along with our electronic proposal?

The Museum will provide fillable form.

- 41) Are you presently happy with your current provider? If so, what are they doing that you really appreciate? If not, what are they doing that you would like to see improved? [Ex: price, speed, service, etc.]

The Museum utilizes a number of translators for its translation requirements. The intention of this Request for Proposal is to work predominantly with one contractor.

- 42) Are you able to share any of the details of the present contract?

The Museum works with a number of translation contractors.

- 43) Have you been with your present provider for more than 1 year?

Please refer to Question 42.

- 44) Do you go through the rfp process each year?

This Request for Proposal for Translation Services is the first to be conducted by the Museum for combined translation services.

- 45) Question not related to the RFP: I noticed that the documents to be translated do not include the financial documents. How are these documents being handled? Are there other documents, besides financial, that require translation that are not part of this RFP process? If so, would you require assistance with those documents? Do you use subtitling and/or Voice Over services? If so, how do you handle these?

The Museum translation requirements vary by year. Documents out of scope of this Request for Proposal are handled through the Museum's procurement procedures. The Museum does not require subtitling/or Voice Over services at this time. Please refer to Amendment 1 for important information with regards to translation categories.

- 46) Will you be providing our scores on the financial section before sending the technical evaluation?

No.

- 47) According to section 2.11 of the RFP, Contractor is requested to complete and sign the "Supplier Information Form" provided in Appendix B : could you please provide us with this form as this page seems to have been left blank by mistake ?

The form is now available on [buyandsell.gc.ca](http://buyandsell.gc.ca).

- 48) In anticipation of the test translation that we will be receiving on April 18th, do you have any glossaries or style guides you can share along with the translation samples?

No.



- 49) Can you provide additional information on your translation team's structure, the roles of each individual and current processes?

The Museum utilizes a number of translators for its translation requirements.

- 50) Does the Museum currently make use of any technologies to manage its ongoing translation requirements?

No.

- 51) Is the Museum facing any challenges as it relates to these technologies or the quality of service provided by its current vendor(s)?

No.

- 52) Can you disclose who your current translation service provider(s) are?

Please refer to question 41 and 42.

- 53) Does the Museum's current vendor(s) pass on savings related to content leveraged from previous translations to the Museum and if that's the case, does the Museum have complete control and full visibility on this?

No, the Museum does not receive savings related to content leveraged from previous translations.

- 54) How do you outsource documents and content to your vendor(s)?

The Museum sends content to its vendors by email (generally in Microsoft Word format) and vendors reply by email.

- 55) Is that process and your workflows completely secure?

The workflow meets the IT procedures of the Museum.