



RETURN BIDS TO : - RETOURNER LES SOUMISSION À:

**Canada Revenue Agency
Agence du revenu du Canada**
See herein / Voir dans ce document

Proposal to: Canada Revenue Agency
We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein and/or attached hereto, the goods and/or services listed herein and on any attached sheets at the price(s) set out therefor.

Proposition à : l'Agence du revenu du Canada
Nous offrons par la présente de vendre à Sa Majesté la Reine du Chef du Canada, en conformité avec les conditions énoncées dans la présente incluses par référence dans la présente et/ou incluses par référence aux annexes jointes à la présente et ci-jointes, les biens et/ou services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).
Bidder's Legal Name and Address - (ensure the Bidder's complete legal name is properly set out)
Raison sociale et adresse du Soumissionnaire - (s'assurer que le nom légal au complet du soumissionnaire est correctement indiqué)

Bidder is required to identify below the name and title of the individual authorized to sign on behalf of the Bidder – Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire

Name /Nom

Title/Titre

Signature

Date (yyyy-mm-dd)/(aaaa-mm-jj)

(____)_____
Telephone No. – No de téléphone

(____)_____
Fax No. – No de télécopieur

E-mail address – Adresse de courriel

AMENDMENT TO REQUEST FOR PROPOSAL / MODIFICATION DE DEMANDE DE PROPOSITION

Title – Sujet Translation and editing services	
Solicitation No. – No de l'invitation 1000329852	Date June 1, 2016
Amendment No. - N° modif. 001	
Solicitation closes – L'invitation prend fin on – le June 28, 2016 at – à 2:00 P.M. / 14 h	Time zone – Fuseau horaire EDT/HAE Eastern Daylight Time/ Heure Avancée de l'Est
Contracting Authority – Autorité contractante Name – Nom – Henrik Schwerdtfeger Address – Adresse - See herein / Voir dans ce document E-mail address – Adresse de courriel - See herein / Voir dans ce document	
Telephone No. – No de téléphone (613) 608-6997	
Fax No. – No de télécopieur (613) 948-2459	
Destination - Destination See herein / Voir dans ce document	
THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT. LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ.	



SOLICITATION AMENDMENT # 001

This solicitation amendment is raised to:

1. Address the following questions submitted during the solicitation period as per RFP; and
2. Amend the RFP.

1. QUESTIONS AND ANSWERS

Q1.

Page 24, Appendix 1, item 2, Corporate capabilities

Concerning the statement, "The bidder must demonstrate that it has a minimum of 25 qualified, in-house translators capable of handling the CRA work volume of approximately 70,000 words per day and the nature of CRA texts," please specify what you mean by "in-house." For example, does that include permanent full-time employees who telework?

R1.

The supplier can include permanent full-time employees who telework. However, if those employees are asked to provide translation and editing services under the resulting contract, they will have to do so at the contractor's secure site. Please see Annex A: Statement of Work, item 2.1, Business arrangement and framework: All translation and editing services must be performed at the contractor's secure site.

Q2.

Page 28, Form C-3: Translator Profile

Concerning the statement, "Client contact information for an individual with project responsibilities who has knowledge of the proposed resource's work experience may be requested for verification purposed only," our clients know our business's work experience as a supplier, but not the particular experiences of their document's translators. Would you agree to change this criterion so we may give the name of a client's contact that knows our work experience as a business (supplier) to respond to this criterion?

R2:

To clarify, the CRA may request contact information of the proposed resources' employer(s) or client(s) who can directly verify the proposed resources' required work experience. The onus is on the Bidder to provide as many references as required to demonstrate the required work experience. Please refer to the amendments to the RFP below.

Q3:

We would like to have more information about item 2.4 of the Request for Proposal on page 49:

"2.4 Hours of operation

The contractor must provide services for all CRA locations from 8:00 to 18:00 EST (statutory holidays are not included), which will result in an acceptable number of hours of service in every time zone in Canada. In exceptional situations, the contractor may be called upon to work after business hours, during weekends, or over a statutory holiday. This would be considered premium service.

The daily cut-off time for order placement by CRA will be 15:00 local time. Orders submitted after the cut-off time will be time-stamped by the contractor at 8:00 EST the next business day and handled accordingly. In cases where a request for premium service cannot be submitted before the 15:00 cut-off time, the contractor must establish, as part of its client-management approach, a clear process for CRA to give notification of forthcoming requests for premium service."

Please confirm that "The daily cut-off time for order placement by CRA will be 15:00 local time" is the local time based on Eastern Standard Time (EST), no matter from which Canadian time zone the client requested the service. If that is not the case, please clarify.

R3:

Please refer to the amendments to the RFP below.



Q4:

Should the Financial Proposal be packaged separately?

R4:

Bidders should provide the Financial Proposal in a separate envelope within their bid package.

Q5:

Is Section IV: Addition Information to outline security requirements? How does this differ from what would be required in the response to Mandatory Requirement #4?

R5:

Section IV: Additional Information allows Bidders to submit any relevant additional information with their proposal. This section is not related to any other specific section of the solicitation document.

In response to the fourth mandatory criterion, titled *4. Security requirements*, the Bidder must provide a **process** that ensures the methods outlined in subsection 3.8 – Transmission of texts of Annex A in returning translated/edited files within the expected timelines are followed. The proposal must contain information describing the bidder's facilities and its organizational structure and how it will meet security requirements in accordance with Article 7.7 "Security Requirements."

Q6:

In regards to the registered Ariba membership, please confirm that this process can be completed once the successful bidder gets a contract award notification.

R6:

The highest-ranked Bidder(s) must become a member of the ASN **prior** to Contract award, and maintain membership in the ASN throughout the period of any resulting Contract. All orders placed under this contract will be transmitted via the ASN. The contractor must be prepared to start receiving and delivering orders from the CRA by **October 16, 2016**.

Please also refer to *Step 5 – Proof of Synergy Compliance (PoSC)*.

Q7:

When the RFP states that there can be no outsourcing, does this mean that the successful supplier will not be allowed to use any individual freelance resources? Or is it simply that the supplier will not be allowed to subcontract large portions of the work to another company?

R7:

In accordance with *2.1 Business arrangement and framework* of Annex A - Statement of Work, all translation and editing services must be performed at the contractor's secure site. No outsourcing is allowed under the terms of this contract, and all work must be carried out only by the contractor or by members of the joint venture (if applicable).

The use of self-employed resources (freelance resources) is not permitted.

Q8:

What is the estimated portion of the work that would be classified as "Secret"? Please provide a percentage in good faith.

R8:

Although exact data is not available, the security category and level of the vast majority of all translation and editing requests is not Protected C, Confidential, or Secret.

Q9:

At Page 35, there are 12 categories of service. Each has a weight for evaluation. Is this percentage a reflection of where the volume lies? If not, please provide a percentage in good faith for each category.

R9:

The percentages (weight(s)) stated in Appendix 3: Financial Proposal represent an approximation of the expected volumes for each service category. This represents the best information currently available to CRA however, CRA does not warrant or represent that this data is complete or free from errors.



Q10:

Would the successful bidder be granted a ramp up period at contract award in order to get its team ready? If so, how much time would be given?

R10:

The CRA will award a contract as soon as all evaluations and proof of compliance testing are completed. This may happen prior to the start date of the contract (October 16, 2016). In any event, the contractor must be prepared to start receiving and delivering orders from the CRA by October 16, 2016.

Q11:

Please confirm that full CVs are not required in the proposal and that completing the translator profile is sufficient.

R11:

The bidder must list the translators who will handle CRA files by completing Form C-3 – Translator Profile. Full CVs are not required.

Q12:

As it pertains to Table C-2: Client references would not be able to comment on a linguist's experience or qualifications. Is CRA looking for references from employers in this case? Please specify.

R12:

Within *Form C-2: Quality Assurance Reviewer Profile* of Appendix 1: Mandatory Criteria, **client reference** name(s), current phone number(s), and email address(es) refers to the company(ies) (employer(s)) where the quality assurance reviewer has accumulated work experience in quality assurance.

Q13:

Does the Confidentiality document at Page 77 need to be signed by all proposed resources before the closing date or is this something that would be done after contract award?

R13:

Bidders must provide a signed copy of Annex D: Confidentiality Certifications for each proposed resource before contract award.

2. AMENDMENTS TO THE RFP

M1. At Annex A - Statement of Work, under 2.4 Hours of operation,

Delete:

The contractor must provide services for all CRA locations from 8:00 to 18:00 EST (statutory holidays are not included), which will result in an acceptable number of hours of service in every time zone in Canada. In exceptional situations, the contractor may be called upon to work after business hours, during weekends, or over a statutory holiday. This would be considered premium service.

The daily cut-off time for order placement by CRA will be 15:00 local time. Orders submitted after the cut-off time will be time-stamped by the contractor at 8:00 EST the next business day and handled accordingly. In cases where a request for premium service cannot be submitted before the 15:00 cut-off time, the contractor must establish, as part of its client-management approach, a clear process for CRA to give notification of forthcoming requests for premium service.

Replace with:

“The contractor must provide services for all CRA locations from 8:00 to 18:00 EST (statutory holidays are not included), which will result in an acceptable number of hours of service in every time zone in Canada. In exceptional situations, the contractor may be called upon to work after business hours, during weekends, or over a statutory holiday. This would be considered premium service.



The daily cut-off time for order placement by CRA will be 15:00, local time in the time zone where the translation or editing service request originated. Orders submitted after the cut-off time will be time-stamped by the Contractor at 8:00. EST the next business day and handled accordingly. In cases where a request for premium service cannot be submitted before the 15:00 cut-off time, the contractor must establish, as part of its client-management approach, a clear process for CRA to give notification of forthcoming requests for premium service.”

M2. At Appendix 1: Mandatory Criteria, immediately below Form C-3: Translator Profile,

Delete:

Note: Client contact information for an individual with project responsibilities who has knowledge of the proposed resource's work experience may be requested for verification purposed only. In the event that references are requested, should discrepancies exist between the information submitted by the bidder and the information provided by the client contacts, the information provided by the client contacts will take precedence.

Replace with:

Upon request of the CRA, the Bidder must provide as many references as required to demonstrate the required experience. In the event that references are requested, should discrepancies exist between the information submitted by the bidder and the information provided by the references, the information provided by the references will take precedence.

M3. At Part 7 Model Contract under 7.6 General Conditions,

DELETE in its entirety and **REPLACE** with:

2035 (2016-04-04) General Conditions – Higher Complexity - Services, apply to and form part of the Contract.

Section 01 titled “Interpretation” the definition of "Canada", "Crown", "Her Majesty" or "the Government" is hereby amended to read: "Canada", "Crown", "Her Majesty" or "the Government" means Her Majesty the Queen in right of Canada as represented by the Canada Revenue Agency (CRA).

Section 02 titled “Standard Clauses and Conditions” is hereby amended to delete the phrase “Pursuant to the Department of Public Works and Government Services Act, S.C. 1996, c. 16,” The remainder of Section 02 remains unchanged.

Section 16 titled “Payment Period” will not apply to payment made by credit cards.

Section 17 titled “Interest on Overdue Accounts” will not apply to payment made by credit cards.

Section 22 titled “Confidentiality”,

Subsection 5 is hereby amended to delete Public Works and Government Services (PWGSC) and insert Canada Revenue Agency (CRA).

Subsection 6 is hereby amended to delete “PWGSC Industrial Security Manual and its supplements”, and insert “Security Requirements for the Protection of Sensitive Information” issued by the CRA, Security and Internal Affairs Directorate (SIAD). The remainder of Section 22 remains unchanged.

Section 41 titled “Integrity Provisions- Contract”, subsection 1 is hereby deleted in its entirety and replaced with:

The Supplier Integrity Directive (SID) incorporated by reference into the bid solicitation is incorporated into, and forms a binding part of the Contract. The Contractor must comply with the provisions of the SID, which can be found on the Canada Revenue Agency's website at <http://www.cra-arc.gc.ca/gncy/prcrmnt/menu-eng.html>.

M4. At Part 7 Model Contract under 7.18.1 Payment by Credit Card and 7.24 Priority of Documents SACC A9140C (2007-05-25),



DELETE:

2035 (2014-09-25) General Conditions – Higher Complexity – Services

Replace with:

2035 (2016-04-04) General Conditions – Higher Complexity – Services.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED