

Questions and answers – RFSA Spring 2014

To provides answers to questions from the industry.

Question 1

Is there a limit to the number of supply arrangements that will be issued?

Answer 1

No.

Question 2

The response forms do not open in PDF file viewer programs.

Answer 2

To use the response forms, you must download them to your computer. To download the forms, place your cursor on the document that you want to download and click on the right mouse button, then select the option "Save target as."

Question 3

Concerning OTTIAQ membership, the RFSA includes the words "a certificate issued by a professional association confirming that the proposed resource has taken steps to obtain the certification," to cover suppliers who have applied for certification but have not yet received it (like me).

I have in my possession an email from OTTIAQ acknowledging receipt of my application for certification, and a tax receipt issued by OTTIAQ for the cost of studying my file. Is this sufficient or do I need something more?

Answer 3

A copy of the email and the tax receipt from OTTIAQ are sufficient.

Question 4

Minimum number of words. Does this mean at least 300,000 words for each field or for all the fields in which we are seeking to qualify? (ref. p. 26: "For English to French translation, the supplier must demonstrate translation experience in any fields of at least 300,000 words over the last five years as of the date of the RFSA.").

Answer 4

If you are referring to the administrative field:

For English to French translation, the supplier must demonstrate translation experience of at least 300,000 words in any fields over the past five years as of the date of the RFSA.

For French to English translation, the supplier must demonstrate translation experience in any fields of at least 300,000 words over the past five years as of the date of the RFSA.

When we use the expression "in any fields" or "in any field," we are referring to any general or administrative document dealing with various Government of Canada business lines.

Be sure to read the requirements for the other fields carefully because they are not the same.

Question 5

Aside from the PDF form required for each tier and the certifications to be provided (degree, proof of accreditation, etc.), is the supplier required to submit any other supporting documents?

Answer 5

The requirements vary, depending on the tier. Suppliers must therefore read the Request for Supply Arrangement carefully, to be sure to meet all the requirements.

Question 6

Where can suppliers who are already registered with the Bureau find their PBN?

Answer 6

For questions concerning the Procurement Business Number (PBN), suppliers should send an email to NCR.ContractsCanada@tpsgc-pwgsc.gc.ca or call the InfoLine at 1-800-811-1148.

Question 7

What would happen to a supply arrangement entered into with my firm, if it subsequently ceased operations or declared bankruptcy?

Answer 7

The supply arrangement would be rejected.

Question 8

The RFSA covers translation services. Many suppliers also provide revision services for the Government of Canada or for private sector organizations. As we know, a person must be a good translator before he or she can become a reviser. Will revision experience be taken into consideration in this RFSA? If your answer is no, why not? This would penalize a lot of very competent suppliers.

Answer 8

No. The RFSA requires the supplier to demonstrate translation experience.

Question 9

Does translation experience acquired with private sector clients count? If so, the supplier would give the name of the client (or its representative), the type of work done, the dates and the number of words. Many good government suppliers also have clients in the private sector (I work for an outside firm that provides services for Aboriginal people). Please provide an explicit answer to this question.

Answer 9

Yes. Suppliers are required to provide the name of the client, the name of the contact person, the email address, the start and end dates for the jobs, and the number of words translated. For more information, please review the appropriate response forms.

Question 10

"If Canada checks references, the checking will be done by email. Canada will email all reference check requests on the same day to references provided by bidders. The references will have five (5) working

days from the date of the sending of the email to reply.” Would Canada agree to extend the amount of time references have to reply?

Answer 10

No.

Question 11

What information will you be requesting from the references? Is the purpose solely to confirm the number of words translated or will the references also be asked about the quality of the work?

Answer 11

The references will be required to confirm the number of words translated.

Question 12

What is meant by “translation project.”

- a) Does this refer to a contract covering a given period, for example, four months, six months, a year, etc.?
- b) Or are you referring to each text assigned to a translator, whether it consists of 400 words or 75,000 words?

Answer 12

- a) A translation project consists of a number of words translated in a specific field during a set time period.
- b) No.

Question 13

Do you expect the supplier to specify the topic or the field for each document translated?

Answer 13

Suppliers must indicate the field for each translation project. For more information, please review the appropriate response forms.

Question 14

Could you please clarify what is meant by “The supplier cannot use the same translation experience for more than one domain.”

Answer 14

To illustrate, let us take the following example:

- Contract period: February 1, 2012 to January 31, 2014 (two years)
- Total number of words translated during this period: 700,000 words
- Fields: Military and Transportation

If you indicate in the response form that you translated 700,000 words in the “Military” field and 700,000 words in the “Transportation” field, this would be an example of using the same translation experience for more than one domain/field, which is not allowed.

On the other hand, you could indicate that you translated 350,000 words in the “Military” field and 350,000 words in the “Transportation” field. Naturally, this information would have to be corroborated by the reference.

Question 15

Could I include the entire contract by dividing the number of words in two parts: 350,000 GENERAL AND ADMINISTRATIVE TEXTS (GAT) and 350,000 MILITARY?

- Contract period: February 1, 2012 to January 31, 2014 (two years)
- Specialties: ADM 00, ADM 10, MIL 00, MIL 20 and MIL40
- Total number of words translated during this period: 700,000 words

Answer 15

No. The 700,000 words translated should be distributed as follows:

- ADM00 and MIL00 = Administrative fields – General and Administrative texts
- ADM10 = Institutional fields - Employment
- MIL20 and MIL40 = Institutional fields – Military

Naturally, the breakdown of the number of words translated must be representative of the actual work performed. Thus, if one third of the work was in each of the above-mentioned fields, you should divide the number of words translated into three equal parts.

Question 16

Can more than one reference be given for each project?

Answer 16

No.

Question 17

What should we do when the translation requests involve more than one specialty (e.g., ADM 00 – MIL 10)?

Answer 17

You must use the concordance table provided in Attachment 2 to Part 1 to determine the correspondance between the old specialties and the new fields.

Question 18

There is no clear indication of who to contact with respect to security clearance. There is a vague reference to a directorate, but there is no phone number or email address.

Answer 18

The information on industrial security is provided in Part 6 – Supply Arrangement and Resulting Contract Clauses, in point (g) of section 2.1 – Before award of a contract, the following conditions must be met.

Question 19

My last two contracts were with the Parliamentary documents unit, i.e., 90,000-word contracts translated over six months while Parliament was sitting. That brings the total number of words translated over two years to 180,000 words. I would like to keep working in this area (had I started doing this work five years ago, I would be well over the required 300,000 words); however, I am only on my second contract with the Interpretation and Parliamentary Translation Directorate.

Can I tick the box for the Parliamentary unit in the registration form for the new Directory?

Answer 19

No. You must satisfy the requirements set out in the RFSA.

Question 20

I have been a supplier of English transcription services with PWGCS for many years and would like to register in the new system but don't really understand how to go about it. I have filled out the Supply Arrangement - Transcription and Desktop Publishing form... then pressed Validate/Print. Am I to email this form to a specific address so that I may be tested?

Answer 20

Arrangements must be submitted to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the Request for Supply Arrangement (RFSA). Please ensure that you read all of the documentation concerning the RFSA carefully. If you fail to submit one or more supporting documents, your arrangement will be declared non-responsive.

Question 21

Do I simply need to submit the completed attachment and my certifications?

Answer 21

The requirements vary, depending on the tier and the field. Be sure to read all of the documentation concerning the RFSA carefully and to satisfy all the requirements.

Question 22

- a) Are candidates who register in Tier 2 automatically registered in Tier 1?
- b) More specifically, for a given field, does Tier 2 encompass Tier 1?
- c) Or is it necessary to submit a separate request for the two tiers?

Answer 22

- a) No
- b) No
- c) Yes. A separate arrangement must be submitted for each tier. Suppliers are urged to read the Request for Supply Arrangement carefully because the requirements differ among the tiers.

Question 23

Do the contracts I have had with the government over the past 35 years and the fields that I have now count as proof?

Answer 23

The translation experience must meet the requirements set out in the RFSA.

Question 24

To justify the number of words translated, I mentioned my previous open contracts with the Bureau. However, in two cases, the contact person no longer holds the position of project officer for the unit concerned. I nonetheless provided this information along with the contract number. Is that sufficient?

Answer 24

You are required to give the name of a person who can corroborate the information.

Question 25

If an entry is erroneous, or if you consider it incomplete, will you contact us to enable us to correct the error instead of simply rejecting the file?

Answer 25

An arrangement that does not comply with the requirements set out in the RFSA will be declared non-responsive.

Question 26

- a) Can I simply indicate the contracts that I have had or do I have to indicate the actual number of words translated?
- b) In the latter case, could I ask my client to give me the number of words? Would the client have the total number of words on file?

Answer 26

- a) You must indicate the number of words translated.
- b) If you are referring to work done for the Translation Bureau, you can definitely contact the Bureau to obtain that information. You can contact Acquisitions and Directory Services at the following address:

Translation Bureau
Acquisitions and Directory Services (ADS)
975 St. Joseph Blvd
Gatineau, Quebec K1A 0S5
Telephone: 819-953-2588
TTY: 1-800-926-9105
Fax: 819-956-4335
Email: BTRepertoire.TBDirectory@tpsgc-pwgsc.gc.ca

Question 27

There appears to be a problem with some response forms.

Answer 27

Errors were found in the response forms. Therefore, all the response forms are going to be replaced. Suppliers must use the new response forms. A notice informing suppliers about this change will be posted on Buyandsell.gc.ca.

Question 28

For each Tier, it states that "The supplier cannot use the same translation experience for more than one domain". We would just like to confirm that the following understanding is correct:

If the supplier has translated 500,000 words for Client A, it cannot claim those entire 500,000 words for

more than one domain, BUT, the supplier can break down that volume by domain and claim 250,000 words in administration and 250,000 words in informatics (as an example).

Answer 28

Yes. You are correct.

Question 29

In regards to transcription and desktop publishing, are these two services considered as one? At Page 48 of the RFSA, it seems to indicate that a resource proposed for desktop publishing would have to pass the test in DTP, but also in grammar and transcription. Why is that? These are two separate services.

- a) Can a resource be proposed just for DTP or just for transcription?
- b) Which tests would have to be passed in this case?

Answer 29

- a) No. You cannot submit a resource to do solely transcription or solely desktop publishing.
- b) Resources registered for transcription and desktop publishing must pass the same exams.

Question 30

The RFSA states that suppliers, who qualify for Tier 3 in any field, would be automatically qualified for the same fields in Tier 2. Please confirm that suppliers who submit information for Tier 3 do not have to submit anything at all for Tier 2 (assuming of course that the fields are the same).

Answer 30

Yes. You are correct.

Question 31

After the closing date of March 24, how/when will suppliers be able to add resources and/or fields to their supply arrangement? Will it be on-going or will there be specific bidding periods. If the latter, what will be the frequency of the bidding periods?

Answer 31

Please see section 7 - Ongoing Opportunity for Qualification, under Part 6 of the RFSA.

Question 32

I have a question regarding the RFSA for Tier 1 and Tier 2:
The Qualification and Experience Criteria states that the suppliers "Hold a bachelor's degree in translation from a recognized university." Could you let me know if a Master's Degree in Translation would work (with a Bachelor's degree in French Language and Literature)?

Answer 32

No.

Question 33

a) The forms provided for Tiers 2 and 3 correspond to the evaluation criteria, but there seems to be a discrepancy between what is stipulated in the evaluation criteria and what the form requires for Tier 1. The list of criteria stipulates that "For English to French translation, the supplier must demonstrate translation experience in any fields of at least 300,000 words over the last five years as of the date of the RFSA." However, the form says that we must provide a rationale for 300,000 words for each proposed resource person. Are there special instructions for agencies concerning Tier 1?

b) For all tiers, suppliers must provide the following information for translation projects in each field for which they wish to qualify. Can an open contract or an open mini contract with the Translation Bureau (or a portion of a contract) be considered a project or is it necessary to register one by one each translation request under the contract?

Answer 33

a) No, there are no special instructions for agencies. For Tier 1, suppliers must demonstrate translation experience for each of the proposed resources.

b) Yes, an open contract, a mini contract or a portion of a contract may be considered a project. A translation project corresponds to a volume of translated words in a specific field and for a determined period of time.

Question 34

a) Do we need to give our translation experience (300,000 words..)per field only, ie. We have done work for the Aboriginal Affairs Canada - does that fall under the Institutional field, which includes aboriginal, real property, etc... or do we have to give experience in each subject matter, ie real property, aboriginal, criminology, immigration, etc..? As a COMPANY or per proposed TRANSLATOR?

b) In the 300,000 word experience, is that for a total of all the fields listed in attachment 1 to part 1? English to French?

Answer 34

a) It is the suppliers' responsibility to specify the types of experience they have. To help them with this task, a Concordance Table is provided in Attachment 2 to Part 1. Please ensure that the persons cited as references are able to corroborate the experience you have. If you refer to Tier 1, the 300,000 translated words apply to each field. Suppliers must demonstrate the qualifications and experience of their proposed resources based on the tables provided (Table 1: Translation Experience – Tier 1), the fields selected and the selected language combination(s) [French–English or English–French].

b) If you are referring to Tier 1, the 300,000 words translated from English to French apply to each field. For example, a supplier who wishes to register for the Aboriginal Affairs and Real Property fields must submit 300,000 translated words for the Aboriginal Affairs field and 300,000 translated words for the Real Property field.

Question 35

a) Does every company willing to provide a proposal must have ORGANIZATION SECURITY

CLEARANCE.?

- b) Must each and every translator we propose have reliability clearance before contract award?
- c) THERE IS NO SECURITY REQUIREMENT ASSOCIATED WITH THIS COMPONENT. Please explain.

Answer 35

- a) No
- b) No
- c) As stated in the RFSA, this requirement does not include any security requirement. For additional information about security requirements, please read Section 3, Security Requirements.

Question 36

I am currently preparing my bid in response to the RFSA (Translation Services) and I have three questions to ask you:

- a) On page 33 of the Request for Supply Arrangement (RFSA) document, Specialized Fields, why must the supplier demonstrate that he/she has translated 300,000 words from English to French and only 100,000 words from French to English?
- b) I am also registered as a Spanish-to-French translator. Does my registration for foreign languages remain unchanged?
- c) I have to go on a trip from March 10 to 24 and will therefore have to send my file in advance. Is there a possibility of revisions being made to the RFSA before March 24? Should I demonstrate that I have also received these revisions?

Réponse 36

- a) These criteria were established by the Translation Bureau based on past volumes in each language combination.
- b) This Request for Supply Arrangement concerns only translators who provide official languages translation services (French to English and English to French).
- c) Yes. There may be amendments to the Request for Supply Arrangement (RFSA) during this period. You do not have to demonstrate that you received these amendments. However, suppliers must meet all of the RFSA requirements, including those stated in the amendments. Suppliers who submit supply arrangements that fail to meet all of the RFSA requirements will have their supply arrangements declared non-responsive.

Question 37

In order to comply with Translation Bureau's requirement to have a Supply Arrangement, I would like to clarify a few things with you:

- a) It seems we submitted all the required information when we first registered with Translation Bureau; do we need to go through the whole process again?

- b) Should the documents be submitted by mail or in electronic format?
- c) Should all 4 documents included in the section "Solicitation Documents" (all 82 pages of the ABES.PROD.PW__ZF.B504.E27143.EBSU000.PDF for example) be printed with the first page filled out and signed and sent to you or only the first pages?
- d) Since the Solicitation documents are all in non-editable PDF format, should the information be filled in handwriting?
- e) Regarding the Tier 3 form, do you need the names of individual translators working for us or the name of our company? Should PBN be for the company or each individual?

Answer 37

- a) Yes. The Request for Supply Arrangement is a new process intended to modernize the Translation Bureau's Directory of Linguistic Services Suppliers.
- b) Please carefully read Part 2 – Supplier Instructions and Part 3 – Arrangement Preparation Instructions.
- c) See the preceding answer (b).
- d) The forms are interactive. To use the reply forms, you must download them to your workstation. To download the reply forms, place your cursor on the document that you wish to download and click the right button of your mouse, then select the "Save Target As" option. It is recommended that you use the most recent version of the software in order to access all of the functionalities of the interactive forms. You can obtain a free version of the software program on the Internet.
- e) No. For Tier 3, the names of resources are not required. You must provide the name of your company and your company's Procurement Business Number.

Question 38

If a freelance outfit that I translate for registers me as Tier 1 in its contractors' list, can I also register personally?

Answer 38

Yes. A supplier or a group of suppliers can submit up to two arrangements per tier. For each tier, a supplier or a group of suppliers can submit the following:

- (A) one arrangement from the legal entity alone, or
- (B) one arrangement from the legal entity and another arrangement submitted in a joint venture, or
- (C) two arrangements submitted in a joint venture.

It is important to emphasize that under a Tier-1 bid solicitation, only resources mentioned in the Supply Arrangement can perform the work. Substitution of resources will not be allowed.

Question 39

I have the following questions:

a) If one is already in PWGSC data bank of suppliers, does that mean I will be automatically in the Translation Bureau's bank of suppliers?

b) Does the Procurement Strategy for Aboriginal Businesses apply to the Translation Bureau's modernized supply arrangement procedures?

c) Reference is made to a daily translation capacity covered by the supply arrangement. For example, Tier 1 refers to REQUIREMENTS WHERE THE DAILY TRANSLATION CAPACITY IS GREATER THAN OR EQUAL TO 1,500 WORDS AND LESS THAN 3,000 WORDS

On page 18 it says: "Except where expressly provided otherwise, members of a joint venture may combine their abilities to meet any given mandatory requirement of this Request for Supply Arrangement"

Since I assume that the supply arrangement could be either French to English or English to French translation, I am wondering if I and another individual can jointly request a supply arrangement - NOT AS PART OF A LEGALLY ESTABLISHED CORPORATE JOINT VENTURE - since one of us does English to French and the other French to English, or do I simply submit an RFA on the understanding that I provide translation services for the above-mentioned volume of words irrespective of the source and target language requirements in the work?

Answer 39

a) No.

b) No.

c) No. Under section 10 of Standard Instructions – Request for Supply Arrangements – Goods or Services (2008), "The Supplier must have the legal capacity to contract. If the Supplier is a sole proprietorship, a partnership or a corporate body, the Supplier must provide, if requested by the Supply Arrangement Authority, a statement and any requested supporting documentation indicating the laws under which it is registered or incorporated together with the registered or corporate name and place of business. This also applies to suppliers submitting an arrangement as a joint venture." What you have indicated in your example is not a legally established corporation.

Question 40

How does the Canada Clause apply? Can we use translators who live in the United States, for example, or who are not Canadian?

Answer 40

As is stipulated in item 4 – Canadian Content of this Request for Supply Arrangement, "The goods and/or services covered by the Supply Arrangement may be limited to Canadian goods and/or services as defined in clause A3050T."

Question 41

Could you please confirm that "last five years as of the date of the RFSA" means 2009-02-10 to 2014-02-10?

Answer 41

Yes.

Question 42

When the documents refer to “suppliers in receipt of a pension,” does that include Old Age Security for people aged 65 and over?

Answer 42

No. This refers to former public servants who are receiving a pension or who have received a lump sum payment. Please see “4 – Former Public Servant – Notification” in the Request for Supply Arrangement.

Question 43

I have two short questions for you. I am currently completing the RFSA form and I’m wondering how I can calculate exactly the number of words translated, by speciality, for the Government of Canada in my contracts over the last five years.

a) I’ve saved copies of my contracts, and can I use the number of words indicated in them? If I can’t, how can I determine the number of words translated and the speciality, bearing in mind that these contracts cover various specialities?

b) Can you apportion the total number of words in a three-year contract to the various specialities contained therein?

Answer 43

a) The evaluation criteria refer to the “number of words translated” and not to the “number of words included in the contract.” Please note that the person given as a reference is supposed to corroborate this information.

b) The apportionment or breakdown of the number of words translated must be representative of the actual work performed. For further information on this topic, please read answer 15.

Question 44

a) I would like to submit a bid in the Administrative Field (General and Administrative texts) and another bid in an Institutional Field (Military). Can I submit both in the same bid?

b) It says on page 25, under Translation Experience, that “The supplier cannot use the same translation experience for more than one domain.” Does that apply to the Administrative texts category and to another Institutional Field? I have 34 years’ experience with the Translation Bureau, but I acquired this experience mainly with one department. Therefore, I would like to indicate this department as the place where I acquired my main translation experience in both fields.

Answer 44

a) Yes. In addition, if the fields to which you refer are in the same tier, you can use the same response form.

b) This question has already been answered. Please review answer 14.

Question 45

- a) If we submit 6 translators do we have to show that each translator worked on 300,000 words per field? Can we give a total of 300,000 words per year in each field as a company as well?
- b) Does every company willing to provide a proposal must have organization security clearance?
- c) Must each and every translator we propose have reliability clearance before contract award?

Answer 45

- a) The mandatory technical evaluation criteria differ from one tier to the other. If you are referring to Tier 1, the supplier must demonstrate the qualifications and the experience of each one of the resources proposed in the tables included in Attachment 1 to Part 4, depending on the field or fields of work selected and the language combination or combinations selected (French – English or English –French). For Tiers 2 and 3, the supplier does not have to submit any resources.
- b) No. Please read answer 35.
- c) No. Please read answer 35.

Question 46

My experience in the JUR specialties includes a contract that spanned from July 2007 to July 2010. More than 900,000 words were translated under that contract, but its duration includes work done more than five years ago. If TB-Directory is unable to provide a breakdown specifying what was done after February 10, 2009, will you have an administrative practice to make up for this?

For example, you might be willing to take the percentage of the contract period that falls within the requisite five-year period, and multiply that by the total number of words translated. The following example would illustrate this:

- Total period covered by the contract: 1000 days
- Portion thereof that falls within the last five years: 350 days
- Percentage that falls within the last five years: 35%
- Total number of words translated under the contract: 900,000

$900,000 \times 35\% = 315,000$ words imputed to the last five years.

However, you might demand evidence that 300,000 words were actually translated within the last five years under the contract. This could be rather onerous, but not impossible. I could take all my relevant invoices under that contract from February 11, 2009 onward, add up the number of words, send those invoices to the Bureau unit involved, get the name of a contact person there who will be able to confirm this calculation, and provide that name and contact information with my proposal.

Will one of these approaches be acceptable? If not, what else would you propose?

Answer 46

The supplier must demonstrate that it meets all the requirements of the Request for Supply Arrangement. This is the supplier's responsibility. Supply arrangements that fail to meet all the mandatory technical criteria will be declared non-responsive.

Question 47

a) How can we give as a company references for various contracts we worked on for the Translation Bureau when we get the requests from a main email, not a specific person?

b) And how would the Bureau confirm whether translator X or Y actually did the 300,000 words worth of translations?

Answer 47

a) The supplier must provide the name of the client for which the translation services were performed and the current contact information (name and email address) of a representative who could corroborate the information provided by the supplier.

b) The Translation Bureau doesn't have to confirm anything. This is the supplier's responsibility.

Question 48

I have a question regarding this RFSA. My question is in regards to the bureau exams for transcription and grammar. I know we submit our resources names etc.. However where are these tests going to be held?

Or are they going to be on-line? I have resources but they are not all centrally located and they are inquiring as to where they might be before I submit their names for these tests.

Answer 48

The exams will be administered remotely, i.e. they will be sent to the suppliers at a given time on a given day, and the suppliers will have a specified amount of time to do them and return them to us.

We expect that in total the three exams (transcription, grammar and desktop publishing) will be half a day in length. We expect to administer them in mid-April.

Question 49

The three forms for official languages translation suppliers (Tiers 1, 2 and 3) and the certification form.

The certification form asks whether the supplier is incorporated, a sole proprietorship or partnership.... If I am self-employed, which of these three responses must I choose? The sole proprietorship?

In the "Applicable Law" box, do I select my province of residence, namely, Quebec?

Answer 49

If you are self-employed and you have a business number, you should be a sole proprietorship.

Question 50

we are bidding on the RFSA as a COMPANY, and we do have the number of words required in the past five years in a few of the fields, the issue is that a few of the translators we wish to submit, **ONLY DID WORK FOR US**. That is a problem as to reference requests on the pdf

documents of the RFSA. Can we give ourselves as a reference for these translators? If not, it hinders our capability to bid as an agency/translation company???

Answer 50

Yes your company can act as a reference for your translators. Just keep in mind that the reference must be able to corroborate the information provided.

Question 51

I will do my best to provide a complete package, but you always fear that you will forget or misunderstand something, even if you have read the relevant documents several times. For the amendments to the RFSA and the RFSA itself, could you please indicate whether sending just the first page (signed) is sufficient? Someone else asked the same question, which is included in the documentation, but you simply referred to two sections, where the answer was not given.

Answer 51

You do not have to complete and send in the signed first page of the RFSA or the amendments

Question 52

Re: Part 4, Item 1, Reference Checks and Q&A 10

This RFSA has a bid validity period of 180 days. By the closing date for this RFSA, six months will have passed since the first RFI had been released. We can expect that it will be almost a year-long process from RFI to Award.

Especially in the context of the larger timeline, how can PWGSC justify restricting the reference response times to only 5 days? Relying on email references present significant challenges and obstacles and the timeframe only exacerbates these:

- A typical vacation will be 1-2 weeks, and possibly even longer for many public Servants
- An unexpected illness could cause a contact person to be away for more than 5 Days
- Even shorter periods out of the office (e.g. a two-day course) can result in a backlog of email which could result in emails being missed or prioritized
- With all the changes to the public service over the past two years many contacts have moved departments, retired, or otherwise left the public services. It can be hard enough to find one contact able to corroborate the experience. If they happen to be away the week that PWGSC conducts reference checks, many suppliers could be out of luck as there is no second person available.
- Emails may bounce – the potential is there for both PWGSC's email to the reference contact and the return email from the reference contact. Five days for references to respond is entirely unreasonable and allowing for a longer period will not substantially affect the overall timeline of this particular solicitation. Recently other major professional services vehicles were run using a similar process for

performing reference checks by email. The TBIPS and ProServices RFSA's in particular required reference checks by emails. For ProServices, a primary and a backup contact were provided. The primary contact had 10 days to respond. If they didn't, the back-up was then contacted, and they had 10 days to respond. For TBIPS, references were called if they didn't respond by email. In both cases PWGSC also provided the dates on which the reference checks would be conducted.

We respectfully request the PWGSC reconsider the current reference process and institute a more reasonable process which accounts for the difficulties in solely relying on email for the reference checks.

Answer 52

The delay of five (5) days remain. As per the RFSA, if the individual named is unavailable the bidder may provide the name and email address of an alternate contact person.

Question 53

RE: Attachment 1 to Part 4, Supporting Documentation

Bidders may propose more than one resource in response to Tier 1 of this RFSA. One or more resources may qualify by demonstrating they have taken steps to obtain certifications. The RFSA notes that these resources must obtain certification within 24 months or the SA will be cancelled and the supplier will be required to submit a new arrangement. There is a potential issue with how this section is worded:

1. If a bidder submits an arrangement for Tier 1 that includes more than 1 resource, and they are successful with all resources, will a single SA be awarded indicating all the categories/individuals qualified or will separate SAs be awarded for each individual and/or individual and field?

2. If a single SA is awarded to the supplier which covers all the individuals qualified, the wording as it suggests that the entire SA will be cancelled even if only 1 resource is unable to secure their certification in a timely fashion. This would be a disservice to both PWGSC and the vendor community. Please confirm that only the portion of the SA which relates to the individual who does not obtain their certification in time will be cancelled, and that the remainder of the SA will remain valid. The text of the RFSA should also be updated accordingly to reflect this.

Answer 53

1. Yes a single SA will be issued.

2. The text of the RFSA will not be updated and the entire SA will be cancelled even if only 1 resource is unable to secure their certification in a timely fashion.

Question 54

RE: Tier 1 Requirements, and Q&A 32 It seems quite arbitrary and unfair that only a Bachelor's Degree in Translation is accepted

while more advanced degrees in translation such as a Master's Degree or Ph.D. are not accepted. Translators who have completed a Master's Degree or Ph.D. are required to perform advanced studies in translation exceeding those done under a Bachelor's Degree. Having responded to over 100 bids in translation over the past 7 years, I have never encountered a

single one that does not accept a Master's Degree in translation as equivalent (or superior) to a Bachelor's degree. Given the significance of this new SA to both PWGSC and to suppliers of translation services, PWGSC should not be unduly restricting the supplier pool, especially where an individual's qualification actually exceeds the requirement.

Answer 54

Canada will only accept the Bachelor's Degree in Translation.

Question 55

To obtain an arrangement in my own name, I know that I can use the experience acquired with another firm. However, can that firm also use my name (and the same experience) to qualify in other fields? In short, can my name be included in my request for supply arrangement and in that of another potential supplier?

Answer 55

If you are referring to Tier 1, the answer is yes. However, if a firm is proposing resources for Tier 1, those are the resources that will be required to do the work. Replacements are not allowed. For Tiers 2 and 3, suppliers do not have to indicate the resources for the RFSA.

Question 56

We are a translation agency based in Rome, Italy. We work with free-lance translators who usually live in Canada and/or are Canadians. The first question is: Can we participate to this RFSA?

In case we can, could you kindly help us with the following questions? Many thanks !

1. Security: can security checks be organized also for foreign agencies?
2. We hold UNI EN ISO 15038 – Translation services – certification, equivalent to CAN/CGSB-131.10-2008, Translation Services. Would it be acceptable?
3. Being in Italy, it is practically impossible for us to obtain the type of paper you require. Can we use European standard recycled paper?

If we participate for Tier 2, we do not need to submit names and CVs of translators at this stage. Is this correct?

Answer 56

Yes you can participate in this RFSA however as per article 4 of Part 1, the services covered by the Supply Arrangement may be limited to Canadian services.

1. Yes but there are no security requirements for this RFSA.
2. No. The requirement specifies that suppliers demonstrate their certification with the CAN/CGSB-131.10-2008, Translation Services.
3. If you are referring to the Green Procurement Policy as mentioned in Part 3, please note that it is not a mandatory requirement.

Question 57

If we translated texts concerning Aboriginal peoples for a Translation Bureau client under an open contract but the contract did not include the FED22 specialty, can we use that experience to register in the Aboriginal Affairs field?

Answer 57

It is up to each supplier to make sure that the experience being submitted meets the definition of the fields. You can refer to Annex A and to Attachment 2 to Part 1.

Question 58

When completing the Tier 1 form, at the end, I have two choices: Designated Organization Screening OR Facility Security Clearance.

If I am the sole owner / director of an “incorporated” company, which option do I choose? And where do I get the relevant form?

Answer 58

The Designated Organization Screening OR Facility Security Clearance is a business security clearance; it does not apply to individuals. You do not have to submit a form because there are no security requirements for the RFSA.

Question 59

With a joint venture, does each supplier have to submit samples of texts for the respective fields chosen? This is not clearly indicated in the RFSA.

Answer 59

Samples of texts are not required in response to the RFSA. Please use the interactive forms to submit an arrangement.

Question 60

Tier 1 suppliers must demonstrate 300,000 words of experience in general/administrative federal texts over the past five years to qualify under that category. There are two main problems with this. The first is that many excellent and highly experienced French-English translators got less than that amount of work over the last five years because the Bureau basically stopped sending them work due to cuts. In some cases, such as mine, we entered into contracts for more than 300,000 words, but didn't get the work. Some of us barely got 20% of the contract volume. The remedy is to go back farther in time and allow relevant experience in other fields to be used. The second problem is that you only allow experience in general/administrative translation (00 specialties) to be used for this category. This might seem logical at first blush, but it's actually indefensible and prejudicial.

Several institutional and specialized fields, if the supplier has experience with them, would provide ample evidence of competence with administrative and general documents. Based on my analysis, I have identified quite a few such fields.

Let us begin with some JUR fields. Many federal legal documents are about federal business lines but are simply more complex than 00-coded documents. For example, a person with experience with labour law (JUR 71) has probably done all kinds of research regarding the federal departments and tribunals involved. If the person has experience with commercial law (JUR 30), the person would have become familiar with all kinds of federal entities involved in that field. If the person has experience in administrative law (ADM 70), the person will have done research regarding federal boards, commissions and administrative tribunals.

JUR experience is relevant for yet another reason: The mind of a legal translator is very attuned to the need to find applicable sources and understand the role of each player. We understand that things shouldn't be made up (there could be a precisely worded law, regulation or judgment on point!) and we understand structure and hierarchy. These skills are easily transferable to general, administrative and institutional documents. Indeed, for an experienced legal translator, general and administrative documents would be very, very feasible.

Experience in certain FED and ADM specialties would also be highly relevant. I will cite two examples. If a person has experience with documents involving human resources management and social security (FED 10), most of those documents would have been very similar to administrative and general documents issued by the same government department or agency. They would have involved the same kinds of actors, and would have gotten into the rules applied within the organization. A person with experience in citizenship and immigration (FED 20) would likely have become quite familiar with the structure, actors and workings of CIC. In many cases, more general documents coded 00 would simply have been easier to translate than the institutional documents. I'm not sure (because I have little experience in these fields) but it seems quite possible that experience in criminology/corrections, Aboriginal affairs, and economics/finance would be relevant to federal administrative/general translation too.

Lastly, a five-year cut-off is unfair because external French-English translation was drastically cut some years ago and has been paltry in most fields ever since. In view of this, how can one really defend going back only five years? In my view, one should go back at least six years, but probably more. The types of tools and principles involved in translating federal documents haven't really changed in between 2008 and 2009, or even between 2005 and 2009. Records sometimes only go back six years, so that could be a consideration.

In view of the above, I hereby request that the RFSa be amended to

- decrease the amount of experience required in the general/administrative field;
- increase the number of years one can go back to establish such experience; and
- accept experience in FED 10, FED 20, ADM 10, ADM 20, JUR 20, JUR 30, JUR 70 and JUR 71 (and perhaps FED 22, SOC 10 and SOC 51) toward the general and administrative category in the RFSa.

Answer 60

The RFSa will not be amended.

To demonstrate their experience in a specific field, suppliers should refer to the definition of each field in Annex A of the RFSa. The table provided in Attachment 2 to Part 1 was only provided as information and does not constitute technical mandatory evaluation criteria. As per response 4, when we use the expression "in any fields" or "in any field," we are referring to any general or administrative document dealing with various Government of Canada business lines. It is up to the supplier to decide whether its

experience in a specific specialty may be considered as general and administrative experience. Suppliers who did not do work for the Translation Bureau will have to decide in which field their experience fit.

Question 61

Minimum number of words. Does this mean at least 300,000 words for each field or for all the fields in which we are seeking to qualify? (ref. p. 26: "For English to French translation, the supplier must demonstrate translation experience in any fields of at least 300,000 words over the last five years as of the date of the RFSA.").

You answered our question with this:

Answer

If you are referring to the administrative field:

For English to French translation, the supplier must demonstrate translation experience of at least 300,000 words in any fields over the past five years as of the date of the RFSA.

For French to English translation, the supplier must demonstrate translation experience in any fields of at least 300,000 words over the past five years as of the date of the RFSA.

When we use the expression "in any fields" or "in any field," we are referring to any general or administrative document dealing with various Government of Canada business lines.

Be sure to read the requirements for the other fields carefully because they are not the same.

My question/ comments:

This response suggests that the number of words are what were completed by the company (referred to as the supplier), as opposed to the individual translators. This means you can use the combined efforts of the many translators who worked for you, as long as their efforts were for your company. ??

Answer 61

No. The requirement for Tier 1 clearly says:

*Using Table 1: Translation Experience – Tier 1 for each language combination (French-English Or English-French), **the supplier must provide the following information for translation Projects undertaken by each proposed resource:***

(a) The topic and field of the documents that were translated;

(b) The period during which the translation services were provided, i.e. from (month/year) to (month/year);

(c) The number of words translated during the period specified in (b) above; and

(d) The name of the client for which the translation services were performed and the name and current telephone number and email address of a representative of the organization who could confirm the information provided by the supplier.

(e) The supplier cannot use the same translation experience for more than one domain.

Tier 1: suppliers must demonstrate the experience for each proposed resource

Tier 2 and Tier 3: suppliers must demonstrate their own experience. They do not have to

submit resources at that time.

Question 62

Regarding your answers 22 and 30, it seems to me that there is a contradiction here. The conditions for Tier 3 provide access to Tier 2, but the conditions for Tier 2 do NOT provide access to Tier 1. Why? Does being certified for Tier 2 exclude access to contracts of less than 3,000 words per day?

Answer 62

Tier 1 and Tier 2 requirements are different. For Tier 1, suppliers must demonstrate experience for each of the proposed resources, whereas for Tier 2, suppliers don't have to propose any resources at all because only the business's experience is shown.

Question 63

If a Bureau contract includes a number of specialties, MUST they be broken down among various specialties? For example, if there is a 90,000-word contract in MIL00, MIL30 and MIL60, do I have the option of allocating everything to MIL60 or of apportioning the word volume among the three specialties?

Answer 63

It's up to the supplier to accurately indicate the words translated by fields of work and to ensure that someone can corroborate this information.

Question 64

How can your forms be called "interactive" when they have to be printed and filled out (either on the screen or by hand)? Is there any interaction with your computer systems?

Answer 64

As is specifically indicated in Attachments 1 to 3 to Part 3:

1. Suppliers must use the online form to provide their answers and **must complete it electronically**.
2. Once the form is completed, please save it and attach a paper copy and an electronic copy, as well as any supporting documentation, if necessary, to your arrangement.

Question 65

For Tier 2, do all our collaborators have to be named, including those for whom no experience in translation/revision is required? What does demonstrating a quality control system consist of?

Answer 65

For Tier 2, you just have to meet the criteria specified in the RFSA. The RFSA does not require that a supplier's collaborators be named. Please refer to paragraph 3 in Attachment 2 to Part 4 for details of the information required for the quality control process.

Question 66

To demonstrate our experience with organizations besides the Translation Bureau (for example, with international organizations where contacts often change), can purchase orders indicating word volumes and dates be submitted?

Answer 66

No. You have to provide direct answers to the evaluation criteria in the PDF form or forms provided for this purpose and give the name of a contact who can corroborate the information.

Question 67

In the RFSA, you refer to the PDF document - Attachment 5 to Part 3. Does this refer to PDF form –Section II – Certifications and Additional Information?

Answer 67

Yes. Attachment 5 to Part 3 is the form entitled Section II – Certifications and Additional Information.

Question 68

I am in the process of preparing to register as a supplier. To register for Tier 2, the following requirement is stated:

“Supporting Documentation According to the qualifications criteria required, the supplier must provide one of the following:

a) Quality Control Process (quality management and deadline compliance processes).”

Does this mean the quality control grid and the work planning calendar that I personally use?

Answer 68

Please see answer 65 above.

Question 69

I would like to find out whether degrees not conferred in Quebec and not issued by Canadian universities are eligible?

Answer 69

Yes they are. According to the Definitions sections in Attachments 1 to 3 to Part 4:

“Recognized university: a university that is recognized by the ministry of education of a Canadian province or by an academic credential assessment and qualification recognition organization listed on <http://www.cicic.ca/>.”

Question 70

In Section 1.1, page 1 of the “Certifications and Additional Information” document, it says that

the supplier is....

Answer: e.g. Translations XX Inc. or do we have to indicate something else? On page 2, in the security section, a Security and Certificate Number is mentioned. What does this refer to? Is it only for Tier 3 people, and are we to refrain from responding if we are in Tier 2? The same applies to the question entitled Document Safeguarding Capability. Does the authorization involved apply to Tier 3 only? I have another question on the Certifications and Additional Information form: can it be filled out by hand?

Answer 70

In section 1.1, there is a dropdown menu where you need to select one of the options. As for the sections concerning security, they are only intended for suppliers with business security clearance.

You absolutely must complete all forms electronically. Please see answer 64 above.

Question 71

Over the last two years, I've had various contracts with the Bureau. Last September, I incorporated for tax reasons. Therefore, my PBN changed. I'm not sure that my business has reached the 300,000 words needed to meet the RFSA's requirements. However, I know that the rest of my experience with the Bureau meets the requirements. Can I combine the experience I acquired as a mere self-employed worker with my experience acquired as a "business" (of which I am the sole owner and the sole employee), so that I can register my company and not the person involved? Could I give myself as a reference to confirm my work experience?

What needs to be done to register as a supplier after March 24?

Answer 71

For Tier 1, you can combine the experience acquired as a mere self-employed worker with your experience acquired as a "business". You must also meet all other requirements of the RFSA. With respect to Tier 2 and Tier 3, the experience must have been acquired by the supplier submitting an arrangement.

The contact person cannot be the same person as the person who did the work. There will be an ongoing process for qualification after the closing date of the RFSA. Suppliers should review article 7 of Part 6B.

Question 72

For Tier 1, I would like to find out whether we have to register our subcontractors as part of our resources.

Answer 72

You must propose resources that meet the criteria in the RFSA. According to answer 38: It is important to emphasize that under a Tier-1 bid solicitation, only resources mentioned in the supply arrangement can perform the work. Substituting resources will not be allowed.

Question 73

Our group has translated well over 300,000 words in the past five years. Is there an advantage to reporting over the 300,000 word count or will *all* bids meeting this requirement have equal weight?

Answer 73

No. There are no point-rated criteria in the RFSAs, only mandatory criteria.

Question 74

1. Section II -- Certifications and Additional Information. As a freelance translator (I am not "incorporated"), do I have to answer question 1.1, Certifications Precedence to...: "The supplier is:"?

2. With respect to the RFSAs, am I correct in assuming that I have to provide *only* the following: a) the Tier 1 response form (in my case); b) the Certifications form; c) a complete and up-to-date résumé; d) proof of my application to OTTIAQ to *reinstate* my membership in this association (email response from OTTIAQ, and receipt of payment to OTTIAQ for the review of my file); proof (Translation Bureau report, with reference) of the number of words translated in each of the fields for which I submit a supply arrangement (2 hard copies, one key)?

3. Am I correct in assuming that some of the specializations that I had acquired in institutional fields (notably Immigration, Humanities and Social Sciences), in which I had translated a large volume of words until 2008, have now been **deleted** because over the last five years, I translated the minimum required 300,000 words only in the *Employment* and *Administrative* fields?

4. According to the report that the Bureau sent me, the more than 700,000 words that I translated over the past five years combined (*specialties indicated in the contract*) the former ADM00 and FED10 specialties, which now are the equivalent of the **GAT** and **Employment** fields. Therefore, can I submit **two RFSAs and also apportion the total number of words translated to these two fields?**

5. I am out of the country and don't want to substantially delay the submission of my RFSAs. Do you have a deadline for further amendments that you could still make to the RFSAs?

6. Is there a particular format for the résumé? If so, where can I find the formatting guidelines?

Answer 74

1. If you have a PBN, you are considered to be a sole proprietorship.

2. You need to read the RFSAs to ensure that you meet all the requirements and provide all the required documentation.

3. Please refer to the definition of the fields in Annex A and to the Concordance Table in Attachment 2 to Part 1.

4. Please refer to the RFSAs response forms (PDF). If you submit your experience in various

fields under the same tier, you do not have to submit two different arrangements.

5. We cannot guarantee a deadline. The official deadline for sending questions is 10 days prior to the RFSA closing date.

6. The RFSA has no résumé requirement.

Question 75

I have two questions regarding the RFSA form for registration in Tier 2 translation.

1. We wish to register as a joint venture under Tier 2. I am unable to enter more than four people into the electronic form as members of the joint venture. We have eight people in our joint venture. Do I need to provide an additional sheet of paper indicating the additional four names?

2. Is it mandatory to have a PBN to be a member of the joint venture?

Answer 75

1. Yes you will have to provide an additional sheet with the requested information.

2. Yes.

Question 76

With respect to the RFSA, it says the following:

“It is important to emphasize that under a Tier-1 bid solicitation, only resources mentioned in the supply arrangement can perform the work. Substituting resources will not be allowed.” Does this mean that it would be possible for a translator to appoint a substitute so that he or she could go on leave during the term of a contract? And therefore would it be impossible for Tier-1 suppliers, with no substitutes listed in their name in the directory having the same experience that they have, to go on leave?

Answer 76

Only individuals named in the arrangement may do the work. If you plan to have a substitute, you must propose the person you want and qualify him or her under the arrangement.

Question 77

I would like to clarify two things to avoid any misunderstandings:

· Please confirm that a supplier who responds to multiple Tiers and service categories can do so in a single package, meaning that the various PDF forms will be completed but that everything will be grouped into one single response package.

§ Separate packages would only be required if a bidder is submitting a second arrangement in a joint-venture. Correct?

· At Page 25, under 2. Translation Experience (a) – It says that the topic and field of the documents must be provided. Please confirm that we simply need to check the appropriate in the PDF forms to comply and that additional information is not required

in regards to the subject of the translations.

Answer 77

- Yes a supplier who responds to multiple Tiers and domains can do so in a single package. And a separate package would only be required if a supplier is submitting a separate arrangement as part of a joint venture.
- You are correct, the topic is not required, only the field.

Question 78

1. Many of our clients have policies regarding providing references and would like to know specifically what will be asked of them via email. Can you provide the template that will be sent so they can confirm whether it abides by their policies? If not, can you provide more information in terms of what will be asked in addition to what is mentioned in the RFSA?
2. Is it required to provide references to confirm the minimum volumes required for each tier have been met? If so, can multiple clients for a specific field confirm the total?
Example: 3 financial clients each required the translation of 1M words from English into French (CA) for a Tier 3 supplier?

Answer 78

1. There is no template available for the verification of references. The references will only be asked to corroborate the information provided by suppliers in their arrangement, more specifically, the field of the translation project submitted and the number of words claimed in that specific field.
2. Mandatory technical evaluation criteria must be demonstrated for each Tier and each Tier must be considered as a separate arrangement.

Question 79

Can you tell me in what document I can find the appropriate definition of “supplier”?

Answer 79

The definition of “supplier” can be found in section 4 of the 2008 Standard Instructions. Here is an excerpt:

“Supplier” means the person or entity (or, in the case of a joint venture, the persons or entities) submitting an arrangement. It does not include the parent, subsidiaries or other affiliates of the Supplier, or its subcontractors.

Question 80

I am in the process of calculating the number of words per specialty so that I can submit my RFSA. I would like to publicize the FED20 and ADM00 specialties, which will become Immigration and General and Administrative texts, respectively.

The number of words I have translated in FED20 is more than enough, but not enough words

have been translated in ADM00.

For 2010, no specialties were indicated in many statements of work. In addition, in two statements of work (total of 17,000 words), the specialty was FED00.

Here are my questions:

- In order to reach 300,000 words in ADM00, can I include words for which no specialty was mentioned in the 2010 statements of work, as well as the 17,000 words in FED00?

- With respect to the form, do I need to enter the number of words calculated on the basis of the statements of work or on the basis of the Translation Bureau contract summary? If the latter applies (i.e. the Bureau contract summary), how can I find out about the breakdown between the specialties?

- For the two contracts indicated, there were two contacts in my Translation Bureau contract summary. Do I have to enter the contact information for both contacts in the form?

Answer 80

· Please refer to Answer 34 to find the answer to the first part of your question.

· You must indicate the number of words translated.

· You have to provide only one contact only for each translation experience.

Question 81

a) If I register my business as Tier 2 for certain specialties, are they automatically registered for Tier 1?

b) Can I submit a registration form for certain Tier-1 specialties and a separate form for other Tier-2 specialties?

c) With respect to security requirements, if we have no registration or certificate number (which have never been necessary for our contracts with the Bureau), can we still submit an application?

d) Does the number of words included in requests mean the maximum productivity that we can achieve for the Bureau or the maximum productivity required for each bid?

e) If I register for a productivity of 3,000 words or less, can I combine several 3,000-word contracts?

Answer 81

a) No.

b) Yes.

c) Yes. There are no security requirements for the Request for Supply Arrangement.

d) This is the number of words that a supplier can translate each day.

e) Yes. However, you must meet all the requirements in the contract(s) as well as the requirements stipulated in the Request for Supply Arrangement.

Question 82

- a) For Tiers 2 and 3, is the only experience that counts the business's or the firm's experience? In other words, if my business includes resources who acquired experience in certain fields outside my business, can this experience be used to reach the 600,000 words required? And if I have experience that predates the inception of my business, can this experience be taken into account?
- b) For Tier 1, can I include the translation I did when I was a Bureau employee (I worked at the Bureau for over six years)? How can I do this?
- c) With respect to references, what exactly will they be asked to provide? Will this just involve an email where they will be asked something like "Did Mr. X translate Y words for you in the Z field, yes or no?"
- d) In respect of experience acquired through contracts with the Bureau, do I have to indicate a contact person in each unit involved, or can I simply indicate Acquisitions and Directory Services for all fields?

Answer 82

- a) With respect to Tier 2 and Tier 3, the experience must have been acquired by the supplier submitting an arrangement.
- b) For Tier 1, you can indeed use your past experience.
- c) Please review Answer 11.
- d) You must provide the name of a person who can corroborate the information provided. You can also contact Acquisitions and Directory Services:

Translation Bureau
Acquisitions and Directory Services (ADS)
975 St-Joseph Blvd.
Gatineau, Quebec K1A 0S5
Telephone: 1-855-997-3300
Teletypewriter: 1-800-926-9105
Facsimile: 819-956-4335
Email: BTRepertoire.TBDirectory@tpsgc-pwgsc.gc.ca

Question 83

- a) Can I apply for both Tiers 1 and 2 since in certain fields I am eligible for Tier 1 and in others I am eligible for Tier 2?
- b) If I, for example, produce a large number of words in a field where I greatly exceed the 600,000 words required for Tier 2, can I apply the surplus amount to another field (in which I have a lower number of words) that interests me so that I can attain the Tier 1 or Tier 2 targets (whichever is applicable)?

Answer 83

- a) Yes.

b) Please review answers 14 and 15.

Question 84

If we applied for 5 fields of expertise and at the time of evaluation you find that we do not meet the criteria for one of the 5 fields, are you going to reject the entire offer or simply the one field that is non responsive (for all Tiers)?

Answer 84

Canada will only declare non-responsive the field(s) that did not meet the technical mandatory evaluation criteria.

Question 85

Can you tell me if translations done for one of the political parties in the federal government count under the category Parliamentary Proceedings (FED60)?

If so, I would add that word count to the rest of the words translated for the government for a total of 300,000 words over five years.

Furthermore, do we include the work we did for various non-government clients that fit under the various themes in the total word count?

Answer 85

You must refer to the definition of each field in accordance with Attachment 2 to Part 1: Concordance Table to ensure consistency between your experience and the fields of work of the Translation Bureau.

Question 86

A few months ago, I got a supply arrangement as part of Request for Supply Arrangement EN966-140305/D. Unfortunately, I find myself unable to bid on the various offers that I regularly receive from the Bureau because when I submitted my first bid, I was refused the contract since I had failed to indicate "individuals identified" on my original form. It is impossible for me alone to perform the amount of work required in the contracts offered by the Bureau, and I need partners.

My question is: is it possible to update my supply arrangement along the way? In this case to include individuals identified?

Answer 86

If you refer to tier 1, you must submit a new arrangement to identify new resources. In this case, you will have to use the new version of the Request for Supply Arrangement (RFSA). The new RFSA is available at <https://buyandsell.gc.ca/procurement-data/tender-notice/PW-ZF-504-28289>.

Question 87

Do we need to scan and provide page 1 of the RFSA document (hard and electronic copies)?

Answer 87

You do not have to provide page 1 of the RFSA document.

Question 88

Question: When an LSO contract involving specialties TRA10, TRA11 and TRA12 and other specialties (e.g. MEC30) has been completed, how to allocate the number of words translated to the various TRA specialties knowing that the Bureau is not able to specifically indicate the number of words translated in each specialty of the LSO contract?

Answer 88

The breakdown of the number of words translated must be representative of the actual work performed. Please also refer to questions and answers 14, 15, 17 and 43 of RFSA EN966-140305/D of spring 2014, which are currently available on Buy and Sell.

Question 89

On page 2 of newly issued RFSA EN966-140305/E, the second bullet states "Suppliers who already have an SA and who want to qualify other resources or qualify for other areas or other tiers must submit a complete arrangement, including the certifications form."

For Tier 1

- a) If, for example, we want to add Resource B in a field for which our Resource A has already qualified, do we need to resubmit Resource A in addition to Resource B, or only Resource B (and Resource A remains qualified as before)?
- b) Similarly, if our Resource A has already qualified for Field A and we want to qualify Resource A for Field B, do we need to resubmit Resource A's qualifications for Field A in addition to the resource's qualifications for Field B, or only the resource's new qualifications?

Answer 89

- a) No, you do not have to resubmit resources already qualified. You have to submit only the new resources that you want to qualify.
- b) You have to submit the resource qualifications only for Field B, that is, the fields for which the resource has not yet qualified.

Question 90

The "+" button for adding a client does not seem to be working on the forms for Tiers 2 and 3. We tried with the latest versions (XI) of Adobe Reader and Adobe Acrobat, but were unsuccessful. However, that button works properly on the form for Tier 1.

Could you tell us whether there is actually a problem?

Answer 90

We checked, and in fact for the English-to-French language combination, there is a problem when you want to add more than one client.

For the time being, try this: Click on the “+” sign once for each time that you want to add a client. Then click in the box above that says “English to French,” and click a second time in the same box. You should see the number of lines corresponding to the number of times that you clicked on the “+.”

The same procedure applies for Tiers 2 and 3.

In the meantime, we will check and see whether we can correct the forms.

Question 91

We are closely reviewing the Translation Bureau’s Request for Supply Arrangement, and we have a question about the transcription and desktop publishing category.

May the resources that we propose select the official language in which they prefer to take exams, or must they take exams in both English and French?

If these persons can select one of the official languages to take their exam, do we need to indicate their choice in any way in the transcription and desktop publishing form?

Answer 91

Yes, the resources you propose may select the official language in which they prefer to take exams.

The choice will be given to them when the Bureau contacts the identified resources at the closing of the Request for Supply Arrangement (RFSA).

Please refer to Attachment 4 to Part 4 of the RFSA for further details.

Question 92

Where do arrangement documents need to be sent? The first page of the RFSA shows two addresses: 975 St-Joseph Boul. and 11 Laurier St.

Also, does the envelope have to be addressed to France Cardinal?

Answer 92

As is indicated on page 1 of the RFSA, arrangements (bids) must be returned by mail or sent by facsimile to the following address:

**Bid Receiving - PWGSC / Réception des
soumissions - TPSGC
11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
Gatineau
Quebec**

K1A 0S5

Bid Fax: (819) 997-9776

You may address the envelope to France Cardinal

Question 93

Does the "PBN" corresponds to the 10 digits numeric "SIGMA Vendor Code" that I see on my latest contracts with the TB?

Answer 93

The Procurement Business Number (PBN) is a number created by PWGSC that includes the Business Number provided by the Canada Revenue Agency to which PWGSC added "PG000X" at the end.

Question 94

I have consulted the RFSA, and I have a question about the following statement:

"Suppliers must show the number of words translated within the five-year period defined in the RFSA, that is, from November 1, 2009 to November 30, 2014."

How do you show the number of words translated?

Answer 94

You must indicate the number of words translated in each field for which you submit an arrangement by using the response form for each tier. The response forms can be downloaded at the same location as the Request for Supply Arrangement, under the "Attachments" heading.

Question 95

I also read that a skills test must have been passed. Could you give me a few more details on this?

Answer 95

There are no skills tests to qualify for translation. However, suppliers that would like to qualify resources for transcription and desktop publishing will have to pass qualification exams.

Question 96

Could you please tell us whether a company based in Switzerland can participate in your invitation to tender for translation services?

Answer 96

Yes. However, as per section 4 of Part 1, the services covered by the Supply Arrangement may be limited to Canadian services.

Question 97

I have read all the documentation very carefully and need clarification on the following points.

For Tier 1, if my understanding is correct, I must provide: a) a copy of a university degree; b) a copy of the certificate of affiliation to a professional association; c) the PDF response form in Attachment 1 to Part 3; and d) the form in Attachment 5 to Part 3, but no résumé.

Where am I supposed to find the PDF response form mentioned in Attachment 1 to Part 3 and the form mentioned in Attachment 5 to Part 3? I haven't been able to find them.

Where am I supposed to indicate the field?

Where am I supposed to indicate experience?

Answer 97

Please refer to answer 10 above. Furthermore, please read the RFSA carefully so that you can meet all the requirements and provide all the documents requested.

Question 98

Does only a hard copy of the OTTIAQ membership certificate need to be provided or do both hard and electronic copies need to be provided, as is the case with the two forms (certifications and arrangement)?

Answer 98

You must provide all documents that are an integral part of your arrangement in both electronic and hard copy form, as indicated in section 1. (a) of Part 3 – Arrangement Preparation Instructions.

Question 99

For Tier 3, do we need to qualify for both official language combinations, or is one enough?

Answer 99

Regardless of the tier involved, it is up to suppliers to select the language combination(s) in which they want to qualify. It is not mandatory to qualify for both.

Question 100

Are there any transcription and desktop publishing exam fees?

Answer 100

No.

Question 101

Could we demonstrate translation experience acquired outside the Translation Bureau (namely, with the **Supreme Court of Canada**), amounting to slightly more than 300,000 words over the past five years, from November 1, 2009, to November 30, 2014? Could this experience be recognized as equivalent to each of the JUR specialties?

Answer 101

Yes. You could submit translation experience acquired outside the Translation Bureau. It is up to the supplier to determine whether this experience matches the Law field, which includes the former JUR10 to JUR80 specialties. You must rely on the definition of field as indicated in the table provided in Attachment 2 to Part 1 of the RFSA

Question 102

Is it necessary to demonstrate translation experience acquired with other clients and to justify a greater number of words?

Answer 102

No. Suppliers only have to meet the mandatory criteria indicated in Attachments 1 to 4 to Part 4 of the RFSA.

Question 103

In addition, we have some questions about the following requirement in the RFSA:

2. Translation Experience

Using Table 1: Translation Experience – Tier 1 for each language combination (French-English or English-French), the supplier must provide the following information for translation projects undertaken by each proposed resource:

a) The subject and the domain of the documents that were translated

As there is no space in the "Mandatory Technical Evaluation Criteria" form for a detailed description of the subject and field of the documents that were translated (what is involved here are judgments of the Supreme Court of Canada covering all areas of law and, thus, all JUR specialty fields), do we need to attach a separate sheet to explain the nature of the texts translated?

Answer 103

First, the wording of the question has been corrected. The RFSA rather says:

Using Table 1: Translation Experience – Tier 1 for each language combination (French-English or English-French), the supplier must provide the following information for translation projects undertaken by each proposed resource:

- a) The field of the documents that were translated;

Second, you only need to respond using the PDF file response forms. You don't have to attach additional documents to demonstrate translation experience.

Question 104

There also isn't any space in the form to indicate the telephone number of the client (Supreme Court) contact person. What do we have to do?

Answer 104

If Canada decides to check references, this will be done only in writing. This is why we only ask for the email address of the reference contact.

Question 105

Is it sufficient for us to demonstrate experience acquired in **only one** Translation Bureau **contract** (in the Economics and Legal Services Unit), provided it meets the requirement for translating 600,000 words during the period indicated in the RFSA, even if over 3,500,000 words were translated for this client among other clients during the period indicated in the RFSA?

Answer 105

It is up to suppliers to determine how they will meet the translation experience criterion. There are no requirements with respect to the number of clients or translation projects.

Question 106

Where do I email the PDF forms?

Answer 106

Suppliers must send their complete arrangements to the Bid Receiving Unit at the following address:
Bid Receiving - PWGSC / Réception des
soumissions - TPSGC
11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
Gatineau
Quebec
K1A 0S5
Bid fax: 819-997-9776

Question 107

I have just been incorporated under Company B and have obtained a new PBN, but all my files at the Translation Bureau are in Company A's name. Is there a chance that this could cause confusion and, worse still, the rejection of my response to the RFSA, which I intend to submit in Company B's name?

Answer 107

For Tier 2 and Tier 3 a supplier cannot use the experience of a different supplier to meet the requirements of the RFSA, except in the case of a joint venture where its members may combine their abilities to meet any given mandatory requirement.

For Tier 1, the supplier must demonstrate the experience of its resources.

Question 108

I would like to know exactly what a valid reference with respect to word counts required in the RFSA means at the Translation Bureau (the Bureau).

Am I correct in assuming that the head of the unit from which the texts come is the right person?

In any case, the statement of contracts that I have had with the Bureau over the last five years indicates that various units no longer exist.

In this case, who could I use as a reference?

Answer 108

Please refer to answer 82 d) of the RFSA Spring 2014 Questions and Answers document currently posted on BuyandSell at the same location as the RFSA response forms.

Question 109

How will we be kept informed about the results of the RFSA (deadline and terms and conditions)? The reference document is not sufficiently clear on this issue.

Answer 109

Detailed results of the evaluation of your arrangement or arrangements will be sent to you in writing once the evaluation period is over.

Question 110

I have a question with regard to Tier 2 in EN966-140305/E for English-French and French-English translation. Please find it below:

Table 1 in Appendix 1 to Annex A requires that we provide resumes and certifications of our proposed resources for Tier 2. However, the checklist in the response form for Tier 2 in PDF indicates that the only supporting documentation we have to provide is proof of National Standard CAN/CGSB-131.10-2008, Translation Services certification.

Could you clarify whether we have to provide resumes and copies of certification of proposed resources for Tier 2 or if only a copy of our certification will suffice?

Answer 110

For the purpose of responding to the RFSA, for Tier 2 and Tier 3, suppliers do not need to propose resources, therefore do not need to provide resumes and copies of certification.

Appendix 1 to Annex A contains the minimum qualification and experience criteria for resources proposed by a Bidder when Canada is soliciting bids.

In Attachments 2 and 3 of Part 4 it is stated:

"In a bid solicitation, suppliers must demonstrate the competencies of their proposed resources in accordance with Appendix 1 to Annex A – Minimum Qualification and Experience Criteria."

Question 111

Because we plan on submitting a proposal as one of the world leading providers of language services and not as an individual freelance translator we plan on bidding for the Tier 3 option and therefore we don't believe we have to list translators as resources.

We believe that the original RFSA is a bit ambiguous in this respect:

- Attachment 3 to Part 4 (mandatory criteria for Tier 3) makes only a very brief mention to resources below the final table: "*In a bid solicitation, suppliers must demonstrate the competencies of their proposed resources in accordance with Appendix 1 to Annex A – Minimum Qualification and Experience Criteria.*"; however, there is nothing about translators or resources in the Tier 3 Form to fill in.
- Table 1 of Appendix 1 to Annex A (minimum qualification and experience criteria) indicates the documentation and degrees to provide for each resource but I assume this must be for Tier 1. Moreover, "Table 1 – Translation Experience – Tier 2 and Tier 3" specifies that we should either "*Be a certified member in good standing of the x association*" and "*Demonstrate translation experience in any field*" or "*Hold a bachelor's degree in translation from a recognize university*" and "*Demonstrate translation experience in any field.*"
- Moreover, in the original QAs document, Answer 61, it's clearly stated "Tier 2 and Tier 3: suppliers must demonstrate their own experience. They do not have to submit resources at that time."

Considering the information above:

Question: As we prepare our proposal for the Tier 3 option, do we have to include resources to our response with their corresponding documentation, degrees and OTTIAQ certifications as a sample demonstrating the type of criteria all of our translators meet, or not? If we have to, how many are we required to include (i.e. 1 sample translator for each language pair)?

Answer 111

For Tier 2 and Tier 3, suppliers do not have to submit resources at the time of responding to the RFSA.

Question 112

I am in the process of filling in the "fr_rfsa_response_form_tier1.pdf" form. Does it only have one page merely requesting the supplier's name and the PBN?

The only remaining solution is to click on "Modify/Add Resources," but as I am the sole supplier (sole proprietorship), I find it problematic to add myself as a resource if resource means "a person doing the work."

Other point: Is this the only form to be filled in, in addition to the "Certifications" form?

Answer 112

For Tier 1, suppliers must complete the form for the proposed resources even if you have only one resource (yourself).

You must click on "Modify/Add Resources" to enter information for all your resources.

If the form is not completed, your arrangement will be rejected.

You must complete the response form and the certifications form and provide all supporting documentation.

Question 113

With respect to the start and end dates that we need to indicate for each translation project, do we have to indicate the date on which we started to calculate the word count in order to meet the requirements, or do we have to indicate the project start date even if the date was prior to November 2009?

For example, one of our projects has been ongoing since 2004, but we only calculated the word count from November 2009 to November 2014. Do we need to indicate the 2004 start date or the date on which we started calculating the word count?

In addition, is it acceptable to write "ongoing" as the end date if one of our projects is still ongoing, or is it preferable to indicate November 30, 2014?

Answer 113

You cannot indicate any dates that are outside the period stipulated in the RFSA. The form does not allow you to enter any dates outside the stipulated period or to indicate "ongoing."

You must provide the period during which the words were translated and not the dates of your contracts.

Question 114

As I am getting ready to send my bid by February 10, 2015, I would also like to ensure that I provide all requested documents, and I need the following information:

a) On a USB key:

1 electronic copy of the Supply Arrangement - Tier I form

1 electronic copy of the Section II - Certifications and Additional Information form

b) I am unable to electronically sign page 3 of the Section II form – Therefore, I have to print this page, sign it manually, scan it and save it in scanned form on the USB key – Is this what I am supposed to do?

c) For my request to be completed, I must include:

A duly completed and signed hard copy of the RFSA cover page

1 hard copy of the Tier 1 form and one hard copy of the Section II form – Is that right?

1 hard copy of the certificate of affiliation to a professional association

1 hard copy of the summary of professional translation activity over the last five years

Answer 114

a) As per Part 3 of the RFSA, you must submit your arrangement as follows:

Section I: Technical Arrangement (three hard copies) and one soft copy (a CD, a DVD or a USB key)

Section II: Certifications and Additional Information (one 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.

b) If you do not have access to an electronic signature, you will have to print the form and sign it. You do not have to submit an electronic copy of Section II Certifications and Additional Information.

c) Please read answer a) above and the answer to question 28 in Revision 007.

Question 115

How do you calculate the number of words for a contract that begins prior to the period of the RFSA and ends during the period of the RFSA?

Answer 115

It is up to the supplier to find the best method for calculating the number of words translated during the prescribed period, namely from November 1, 2009, to November 30, 2014.

Question 116

To document translation experience, is it acceptable to attach a table with 5 columns whose headings are as follows:

[Year](#), [Contracts \(Bureau\)](#), [Specialties](#), [Words translated](#), [Contact](#)

and whose rows contain data for these 5 headings for each of the last 5 years?

E.g. 2010, LSO-xxx, GAT, 150,000, xxx@yyy.zz

Answer 116

As is indicated in Part 3 of the RFSA, suppliers must use the appropriate PDF forms that can be downloaded on Buyandsell under the "Attachments" heading. There is a form for each tier and for transcription and desktop publishing, as well as a form for certifications and additional information.

Question 117

The question was already asked with respect to the meaning of "in any fields" in the sentence "For English to French translation, the supplier must demonstrate translation experience in any fields of at least 300,000 words over the last five years as of November 1st 2009 to November 30th 2014." The answer given was as follows: "If you are referring to the Administrative field, for English to French

translation, the supplier must demonstrate translation experience in any fields of at least 300,000 words over the last five years as of the date of the RFSA." The qualification "If you are referring to the Administrative field" perpetuates the ambiguity that the question was designed to eliminate (in my opinion). Therefore, my question now is: Is the total of 300,000 words required the total for all fields combined or the total for a new field? A breakdown by new field would be very arbitrary in that most of the statements of work provided to me by the Bureau include 5 or 6 former specialties (ADM00, FED00, FED22, MED00, MED10, MED11) corresponding to at least 2, and often 3, new fields (Aboriginal Affairs, GAT, Medicine).

Answer 117

The total of 300,000 words translated is a total for each field. General and Administrative Texts is a field in itself.

As is indicated in Attachment 2 to Part 1 – Concordance Table, the General and Administrative Texts field is defined as follows:

“General and administrative documents relating to various Government of Canada business lines”

The General and Administrative Texts field includes all the former specialties ending in “00.”

Please refer to the Concordance Table for the definition of each field.

Please also refer to question and answer no. 4 in Revision 002 to find out how to allocate the number of words translated to different specialties that are part of the same contract.

Furthermore, you must read the RFSA carefully in order to meet all its requirements. The criteria vary by tier, field and language combination.

Question 118

Assuming that I bid under Tier 1 in COMPANY A's name in the LAW field only and that Canada then offers contracts in the LAW field with a small percentage of GAT (based on the template for the former ADM00, JUR00, JUR10, JUR20, JUR30, JUR40, JUR50, JUR60, JUR70, JUR71, JUR80 and JUR90 contracts), will I entirely lose out on being offered contracts in the LAW field if the GAT field is not also recognized as part of Tier 1 in the new RFSA (since I would have bid only in the LAW field and not both LAW and GAT)?

Answer 118

Contracts awarded under the RFSA now contain one field only. Therefore, if you qualify for the LAW field, you could be invited to bid in this field.

Question 119

Where exactly do Tier 1 applicants have to “explain and demonstrate how they propose to meet the requirements...” (p. 17, Section I)? Should this be done on a separate submission sheet or done electronically on the right side of the vertical rectangular box in the “Response Form” PDF file (Attachment 1 to Part 3) that opens up if the applicant is added as a “resource”?

Answer 119

Suppliers must use the electronic form to provide their answers and must complete it online.

You must complete the Response Form and the Certifications Form and provide all supporting documentation. You do not have to provide a separate submission sheet.

Question 120

The requirements state that the telephone number of clients' representatives must be provided, but there is no box on the form for this. Where must this information appear?

Answer 120

See Part 1 above. Paragraph d) in Attachments 1 to 3 to Part 4 has been amended to eliminate the requirement to provide the telephone number. You only have to provide the email address.

Question 121

Must these telephone numbers, email addresses and "subject areas and fields of work" also be detailed somewhere else besides the response form?

Answer 121

You do not have to provide the telephone number or the subject matter of the work.

Make sure that you use that latest version of the RFSA, which is no. EN966-140305/E and currently posted on Buyandsell.

Question 122

I already sent my RFSA file (Tier 1) by registered mail, but I've noticed that I should have also included an additional field in the response form. Could I correct this?

If so, do I have to resubmit the complete file or can I just fax you the Tier 1 response form, including the number of words translated in the field I forgot to include?

Answer 122

You can submit amendments to your file and the Bid Receiving unit will add them to the file that you already provided. You also have the option of resubmitting a completely new file including the additions.

Question 123

The RFSA instructions state: "suppliers cannot use another supplier's experience in order to meet the requirements of the RFSA, except in the case of a joint venture, where it is possible to highlight the experience of the members of the joint venture."

We are two suppliers who would like to submit an RFSA as a joint venture and qualify for Tier 1 in the field ABORIGINAL AFFAIRS. Together, we have translated over 300,000 words in this field during the period defined in the RFSA (approximately 240,000 words for one and approximately 100,000 words for the other; we have not determined the exact word count yet).

How should we indicate this on the Technical Arrangement form so that our respective translated word counts are enough for this specific field?

Or should we indicate our common experience in this field in a separate document?

Answer 123

For Tier 1, the experience of resources cannot be combined to meet the mandatory technical criteria. Each resource must meet the mandatory technical criteria under Attachment 1 to Part 4