



RETURN BIDS TO : - RETOURNER LES SOUMISSION À:

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

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

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

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

Name /Nom

Title/Titre

Signature

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

(____)_____
Telephone No. – No de téléphone

(____)_____
Fax No. – No de télécopieur

E-mail address – Adresse de courriel

AMENDMENT TO REQUEST FOR PROPOSAL / MODIFICATION DE DEMANDE DE PROPOSITION

Title – Sujet Translation and editing services	
Solicitation No. – No de l'invitation 1000329852	Date June 9, 2016
Amendment No. - N° modif. 002	
Solicitation closes – L'invitation prend fin on – le June 28, 2016 at – à 2:00 P.M. / 14 h	Time zone – Fuseau horaire EDT/HAE Eastern Daylight Time/ Heure Avancée de l'Est
Contracting Authority – Autorité contractante Name – Nom – Henrik Schwerdtfeger Address – Adresse - See herein / Voir dans ce document E-mail address – Adresse de courriel - See herein / Voir dans ce document	
Telephone No. – No de téléphone (613) 608-6997	
Fax No. – No de télécopieur (613) 948-2459	
Destination - Destination See herein / Voir dans ce document	
THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT. LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ.	



SOLICITATION AMENDMENT # 002

This solicitation amendment is raised to:

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

1. QUESTIONS AND ANSWERS

Q14:

Page 30 mentions an average of 70,000 words/day. With a historical volume of 17.9 million words per year and 200 billable days, the daily average is 89,500. This is a 28% discrepancy (or 3.9 million words). At 500,000 words/year for each Translator (assuming 2500 words per day) this works out to 36 Translators. Can you please explain these differences?

R14:

To calculate the daily average, the CRA used 251 working days as the basis (70,000 words/day x 251 working day = 17.57 million words per year). This calculation does not include translation and editing requests processed on weekends or over a statutory holiday in exceptional circumstances.

Q15:

Page 30 awards points based upon the numbers of “in-house” Translators and Proofreaders(QA). The low range to achieve combined points (3 & 3) would require 37 language professionals while the high range for maximum points (7 & 7) is 51+ language professionals (if we can propose Translators and QA Proofreaders to perform the same task this range would change to 30-40 employees). As this contract is 2 year & 5x1 option years maximum (total of 7 years). Due to the length of services requested and dedication to a single client, is the CRA requiring that these language professionals be in an “employee” relationship rather than independent contractor status? The CRA itself has very clear guidelines in this area – will the relationship be confirmed?

R15:

Yes, the CRA requires that these language professionals be in an “employee” relationship. In accordance with 2.1 *Business arrangement and framework* of Annex A – Statement of Work, no outsourcing is allowed under the terms of this contract, and all work must be carried out only by the contractor or by members of the joint venture (if applicable).

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

To clarify the statement “(if we can propose Translators and QA Proofreaders to perform the same task this range would change to 30-40 employees)”, the same language professional cannot perform both tasks (translation and QA proofread), and must therefore not be proposed as translator and quality assurance reviewer.

Q16:

On page 30, awarding of points is based upon the number of “in-house” Translators and Proofreaders (37 to 51+ to achieve for both levels). Is the use of “tele-workers” who work from a home office allowed? If home offices are allowed, is it a requirement that not only each individual Language professional to have a Security Level of secret, but the office locations (homes?) themselves must have Document Safeguarding at the level of Secret. The bid requires EVERY individual to have a Security Level of Secret; this premise would also mean EVERY sub-office or home office would also REQUIRE Document Safeguarding at the Level of Secret. Will this be confirmed via the addresses of “offices” for those individuals who are teleworkers?

R16:

Bidders can include in their submission permanent full-time employees who telework. However, if those employees are asked to provide translation and editing services under the resulting contract, they will have to do so in the contractor's



secure site. Please see Annex A: Statement of Work, item 2.1, Business arrangement and framework: All translation and editing services must be performed at the contractor's secure site.

Q17:

Does the CRA use a Translation Memory for consistency and cost savings? Are projects passed through an internal TM (pre-translation at CRA) and then forwarded to the bid winner for translation? (i.e. does the CRA use a similar process to the Translation Bureau?).

R17:

Some areas of the CRA use a translation memory (TM) for consistency and cost savings and pass their projects through their TM before sending them to the translation provider.

Q18:

There are a wide range of Translation Managements Systems (i.e. –MultiTrans & Terminotix) being used in the Canadian marketplace. If TM's are allowed on unclassified documents, is there a requirement that all storage and processing is NOT cloud-based, and/or the data must remain in Canada (Canadian Servers)?

R18:

All data must remain in Canada. The storage and processing of all data must not be cloud-based.

Q19:

On page 24, section 2: Corporate Capabilities the RFP states "The bidder must demonstrate that it has a minimum of 25 qualified, in-house translators capable of handling the CRA work volume of approximately 70,000 words per day. Are these estimated 70,000 words per day raw data, or do these data include what would be considered translation memories (repetitive translations, whether words or phrases)?

R19:

The estimated 70,000 words per day do not include what would be considered translation memories.

Q20:

Is the company proposing a solution required to be Canadian?

R20:

The bidder is not required to be Canadian; however, all translation and editing services must be processed from one or more offices within Canada.

Q21:

If no, is the company to be selected required to have an office in Canada?

R21:

All translation and editing services must be processed from one or more offices within Canada.

Q22:

Are contracted translators (only hired per project) considered to be outsourced translators?

R22:

The Bidder may only propose in-house translators. The use of self-employed resources (freelance resources), outsourced translators or resources that are hired per project is not permitted.



Q23:

Page 38, 7.7 Security requirements + page 73 Security requirements check list.

Does the company and our personnel have to hold all valid security clearances at the time the contract is awarded? Can CRA sponsor us for the security clearances?

R23:

Yes, the Bidder recommended for award of a Contract must meet all security related requirements before contract award. The CRA will sponsor Bidders for their resources' security clearances.

The CRA no longer sponsors requests for private sector organizations for inclusion into the Industrial Security Program of the Canadian and International Industrial Security Directorate of Public Services and Procurement Canada.

Q24:

How many providers will be awarded this contract?

R24:

The CRA plans to award one contract in response to this solicitation process.

Q25:

Can you inform us who are your current providers?

R25:

Masha Krupp Translation Group Ltd. is the CRA's current provider of translation and editing services.

Q26:

Page 41 7.15 Liquidated Damages for Synergy Non-compliance

In this section you state that if the Contractor fails to meet the Synergy requirements there will be liquidated damages. We would like to know if the Liquidated Damages refer to the delivered translation or the payment process? Could you please clarify?

R26:

Liquidated Damages for Synergy Non-compliance refer to the Canada Revenue Agency's (CRA) e-commerce solution for ordering, receiving and reconciling goods and services is an Ariba tool which has been branded internally as "Synergy". Synergy is being used in this requirement in order to expedite the ordering process under any resulting contract.

If the Contractor fails to meet the Synergy requirements and the response and resolution times as specified in Annex E: Requirements for a CRA Synergy Solution, within the time specified in the Contract, the Contractor agrees to pay to the CRA, liquidated damages for each hour of delay, or any part thereof, for the time spent by the CRA Acquisition Service Desk addressing any issues that occur due to the failure of the Contractor to meet the CRA's Synergy requirements.

Q27:

Can some proposed resources sometimes act as quality assurance reviewers, or sometimes as translators/quality assurance reviewers?

R27:

Please refer to R15 (third paragraph).

Q28:

Under the contract, is it allowed to hire contractors to act as translators/quality assurance reviewers if these contractors work on-site in our licensed premises and hold a security clearance at the secret level?



R28:

Please refer to R15 and R23.

Q29:

Do all the proposed resources have to have a valid security clearance at the time the contract is awarded, or is it possible to have, at the time the contract is awarded, sufficient resources with the necessary security clearance to process protected or classified texts until other resources get their security clearance?

R29:

The Bidder recommended for award of a Contract must meet all security related requirements before contract award. Only resources that hold a valid security clearance at a level appropriate to the classification of the work may perform work under this contract.

Q30:

Table B1 on page 71: What is the difference between the "cost per word urgent" and "cost per word premium"?

R30:

The firm all-inclusive rates per word for translation and editing services shall be based on two categories of texts (general administration and business texts (Level 1) and specialized texts (Level 2)) and on regular, urgent and premium timeframes, as defined in the Statement of Work.

The contractor must provide services for all CRA locations from 8:00 to 18:00 EST (statutory holidays are not included), which will result in an acceptable number of hours of service in every time zone in Canada.

The contractor must provide **translation** and **editing** services in accordance with the expected delivery timelines outlined in **Table A2 - Expected Delivery Time**.

In exceptional situations, the contractor may be called upon to work **after** business hours, during weekends, or over a statutory holiday. This would be considered premium service.

Q31:

We would like to request an extension to the closing date if possible.

R31:

The solicitation date will remain unchanged.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED