



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 Audio Recording Services | |
| Solicitation No. – No de l'invitation 1000328466 | Date July 7, 2016 |
| Amendment No. - N° modif. 001 | |
| Solicitation closes on – L'invitation prend fin le August 2, 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 <i>Phuong Ly</i> Address – Adresse - See original document/ voir document original E-mail address – Adresse de courriel – <i>Phuong.Ly@cra.gc.ca</i> | |
| Telephone No. – No de téléphone (613) 957-3291 | |
| Fax No. – No de télécopieur (613) 957-6655 | |
| Destination - Destination See herein / Voir dans ce document | |
| THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT. LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ. | |



SOLICITATION AMENDMENT # 001

This solicitation amendment is raised to:

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

1. QUESTIONS AND ANSWERS

Q1. On pg. 79 within 8.4 Scope, it states “approximately 100 TAs were issued last year.” Can we get a sense of aggregate input pages?

A1. The page count for 2015/2016 is 1,806 pages.

Q2. How much was spent in previous years for contracts related to audio recording services?

A2. Below is a summary of the value of all work authorizations by fiscal years:

| Years | Spend |
|---------------------------|--------------|
| 2011 (Feb-Mar) | \$10,721.25 |
| 2011-2012 | \$31,237.30 |
| 2012-2013 | \$12,158.95 |
| 2013-2014 | \$22,565.19 |
| 2014-2015 | \$13,272.50 |
| 2015-2016 | \$13,321.23 |
| 2016-2017 (April – June) | \$11,072.06 |
| Total spend (excl. taxes) | \$114,348.48 |
| Total spend (incl. taxes) | \$129,213.78 |

Q3. Will the Canada Revenue Agency accept synthesized voices rather than recorded human voice if the vendor provides samples that display high production quality synthesized voices? In addition to the greatly improved and human-like quality of synthesized voices developed over recent years, there are a multitude of benefits to using synthesized voices including decreased potential for reading error of content information and pronunciation, a significantly shorter turnaround time for production, and, most importantly, increased security of personal and confidential information.

A3. Yes, the Canada Revenue Agency (CRA) will accept samples of audio recordings using synthesized voices. Appendix 2: Point-Rated Criteria and Annex A: Statement of Work of the RFP has been modified to reflect this change.

2. AMENDMENTS TO THE RFP

M1. On the front page, Solicitation closes on:

Delete:

July 25, 2016

Replace with:

August 2, 2016



M2. At Part 4 Evaluation and Selection, article 4.2 Steps in the Evaluation Process, Step 4 – Basis of Selection:

Delete:

- c. obtain the required minimum of 67.2 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 112 points.

Replace with:

- c. obtain the required minimum of 87.6 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 146 points.

M3. At Appendix 2: Point Rated Criteria:

Delete:

| | | | |
|-----------|--|------------------|--|
| R4 | <p>Evaluation of Sample Audio Recording</p> <p>The Bidder should provide sample audio recordings for Appendix 2A (refer to pages 31 to 35) that demonstrates how they can produce audio recordings that meet the evaluation criteria.</p> <p>The sample will be rated on the following elements:</p> <ul style="list-style-type: none"> a. No presence of background noise b. No mispronounced words c. No discrepancies between text and narration d. Table(s) described accurately e. No automated voices used for narration f. Free of speech impediments or slurred words g. Good cadence h. Sequence of field calculations narrated in correct order i. Correct narration of field values j. Accurate description of images and graphics k. Line elements narrated in the correct order | 22 points | Two (2) points for each element |
| R5 | <p>Evaluation of Sample Audio Recording</p> <p>The Bidder should provide sample audio recordings for Appendix 2B (refer to pages 36 to 40) that demonstrates how they can produce audio recordings that meet the evaluation criteria.</p> <p>The sample will be rated on the following elements:</p> <ul style="list-style-type: none"> a. No presence of background noise b. No mispronounced words c. No discrepancies between text and narration d. Table(s) described accurately e. No automated voices used for narration f. Free of speech impediments or slurred words g. Good cadence h. Sequence of field calculations narrated in correct order i. Correct narration of field values j. Accurate description of images and graphics k. Line elements narrated in the correct order | 22 points | Two (2) points for each element |



| | | | |
|-----------|--|------------------|--|
| R6 | Evaluation of Sample Audio Recording The Bidder should provide sample audio recordings for Appendix 2C (refer to pages 41 and 42) that demonstrates how they can produce audio recordings that meet the evaluation criteria. The sample will be rated on the following elements: a. No presence of background noise b. No mispronounced words c. No discrepancies between text and narration d. Footnote(s)read in proper sequence e. Table(s) described accurately f. No automated voices used for narration g. Free of speech impediments or slurred words h. Good cadence i. Sequence of field calculations narrated in correct order j. Correct narration of field values k. Accurate description of images and graphics l. Line elements narrated in the correct order | 24 points | Two (2) points for each element |
| R7 | Evaluation of Sample Audio Recording The Bidder should provide sample audio recordings for Appendix 2D (refer to pages 43 and 44) that demonstrates how they can produce audio recordings that meet the evaluation criteria. The sample will be rated on the following elements: a. No presence of background noise b. No mispronounced words c. No discrepancies between text and narration d. Footnote(s)read in proper sequence e. Table(s) described accurately f. No automated voices used for narration g. Free of speech impediments or slurred words h. Good cadence i. Sequence of field calculations narrated in correct order j. Correct narration of field values k. Accurate description of images and graphics l. Line elements narrated in the correct order | 24 points | Two (2) points for each element |
| R8 | Evaluation of Sample Audio Recording The Bidder should provide sample audio recordings for Appendix 2E (refer to pages 45 to 55) that demonstrates how they can produce audio recordings that meet the evaluation criteria. The sample will be rated on the following elements: a. No presence of background noise b. No mispronounced words c. No discrepancies between text and narration d. No automated voices used for narration e. Free of speech impediments or slurred words f. Good cadence g. Accurate description of images and graphics | 14 points | Two (2) points for each element |



| | | | |
|--------------------------------|--|--------------------|--|
| R9 | <p>Evaluation of Sample Audio Recording</p> <p>The Bidder should provide sample audio recordings for Appendix 2F (refer to pages 56 to 65) that demonstrates how they can produce audio recordings that meet the evaluation criteria.</p> <p>The samples will be rated on the following elements:</p> <ul style="list-style-type: none"> a. No presence of background noise b. No mispronounced words c. No discrepancies between text and narration d. No automated voices used for narration e. Free of speech impediments or slurred words f. Good cadence g. Accurate description of images and graphics | 14 points | Two (2) points for each element |
| Total Points | | 112 Points | |
| Minimum pass mark (60%) | | 67.2 points | |

Replace with:

| | | | |
|-----------|---|------------------|--|
| R4 | <p>Evaluation of Sample Audio Recording</p> <p>The Bidder should provide sample audio recordings for Appendix 2A (refer to pages 31 to 35) that demonstrates how they can produce audio recordings that meet the evaluation criteria.</p> <p>The sample will be rated on the following elements:</p> <ul style="list-style-type: none"> a. No presence of background noise b. No mispronounced words c. No discrepancies between text and narration d. Table(s) described accurately e. All words and phrases are clear and easily understood. f. Cadence is consistent through the entirety of the completed recording g. Sequence of field calculations narrated in correct order h. Correct narration of field values i. Accurate description of images and graphics j. Line elements narrated in the correct order | 20 points | Two (2) points for each element |
| R5 | <p>Evaluation of Sample Audio Recording</p> <p>The Bidder should provide sample audio recordings for Appendix 2B (refer to pages 36 to 40) that demonstrates how they can produce audio recordings that meet the evaluation criteria.</p> <p>The sample will be rated on the following elements:</p> <ul style="list-style-type: none"> a. No presence of background noise b. No mispronounced words c. No discrepancies between text and narration | 20 points | Two (2) points for each element |



| | | | |
|-----------|--|------------------|--|
| | <ul style="list-style-type: none"> d. Table(s) described accurately e. All words and phrases are clear and easily understood f. Cadence is consistent through the entirety of the completed recording g. Sequence of field calculations narrated in correct order h. Correct narration of field values i. Accurate description of images and graphics j. Line elements narrated in the correct order | | |
| R6 | <p>Evaluation of Sample Audio Recording</p> <p>The Bidder should provide sample audio recordings for Appendix 2C (refer to pages 41 and 42) that demonstrates how they can produce audio recordings that meet the evaluation criteria.</p> <p>The sample will be rated on the following elements:</p> <ul style="list-style-type: none"> a. No presence of background noise b. No mispronounced words c. No discrepancies between text and narration d. Footnote(s) read in proper sequence e. Table(s) described accurately f. All words and phrases are clear and easily understood g. Cadence is consistent through the entirety of the completed recording h. Sequence of field calculations narrated in correct order i. Correct narration of field values j. Accurate description of images and graphics k. Line elements narrated in the correct order | 22 points | Two (2) points for each element |
| R7 | <p>Evaluation of Sample Audio Recording</p> <p>The Bidder should provide sample audio recordings for Appendix 2D (refer to pages 43 and 44) that demonstrates how they can produce audio recordings that meet the evaluation criteria.</p> <p>The sample will be rated on the following elements:</p> <ul style="list-style-type: none"> a. No presence of background noise b. No mispronounced words c. No discrepancies between text and narration d. Footnote(s) read in proper sequence e. Table(s) described accurately f. All words and phrases are clear and easily understood. g. Cadence is consistent through the entirety of the completed recording h. Sequence of field calculations narrated in correct order i. Correct narration of field values j. Accurate description of images and graphics k. Line elements narrated in the correct order | 22 points | Two (2) points for each element |



| | | | |
|---------------------------------------|--|---------------------------|---|
| <p>R8</p> | <p>Evaluation of Sample Audio Recording</p> <p>The Bidder should provide sample audio recordings for Appendix 2E (refer to pages 45 to 55) that demonstrates how they can produce audio recordings that meet the evaluation criteria.</p> <p>The sample will be rated on the following elements:</p> <ul style="list-style-type: none"> a. No presence of background noise b. No mispronounced words c. No discrepancies between text and narration d. All words and phrases are clear and easily understood e. Cadence is consistent through the entirety of the completed recording f. Accurate description of images and graphics | <p>12 points</p> | <p>Two (2) points for each element</p> |
| <p>R9</p> | <p>Evaluation of Sample Audio Recording</p> <p>The Bidder should provide sample audio recordings for Appendix 2F (refer to pages 56 to 65) that demonstrates how they can produce audio recordings that meet the evaluation criteria.</p> <p>The sample will be rated on the following elements:</p> <ul style="list-style-type: none"> a. No presence of background noise b. No mispronounced words c. No discrepancies between text and narration d. All words and phrases are clear and easily understood. e. Cadence is consistent through the entirety of the completed recording f. Accurate description of images and graphics | <p>12 points</p> | <p>Two (2) points for each element</p> |
| <p>Total Points</p> | | <p>146 Points</p> | |
| <p>Minimum pass mark (60%)</p> | | <p>87.6 points</p> | |

M4. At Annex A – Statement of Work, paragraph 8.5 Definitions:

Delete:

Narration – Narration in the context of audio recordings refers to reading clearly and precisely the content of a document to be recorded in audio format for use by persons with disabilities.

Replace with:

Narration – Narration in the context of audio recordings refers to reading clearly and precisely the content of a document to be recorded in audio format for use by persons with disabilities either by a human narrator or through the use of speech synthesis software.



M5. At Annex A – Statement of Work, paragraph 8.6 Recording:

Delete:

8.6.2 Narration

Narration must be conducted in a closed-in, sound-proof recording room (combination of a recording room and a control room) and must be performed by resources fully trained in the production of such materials.

Replace with:

8.6.2 Narration

The audio recording must be narrated either by voice narration or synthesized narration.

Voice Narration

Narration must be conducted in a closed-in, sound-proof recording room (combination of a recording room and a control room) and must be performed by resources fully trained in the production of such materials.

Synthesized Narration

Audio Recordings must be created using speech synthesis software and must be produced by resources fully trained in the production synthesised speech materials.

M6. At Annex A – Statement of Work, paragraph 8.6 Recording:

Delete:

8.6.4 Bilingual Content

The Contractor must record the information in English or French or both official languages, as requested by CRA. The language quality of the narrator's speech provided in one language must be comparable to the language quality of the speech provided in the other language.

Replace with:

8.6.4 Bilingual Content

The Contractor must record the information in English or French or both official languages, as requested by CRA. The language quality of the voice narration or synthesized narration provided in one language must be comparable to the language quality of the narration provided in the other language.

M7. At Annex A – Statement of Work, paragraph 8.7 Quality Control:

Delete:

8.7.1 Quality Criteria

The CRA reserves the right to update the quality criteria at any time with notification to the contractor.



Quality criteria for evaluating the quality of recording performed by the contractor are the following:

- a) Narration follows the supplied documentation, forms or publications, provided (e.g. no mispronounced words, no discrepancies between text and narration, no repetitions, and no omissions).
- b) Each document must be narrated in one voice (i.e. by the same narrator) in its entirety.
- c) Page numbers are read at the beginning of each page.
- d) Footnotes are read at the end of the sentence as it appears.
- e) Tables are described as they are presented.
- f) No presence of background noise in narration.
- g) Automated voices are not acceptable.
- h) Narrator has no speech impediments and does not slur.
- i) Narrator's cadence is consistent throughout the entire recording.

Replace with:

8.7.1 Quality Criteria

The CRA reserves the right to update the quality criteria at any time with notification to the contractor.

Quality criteria for evaluating the quality of recording performed by the contractor are the following:

- a) Narration follows the supplied documentation, forms or publications, provided (e.g. no mispronounced words, no discrepancies between text and narration, no repetitions, and no omissions).
- b) Each document must be narrated in one voice (i.e. by the same narrator or the same synthesised voice) in its entirety.
- c) Page numbers are read at the beginning of each page.
- d) Footnotes are read at the end of the sentence as it appears.
- e) Tables are described as they are presented.
- f) No presence of background noise in completed audio file.
- g) All words and phrases should be clear and understood
- h) Cadence is consistent through the entirety of the completed recording.

M8. At Annex A – Statement of Work, paragraph 8.7 Quality Control:

Delete:

8.7.2 In-production Quality Assurance

A fully-trained narrator and a supervisor must work in a closed-in sound-proof recording room (combination of a recording room and a control room) as a team using identical recording material. The contractor is required to review the recording to ensure that any errors are caught and corrected before the product is finalized and sent to the CRA.

Replace with:

8.7.2 In-production Quality Assurance

The contractor is required to have an individual who is fully trained in the production of audio recordings review the recording to ensure that any errors are caught and corrected before the product is finalized and sent to the CRA. The individual should have the necessary experience producing and reviewing audio recordings as well as knowledge of industry standards and technical requirements required to produce and review high quality accurate audio recordings.



M9. At Annex A – Statement of Work, paragraph 8.7 Quality Control:

Delete:

8.7.5 Returns

In the event of an unsatisfactory audio recording, the CRA must have the option of:

- a) returning the recording for correction at no extra cost;
- b) communicating with the quality assurance reviewer or lead narrator to facilitate the correction process;
- c) asking for another lead narrator and quality assurance reviewer to perform the corrections or any subsequent requests; and
- d) obtaining, in certain cases, a refund up to the full amount.

Replace with:

8.7.5 Returns

In the event of an unsatisfactory audio recording, the CRA must have the option of:

- a) returning the recording for correction at no extra cost;
- b) communicating with the quality assurance reviewer, lead narrator or individual responsible for the creation of the audio recording to facilitate the correction process;
- c) asking for another lead narrator or individual responsible for the creation of the audio recording and quality assurance reviewer to perform the corrections or any subsequent requests; and
- d) obtaining, in certain cases, a refund up to the full amount.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED