



**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**

<b>Title – Sujet</b> Audio Recording Services	
<b>Solicitation No. – No de l'invitation</b> 1000328466	<b>Date</b> July 19, 2016
<b>Amendment No. - N° modif.</b> 003	
<b>Solicitation closes on – L'invitation prend fin le</b> August 2, 2016 <b>at – à 2:00 P.M. / 14 h</b>	<b>Time zone – Fuseau horaire</b> EDT/HAE Eastern Daylight Time/ Heure Avancée de l'Est
<b>Contracting Authority – Autorité contractante</b> 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>	
<b>Telephone No. – No de téléphone</b> (613) 957-3291	
<b>Fax No. – No de télécopieur</b> (613) 957-6655	
<b>Destination - Destination</b> See herein / Voir dans ce document	
<b>THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT. LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ.</b>	



## SOLICITATION AMENDMENT # 003

This solicitation amendment is raised to:

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

- Q7. Annex B: Basis of Payment – Table 1  
Paper format: 8 1/2 inches by 11 inches, 450 pages  
Paper format: 8 1/2 inches by 14 inches, 50 pages
- Should we read “Form” instead of paper format?
- A7. This question was submitted with regards to the French RFP. To clarify, changes are made in the French version of RFP 1000328466 only. No changes in the English version required.
- Q8. Will the documents to be saved be in excellent quality PDF format and, ideally, in an accessible version?
- A8. Generally, but not always, non-personalized forms will be in an accessible pdf format. Publications and personalized forms and will be supplied in a flat pdf format.
- Q9. What is the font size used in the documents, given that the standard is usually 11 or 12-point?
- A9. On average font sizes range vary from 7pt to 12pt. There may be some headings that could reach 15pt and some footer information that could be 6pt. For examples of average text sizes, please refer to the sample documents in the RFP (Appendices 2A-2F).
- Q10. Section 8.6.4 – The quality of language used by the narrator in one language must be the same in the other language. This is in fact a reference to the quality of language being the same, not the same narrator?
- A10. The narrator of the English document may be a different narrator than the French document. Both English and French recordings must have the same language quality in the narration.
- Q11. Section 8.11.1 – Will all of the documents to be produced in audio format be sent to you by email?
- A11. All documents sent from and to the CRA should be sent as an encrypted email. If difficulties sending documents via email are encountered, the document(s) will then be sent via courier services until the issue is resolved. The same timeframes for delivery apply.
- Q12. Section 8.11.2 – Please specify which documents are to be sent by courier.
- A12. All documents sent from and to the CRA should be sent as an encrypted email. If difficulties sending documents via email are encountered, the document(s) will then be sent via courier services until the issue is resolved. The same timeframes for delivery apply.
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## 2. AMENDMENTS TO THE RFP

**M14.** Modification only applies to the French RFP only.

**M15. At Appendix 1 – Mandatory Criteria:**

**Delete:**

M.4 Sample Audio Recordings	The Bidder must submit a sample audio recording for each piece of documentation provided in Appendices 2A, 2B, 2C, 2D, 2E, and 2F).	
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**Replace with:**

M.4 Sample Audio Recordings	The Bidder must submit a sample audio recording for each piece of documentation provided in Appendices 2A, 2B, 2C, 2D, 2E, and 2F in the method of narration as identified in Annex B – Basis of Payment.	
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**M16. At Annex A – Statement of Work, paragraph 8.6 Recording:**

**Delete:**

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

**Replace with:**

The audio recording must be narrated either by voice narration or synthesized narration as identified in the Annex B - Basis of Payment.

**M17. At Annex B – Basis of Payment, above Table 1 - Recording**

**Insert:**

Method of Narration: \_\_\_\_\_  
(Either Voice Narration or Synthesized Narration)

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**