Canadian Tourism
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NEGOTIATED REQUEST FOR PROPOSAL DC-2016-PH-03 MULTILINGUAL TRANSLATION SERVIOCES ADDENDUM #1

DC-2016-PH-03-Multilingual Translation Services

<u>**Close Date/Time:**</u>

November 4, 2016
14:00 hours
Pacific Time

<u>**Issue Date:**</u>	October 28, 2016	<u>**From:**</u>	DC Procurement
<u>**To:**</u>	All Vendors	<u>**E-mail:**</u>	procurement@destinationcanada.ca

Below are answers to question(s) submitted in regards to the above noted DC-2016-PH-03-Multilingual Translation Services as of October 20, 2016.

Q1. *What are the requirements in terms of security for this RFP?*

<u>Answer</u>: No security clearance is required. Our standard confidentiality wording will be part of our contract with all contractors.

Q2. *Where is the table of content?*

<u>Answer</u>: There is no table of contents for this NRFP

Q3. *What is the estimated value of the contract?*

<u>Answer</u>: DC does not publish the contract values for these types of contracts. Estimating about $200k over the length of the contract but it's hard to predict.

Q4. *What would be the duration of the contract?*

<u>Answer</u>: Please refer to section A.2 in the documentation; the intended term for this contract is three years with the option to extend for a further two one year terms.

Q5. *Does the sub-contractor list apply on this tender?*

<u>Answer</u>: Proponents should specify if they intend to sub-contract translation to freelancers, or if all translation work is done in-house by their own employees. If you do send out to freelancers, please explain how you hire and select those providers, and how to ensure quality.

Q6. *Would it be possible to get an idea of the workload volume, either number of words or translation budget of previous years? This would affect the rate and give us a better idea of the type of infrastructure needed to handle the contract.*

<u>Answer</u>: Workload fluctuates. Often it's smaller one-off translations. We also periodically have the need for larger scale projects. Estimating about $200k over the length of the contract but it's hard to predict.

Q7. *24/7 services, does this mean the DC would require services on weekend, holidays and overnight? As well as a project manager available 24/7? (SECTION C.6)*

Answer: Yes we require services on weekend, holidays and overnight. This doesn't necessarily mean we need an account person available during this time as well (depending how your organization is structured) but we do need translation services on the weekends and holidays.

Q8. *What is the estimated volume (word count) for Destination Canada's translation requirements in each of the language pairs?*

Answer: Workload fluctuates. Often it's smaller one-off translations. We also periodically have the need for larger scale projects.

Q9. *What is the consolidated annual translation spend for work outsourced to your language service provider(s)?*

Answer: Workload fluctuates. Often it's smaller one-off translations. We also periodically have the need for larger scale projects. Estimating about $200k over the length of the contract but it's hard to predict.

Q10. *How many providers will be selected in the RFP process?*

Answer: Our intention is to award one supplier but we have the ability to select up to three.

Q11. *If Destination Canada decides to award the contract to more than one language service provider, how will the workload be distributed among both selected suppliers?*

Answer: This would be determined based on the supplier mix. Our intention is to award one supplier but we have the ability to select up to three.

Q12. *Are you open to working with an online portal to submit and receive translation requests?*

Answer: Yes.

Q13. *How many work givers are currently submitting projects to your selected supplier(s)?*

Answer: All departments have the ability to submit projects to our selected supplier.

Q14. *Will current linguistic assets (i.e. Translation Memory, Style Guides and Terminology Database) be shared with selected supplier(s)?*

Answer: Yes

Q15*. As part of the RFP, in Appendix 6, multiple web platforms are listed out as software for which content will require translation: CMS for websites, Drupal, WordPress. Can you please describe any requirements (process and technology) which are expected from the supplier in order to deliver translations to and from these platforms?*

Additionally, how is content from SharePoint submitted into translation?

Answer: We may have translation needs for website copy that may only exist in our Drupal or WordPress CMS. We would like to understand the supplier's process of how we could go about translating this copy.

Some of our teams use SharePoint to manage projects. We would like to understand the supplier's process of how we could go about translating copy that exists in SharePoint. Exporting the files from SharePoint ourselves and uploading to an online portal would be satisfactory.

Q16. *It is our understanding that pricing under sections F.1 and F.2 are for linguistic services only and do not include any desktop services and web engineering, which may be required to process certain file types. The supplemental services would be priced out within section F.3 (Other Costs), is that correct?*

Answer: Yes for example if you needed to purchase an Adobe license this would need to be priced out in supplemental services for this type of project. Please note that typically most of our required translation is in MS office format.

Q17. *Regarding Mandatory Criteria D.1.7 ("The Contractor must be capable of providing services 24/7."), are there specific services DC will be requiring outside of business hours? Can DC quantify the number of requests that require support outside of business hours on a yearly basis?*

Answer: These are typically emergency rush translation services. It is difficult to predict the exact number. This might be required once a quarter or once every few months.

Q18. *B.2.1: Please explain the meaning of the percentages: A score of 60% vs. 25%.*

Answer: Proposals that achieve a score of 60% or higher in this section (weighted at 25%) (The "Threshold") will be evaluated further.

Q19. *E.1.3: What should be included in the description of services?*

Answer: In E1.3 we're looking to understand how your company would execute the services outlined in the Statement of Work (i.e. your process), who on your team would be involved, and how it would differ per market.

Q20. *Who is meant by key personnel? Does this refer to translators?*

Answer: We're looking to understand who on your team would be involved in the execution of the services outlined in the Statement of Work (Account managers, translators etc.). If there is a defined team or if the translation team will always vary.

Q21. *E.1.5: What does communication of requirement and version control refer to?*

Answer: In this question we're looking to understand the tools (or processes) used by your team. Communication of requirement is how you manage the request for services from us and understanding all of the project requirements. Version control is how you manage different versions of one document through multiple rounds of changes.

Q22. *F.1/ F.2: Is it required to offer both a price per word and an hourly rate per language?*

Answer: If you offer both please provide both. If not you can only list one.

Q23. *While we realize that there are no guaranteed volumes of work, can you name estimated expected volumes, perhaps based on past experience?*

Answer: Workload fluctuates. Often it's smaller one-off translations. We also periodically have the need for larger scale projects. Estimating about $200k over the length of the contract but it's hard to predict.

Q24. *How many words will have to be translated?*

Answer: Workload fluctuates. Often it's smaller one-off translations. We also periodically have the need for larger scale projects.

Q25. *Who is (are) the current supplier(s)?*

Answer: DC does not disclose this information as part of the procurement process.

Q26. *What is the estimated value of the contract?*

Answer: DC does not publish the contract values for these types of contracts. Estimating about $200k over the length of the contract but it's hard to predict.

Q27. *What is the proportion of the volume to translate per language?*

Answer: This is difficult to predict. In many instances we will be using this contract for work where we need to translate one language into all of our required languages.

Q28. *How many suppliers do you plan to choose?*

Answer: This would be determined based on the supplier mix. Our intention is to award one supplier but we have the ability to select up to three.

Q29. *If we work with people who live in the countries of the target languages, should we provide the full list with reference to appendix 4, page 28?*

Answer: Yes, if they are sub-contractors

Q30. *At Section E, please confirm that responses cannot exceed one page at Arial 12 font per question (E1.1, E1.2, etc.), but that additional info can be attached, which will not count towards the page limit. Is this correct?*

Answer: Additional information, that exceeds the one page at Arial 12 font per question, will not be scored as part of your proposal

Q31. *At E.1.3: Is DC asking proponents to propose specific resources for each language? Is it sufficient to name them and provide a quick overview (paragraph) of their experience, or is something more required?*

Answer: In E1.3 we're looking to understand how your company would execute the services outlined in the Statement of Work (i.e. your process), who on your team would be involved, and how it would differ per market. If you already know the specific resource for each language you can name them and provide a quick overview of their experience.

Q32. *At Appendix 4: Please further define what is meant by "sub-contractor". Our assumption is that a "sub-contractor" would be when the supplier would rely on another company to handle translations or find translators to work on the contract, rather than an instance where the supplier would rely on an already established network of external individuals (freelancers). Is this a correct interpretation?*

Answer: If the established network of external individuals (freelances) are not employees of your organization they will need to be declared as sub-contractors

Q33. *Could you kindly let us know the approximate volume of work foreseen per year?*

Answer: Workload fluctuates. Often it's smaller one-off translations. We also periodically have the need for larger scale projects. Estimating about $200k over the length of the contract but it's hard to predict.

Q34. *Section: D.1.2 The Contractor shall deliver those services as described above with staff that are native speakers, residing and working in the markets that DC targets. Question: Is it a necessary condition that the staff resides in those countries? If the staff is a native speaker of that language, but resides in Canada, will that be acceptable?*

Answer: Yes this is acceptable

Q35. *Section: E.1.4 DC needs to ensure the accuracy, validity, and general quality of your firm's translation services. Please describe what warranty your firm can provide to DC relating to your translation services and describe in which cases you would redo the work or give discounts in cases where DC isn't satisfied with quality. Question: Does DC have a validation process/ team/ system in place? How does DC evaluate and decide a particular piece of translation as 'satisfactory'?*

Answer: Depending on the project, our in-market teams review the translation work in-full or simply spot-check for accuracy.

Q36. *Section: C.2 Overview - Legal documents, such as contest terms and conditions and website privacy policies, are also subject to translation. Question: Are the translations of legal documents legally binding? What law would apply to them in case they are?*

Answer: We would only expect for the translation to accurately reflect the document you received.