



Question #1

M3 studies and/or professional certification: Please confirm whether it is sufficient for each proposed translator to meet only one of the two requirements, and not both.

Answer #1

The requirement to hold a Bachelor's degree **or a designation from a recognized professional association or body of professional translators** mentioned in M2 is essential. Proof of the Bachelor's degree **or the designation from an association or body required** in M3 must therefore be provided.

Consequently, the first sentence of M3 is amended as follows (the changes appear in bold and in italics):

Bidders must provide proof, by attaching a copy of the official document, that each of the proposed translators holds a degree from a recognized university **or a designation from a recognized professional association or body of professional translators**.

Question #2

Technical criterion classified as R3 – Translators' experience: For each of the four translators, the number of words translated must be indicated in two of the four listed fields. Must the two fields be the same for all four translators from the proposed team, or can they vary by translator? For a given translator, can the volume of words translated be provided in more than two of the fields listed?

Answer #2

The fields can vary by translator. For the second question, two of the fields listed only.

Question #3

I have just received an amendment notification through Merx concerning the aforementioned request for proposals. The notification indicates the following:
To obtain more information on this amendment to the request for proposals, please contact the person responsible for the contract mentioned above.
I would like to be made aware of the amendment being made. Please contact me by referring to the coordinates set out in my signature block.

Answer #3

The closing date is January 27, 2017 @ 14:00 EDST.

Question #4

Can you explain the relation between the samples requested for each of the proposed translators, on the one hand, and sample 1 (Appendix G – Sample for translation), p. 38, on the other? We would also like to know the purpose of sample 2. Can you confirm that samples 1 and 2 (p. 38 and 40) do not have to be translated?

Answer #4

Samples 1 (Appendix G – Sample for translation – page 38) and 2 (page 40) are the two samples that must be translated by each of the proposed translators. Consequently, these two samples must be translated.

Question #5

The closing date published on buyandsell.gc.ca is February 24, 2017 @ 14:00 EDST, whereas the RFP had a closing date of January 24, 2017 at 4:00 EDST. Which is the correct closing date?

Answer #5

January 27, 2017 at 14:00 EDST is the correct closing date.

Question #6

We would like to request an extension to the closing date for the submission of proposals.

Answer #6

No

Question #7

According to item “M2 Studies,” we cannot propose well-seasoned certified translators whose competencies have been vigorously attested by a professional body recognized for translation (OTTIAQ, ATIO, etc.), but who do not have a bachelor’s degree in the indicated fields (i.e. translators with a university certificate in professional translation and many years of experience). Could you please add:

M2 Studies/Professional designation

[...]

iv) Designation from a recognized professional association or body of professional translators (i.e. OTTIAQ, ATIO, etc.)

Note: Incidentally, item M3 already states: “Studies and/or professional designation.”

Answer #7

Yes - M2 –Studies/Professional designation - **iv) Designation from a recognized professional association or body of professional translators (i.e. OTTIAQ, ATIO, etc.)**

Question #8

What must be included in **section IV – Additional information**? It is not indicated in the application for proposals.

Answer #8

Additional information referred to in PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Question #9

For the sake of clarity, do the two translation samples to be provided for each translator properly correspond to the translation (by each of them) of the two texts found at the end of the request for proposals?

Question #9

Yes

Question # 10

One of my senior translators has a degree in French Studies (York University); a degree in Education (York University), and a certificate in Translation II (University of Montreal). My first question is if French Studies would be equivalent to French Literature and my second is if the Certificate in Translation II meets the translation degree. I have attached a document from OTTIAQ showing that under University of Montreal, a Certificate in Translation II is acceptable education to be considered for a certified translator license.

Answer # 10

See Answer#7

Question # 11

Also, another of my senior translators does not have a B.A but he is a Certified Translator (Professional accreditation) with ATIO in the English to French language combination - - would being a Certified Translator with one of the Provincial Certified Translator licensees be acceptable Education.

Answer # 11

Yes, see Answer#7

Question #12

At Page 24, the SOW states that up to 40% of the work would be required during off-hours. This is a high amount and we simply wanted to confirm that it is a correct estimate in good faith.

Answer #12

Yes

Question #13

At Page 24, the SOW states that up to 40% of the work would be required during off-hours. Would any work done outside of normal business hours always be subject to the supplier's proposed urgent rate?

Answer #13

No

Question #14

At M6, we must demonstrate having served 10 clients simultaneously and provide at least five (5) references. Does this mean that we can omit to include a contact person for some of the clients used to demonstrate the experience?

Answer #14

No. You must demonstrate having served 10 clients simultaneously and you must provide us with at least five (5) references out of these 10 clients.

Question #15

For R2, R3 and R4, is there a minimum word count that must be respected per field or can the total word count be broken down in any way?

Answer #15

There is no minimum word count by field

Question #16

Annex D: NDA. Please confirm that this is something that would require signature upon contract award only and not during the RFP process.

Answer #16

This is only required upon contract award

Question #17

M5, R6 and Annex G: Please clarify what is requested.

- Must bidders translate the samples at Annex G? Once per company or by each proposed translator?
- Must other samples be provided as well?
- Please clarify the link between M5/R6 and Annex G.

Answer #17

Each proposed translator identified in M5 must translate the two samples provided in Annex G. These samples are evaluated at R6. Also, as mentioned in the last sentence of M5, only two samples per translator will be evaluated.

Question #18

As part of my answer for the RFP on the above subject I will need to clarify an item regarding the requested tests that in my opinion is not clear in the RFP:

With respect to the required technical criteria, in M5 you request that we provide 2 E/F (500 to 1,000 words) translation samples chosen from among our sources, and in the technical criteria listed in item R6 you again mention the samples but reference those from Appendix G for the evaluation.

Could you define specifically what you expect as a sample for the evaluation:

- Only our sources as samples
- Only your samples from Appendix G
- Our samples plus those from Appendix G

Answer #18

See answer #17

Question #19

At Page 24 4) Quality and experience: A description of experience of no more than 2 pages is requested. Under which criterion does this apply? Is this in addition to the CVs? Or are detailed CVs sufficient?

Answer #19

This requirement is used to ascertain that the bidders possess the experience and skills that qualify them to provide the proposed services. As indicated in the second sentence of that paragraph, bidders must also provide the curriculum vitae for each member of their team.

Question #20

With respect to the price scale for RFP 17-0080, could you confirm that we are only required to complete the first line of the table with the rates per word (regular and urgent) for each of the listed years?

Answer #20

The table must be completed in its entirety

Question #21

We would like to request an extension to the closing date for the submission of proposals.

Answer #21

The closing date is amended as follows: Friday January 27, 2017 at 14:00 ESDT. However, the deadline for questions remains Friday, January 20, 2017 at 14:00 ESDT.

Question #22

There appears to be an inconsistency between the answer to question 1 and the answers to questions 7, 10 and 11.

Answer to question 1: The **requirement** to hold a **bachelor's degree** mentioned in M2 is **essential**. Proof of the bachelor's degree in M3 must therefore be provided. **This is the only requirement.**

Answers to questions 7, 10 and 11: Does the title of **certified translator** recognized by a professional provincial association constitute **acceptable training**: Yes!

Could you please correct your answer to 1?

Answer #22

The answer to 1 has been changed. See answer #1.

Question #23

Given that the MERX amendment notification (answers to our questions) was just posted today at 2:02 PM, four business days from the closing date, and that it contained answers that will considerably modify the content of our proposal, we request that you extend the closing date of the present request for proposals to January 31, @ 2 PM. Let me remind you that it took one week for you to answer our questions, which pertained to aspects that are crucial to our proposal. Moreover, your answer to question 1 still casts some doubt on your requirements. Thank you in advance.

Answer #23

See answer # 21

Question #24

How exactly will you be attributing points in R2? It is indicated therein that 25 points will be attributed for 25,000 words or more “for each translator and per subject.” Given that four translators are to be proposed and that experience must be demonstrated in at least five subjects (elements), this corresponds to at most 500 points for R2, not 100 points (4 translators x minimum of 5 subjects x maximum of 25 points per translator-subject = 500 points). Could you please elaborate?

Answer #24

A maximum of 25 points per translator will be allotted. For the purposes of this criterion, the score will be based on the total amount of words translated by each of the translators for the entirety of the subjects. As indicated in R2, the information must be provided in accordance with the format specified in M4 and must be reflected in the curriculum vitae of each translator. This information will serve to validate the experience of each of the translators in translating texts relating to the subjects mentioned in R2.

Question #25

This request for proposals applies mainly to translation offices given that four translators must be proposed. Why then must we provide references and translation samples for each translator when they represent but a single element of our project management and quality management processes (e.g. terminological analysis, translation by one person and revision by another, technical review by a third person when necessary, etc.)? Moreover, our clients are not in a position to evaluate the work of a particular translator, given that they deal with our office rather than with one or several of our translators. To simplify matters for everyone with respect to the quality of the information to be provided (by us) and evaluated/revise (by you), would it be possible to provide only references and two translation samples per bidder?

Answer #25

No. You must provide the references and samples requested for each of the translators.

Question #26

As we will probably be receiving answers to the critical questions below within the next few days (while only three business days remain for us to provide our proposal), would it be possible to extend the closing date of the current request for proposals by at least one week after the posting of your answers?

Answer #26

See answer # 21

Question #27

The answer provided for question 2 of the second set of questions still does not teach me how to fill out the price table:

- What do you expect for the 2nd Total line??? Total of what??
- What do you expect for the 3rd Total line??? The price per word (Regular and Urgent) averaged over the contract period + the 3 option years?

Answer #27

You do not have to fill out the second line of the table since it only serves to calculate the total of the lines when there are more than one. Consequently, please ignore the second line of the table.

As regards the third line, please provide the total of the contract's proposed value according to the formula indicated in the table [**Total (Contract <Regular Rate +Urgent Rate> +Option Periods < Regular Rate +Urgent Rate>)]**].

Question #28

What percentage of the work would be classified as Protected B? Please provide an estimate in good faith.

Answer #28

The majority of the work.

Question #29

Answer #8 is confusing. Usually, Part IV: Additional Information would contain details regarding security requirements. For this RFP, this information is requested in the Mandatory Requirements. Responses to Part 5 of the RFP should be provided in Section III: Certifications, correct? Please further clarify the requirements for Sections III and IV.

Answer #29

As indicated in the RFP, security requirements are found in Section III: Certifications. Section IV: Additional information can be used by bidders who wish to provide us with additional information.

Question #30

In regards to off-hours work: Would requests usually arrive to the supplier during business hours and require production during evenings or weekends? Or would requests be sent to us during off-hours?

Answer #30

Most of the requests would arrive during normal hours. When work is expected to be sent off hours, in most cases we will advise the Contractor in advance.

Question #31

In regards to answer #13: Is the CRTC stating that it will not pay a premium for work done outside normal business hours? Please further define the CRTC's definition of an "urgent" service (i.e. in which situations will the bidder's proposed urgent rate be billable?)

Answer #31

The CRTC considers a translation as urgent when it requires the translation of a document of more than 2000 words with a return date of less than 24 hours.

Question #32

How many contracts does the CRTC intend to enter into as part of this request for proposals process? If the CRTC intended to enter into more than one contract, how would the work be divided among the selected vendors? Who are the current translation service vendors for the translation of CRTC decisions?

Answer #32

Only one contract

Question #33

Basis of Payment (p. 28 of 40): For the purposes of the calculations to be made to fill out the table at p. 28, must these be based on the following 2 numbers: 462,000 (60% of 770,000) and 308,000 (40% of 700,000)? In other words, must the total for the column Regular Rate correspond to the total obtained when multiplying 462,000 words by our regular rate? Similarly, must the total for the column Urgent Rate correspond to the total obtained when multiplying 308,000 by our urgent rate? That said, please elaborate on how we must fill out the table. Could you confirm that the grand total to be entered on the second last line of the table must correspond to the sum of the totals indicated in the 8 columns? Could you also confirm that the grand total to be entered on the second last line of the table does NOT include taxes (GST and QST)?

Answer #33

See answer #27. With respect to taxes, please indicate on the fourth line the registration numbers for tax purposes.

Question #34

Could you confirm that only the 2 translated samples from Appendix G by each of the proposed translators must be provided to meet criteria M5 and R6, or that 2 samples per translator originating from our translations must be provided to meet criterion M5 and that the 2 samples translated by each translator must be provided to meet criterion R6?

Answer #34

See answer # 17