



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions
- TPSGC
11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
Gatineau
Québec
K1A 0S5
Bid Fax: (819) 997-9776

Revision to a Request for a Standing Offer

Révision à une demande d'offre à commandes

Departmental Individual Standing Offer (DISO)

Offre à commandes individuelle du département(OCID)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Offer remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'offre demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Linguistic Services Division / Division des services
linguistiques
PSBID, PWGSC / DIASP,TPSGC
11 Laurier St. / 11, rue Laurier
10C1/Place du Portage, Phase III
Gatineau
Québec
K1A 0S5

Title - Sujet Translation Services		
Solicitation No. - N° de l'invitation 5X001-160815/A		Date 2017-03-30
Client Reference No. - N° de référence du client 5X001-160815		Amendment No. - N° modif. 001
File No. - N° de dossier 503zf.5X001-160815	CCC No./N° CCC - FMS No./N° VME	
GETS Reference No. - N° de référence de SEAG PW-\$\$ZF-503-31183		
Date of Original Request for Standing Offer Date de la demande de l'offre à commandes originale		2017-03-16
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-04-18		Time Zone Fuseau horaire Eastern Standard Time EST
Address Enquiries to: - Adresser toutes questions à: Remillard, Michele		Buyer Id - Id de l'acheteur 503zf
Telephone No. - N° de téléphone (819) 420-4602 ()	FAX No. - N° de FAX () -	
Delivery Required - Livraison exigée		
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:		
Security - Sécurité This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.		

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required Accusé de réception requis	Yes - Oui <input type="checkbox"/>	No - Non <input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
For the Minister - Pour le Ministre		

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001
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Buyer ID - Id de l'acheteur
503
CCC No./N° CCC - FMS No./N° VME

This Amendment 001 is issued for the following purpose:

- A) To provide answers to questions received to date**
 - B) To amend the request for proposal**
-

QUESTIONS AND ANSWERS - SERIES I

Question 1

Whether companies from Outside Canada can apply for this?
(from India or USA?)

Answer:

See Page 4 of the RFSO, Section 1.2.3, The Canadian Content Policy applies and competition is solely limited to offers offering Canadian goods and/or services, as per SACC Manual clause M3053T (2014-11-27).

Bidders must certify that a minimum of 80 percent of the total price for the offer consist of Canadian goods as defined in paragraph 1 of clause A3050T (2014-11-27):

Canadian service: A service provided by an individual based in Canada is considered a Canadian service. Where a requirement consists of only one service, which is being provided by more than one individual, the service will be considered Canadian if a minimum of 80 percent of the total bid price for the service is provided by individuals based in Canada.

Question 2

Whether we need to come over there for meetings?

Answer:

Suppliers are not required to attend meetings in Ottawa.

Question 3

Can we perform the tasks (related to RFP) outside Canada?
(from India or USA)

Answer:

No. See Answer to Question 1.

Question 4

Can we submit the proposals via email?

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Answer:

No. See Section 2.2 Submission of Offers,

Offers must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the Request for Standing Offers.

Due to the nature of the Request for Standing Offers, transmission of offers by facsimile to PWGSC will not be accepted.

Question 5

We currently hold a facility clearance at Protected B. Would the Courts Administration Service sponsor Contractors for facility security clearance at Secret level?

Answer:

Yes. Interested parties are requested to contact the Contracting Authority to initiate the request however service delivery by the Canadian Industrial Security Directorate before the closing date of the RFSO is not guaranteed.

Question 6

On page 25, section 7.2.1, it states the security requirement being Secret. The RFSO has a total capacity estimate under the 4 Classes is 6,500,000 words. The costs associated with translating a "Secret" document (pickup/secure courier/etc) far exceeds those of the other levels required (A&B) or unclassified. In order to provide an accurate costing model –can you please give a 2 year historical average of requests that fall under the "Secret" designation? (e.g. –out of 3000 requests in 2016, 500 were Secret or ~17%). Those costs can be incorporated into pricing

Answer:

Typically not more than 3-4 secret documents are issued in a given week, however there may be a break of several weeks in between. Historical data is not available.

Question 7

PRTC4 is in regards to bidders having a Portal System. Will secure documents (Levels A or B) be uploaded using the Portal System, or only unclassified documents?

Answer:

Protected A and B could both be uploaded using the portal, the portal must be secure for Protected B documents. If this is not possible the bidder must be able to decrypt encrypted Protected B documents transferred by email or through the portal.

Question 8

PRTC4 is in regards to bidders having a Portal System. The requirements of the Portal system itself lists no security requirements, but a great deal about access and notification. Can you please clarify if there are any security requirements for the proposed Portal System? Is encryption functionality required or will the portal will only be used for unclassified documents?

Answer:

Protected A and B could both be uploaded using the portal, the portal must be secure for Protected B documents. If this is not possible the bidder must be able to decrypt encrypted Protected B documents transferred by email or through the portal.

Question 9

PRTC4 is in regards to bidders having a Portal System. I do not see any requirements in regards to the Portals storage/server location for access of documents by your clients. Must it be in Canada, or is the USA or Europe acceptable?

Answer:

No. In order to apply Canadian security controls, the bidders' portal must be housed on Canadian soil.

Question 10

PRTC4 is in regards to bidders having a Portal System. Is there a CISC approved Portal System for "uploading/downloading/accessing" any secure documents? If so, what levels are allowed? If Level B documents are being processed, accessed, and stored for reference within the "Portal", how is encryption or document destruction/removal handled?

Answer:

There is no CISC approved Portal System for uploading/downloading/accessing any secure documents. The bidder should provide either a secure Portal to upload/download up to Protected B documents or demonstrate simple and recognized encryption/decryption standard functionality suited for Protected B documents using an unsecure Portal or email if no portal is in place. The Security Requirement level is as stated in Part 7 of the Standing Offer and Resulting Contract Clauses.

Electronic Standards

Account: Account management achieved with access controls to grant only necessary access privileges to only those having the need-to-know to process Protected B documents owned by CAS.

Transmission: Portal must provide approved encryption algorithm and secure communication protocols to provide a secure communication channel between the client and the supplier portal (i.e. anything sent over the Internet as protected B must be sent encrypted, i.e. securely through https:).

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E-mail: Security marked "**Protected B**" in the body of e-mail and message and/or attachment must be encrypted with latest approved encryption solutions for internal and outgoing e-mail exchanges.

Printing: network or local printer. If network used and when required, use the following appropriate safeguards: 1) Use Secure Print, 2) Pick up the entire document immediately, 3) Verify that the appropriate printer is selected.

Storage: Media labelled and secured in an approved container and/or network drive with appropriate access controls and/or latest approved FIPS 140-2, AES 256 USB Key.

Sanitization, Destruction and Disposal: IT media (Drive, USB, Tape, CD, DVD, etc...) containing sensitive information that is no longer required must be sanitized (triple wiped) and/or disposed in accordance with approved shredding cut size and/or industry destruction standards for electronic storage media.

Question 11

Can you please identify the incumbents under the former contract for these services (or where the information is located).

Answer:

The current incumbent is CLS Lexi-tech Ltd. The Translation Bureau also supports CAS's requirements.

Question 12

We would like to ask whether you would be agreeable to extend the closing date to an additional week to allow us to be in a better position to reply.

Answer:

Yes. See Amendment No. 3 to the closing date below.

Question 13

Given that this contract has a SECRET rating, we would like to know if you would be willing to sponsor us for an inspection?

Answer:

Yes, see answer to Question 5.

Question 14

On page 3, it is stated that suppliers are required to provide services in Ottawa. We would like to know whether our premises should be in Ottawa or would it be on-site work on your premises in which case we could send resources to Ottawa.

Answer:

No. See Annex A, Statement of Work, Section A12 Location of Work:
The work must be performed at the Contractor's site. The Contractor will use its own supplies and equipment necessary to perform the work.

Question 15

On page 4, the four classes covered by the Request for Standing Offer are described. Is it possible to bid for one or more of the four classes rather than for all classes? Should we conclude that several standing offers will be awarded for each class?

Answer:

No. Bidders are required to bid on all services listed as Classes, A, B, C, D. The top four ranked bidders will be recommended for issuance of a standing offer. See Amendment No 1 below.

Question 16

On page 40, clause A4.2.2 - Certification of translation. Class A and B translations are required to be certified by a certified translator and legal reviser upon request. Can you confirm that the certification must be done by both the legal translator and the legal reviewer?

Answer:

Bidders are required to translate and certify all legal texts. See Annex A, section 4.2.2 Certification of Translation.

The Contractor will have to process, manage, translate and store secret documents if and when required and will have to certify the translations subject to Classes A and B, by a certified legal translator and revisor upon request as follows:

A professional act which cannot be delegated attesting by means of a seal or other mechanism, that the translated texts is a faithful translation of the source text. In other words, certification consists of the translator's and revisor's declaration that he or she has translated the document or checked the translation to the best of his or her ability.

Question 17

Does the RFSO accept partnerships between two firms who share the management and profits for the contract

Answer:

Yes. See Standard Instructions clause 2006 (2016-04-04), Section 17, Joint Venture, available at the following link: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2006/20#joint-venture>

Question 18

Section 1.2.1, p. 3 of 56: It is specified that up to four standing offers will be issued. Can you tell us what criteria will be used to allocate the various standing offers among the selected suppliers? Can more than one provider be selected for a given class? Can a single provider be selected for more than one class? Can a single supplier be selected only for legal texts? Can a single supplier be selected solely for administrative purposes?

Answer:

No. Bidders must have the capacity to provide services for all four (4) Streams inclusively, see Amendment No. 1.

Question 19:

For criterion MA1, it is necessary to specify in c) i. "The period during which the translation services were provided, that is from (month / year) to (month / year)", in (c) iv. "The total number of translated words" and c) v. "The total number of words translated for each period". When you refer to the "total number of words translated for each period", does the phrase "each period" refers to the calendar year or the fiscal year of the government, or does that expression mean "The period during which the translation services were provided, ie from (month / year) to (month / year)"? Please clarify this.

Answer:

The total number of words translated for each consecutive 12 month period is requested.

B) Amendment to the Request for Proposal

1. At Annex A, Statement of Work,

Delete: Section A.6.1 Required Services (b)

Required Capacity, Provide the services of a sufficient number of translators and revisors to produce the volume of work as specified in section A4 - Required Capacity, of which four (4) translators {two (2) for Class A & C and two (2) for Class B & D} and two (2) revisors {one (1) for Class A & C and one (1) for Class B & D} must be cleared at the "secret level" at the time of bid closing. See security requirements, Part 7, Security Requirements.

Replace with:

Required Capacity, Provide the services of a sufficient number of translators and revisors to produce the volume of work as specified in section A3 - Required Capacity, of which four (4) translators {two (2) for Class A & C and two (2) for Class B & D} and two (2) revisors {one (1) for Class A & C and one (1) for Class B & D} must be cleared at the "secret level" at the time of bid closing. See security requirements, Part 7, Security Requirements.

2. At, Part 4.1, Evaluation Procedures and Basis of Selection, Section 4.1.1 Technical Evaluation,

Add:

- (a) To be considered responsive, Offerors must have the capacity required to provide services and pricing for all four (4) streams.

3. At Page 1, Solicitation Closes

Delete: April 11, 2017

Replace with: April 18, 2017

4. At Page 4, Section 1.2.3,

Delete:

() a minimum of 80 percent of the total price for the offer consist of Canadian goods as defined in paragraph 1 of clause A3050T (2014-11-27)

Replace with:

This procurement is limited to Canadian services.

The Bidder certifies that:

() the service offered is a Canadian service as defined in paragraph 2 of clause A3050T.

All other terms and conditions remain unchanged