



**RFP # 100008756**

**QUESTION 1.** Can you please contact us regarding the security requirements?

**ANSWER 1.**

6.1 Security Requirements

6.1.1 The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Contract.

Security Requirement for Canadian Supplier: PWGSC File #Common-PS SRCL#6

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer/Supply Arrangement, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
  2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets or sensitive work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC.
  3. The Contractor/Offeror MUST NOT remove any PROTECTED information or assets from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
  4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
  5. The Contractor/Offeror must comply with the provisions of the:
    - a. Security Requirements Check List and security guide (if applicable), attached at Annex C;
    - b. *Industrial Security Manual* (Latest Edition).
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the [Industrial Security Program \(ISP\)](#) of Public Services and Procurement Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

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**QUESTION 2.** Are vendors allowed to submit for only English to other languages (and only English reception)? Or must the successful bidder be able to interpret from both English and French to other languages (number MT2 on page 13)?

**ANSWER 2.** As the RFP states in MT2: The bidder **MUST** provide bilingual (French and English) receptionist service. In R2 (A & B), points are assigned to the vendors ability to provide translation services from English to other languages, as well as French to other languages. Should the vendor not offer French to other languages, then they will receive zero points for R2 (B).

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**QUESTION 3.** Who is the ESDC's current provider?

**ANSWER 3.** MCIS.

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**QUESTION 4.** What are the current rates of the contract (i.e. how much per minute for Spanish, French, etc.)

**ANSWER 4.** We are not able to provide the cost per minute, the contract value this year is approximately \$40,000.00

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**QUESTION 5.** Can you tell me how a bidder can submit their bid? It is the first time and we need clarification.

**ANSWER 5.**

2.2 Submission of Bids

Bids must be received by the date, time and place indicated on page 1 of the bid solicitation.

RETURN BIDS TO: Employment and Social Development Canada (ESDC)

E-mail: [nc-solicitations-gd@hrsdc-rhdcc.gc.ca](mailto:nc-solicitations-gd@hrsdc-rhdcc.gc.ca)

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**QUESTION 6.** I am writing to you concerning the tender for Telephone Interpretation Services published yesterday on the Public Works and Government Services Canada website. I am very interested in bidding for this contract and I humbly believe I will be an excellent candidate. However, clearance is needed, and in order to obtain it, I need sponsorship from the Federal Government. I would like to know how to proceed as I am very interested in this contract.

**ANSWER 6.**

As per the information within the RFP:

For additional information on security requirements, Bidders should refer to the [Contract Security Program](#) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

The Company Security Officer (CSO) must ensure through the [Industrial Security Program \(ISP\)](#) that the Bidder and proposed individuals hold a valid security clearance at the required level, as indicated in Part 6 – Resulting Contract Clauses.

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**QUESTION 7.** Can you by chance indicate if contractors from the United States are eligible to participate in this request for telephone interpretation services.

**ANSWER 7.** The notice has been updated for the applicable trade agreements for this requirement. The only trade agreement applicable is AIT (Agreement on Internal Trade). Contractors from outside Canada would not be eligible to bid on this requirement.

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**QUESTION 8.** Whether companies from Outside Canada can apply for this? (like,from India or USA)

**ANSWER 8.** The notice has been updated for the applicable trade agreements for this requirement. The only trade agreement applicable is AIT (Agreement on Internal Trade). Companies from Outside Canada would not be eligible to bid on this requirement.

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**QUESTION 9.** Whether we need to come over there for meetings?

**ANSWER 9.** The notice has been updated for the applicable trade agreements for this requirement. The only trade agreement applicable is AIT (Agreement on Internal Trade). Companies from Outside Canada would not be eligible to bid on this requirement.

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**QUESTION 10.** Can we perform the tasks (related to RFP) outside Canada? (like, from India or USA)

**ANSWER 10.** The notice has been updated for the applicable trade agreements for this requirement. The only trade agreement applicable is AIT (Agreement on Internal Trade). Companies from Outside Canada would not be eligible to bid on this requirement.

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**QUESTION 11.** Can we submit the proposals via email?

**ANSWER 11.** As per page 1 of the RFP: RETURN BIDS TO : Employment and Social Development Canada (ESDC), E-mail: [nc-solicitations-gd@hrsdc-rhdcc.gc.ca](mailto:nc-solicitations-gd@hrsdc-rhdcc.gc.ca)

(Note to Bidders: ensure e-mails do not exceed 13MB to avoid problems with transmission)

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