



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

SOLICITATION AMENDMENT

MODIFICATION DE L'INVITATION

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

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation 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

Les Terrasses de la Chaudière

10, rue Wellington, 5ième étage

Gatineau

Québec

K1A 0S5

Title - Sujet DAMA-RFSA	
Solicitation No. - N° de l'invitation EN966-140305/I	Amendment No. - N° modif. 006
Client Reference No. - N° de référence du client 20140305	Date 2018-03-15
GETS Reference No. - N° de référence de SEAG PW-\$\$ZF-504-32184	
File No. - N° de dossier 504zf.EN966-140305	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-03-22	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Cardinal, France	Buyer Id - Id de l'acheteur 504zf
Telephone No. - N° de téléphone (613) 720-9517 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

This amendment is issued to publish the summary of the March 9 consultation session and the Power Point presentation.

1. Summary of the March 9 consultation session

1.1 Minimum Guarantee – Bid Solicitation Template

- ◆ The maximum of \$100,000 may mean less than the current 3% guarantee. One of the proposed solutions is to modulate the maximum according to the tiers.
- ◆ Why is the Translation Bureau issuing more and more contracts in the same field when contracts already in place are underutilized? The Bureau mentions that the goal is to maximize the use of contracts and increase average usage to reach full capacity. The Bureau is reviewing its internal practices to improve supplier communication and work assignment.

1.2 Assessment of bids with three decimals

- ◆ Do we realize that this method will cause suppliers to bid at rates of, say, 18.5 cents per word? The Translation Bureau is aware that, on certain occasions, it will have to pay a little more by rounding up.
- ◆ Can we do a global billing?
- ◆ The draw should be done in the presence of the affected suppliers.
- ◆ AB mentioned the modernization of the procurement platform that may be able to address some of these issues.
- ◆ It was suggested to allow four decimal rates.
- ◆ The Translation Bureau and AB will have to consider whether there are other ways of dealing with identical price cases, bearing in mind that the financial system cannot be changed.

1.3 Selection Methodology

- ◆ Suppliers would like to see calculation scenarios using the 65/35 selection method. The Bureau will be able to provide this information at the next meeting scheduled in May to present their quality management plan.
- ◆ The other lowest price selection method remained in the bid solicitation template only if a contract agent would like to use it but the 65/35 method remains the valued method.

1.4 Satisfaction (Performance) Indicators

- ◆ Will the satisfaction indicators be renewed once the directory is up to date on July 1st? The calculation of the indicators continues as usual for suppliers already qualified.
- ◆ Concerns for the communication of the indicators. At this time, suppliers can contact the Translation Bureau's Procurement Center to find out their satisfaction indicators.

Satisfaction indicators are protected information and are not communicated to anyone other than the supplier itself.

- ◆ Why the indicator is initially set to 0% rather than 100%? The Bureau wanted to identify suppliers who have never done work for the Translation Bureau versus those who are established and who maintain good indicators.
- ◆ It is difficult for suppliers to accept emergency work sometimes because they know that they do not have enough time to do quality work and that it will affect their satisfaction indicators.
- ◆ The Translation Bureau is currently working on the relationship with their clients to manage expectations and explain translation processes, deadlines, etc. This issue will be discussed further at the meeting scheduled in May.

1.5 RFSA Qualification Criteria

- ◆ The Translation Bureau should focus on the Canadian standard since the process of certification requires that all of the provider's resources hold a bachelor's degree or be accredited. The fact that the Bureau requires this information is a duplication of work. Heavy administrative process if resources change.
- ◆ With the proposed changes, all tier 3 suppliers must be certified. Suggestion to extend this requirement to tier 2 as well.
- ◆ The Bureau should trust suppliers and focus on managing the quality of translated texts, thereby enhancing the relevance and value of satisfaction indicators.
- ◆ Suggestion to retain the current process that gives the option to Tiers 2 and 3 suppliers to demonstrate their quality management process or to demonstrate that they are certified.
- ◆ Concern that it appears that the Translation Bureau wants to go further and evaluate the experience of all resources at levels 2 and 3. It was clarified that the resource experience is only carried out at the tier 1. Appendix 1 to Annex A applies only as part of a bid solicitation if the resources are to be evaluated.
- ◆ Importance of allowing flexibility for suppliers to manage their resources in order to hire and train new resources. Encourage the renewal of resources. No matter which resource does the work, the supplier will be penalized in the case of poor quality or delay.
- ◆ We ask to drop the reference check. The majority of customers cannot confirm the number of words in a specific field.

1.6 National Standard

- ◆ AILIA supports certification to the National Standard. AB asked AILIA to send them its official position on this subject.
- ◆ Discussion on the costs associated with the certification process and maintenance of certification. Is it worth it?
- ◆ Possibility to allow the National Standard to be obtained within 12 months.

1.7 Canadian Content and Foreign Suppliers

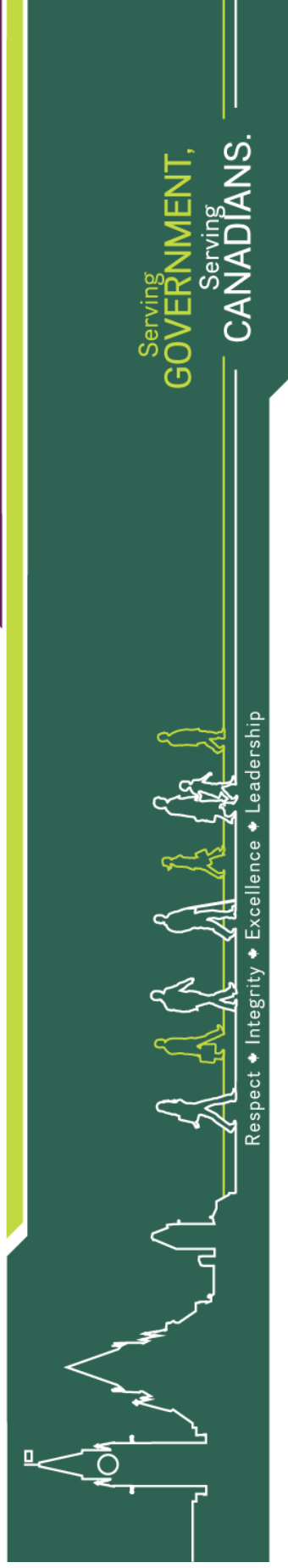
- ◆ Can companies abroad qualify for the Translation Bureau's directory of suppliers? Yes. The Canadian Content Policy is only applicable during the bid solicitation. Although

translation services are excluded from NAFTA and WTO-AGP, we have no basis on which to deny certain suppliers from qualifying for a SA.

1.8 Weighted words and Time allocated to do the work

- ◆ Allow enough time to do the work to ensure quality of translation.
- ◆ The way time is calculated based on the number of words and the number of hours is impossible to apply (management of the workload when work is to be done the same day or within 24 hours). That causes a situation where the work is divided between several people and sometimes there is no time for revision.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED



Request for Information – Request for Supply Arrangement (RFSA)

Acquisitions Branch /
Translation Bureau

Public Services and Procurement Canada (PSPC)

March 9, 2018



Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

Canada

PSPC Priorities

- ✓ Commitment to increase the efficiency and effectiveness of our procurement services (**value for money**)
- ✓ Effective management and delivery of procurement services to ensure the integrity of the procurement process while taking clients' and Canadians' expectations into consideration (**service excellence**)
- ✓ Implementation of innovative procurement strategies (**innovation and modernization**) and
- ✓ Standardization and streamlining of procurement processes in support of the Minister's mandate letter (**process reengineering**)



SA Modernization

- ✓ The Translation Bureau is continuing its efforts to ensure the quality of linguistic services and support the economic vitality of the Language Sector in Canada, as mentioned in Minister Qualtrough's mandate letter
- ✓ AB is collaborating with the Bureau to help it fulfill its mandate
- ✓ Continuous improvement of the SA and regular feedback from relevant suppliers and stakeholders are essential in order to monitor changes in translation needs
- ✓ Objectives:
 - Simplify the contracting process
 - Improve the predictability of procurement regarding translation services
 - Increase the transparency of contracting procedures



Project Schedule

<u>Date/Period</u>	<u>Description of Activity</u>
March 15, 2018	Publication of supplier comments
March 22, 2018	Closure of the Request for Information
April 5 to May 15	Publication of the final RFSA and summary of changes following consultations
To be determined	Discussion with bidders on the Translation Bureau's approach to quality management of suppliers texts
May 16 to June 13	Assessment of arrangements
Between June 13 and June 29	Issuance of arrangements
July 1st 2018	Directory is updated and ready to use



Proposed Changes to the RFSA

Guaranteed Volume

- 20% guarantee up to a maximum of \$100,000

Assessment of Bids with three decimals

- Assessment of bids with three decimals
- Contract award with two decimals
- Payment to supplier with two decimals



Proposed Changes to the RFSA

Selection Grid

- Bidder selection method based on a combined rating of technical merit (65%) and bid price (35%)
- Technical merit to be calculated using the average of both satisfaction indicators converted in technical points. See Annex 1 for details.

Performance Indicators

- Upon registration to the SA, new suppliers with an indicator of 0% would be granted 95% for bid assessment purposes
- “Inactive” suppliers (no valid contract within the last 12 months) would be reintegrated into the pool with a satisfaction indicator of 95%
- Suppliers with a suspension in a field would be attributed an indicator of 90% upon reintegration into the pool (after 12 months)



Proposed Changes to the RFSA

Increasing the Number of Fields

- Objective: : improve distribution of specialized fields
- From 20 to 63 fields of work
- Implementation: a supplier already registered in a given field would be granted all the new sub-fields

SA Eligibility Criteria

- The experience criteria could be demonstrated over a seven-year period for the specialized fields; this would apply to the two linguistic combinations
- Reduction in the volume of words required for specialized fields (all three tier) for English to French language combination

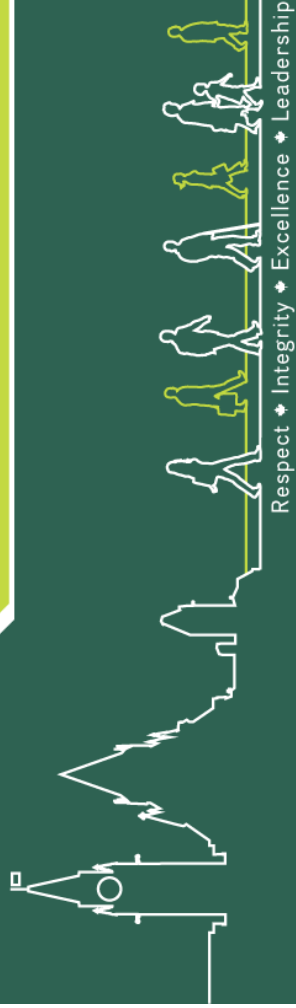


Proposed Changes to the SFRA

Qualification Criteria

- Tier 1: The minimum daily capacity would go from 1,500 to 1,000 words; Bachelor's degree or certification or certification obtained within 12 months (qualification of resources).
- Tier 2: Bachelor's degree or certification or certification obtained within 12 months (qualification of resources)
- Tier 3: Bachelor's degree or certification or certification obtained within 12 months (qualification of resources); Canadian standard requirement.





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Additional Strategic Issue

- **Allow the National Standard to be obtained within 12 months after the date of the RFSA**



Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

Questions/Comments



ANNEX 1

Calculation of the average of both satisfaction indicators

Contractor	Field: GAT	
	Satisfaction index Quality	Satisfaction index Meeting deadlines
Contractor 1	90.3%	90.6%
Contractor 2	90.2%	91.3%
Calculation method		
Contractor 1	$(90.3\% + 90.6\%) \div 2 = 90.45\%$	
Contractor 2	$(90.2\% + 91.3\%) \div 2 = 90.75\%$	

