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K1A 0S5

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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 - SO		
Solicitation No. - N° de l'invitation K4450-180543/A		Date 2018-05-08
Client Reference No. - N° de référence du client K4450-180543		Amendment No. - N° modif. 004
File No. - N° de dossier 504zf.K4450-180543	CCC No./N° CCC - FMS No./N° VME	
GETS Reference No. - N° de référence de SEAG PW-\$\$ZF-504-33452		
Date of Original Request for Standing Offer Date de la demande de l'offre à commandes originale		2018-04-11
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-05-22		Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
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 () -
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		

This revision to the RFSO is issued to answer questions from suppliers.

1. Questions and Answers

Question 1

We are aware that, within the scope of this service proposal, we are obliged to employ editors having relevant experience and who are also members of a professional association. Might we ask if a translator who is already an OTTIAQ candidate for certification and who is due to receive his certification in the coming weeks (that is, in the weeks following May 22, 2018) could be considered as a suitable editor for this mandate?

Answer 1

Canada will accept a candidate in response to mandatory criterion M1, who has taken steps to obtain the certification. The bidder must provide a certificate issued by a professional association confirming that the proposed resource has taken steps to obtain the certification. A copy of the certificate will be required at contract award.

Question 2

Why is CEAA going into the RFP process? What are the key results that CEAA is expecting to accomplish?

Answer 2

To meet the needs of the Agency regarding English and French translation requests.

Question 3

What are the KPIs that CEAA is looking to improve? For example, quality, process improvements, faster timescales, costs?

Answer 3

Process, deadlines and costs.

Question 4

How many vendors does CEAA currently have for translation services?

Answer 4

For the time being one vendor.

Question 5

Can you clarify if CEAA's intention is to select up to 4 translation vendor(s)?

a. If selecting more than one vendor, what would be the motive for this?

Answer 5

To meet increasing and urgent requests and respect deadlines

Question 6

Does CEAA have an internal translation team?

Answer 6

Yes, a team of professional editors

Question 7

Do you have an idea of what your annual costs are for translation? Can/will you provide this info for translation process improvement and cost optimization?

Answer 7

CEAA will not provide that information.

Question 8

What are CEAA's top challenges in relation to translation services?

Answer 8

Deadline vs. Quality

Question 9

In reference to the Statement of Work point 1 requirement, can you describe what tight deadlines and peak demand are? Can you give a scenario? It is indicated that number of reports to be translated and published on the website. Please can you elaborate on the report size, format and urgent deadline timeline. How much do these reports change (40%, 80%)?

Answer 9

Reports vary from 10 pages to 100 pages or more. We are talking about assessment reports, comprehensive study reports (CSR), Projects description, etc. They are never the same except for the CSRs.

Question 10

In reference to the Statement of Work point 2 the Scope, please can you clarify the 6 streams breakdown? (ex: 25% admin, 25% legal, 50% environmental)

Answer 10

We provide translations in different domains: general, legal and environmental (70 %)

Question 11

How many units or divisions contributes to content?

Answer 11

Three main sectors comprised of different divisions.

Question 12

How often content changes? How are these changes/updates managed?

Answer 12

Content vary all the time, but some terminology is recurrent

Question 13

What is the current CEAA review process? Are the translated files reviewed by an internal reviewer (linguistic team), or by the client/project owner?

Answer 13

By a professional language team (editors)

Question 14

In reference to Price Schedule point 1, please can you clarify and confirm that "all inclusive rates" take in consideration other related services such as Desktop Publishing, Formatting, Proofreading, comparative reading, etc...?

a. In reference to the price schedule Excel sheet, only translation rates are required. How's standalone comparative reading, technical writing and proofreading can be priced?

Answer 14

Please provide overall rate that includes proofreading, comparative reading or other services regarding translation.

Question 15

What are the files formats to consider? (ex: MsWord, InDesign, PDF, FrameMaker, etc...)?

Answer 15

MSWORD, Excel, PowerPoint, PDF.

Question 16

Does CEAA have Translation Memories, Glossaries and Terminology? How do you manage them?

- a. In what format?
- b. Does CEAA use any Computer Aided Translation tools?
- c. If so, which tools?

Answer 16

We have been using our MultiTransPrism bilingual database.

Question 17

Will the winning bidder(s) get access to the TM and other language assets?

Answer 17

All questions regarding terminology or translation must be addressed to the Agency's language team contact.

Question 18

Does CEAA have a Translation Management System?

- a. If so, what technology is deployed for it?
- b. How are translation request assigned to either the internal team or the vendor(s)?
- c. Are translation requests submitted by CEAA to the vendor(s) through a translation coordinator/manager, or is it directly from the client/project owner?

Answer 18

- a. MultiTransPrism
- b. Through our online request form: FLOW
- c. By email to the vendor from the language team Coordinator.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED