REQUEST FOR INFORMATION ("RFI")

RFI Title:	RFI #:
Translation Tool	18190007
Issue Date:	**Close Date & Time:**
Thursday, June 7, 2018	Thursday, July 5 , 2018 at 1:00 p.m. Eastern Standard Time
Contracting Authority Division: Procurement Services *Name*: Lindsay Empey *Title:* Procurement Officer *Email:* fad-ps@idrc.ca **Street address:** 150 Kent Street, Constitution Square, Tower III, Ottawa, Ontario, K1P 0B2, Canada / **Mailing address**: PO Box 8500, Ottawa, Ontario, K1G 3H9, Canada)	**Originating Division:** Communications

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1.0 INTRODUCTION

1.1 IDRC Overview

1.1.1 The International Development Research Centre (IDRC)

IDRC was established by an act of Canada's parliament in 1970 with a mandate "to initiate, encourage, support, and conduct research into the problems of the developing regions of the world and into the means for applying and adapting scientific, technical, and other knowledge to the economic and social advancement of those regions."

A **Canadian Crown corporation**, IDRC supports leading thinkers who advance knowledge and solve practical development problems. IDRC provide the resources, advice, and training they need to implement and share their solutions with those who need them most. In short, IDRC increases opportunities — and makes a real difference in people's lives.

Working with development partners, IDRC multiplies the impact of investment and brings innovations to more people in more countries around the world. IDRC offers fellowships and awards to nurture a new generation of development leaders.

IDRC employs about 400 people at the head office located in Ottawa, Canada, and in four (4) regional offices located in Cairo-Egypt, New Delhi-India, Nairobi-Kenya, and Montevideo-Uruguay Cairo, Egypt.

IDRC is governed by a board of up to 14 governors, whose chairperson reports to Parliament through the Minister of International Development.

For more details visit: www.idrc.ca

1.2 Purpose and Nature of this RFI

1.2.1 Purpose of this RFI
In order to support the potential fulfilment of the services described in **section 2** of this RFI, IDRC is seeking information from existing providers to obtain knowledge of these services and their associated costs, and to get acquainted with these providers.

1.2.2 No Commitment by IDRC
This RFI should not be construed as intent, commitment, or promise to acquire goods and or services.

IDRC may or may not issue a competitive solicitation (e.g. Request for Proposal (RFP)) for the goods and or services described in **section 2** following this RFI.

No contract will result from any response to this RFI.

1.2.3 No Cost to IDRC
IDRC will not reimburse respondents for any costs in conjunction with their response to this RFI.

1.2.4 Distribution and Use of RFI Responses

Copies of all documentation submitted in response to this RFI will be available to all IDRC stakeholders for review purposes.

Responses will not be formally evaluated.

Information submitted in response to this RFI may be used by IDRC for any purpose whatsoever.

2.0 INFORMATION BEING REQUESTED

2.1 Background
IDRC requires a full-service translation software provider. Services will include submitting Microsoft Suite documents, specifically Word, PowerPoint and Excel, to our outsourced firm for translation, editing and proofreading. This software will help the Centre continue to build upon its text and term bases, lexicon, acronyms and overall terminology.

2.2 Overview of Current State
All of the Centre's translation, editing and proofreading services are handled by an external contractor. All of the clients are internal and managed through the office of the Coordinator, Translation Services. The Centre's translation volume is approximately 2.5 million words annually, with a large part being English to French (approx. 85%), some French to English (approx. 5%), as well as other languages (mainly Spanish and some Arabic) translated from and to English or French (approx. 10%). In addition, there are editing tasks (over and above the translation volume) as well as proofreading —editing and proofreading combined are estimated at approximately 1.0 million words annually (each in about equal proportions) with approximately 65% of the volume being French and most of the remainder being English and Spanish.

Translation requests are initiated via an e-mail request on Outlook, saved onto an internal shared drive, uploaded onto a portal for external clients, where the final document is then returned via the same vehicle and e-mailed to the initiator in order to complete the process. Our portal is used as the sole source of external requests and communications with the translation firm, who do not have access to our translation software. In addition, this portal is used to extract monthly statistics, billing, forecasting and tracking different budget lines tied to requests. See detailed process map in Annex C.

In very odd instances (2% of requests), there will be confidential requests directly submitted from Senior Management and Executive Committee to the external translation firm. These will bypass the workflow entirely, but still require tracking for statistical purposes and billing. The firm alerts the coordinator to assign a reference number. The firm will provide the word count and language combination to the Coordinator, who will enter the request manually.

The current translation software is an outdated hybrid of components (term base, text base) which is solely used for terminology research. It is not an integral tool in processing translation requests or conducting research on previous translated documents in order to maintain consistency and cost-savings options. It is only used to upload final versions of documents to update corporate memory (term bases and text bases).

2.3 Scope of Work
This RFI is to explore available vendor options on the translation software market. The software would assist in continuing to build our corporate terminology database, add automation options to currently user-initiated translation request processes and improving the overall user experience (requestors, coordinators and external translators).

The purpose of issuing an RFI is to:

a) determine available translation software options and features
b) Identify translation systems that are a good fit with our Annex A – Requirements Checklist;
c) Identify new opportunities to integrate technologies or approaches proposed translation software to improve translation process mentioned in 2.2 Overview of Current State and/or integrate technologies;
d) obtain recommendations that would enhance the success of a future procurement opportunity for this project;
e) Identify security concerns if solution is not cloud based.
f) Obtain client/customer service and technical support service level standards, commitments, agreements
g) Obtain high-level cost estimates for budget purposes; and,
h) Provide vendors with an opportunity to offer additional recommendations on this opportunity.

3.0 INSTRUCTIONS FOR RESPONDING TO THIS RFI

3.1 How to Respond

3.1.1 Enquiries
Any questions or other communication regarding this RFI **must** be directed to the Contracting Authority named on page 1.

As this is not a competitive solicitation, IDRC will not necessarily respond to questions in writing or circulate answers to all potential respondents.

3.1.2 Method of Sending
Respondents **must** send one (1) **electronic copy via email** of their responses in Microsoft Word or PDF format to the Contracting Authority named on page 1.

Respondents *email subject line* should cite the RFI # and the RFI title.

3.1.3 Close Date
Responses to this RFI **mus**t be received at IDRC by the date and time noted on page 1.

3.2 Format of RFI Responses

3.2.1 Official Languages
Responses may be submitted in English or French.

3.2.2 Response Guidelines
Responses to this RFI should include the following sections:

Annex A – Requirements Checklist
Annex B- Company Profile
Annex C – Translation process map – current state

4.0 RESPONSE REVIEW PROCESS AND SCHEDULE

4.1 Clarification

To fully comprehend the information contained within a response to this RFI, IDRC may seek further clarification, which may be requested verbally by telephone or in writing via email.

4.2 RFI Response Presentations and Demonstrations

Respondents may be invited to present their response to IDRC stakeholders. The purpose of this presentation would be to seek clarification of information contained in the response (as noted above), to further explore issues raised, or to further meet the goals of the RFI. Should such a presentation occur, it would be scheduled in <u>July and August, 2018 based on availability.</u>

In addition, a technology demonstration to IDRC may prove useful to support the RFI response. If desired, please coordinate with the Contracting Authority named on page 1.

4.3 Schedule

The following schedule summarizes target dates for this RFI process:

RFI issued: June 7, 2018
RFI responses due: July 7, 2018
Review of RFI responses: July 7 - 13, 2018
Presentation: as noted in section 4.2

Annex A – Requirements Checklist

Each Response will be examined to determine its ability to meet with all IDRC's **Requirements** as set out in the below table.

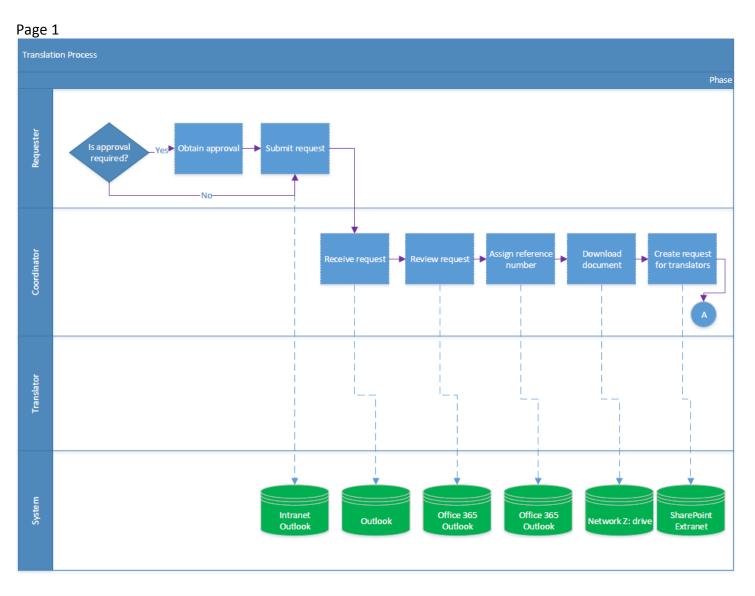| Item #	Mandatory Requirements	Available (yes or no)	Response
1	Ability to program software to update corporate databases in English and French • Text base • Term base • Import existing databases onto new software		
2	Searching already translated documents to reduce words that require translation (pre-translation or other functionalities) in English and French • i.e. Previous versions of annual reports, financial reports, and other corporate document produced on a yearly or quarterly basis. • Pre-translation/predictive typing of previously translated/common text		
3	Ability to access software and content remotely for external contractors		
4	Compatibility/support/accessibility with Microsoft Office Suite products (Word, Excel, PowerPoint).		
5	Support for Windows 10		
6	Responsive service/tech support- please provide an overview of support options ie. Phone, chat, web, and accompanying Service Level Agreements ie. Resolution times		
7	Securely distribute content for translation/editing and proofreading, ensuring confidentiality of subject matter. For example, translations requested by a specific team or department can only be visible to specific users within that area. Additional		
8	Reference number automatically assigned when new requests are submitted		
9	Customizable workflow to adapt to our operational needs		
10	Integrate billing rates for different languages, word counts and hidden text, tasks (translation, editing, proofreading) and nature of requests		
11	Ability for financial reporting • Identify requestors based on teams and divisions • Identify budget/financial coding and tracking approvals for these		

Item #	Technical Requirements	Available (yes or no)	Response
	System Requirements		
1	Cloud version available		
2	On premise version available		
3	Integration of Office 365		
4	Integration with SharePoint 2013		
5	Runs on Windows 10		

Item #	Optional Requirements	Available (yes or no)	Response
	Language Requirements		
1	Integrate Spanish as an additional language for creating/building corporate term and text bases		

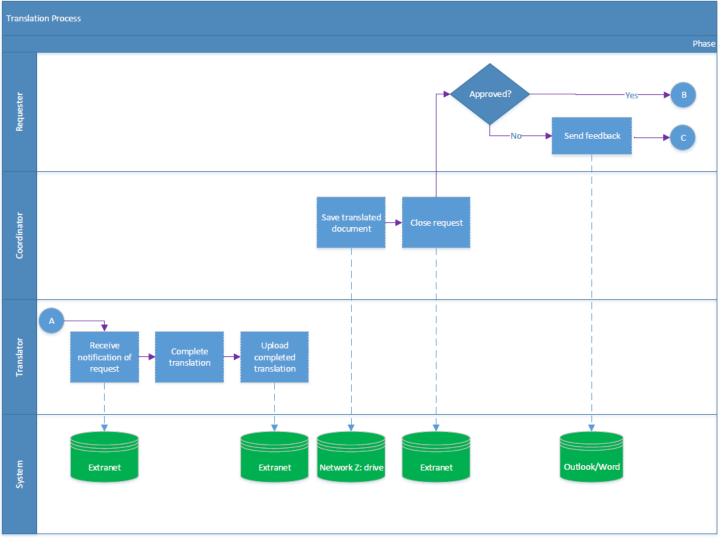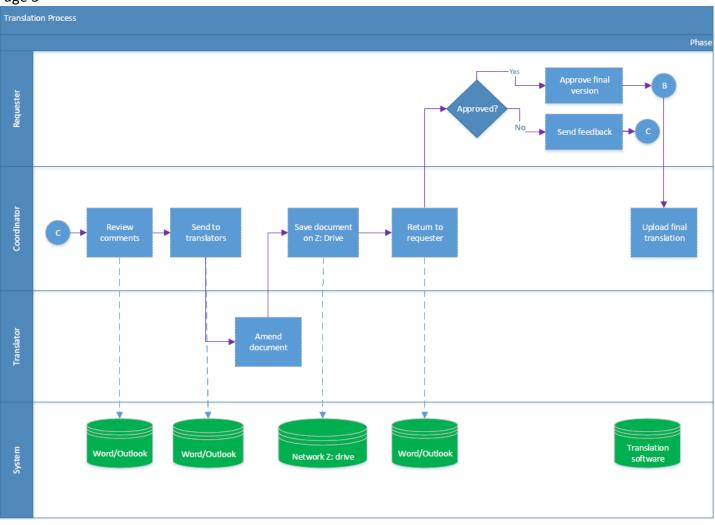|	Budget Requirements	Cost
1	**Estimated Costs:** Clearly identify all costs (high-level cost estimates for budget purposes) so that IDRC will be able to establish a project budget. All costs should be stated in Canadian funds exclusive of taxes.	

Annex B – Company Profile

Company Profile- General Information	
COMPANY NAME:	CONTACT:
TELEPHONE NO:	EMAIL:
ADDRESS:	SERVICES OFFERED: ☐ TRANSLATION SERVICES
NUMBER OF YEARS IN BUSINESS:	NUMBER OF EMPLOYEES:
LANGUAGES FOR WHICH SERVICES ARE OFFERED: ☐ ENGLISH ☐ FRENCH	
NOTES:	
A brief summary of the respondent's organization such as the range of products and services offered, the total number of years in business, etc.	
Any Information, advice and recommendations organized as requested in this RFI.	
Identification and discussion of **key factors** that the respondent recommends that IDRC consider when establishing its future business requirements.	
Other required information specific to the nature of this RFI and deemed important by the respondent.	

Annex C – Translation process map – Current State

Page 1

Translation Process

Phase

Requester

```
Is approval required?  --Yes-->  Obtain approval  -->  Submit request
        |
        --No-->
```

Coordinator

Receive request → Review request → Assign reference number → Download document → Create request for translators → (A)

Translator

System

| Intranet Outlook | Outlook | Office 365 Outlook | Office 365 Outlook | Network Z: drive | SharePoint Extranet |

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