

**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**

## Request For a Standing Offer Demande d'offre à commandes

## Departmental Individual Standing Offer (DISO)

Offre à commandes individuelle du département(OCID)

Canada, as represented by the Minister of Public Works and Government Services Canada, hereby requests a Standing Offer on behalf of the Identified Users herein.

Le Canada, représenté par le ministre des Travaux Publics et Services Gouvernementaux Canada, autorise par la présente, une offre à commandes au nom des utilisateurs identifiés énumérés ci-après.

## Comments - Commentaires

**Vendor/Firm Name and Address**

### Raison sociale et adresse du

fournisseur/de l'entrepreneur

**Issuing Office - Bureau de distribution**

Communication Procurement Directorate/Direction de l'approvisionnement en communication

360 Albert St./ 360, rue Albert

12th Floor / 12ième étage

Ottawa

Ontario

K1A 0S5

<b>Title - Sujet</b> Transcription Services	
<b>Solicitation No. - N° de l'invitation</b> EN578-191384/A	<b>Date</b> 2018-11-27
<b>Client Reference No. - N° de référence du client</b> EN578-19-1384	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$CY-034-75895
<b>File No. - N° de dossier</b> cy034.EN578-191384	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2018-12-17</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST
<b>Delivery Required - Livraison exigée</b> See Herein	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Stone, Caitlin	<b>Buyer Id - Id de l'acheteur</b> cy034
<b>Telephone No. - N° de téléphone</b> (343)548-8791 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA PORTAGE III 11 LAURIER ST Gatineau Quebec K1A0S5 Canada	
<b>Security - Sécurité</b> This request for a Standing Offer does not include provisions for security. Cette Demande d'offre à commandes ne comprend pas des dispositions en matière de sécurité.	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

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## PART 1 - GENERAL INFORMATION

### 1.1 Introduction

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- |        |   |
|--------|---|
| Part 1 | General Information: provides a general description of the requirement;   |
| Part 2 | Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;   |
| Part 3 | Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified;   |
| Part 4 | Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection;   |
| Part 5 | Certifications and Additional Information: includes the certifications and additional information to be provided;   |
| Part 6 | Security Requirements: includes specific requirements that must be addressed by offerors; and   |
| Part 7 | 7A, Standing Offer, and 7B, Resulting Contract Clauses:<br><br>7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;<br><br>7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer. |

The Annexes include the Statement of Work, the Basis of Payment, Non-Disclosure Agreement, Security Requirements Check List, Transcription Specifications Sheet and the Electronic Payment Instructions.

### 1.2 Summary

The purpose of this Request for Standing Offer (RFSO) is to establish a Department Individual Standing Offer (DISO) for Transcription Services, on an "as-and-when-requested" basis, of client supplied audio/video recordings. The offeror must provide at least one or both of the following types of transcription services:

- On an "if and when requested basis", provide verbatim transcripts of client provided audio / video including speeches, press conferences, interviews etc. (excludes court and legal proceedings and radio /TV transcripts)
- On an "if and when requested basis", provide verbatim transcripts of client provided audio / video of public hearings, inquiries, tribunals etc. conducted by Federal government departments, commissions and agencies (excludes onsite court reporting)

The RFSO contains 2 streams and offerors have the option to submit an offer for either stream 1 OR stream 2 OR both stream 1 and stream 2. For each stream, offerors also have the option to submit offers for English transcription services and /or for French transcription services and /or bilingual (English and French) transcription services.

- STREAM 1: GENERAL (English and/ or French and/or Bilingual transcription services option) - verbatim transcripts of client provided audio / video of events including speeches, press conferences, interviews etc. (excludes court and legal proceedings and radio /TV transcripts)
- STREAM 2: LEGAL AND COURT PROCEEDINGS (English and/ or French and/or Bilingual transcription services option)- verbatim transcripts of client provided audio / video of public hearings, inquiries, tribunals (excludes onsite court reporting)

Separate Standing Offers will be issued to qualified offerors, for each stream 1 and stream 2, and for languages (English and/or French and /or Bilingual) selected by the offerors.

The period of the standing offer is from January 31st, 2019 to December 31, 2019 with optional four (4) additional one year periods.

1.2.2 The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA).

1.2.3 The requirement is limited to Canadian services.

1.2.4 The Request for Standing Offers (RFSO) is to establish National Master Standing Offers for the requirement detailed in the RFSO, to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the resulting standing offers.

1.2.5 This RFSO allows offerors to use the epost Connect service provided by Canada Post Corporation to transmit their offers electronically. Offerors must refer to Part 2 of the RFSO entitled Offeror Instructions and Part 3 of the RFSO entitled Offer Preparation Instructions, for further information on using this method.

### 1.3 Security Requirements

There are security requirements associated with the requirement of the Standing Offer. For additional information, see Part 6 - Security, Financial and Insurance Requirements, and Part 7 - Standing Offer and Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, offerors should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

The security requirement for each call-up will be determined by the Project Authority and will depend on the nature of work being transcribed. Security requirements for individual call-ups will range from no security required to up to Protected A / B and may include personnel, facility and / or IT security.

### 1.4 Debriefings

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

## 1.5 Phased Bid Compliance Process

The Phased Bid Compliance Process applies to this requirement.

## 1.6 Key Terms

Standing offer	A Standing Offer is not a contract. It is an offer from a supplier to provide goods and/or services to clients at prearranged prices or pricing basis and under set terms and conditions for a specified period on an as-and-when requested basis. A separate contract is entered into each time a call-up is made against a Standing Offer. When a call-up is made, the terms and conditions are already in place and acceptance by Canada of the supplier's offer is unconditional. Canada's liability shall be limited to the actual value of the call-ups made within the period specified in the Standing Offer
Call-up Against a Standing Offer	An order issued under the authority of a duly authorized user against a particular standing offer. Communication of a call-up against a standing offer to the Offeror constitutes acceptance of the standing offer to the extent of the goods, services, or both, being ordered and causes a contract to come into effect. The parties to the contract that comes into effect when a call-up against a standing offer is made by Canada, as represented by the Minister of Public Works and Government Services and the Offeror
Departmental Individual Standing Offer (DISO)	A Departmental Individual Standing Offer is used by PWGSC as a method of supply to: <ul style="list-style-type: none"><li>Analyze customer demand, determine quantities and quality, standardize products used by government, manage complex requirements and satisfy requirements for data collection for reports to Treasury Board and the Auditor General's Office.</li><li>For call-ups of \$25,000 and over (excluding taxes), ONLY PWGSC Communications Procurement Directorate (CPD) may issue call-ups, upon receipt of a funded requisition from a customer department</li><li>For call-ups of under \$25,000, client departments will issue the call-up or upon request from a client department, PWGSC-CPD can issue the call-up on behalf of the client department.</li></ul>

## 1.7 Anticipated migration to an e-Procurement Solution (EPS)

Canada is currently developing an online EPS for faster and more convenient ordering of goods and services. In support of the anticipated transition to this system and how it may impact any resulting Standing Offer that is issued under this solicitation, refer to 7.15 Transition to an e-Procurement Solution (EPS).

The Government of Canada's [press release](#) provides additional information.

## PART 2 - OFFEROR INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The 2006 (2018-05-22) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Subsection 5.4 of 2006, Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 120 days

#### 2.1.1 SACC Manual Clauses

NUMBER	DESCRIPTION	DATE
M0019T	Firm Price and/or Rates	2007-05-25
M7035T	List of Proposed Subcontractors	2013-07-10

### 2.2 Submission of Offers

Offers must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit specified below by the date and time indicated on page 1 of the RFSO:

Department of Public Works and Government Services Bid Receiving Unit Portage III, 0B2 - 11 Laurier Street Gatineau, Quebec For couriers: J8X 4A6 For regular mail: K1A 0S5 Telephone (819) 956-3370 Fax No.: (819) 997-9776
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Due to the nature of the Request for Standing Offers, transmission of offers by facsimile to PWGSC will not be accepted.

### 2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the offer non-responsive.

## Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the [Financial Administration Act](#) R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

## Former Public Servant in Receipt of a Pension

As per the above definitions, is the Offeror a FPS in receipt of a pension? **YES ( ) NO ( )**

If so, the Offeror must provide the following information, for all FPS in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Offerors agree that the successful Offeror's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

## Work Force Adjustment Directive

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **YES ( ) NO ( )**

If so, the Offeror must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;



- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

## **2.4 Enquiries - Request for Standing Offers**

All enquiries must be submitted in writing to the Standing Offer Authority no later than seven (7) calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by offerors to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that offerors do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all offerors. Enquiries not submitted in a form that can be distributed to all offerors may not be answered by Canada.

## **2.5 Applicable Laws**

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the offerors.

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## PART 3 - OFFER PREPARATION INSTRUCTIONS

### 3.1 Offer Preparation Instructions

- If the Offeror chooses to submit its offer electronically, Canada requests that the Offeror submits its offer in accordance with section 08 of the 2006 standard instructions. Offerors are required to provide their offer in a single transmission. The epost Connect service has the capacity to receive multiple documents, up to 1GB per individual attachment. The offer must be gathered per section and separated as follows:

Section I: Technical Offer  
Section II: Financial Offer  
Section III: Certifications

- If the Offeror chooses to submit its offer in hard copies, Canada requests that the Offeror provides its offer in separately bound sections as follows:

Section I: Technical Offer (1 hard copy) and 1 soft copy on USB

Section II: Financial Offer (1 hard copy) and 1 soft copy on USB

Section III: Certifications (1 hard copy) and 1 soft copy on USB

- If the Offeror is simultaneously providing copies of its offer using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.

If there is a discrepancy between the wording of the soft copy on electronic media and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

Prices must appear in the financial offer only. No prices must be indicated in any other section of the offer.

Canada requests that offerors follow the format instructions described below in the preparation of hard copy of their offer:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the RFSO.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, Offerors should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

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## Section I: Technical Offer

In their technical offer, offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

## Section II: Financial Offer

Offerors must submit their financial offer in accordance with Annex B, Basis of Payment.

### 3.1.1 Electronic Payment of Invoices - Offer

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Appendix "2" of part 3, Electronic Payment Instruments, to identify which ones are accepted.

If Appendix 2 to part 3, Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

## Section III: Certifications

Offerors must submit the certifications and additional information required under Part 5.

### 3.1.2 Offeror's Proposed Sites or Premises Requiring Safeguarding Measures

As indicated in Part 6 under Security Requirements, the Offeror must provide the full addresses of the Offeror's and proposed individuals' sites or premises for which safeguarding measures are required for Work Performance:

Street Number / Street Name, Unit / Suite / Apartment Number:

City, Province, Territory / State:

Postal Code / Zip Code:

Country:

The Company Security Officer must ensure through the [Contract Security Program](#) that the Offeror and proposed individual(s) hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.

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## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 Evaluation Procedures**

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.
- (c) Canada will use the Phased Bid Compliance Process described below.

#### **4.1.1 Phased Bid Compliance Process**

##### **4.1.1.1 General**

- (a) Canada is conducting the Phased Bid Compliance Process (PBCP) described below for this requirement.
- (b) Notwithstanding any review by Canada at Phase I or II of the PBCP, Offerors are and will remain solely responsible for the accuracy, consistency and completeness of their Offers and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying any or all errors or omissions in Offers or in responses by an Offeror to any communication from Canada.

THE OFFEROR ACKNOWLEDGES THAT THE REVIEWS IN PHASE I AND II OF THIS PBCP ARE PRELIMINARY AND DO NOT PRECLUDE A FINDING IN PHASE III THAT THE OFFER IS NON-RESPONSIVE, EVEN FOR MANDATORY REQUIREMENTS WHICH WERE SUBJECT TO REVIEW IN PHASE I OR II AND NOTWITHSTANDING THAT THE OFFER HAD BEEN FOUND RESPONSIVE IN SUCH EARLIER PHASE. CANADA MAY DEEM A BID TO BE NON-RESPONSIVE TO A MANDATORY REQUIREMENT AT ANY PHASE. THE OFFEROR ALSO ACKNOWLEDGES THAT ITS RESPONSE TO A NOTICE OR A COMPLIANCE ASSESSMENT REPORT (CAR) (EACH DEFINED BELOW) IN PHASE I OR II MAY NOT BE SUCCESSFUL IN RENDERING ITS OFFER RESPONSIVE TO THE MANDATORY REQUIREMENTS THAT ARE THE SUBJECT OF THE NOTICE OR CAR, AND MAY RENDER ITS OFFER NON-RESPONSIVE TO OTHER MANDATORY REQUIREMENTS.

- (c) Canada may, in its discretion, request and accept at any time from an Offeror and consider as part of the Offer, any information to correct errors or deficiencies in the Offer that are clerical or administrative, such as, without limitation, failure to sign the Offer or any part or to checkmark a box in a form, or other failure of format or form or failure to acknowledge; failure to provide a procurement business number or contact information such as names, addresses and telephone numbers; inadvertent errors in numbers or calculations that do not change the amount the Offeror has specified as the price or of any component thereof that is subject to evaluation. This shall not limit Canada's right to request or accept any information after the RFSO closing in circumstances where the RFSO expressly provides for this right. The Offeror will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the Offer being declared non-responsive.
- (d) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2006 (2018-05-22) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after RFSO closing in circumstances where the RFSO expressly provides for this right, or in the circumstances described in subsection (c).

- (e) Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Offeror must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the Notice or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's email inbox at Canada's email address specified in the Notice or CAR. A Notice or CAR sent by Canada to the Offeror at any address provided by the Offeror in or pursuant to the Offer is deemed received by the Offeror on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

#### 4.1.1.2 Phase I: Financial Offer

- (a) After the closing date and time of this RFSO, Canada will examine the Offer to determine whether it includes a Financial Offer and whether any Financial Offer includes all information required by the RFSO. Canada's review in Phase I will be limited to identifying whether any information that is required under the RFSO to be included in the Financial Offer is missing from the Financial Offer. This review will not assess whether the Financial Offer meets any standard or is responsive to all solicitation requirements.
- (b) Canada's review in Phase I will be performed by officials of the Department of Public Works and Government Services.
- (c) If Canada determines, in its absolute discretion that there is no Financial Offer or that the Financial Offer is missing all of the information required by the RFSO to be included in the Financial Offer, then the Offer will be considered non-responsive and will be given no further consideration.
- (d) For Offers other than those described in c), Canada will send a written notice to the Offeror ("Notice") identifying where the Financial Offer is missing information. An Offeror, whose Financial Offer has been found responsive to the requirements that are reviewed at Phase I, will not receive a Notice. Such Offerors shall not be entitled to submit any additional information in respect of their Financial Offer.
- (e) The Offerors who have been sent a Notice shall have the time period specified in the Notice (the "Remedy Period") to remedy the matters identified in the Notice by providing to Canada, in writing, additional information or clarification in response to the Notice. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the Notice.
- (f) In its response to the Notice, the Offeror will be entitled to remedy only that part of its Financial Offer which is identified in the Notice. For instance, where the Notice states that a required line item has been left blank, only the missing information may be added to the Financial Offer, except that, in those instances where the addition of such information will necessarily result in a change to other calculations previously submitted in its Financial Offer, (for example, the calculation to determine a total price), such necessary adjustments shall be identified by the Offeror and only these adjustments shall be made. All submitted information must comply with the requirements of this solicitation.
- (g) Any other changes to the Financial Offer submitted by the Offeror will be considered to be new information and will be disregarded. There will be no change permitted to any other Section of the Offeror's Offer. Information submitted in accordance with the requirements of this solicitation in response to the Notice will replace, in full, **only** that part of the original Financial Offer as is permitted above, and will be used for the remainder of the offer evaluation process.
- (h) Canada will determine whether the Financial Offer is responsive to the requirements reviewed at

Phase I, considering such additional information or clarification as may have been provided by the Offer in accordance with this Section. If the Financial Offer is not found responsive for the requirements reviewed at Phase I to the satisfaction of Canada, then the Offer shall be considered non-responsive and will receive no further consideration.

- (i) Only Offers found responsive to the requirements reviewed in Phase I to the satisfaction of Canada, will receive a Phase II review.

#### **4.1.1.3 Phase II: Technical Offer**

- (a) Canada's review at Phase II will be limited to a review of the Technical Offer to identify any instances where the Offeror has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Technical Offer meets any standard or is responsive to all solicitation requirements. Eligible Mandatory Criteria are all mandatory technical criteria that are identified in this solicitation as being subject to the PBCP. Mandatory technical criteria that are not identified in the solicitation as being subject to the PBCP, will not be evaluated until Phase III.
- (b) Canada will send a written notice to the Bidder (Compliance Assessment Report or "CAR") identifying any Eligible Mandatory Criteria that the Offer has failed to meet. An Offeror whose Offer has been found responsive to the requirements that are reviewed at Phase II will receive a CAR that states that its Offer has been found responsive to the requirements reviewed at Phase II. Such Offeror shall not be entitled to submit any response to the CAR.
- (c) An Offeror shall have the period specified in the CAR (the "Remedy Period") to remedy the failure to meet any Eligible Mandatory Criterion identified in the CAR by providing to Canada in writing additional or different information or clarification in response to the CAR. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the CAR.
- (d) The Offeror's response must address only the Eligible Mandatory Criteria listed in the CAR as not having been achieved, and must include only such information as is necessary to achieve such compliance. Any additional information provided by the Offeror which is not necessary to achieve such compliance will not be considered by Canada, except that, in those instances where such a response to the Eligible Mandatory Criteria specified in the CAR will necessarily result in a consequential change to other parts of the Offer, the Offeror shall identify such additional changes, provided that its response must not include any change to the Financial Offer.
- (e) The Offeror's response to the CAR should identify in each case the Eligible Mandatory Criterion in the CAR to which it is responding, including identifying in the corresponding section of the original Bid, the wording of the proposed change to that section, and the wording and location in the Offer of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Bidder must include a rationale explaining why such consequential change is a necessary result of the change proposed to meet the Eligible Mandatory Criterion. It is not up to Canada to revise the Bidder's Offer, and failure of the Bidder to do so in accordance with this subparagraph is at the Bidder's own risk. All submitted information must comply with the requirements of this solicitation.
- (f) Any changes to the Offer submitted by the Bidder other than as permitted in this solicitation, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this solicitation in response to the CAR will replace, in full, **only** that part of the original Offer as is permitted in this Section.

- (g) Additional or different information submitted during Phase II permitted by this section will be considered as included in the Offer, but will be considered by Canada in the evaluation of the Offer at Phase II only for the purpose of determining whether the Offer meets the Eligible Mandatory Criteria. It will not be used at any Phase of the evaluation to increase or decrease any score that the original Offer would achieve without the benefit of such additional or different information. For instance, an Eligible Mandatory Criterion that requires a mandatory minimum number of points to achieve compliance will be assessed at Phase II to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Bidder in response to the CAR. If so, the Offer will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Bidder shall bind the Bidder as part of its Offer, but the Bidder's original score, which was less than the mandatory minimum for such Eligible Mandatory Criterion, will not change, and it will be that original score that is used to calculate any score for the Offer
- (h) Canada will determine whether the Offer is responsive for the requirements reviewed at Phase II, considering such additional or different information or clarification as may have been provided by the Bidder in accordance with this Section. If the Offer is not found responsive for the requirements reviewed at Phase II to the satisfaction of Canada, then the Offer shall be considered non-responsive and will receive no further consideration.
- (i) Only Offers found responsive to the requirements reviewed in Phase II to the satisfaction of Canada, will receive a Phase III evaluation.

#### **4.1.1.4 Phase III: Final Evaluation of the Offer**

- (a) In Phase III, Canada will complete the evaluation of all Offers found responsive to the requirements reviewed at Phase II. Offers will be assessed in accordance with the entire requirement of the RFSO including the technical and financial evaluation criteria.
- (b) An Offer is non-responsive and will receive no further consideration if it does not meet all mandatory evaluation criteria of the solicitation.

#### **4.1.2 Technical Evaluation**

**The Offeror must clearly indicate which stream (s) and the language (s) for each stream, they are submitting an offer for. If submitting an offer for both stream 1 and stream 2 or for more than one language option:**

- Offers will be evaluated separately for each stream and for each language option. Offerors must successfully pass the mandatory, the rated and all other requirements for each stream and for each language option (as applicable), in order to qualify for a Standing Offer for each of the streams and language options within each stream (as applicable). If the Offeror qualifies for only one stream or in only one language option within a stream, a Standing Offer will be awarded for the qualified stream and language option only.
- For each of the mandatory and rated requirements, the Offeror must clearly indicate the portions of their offer that are applicable to each stream 1 and stream 2, as well as English, French or Bilingual language option for each stream (as applicable).
- Offerors should submit an offer that either has two separate sections for stream 1 and 2 (if applicable), with clearly identified language category(s) (if applicable). Alternately, offerors may use separate paragraphs with subheadings (stream 1 & stream 2 – English and/or French and / or Bilingual), as applicable, for each of the requirements.

#### 4.1.2.1 Mandatory Technical Criteria

The Phased Bid Compliance Process will apply to **ALL** mandatory technical criteria.

The Mandatory Criteria listed below will be evaluated on a simple Pass/Fail (i.e. responsive/non-responsive or compliant/non-compliant) basis.

Where a mandatory criteria requests an offeror to '**demonstrate**'; to be responsive, the technical offer must substantiate or show how the Offeror meets the criteria identified in the mandatory requirement. The substantiation must not simply be a repetition of the requirement(s), but must explain/show in sufficient detail to demonstrate how they will meet the requirements. Simply stating that the Offeror complies with the requirement is not sufficient. Where Canada determines that the substantiation is insufficient in explaining/showing how the Offeror demonstrates a mandatory requirement(s), the Offer will be considered non-responsive and disqualified.

An offer must meet all the mandatory requirements for each stream and language option for which they are submitting an offer. For each stream and language option, offers not meeting all of the mandatory requirements will be given no further consideration and will be declared non-responsive. Offers meeting the Mandatory requirements will go on to be evaluated for Point-Rated Requirements.

	MANDATORY CRITERIA	REFERENCED SECTION IN OFFEROR'S PROPOSAL (for each applicable stream(s))	MET / NOT MET
M1	<b>Experience</b> For stream 1 and/ or stream 2 (as applicable), the Offeror must demonstrate that they have at least three (3) years' experience in providing the services in the indicated stream(s) and the indicated language (s), as outlined in the statement of work, within the last five (5) years from the closing date of this request for standing offer.		
M2	<p>For stream 1 and/ or stream 2 (as applicable), the Offerors must provide two (2) transcripts in the language option (s) selected. As applicable, based on offeror's language selection, offerors must provide sample transcript along with the source audio or video on USB. The length of the digital recording for each transcript must be between a minimum of three (3) minutes to a maximum of five (5) minutes. If the length of the submitted recording is greater than five (5) minutes, only the first five (5) minutes of the recording will be reviewed.</p> <p>Offerors must submit only two (2) sample transcripts along with the source audio or video, regardless if an offer is submitted for stream 1 or stream 2 or both stream 1&amp;2. If more than two (2) samples are submitted, the evaluation team will evaluate the first two (2) transcripts with their source audio/video, in the order in which they first appear within the Offerors proposal.</p> <p>If submitting an offer for either only for English or only for French transcription services, the two (2) samples must be in the language the services are being offered. If submitting an offer for both</p>		



	English and French transcription, one (1) sample must be in English and one (1) in French. If submitting an offer for bilingual service, two (2) samples must be bilingual. If submitting an offer for bilingual along with English and/ or French services, both samples must be bilingual.		
M3	<p>For stream 1 and/ or stream 2 (as applicable), the Offeror must provide a minimum of three (3) projects each, in the indicated stream(s), completed or ongoing within the last three (3) years from the closing date of this request for Standing Offer.</p> <p>If submitting an offer for one language (English or French), all three (3) projects must be for the language being offered. If submitting an offer for both English and French option, at least one (1) of the projects submitted must be for English and at least one (1) project for French with the third one in either English or French. If submitting an offer for bilingual or Bilingual with English and/ or French services, at least two (2) of the projects must be for bilingual (English and French), with one (1) either English or French or bilingual transcription services.</p> <p>For each of the projects, the Offeror must provide:</p> <ul style="list-style-type: none"> <li>a) The name and contact information of the client</li> <li>b) The date of the project</li> <li>c) Description of the project</li> <li>d) Language</li> </ul> <p>If more than three (3) projects are submitted, the evaluation team will evaluate the first three (3) projects, in the order in which they first appear within the Offerors proposal.</p>		
M4	<p>For stream 1 and/ or stream 2 (as applicable), the Offeror must provide a minimum of two (2) transcriptionists each with a minimum of three (3) years' experience in the indicated stream(s) and the indicated language (s), within the last five (5) years from the closing date of this request for Standing Offer. If submitting an offer for one language (English or French), both transcriptionist must be for the language being offered. If submitting an offer for both English and French, at least one (1) transcriptionist must be able to transcribe from English and at least one (1) from French audio / video recordings. For Bilingual transcription services or for Bilingual with English and/ or French services, both transcriptionist must be bilingual.</p> <p>For each of the transcriptionists, the Offeror must provide:</p> <ul style="list-style-type: none"> <li>a) Their name</li> <li>b) Description of experience including number of months</li> <li>c) Language (s) they are able to transcribe (can use same resources for both streams if experience is applicable)</li> </ul>		

M5	The Offeror must clearly indicate which stream (s) and the language (s) for each stream, they are submitting an offer for by selecting the appropriate options in the table below.				
	OPTION	STREAM	LANGUAGE		
	OPTION 1	<input type="checkbox"/>  The offer submitted is for stream 1 only	English <input type="checkbox"/>  French <input type="checkbox"/>  Bilingual <input type="checkbox"/>		
	OPTION 2	<input type="checkbox"/>  The offer submitted is for stream 2 only	English <input type="checkbox"/>  French <input type="checkbox"/>  Bilingual <input type="checkbox"/>		
	OPTION 3	<input type="checkbox"/>  The offer submitted is for both stream 1 and 2	English <input type="checkbox"/>  French <input type="checkbox"/>  Bilingual <input type="checkbox"/>		

#### 4.1.2.2 Point Rated Technical Criteria

Only offers that meet all of the Mandatory requirements will be considered in the evaluation of the Rated Requirements. To be considered responsive, an offer must obtain a minimum score of 70% for each of the point rated criteria.

Should the bidder propose more than the required number of project summaries and / or transcripts requested, only the minimum number of projects and/ or transcripts identified, by order of presentation will be evaluated.

#### R.1 APPROACH AND METHODOLOGY (maximum 25 points / 17.5 points minimum)

For stream 1 and/ or stream 2 (as applicable), the Offeror should describe the organizational approach and methodology that will be used in completing all aspects of the Statement of Work. The approach and methodology should demonstrate an understanding of the requirement and should clearly outline how the Offeror is organized to meet the deadline requirements as stated in the statement of work and the format of audio/video from which they are able to transcribe.

Offerors should also describe how they are able to meet the requirement for service availability from 8 a.m. to 5 p.m. (Monday through Friday); and the requirement for a method of placing urgent requests outside of these hours.

For language subcategories- Offerors should describe how they are able to meet the requirement for service in English, and/ or French and/ or bilingual transcripts.

Criteria	Criterion is not met 0%	Criterion is partially met 50%	Criterion is fully met 100%
a) Approach and Methodology (max 5 points)	The information provided was unsuitable, insufficient, or not present	-approach and methodology is described but is not clear	-approach and methodology is complete and detailed and clearly demonstrates an understanding of the requirements
b) Ability to meet deadline requirements as described in the statement of work (max 5 points)	The information provided was unsuitable, insufficient, or not present.	-is described but is unclear and does not fully demonstrate the ability to meet deadline requirements	-is complete and detailed and demonstrates the ability to meet the deadline requirements
c) Ability to meet urgent requests (max 4 points)	The information provided was unsuitable, insufficient, or not present.	-is described but is unclear and does not fully demonstrate the ability to meet urgent requests	-is complete and detailed and clearly demonstrates the ability to meet urgent requests;
d) Format of audio/video (max 2 points)	The information provided was unsuitable, insufficient, or not present.	-is described but is unclear; -does not fully demonstrate ability to receive audio and video in a variety of formats (less than four)	-is described and clearly demonstrates ability to receive audio and video in a variety of formats; -describes a minimum of four formats.
e) Service availability (max 4 points)	The information provided was unsuitable, insufficient, or not present.	-is described but is unclear ; -does not fully demonstrate service availability from 8 a.m. to 5 p.m. (Monday through Friday) and the ability to place urgent requests outside of these hours.	-is complete and detailed and demonstrates service availability from 8 a.m. to 5 p.m. (Monday through Friday) and the requirement for a method of placing urgent requests outside of these hours.
f) Language capability (max 5 points)	The information provided was unsuitable, insufficient, or not present.	-is described but is unclear ; -does not fully demonstrate service availability in the language indicated (English and/or French and/or bilingual)	-is complete and detailed and demonstrates service availability in the language indicated (English and/or French and/or bilingual)

## R.2 QUALITY OF TRANSCRIPTS (maximum 20 points and minimum 14 points)

For stream 1 and/ or stream 2 (as applicable), the Offeror should demonstrate their ability to provide high quality transcripts in the language option (s) selected (English and / or French and/ or bilingual). As applicable (based on offeror's language selection), offerors must provide sample English transcript and/ or sample French and/ or sample bilingual transcript along with the source audio or video on USB. The length of the digital recording for each transcript must be between a minimum of three (3) minutes to a maximum of five (5) minutes. If the length of the submitted recording is greater than five (5) minutes, only the first five (5) minutes of the recording will be reviewed.

As required in M2, Offerors are required to only submit two (2) sample transcripts along with the source audio or video, regardless if an offer is submitted for stream 1 or stream 2 or both stream 1&2. If more than two (2) samples are submitted, the evaluation team will evaluate the first two (2) transcripts with their source audio/video, in the order in which they first appear within the Offerors proposal.

If submitting an offer for either only for English or only for French transcription services, two (2) sample transcripts must be in the language the services are being offered. If submitting an offer for both English and French transcription, one (1) transcript must be in English and one (1) in French. If submitting an offer for bilingual service, two (2) transcripts must be bilingual. If submitting an offer for bilingual along with English and/ or French services, both transcripts must be bilingual.

<b>Criteria: sample transcript</b>	<b>Criterion is not met 0%</b>	<b>Criterion is partially met 50%</b>	<b>Criterion is fully met 100%</b>
<b>Transcript Format (maximum 4 points per transcript)</b>	- speakers are often identified incorrectly, or not at all; - it is difficult to determine when one speaker stops and another begins.	-speakers are usually identified, and properly; - new speakers are identified.	-all speakers and relevant titles/positions are properly identified. - new speakers are always clearly identified.
<b>Conventions and accuracy (maximum 6 points per transcript)</b>	- the transcripts include many spelling errors (in excess of 8 in any one transcript); - serious and frequent errors in punctuation (in excess of 8 in any one transcript); -the number of inaudible segments renders the transcript unintelligible.	- the transcripts made few spelling errors (no more than 4 in any one transcript); - few errors in punctuation (no more than 4 in any one transcript); - there are few inaudible segments, and the flow of the transcript is not affected.	- the transcripts have no more than 2 spelling errors in any one transcript.; - no more than 2 errors in punctuation in any one transcript; - there are no inaudible segments.

### **R.3 EXPERIENCE AND EXPERTISE OF THE FIRM (maximum 35 points / 24.5 points minimum)**

For stream 1 and/ or stream 2 (as applicable), including the language option selected, the Offeror's projects as submitted in M3 will be evaluated. The Offeror should include details on when the work was performed, a brief description of the work performed, turnaround times and for whom the services were provided.

If submitting an offer for one language (English or French), all three (3) projects must be for the language being offered. If submitting an offer for both English and French option, at least one (1) of the projects submitted must be for English and at least one (1) project for French with the third one in either English or French. If submitting an offer for bilingual or Bilingual with English and/ or French services, at least two (2) of the projects must be for bilingual (English and French), with one (1) either English or French or bilingual transcription services.

Offerors should identify the Project Manager (or main contact for departments) and their relevant experience related to this requirement.

Criteria	Criterion is not met 0%	Criterion is partially met 50%	Criterion is fully met 100%
a) Experience and Expertise of the Firm <b>(maximum 15 points - 5 points per project)</b>	The information provided was unsuitable, insufficient, or not present.	Project description is described but is not clearly related to this requirement	Project description clearly demonstrates experience and expertise relevant to this requirement
b) Ability to meet turnaround times <b>(maximum 15 points- 5 points per project)</b>	-is not described or is less than the turnaround times described in Annex A- Statement of Work	Ability to meet turnaround times is described but is not clear or just meets the turnaround times described in Annex A- Statement of Work	Project clearly demonstrates that the Offeror is able to meet turnaround times and exceed the turnaround times described in Annex A- Statement of Work
c) Experience of Project Manager <b>(max 5 points)</b>	-Project Manager is not identified or Project Manager does not have experience relevant to this requirement	-Project Manager has less than one (1) year of relevant experience	-Project Manager has one (1) or more years of relevant experience

#### R.4 QUALITY CONTROL (10 points / 7 points minimum)

For stream 1 and/ or stream 2 (as applicable), the Offeror should provide full details of their quality control and backup plans to ensure delivery of quality transcripts within the turnaround times as identified in the statement of work.

Criteria	Criterion is not met 0%	Criterion is partially met 50%	Criterion is fully met 100%
Quality Control <b>(max 6 points)</b>	The information provided was unsuitable, insufficient, or not present.	Quality control plans provide limited details	Details demonstrate adequate quality control mechanisms are in place; Transcripts go through a minimum of one level of quality control prior to delivery.
Backup Plans <b>(max 4 points)</b>	The information provided was unsuitable, insufficient, or not present.	Demonstrates limited backup plans	Demonstrates adequate backup plans and systems with recovery in less than two hours; Demonstrates access to a minimum of one backup personnel for transcription.

### 4.1.3 Financial Evaluation

#### 4.1.3.1 SACC Manual Clause [M0220T](#) (2016-01-28), Evaluation of Price

##### **Step 1:**

For evaluation purposes only, the following scenario of estimated quantities will be used by the Contracting Authority to calculate the TOTAL AGGREGATE PRICE (TAP) for each stream.

NOTE: The numbers used as 'volume for evaluation purposes' are randomly generated. These 'volume' numbers are not based on any historical data, and are NOT representational or indicative of guarantee of quantity that may be required in the future.

DESCRIPTION		UNIT	Volume for evaluation purposes only <sup>1</sup>
STREAM 1:  Verbatim transcription of client provided audio/video recordings including speeches, scrums, press conferences, interviews etc.	Standard delivery: between four (4) to six (6) times the length of the recording (in hours);	Per word	1,000,000
	Urgent delivery: within 24 hours or under four (4) times the length of the recording (in hours))	Per word	200,000.00
	Extended delivery: above six (6) to less than nine (9) times the length of the recording (in hours)	Per word	500,000.00
	Discounted delivery timeframe: above nine (9) times the length of the recording (in hours)	Per word	500,000.00
STREAM 2:  Verbatim transcription of client provided audio/video recordings including public hearings, inquiries, tribunals	Standard delivery: between four (4) to six (6) times the length of the recording (in hours);	Per word	1,000,000
	Urgent delivery: within 24 hours or under four (4) times the length of the recording (in hours))	Per word	200,000
	Extended delivery: above six (6) to less than nine (9) times the length of the recording (in hours)	Per word	500,000
	Discounted delivery timeframe: above nine (9) times the length of the recording (in hours)	Per word	500,000
Setup fee (Stream 1 and 2)		Per transcript	1,000
Standby Fee for conference calls / webcasts (Stream 1 and 2)		Per 15 minutes	100
Hard copy (Stream 1 and 2)	Paper: - standard 8.5 x 11 inch paper	Per page	10,000

The TAP will be evaluated on the total requirement of that project, including option years, using the firm all-inclusive rates proposed by the Offeror in Annex "B".

<sup>1</sup> The same quantities indicated under the "volume for evaluation purposes only" column, will be used for calculation purposes for English, French and Bilingual subcategories for both stream 1 and stream 2.

Example of Step 1 for Stream 1- Standard Delivery, English, French and Bilingual Service:

If Offeror A submits an offer as follows for Standard Delivery:

Standing offer period	Cost per period-English	Cost per period- French	Cost per period-Bilingual
Initial standing offer period	\$0.03 cents per word	\$0.03 cents per word	\$0.03 cents per word
First option period	\$0.03 cents per word	\$0.03 cents per word	\$0.03 cents per word
Second option period	\$0.04 cents per word	\$0.04 cents per word	\$0.04 cents per word
Third option period	\$0.04 cents per word	\$0.04 cents per word	\$0.04 cents per word

The estimated volumes for evaluation purposes will be multiplied by the Offerors price as submitted in accordance with Annex B to obtain the aggregate price for standard delivery as follows:

Standing offer period	Cost per period	Volume used for evaluation	Subtotal for English	Subtotal for French	Subtotal for Bilingual
Initial standing offer period	\$0.03 cents per word	1,000,000	\$30,000	\$30,000	\$30,000
First option period	\$0.03 cents per word	1,000,000	\$30,000	\$30,000	\$30,000
Second option period	\$0.04 cents per word	1,000,000	\$40,000	\$40,000	\$40,000
Third option period	\$0.04 cents per word	1,000,000	\$40,000	\$40,000	\$40,000
AGGREGATE PRICE FOR STANDARD DELIVERY for each language category			\$140,000	\$140,000	\$140,000
TOTAL AGGREGATE PRICE FOR STANDARD DELIVERY			\$420,000.00		

The same calculation will be made for each element in the basis of payment for each stream. Each aggregate price will be added together to obtain the TOTAL AGGREGATE PRICE (TAP).

## Step 2:

Mandatory Financial Criteria: In order to qualify for the Standing Offer, offerors TAP must be within 1.5 times the calculated average TAP of offers received

For each stream, the average TAP will be calculated as follows:

- a) If 3 or less responsive offers are received for a given stream

An average of the 3 offers TAP will be calculated and any offer with a TAP 1.5 times the average TAP price will be deemed non responsive and will not be evaluated further.

Example:

Offeror	Total Aggregate Price
A	\$325,000
B	\$340,000
C	\$680,000
AVERAGE TAP	\$391,667

In the example above, the average TAP is \$448,333. Offeror C would be deemed non-responsive as their TAP is higher than 1.5 times the average TAP (\$672,500).

b) If 4 or more responsive offers are received for a given stream

The highest and the lowest priced offer will not be used as part of the calculation (NOTE: although the highest and the lowest priced offer is not used as part of the calculation, the offer is not necessarily non responsive)

Example:

Offeror	Total Aggregate Price
A	\$325,000
B	\$340,000
C	\$680,000
D	\$285,000
E	\$410,000
F	\$375,000

In the example above, the TAP for offeror D (lowest TAP) and offeror C (highest TAP) would be removed from the calculation of the average TAP

Using the pricing of the remaining 2 or more offers, an average will be calculated and any offer priced 1.5 times the average calculated price will be deemed non responsive

Example:

Offeror	Total Aggregate Price
A	\$325,000
B	\$340,000
C	Removed from calculation
D	Removed from calculation
E	\$410,000
F	\$375,000
AVERAGE TAP	\$362,500

In the example above, the average TAP is \$362,500. Offeror C would be deemed non-responsive as their TAP is higher than 1.5 times the average TAP (\$471,250)



Solicitation No. - N° de l'invitation  
EN578-191384/A  
Client Ref. No. - N° de réf. du client  
EN578-191384

Amd. No. - N° de la modif.  
File No. - N° du dossier  
cy034.EN578-191384

Buyer ID - Id de l'acheteur  
cy034  
CCC No./N° CCC - FMS No./N° VME

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## 4.2 Basis of Selection

To be declared responsive, an offer must:

- (a) Comply with all the requirements of the Request for Standing Offers;
- (b) Meet all mandatory technical and financial evaluation criteria; and
- (c) Obtain the required minimum points for the technical evaluation criteria which are subject to point rating

Offers not meeting (a) or (b) or (c) will be declared non-responsive. All responsive offers will be recommended for issuance of a standing offer.

All responsive offers for each stream and each language, will be ranked based on the lowest price offered.

## PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional information to be issued a standing offer.

The certifications provided by offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority will render the offer non-responsive, result in the setting aside of the Standing Offer or constitute a default under the Contract.

### 5.1 Certifications Required with the Offer

Offerors must submit the following duly completed certifications as part of their offer.

#### 5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all offerors must provide with their offer, **if applicable**, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

### 5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information

The certifications and additional information listed below should be submitted with the offer, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Standing Offer Authority will inform the Offeror of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the offer non-responsive.

#### 5.2.1 Additional Certifications Required with the Offer

##### 5.2.1.1 Canadian Content Certification

This procurement is limited to Canadian goods. Offerors should submit this certification completed with their offer

The Offeror certifies that:

( ) the service(s) offered are Canadian services as defined in paragraph 1 of clause [A3050T](#).

##### 5.2.1.2 SACC Manual clause

[A3050T](#) (2014-11-27) Canadian Content Definition

## 5.2.2 Federal Contractors Program for Employment Equity - Standing Offer Certification

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list ) available at the bottom of the page of the Employment and Social Development Canada-Labour's website ([http://www.esdc.gc.ca/en/jobs/workplace/human\\_rights/employment\\_equity/federal\\_contractor\\_program.page?&\\_ga=1.229006812.1158694905.1413548969](http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969)).

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

## 5.2.3 Status and Availability of Resources

The Offeror certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its offer will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Offeror is unable to provide the services of an individual named in its offer, the Offeror may propose a substitute with similar qualifications and experience. The Offeror must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Offeror: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Offeror has proposed any individual who is not an employee of the Offeror, the Offeror certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Offeror must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Offeror and of his/her availability. Failure to comply with the request may result in the offer being declared nonresponsive.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

Solicitation No. - N° de l'invitation  
EN578-191384/A  
Client Ref. No. - N° de réf. du client  
EN578-191384

Amd. No. - N° de la modif.  
File No. - N° du dossier  
cy034.EN578-191384

Buyer ID - Id de l'acheteur  
cy034  
CCC No./N° CCC - FMS No./N° VME

#### 5.2.4 Education and Experience

The Offeror certifies that all the information provided in the résumés and supporting material submitted with its offer, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Offeror to be true and accurate. Furthermore, the Offeror warrants that every individual proposed by the Offeror for the requirement is capable of performing the Work described in the resulting Standing Offer.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

---

## PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

### 6.1 Security Requirements

Before issuance of a standing offer, the following conditions must be met:

- (a) the Offeror must hold a valid organization security clearance as indicated in Part 7A - Standing Offer;
- (b) the Offeror's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7A - Standing Offer;
- (c) the Offeror must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
- (d) the Offeror's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7A - Standing Offer;
- (e) the Offeror must provide the addresses of proposed sites or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.

Offerors are reminded to obtain the required security clearance promptly. Any delay in the issuance of a standing offer to allow the successful Offeror to obtain the required clearance will be at the entire discretion of the Standing Offer Authority.

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

### 6.2 Security Requirements for individual call-ups

The security requirement for each call-up against the Standing Offer will be based on the security level identified for the project. The Project Authority for each call-up will determine the security requirements. For individual call-ups the security requirement will range from no security required, Reliability Status, Protected A or Protected B. Call-ups with security requirements may include personnel, facility and / or IT security. For each call-up requirement, only suppliers holding the appropriate level of security will be considered for the call-up. For each call-up with a security requirement, prior to contract award, CISC will verify that the supplier and the personnel to work on the requirement hold the valid security clearance at the required level.

## PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

This Departmental Individual Standing Offer (DISO) is managed by the Communication Procurement Directorate (CPD) of Public Works and Government Services Canada (PWGSC). CPD is a revenue dependent organization within PWGSC and therefore will charge all federal government departments and agencies a 3% acquisition fee based on the value of the resulting call-up (including positive value amendments) plus HST, if applicable. This formula is set out in Annex A of the PWGSC Customer Manual, accessible at the following link: <http://www.tpsgc-pwgsc.gc.ca/app-acq/communications-eng.html>

NOTE: For requirements under \$10,000 ONLY-The 3% acquisition fee will not apply to call-ups issued by the client department. All call-ups issued by CPD (including those under \$10,000) will be subject to the 3% fee.

### A. STANDING OFFER

#### 1. Offer

The Offeror offers to perform the Work in accordance with the Statement of Work at Annex "A".

#### 2. Security Requirements

The following security requirements (SRCL and related clauses provided by Canadian Industrial Securities Directorate), if applicable to the Offeror, apply and form part of the Standing Offer. For each call-up, the applicable security clause (2.1 or 2.2 or 2.3 or 2.4) will be determined by the Project Authority. Only offerors holding the appropriate level of security for a given call-up, will be considered for that call-up.

##### 2.1.1 APPLICABLE for call-ups with no security requirements ONLY

There is no security requirement applicable to the Contract.

##### 2.1.2 APPLICABLE for call-ups with Reliability Status requirement ONLY

The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

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.

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.

Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.

The Contractor/Offeror must comply with the provisions of the:

- (a) Security Requirements Check List and security guide (if applicable), attached at Annex \_\_\_\_;
- (b) Industrial Security Manual (Latest Edition).

### 2.1.3 APPLICABLE for call-ups with Reliability Status and Document Safeguarding up to Protected B requirement ONLY

The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid *Designated Organization Screening* (DOS) with approved *Document Safeguarding Capability* (DSC) at the level of **PROTECTED B** issued by the Canadian Industrial Security Directorate (CISD) of Public Works and Government Services Canada (PWGSC).

The Contractor/Offeror personnel requiring access to **PROTECTED** information, assets or work site(s) must **EACH** hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC.

The Contractor **MUST NOT** utilize its Information Technology systems to electronically process, produce or store **PROTECTED** information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of **PROTECTED B**.

Subcontracts, which contain security requirements, are **NOT** to be awarded without the prior written permission of CISD/PWGSC.

The Contractor/Offeror must comply with the provisions of the:

- a) Security Requirements Check List and Security Guide (if applicable), attached at Annex \_\_\_\_;
- b) Industrial Security Manual (Latest Edition)

### 2.1.4 APPLICABLE for call-ups with reliability status, document safeguarding and IT requirements ONLY

The Contractor/Offeror must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), with approved Document Safeguarding at the level of **PROTECTED B**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

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.

The Contractor **MUST NOT** utilize its Information Technology systems to electronically process, produce or store **PROTECTED** information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of **PROTECTED B** including an IT Link at the level of **PROTECTED B**.

Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.

The Contractor/Offeror must comply with the provisions of the:

- (a) Security Requirements Check List and security guide (if applicable), attached at Annex \_\_\_\_;
- (b) *Industrial Security Manual* (Latest Edition).

## 2.2 Offeror's Sites or Premises Requiring Safeguarding

Where safeguarding measures are required in the performance of the Work, the Offeror must diligently maintain up-to-date the information related to the Offeror's and proposed individuals' sites or premises for the following addresses:

Street Number / Street Name, Unit / Suite / Apartment Number  
City, Province, Territory / State  
Postal Code / Zip Code  
Country

The Company Security Officer must ensure through the Contract Security Program that the Offeror and individual(s) hold a valid security clearance at the required level.

## 3. Standard Clauses and Conditions

All clauses and conditions identified in the Standing Offer and resulting contract(s) by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

### 3.1 General Conditions

2005 (2017-06-21) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

### 3.2 Standing Offers Reporting

The Offeror must compile and maintain records on its provision of goods and services to Canada under contracts resulting from the Standing Offer. This data must include all purchases done by Canada, including those acquired and paid for by Canada acquisition cards.

The Offeror must provide this data in accordance with the reporting requirements detailed in Annex "E". If some data is not available, the reason must be indicated in the report. If no goods or services is provided during a given period, the Offeror must provide a "nil" report.

The data must be submitted on a quarterly basis to the Standing Offer Authority.

The quarterly reporting periods are defined as follows:

- first quarter: April 1 to June 30
- second quarter: July 1 to September 30
- third quarter: October 1 to December 31
- fourth quarter: January 1 to March 31

The data must be submitted to the Standing Offer Authority no later than 30 calendar days after the end of the reporting period.

## 4. Term of Standing Offer

### 4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from January 31, 2019 to December 31, 2019.



## 4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for an additional four (4) one (1) year periods, under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority 30 days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

## 5. Authorities

### 5.1 Standing Offer Authority

The Standing Offer Authority is:

Caitlin Stone (or authorized representative)  
Supply Specialist  
Communications Procurement Directorate  
Public Works and Government Services Canada  
360 Albert Street, 12th Floor  
Ottawa, Ontario K1A 0S5  
Telephone: 343-548-8791  
Facsimile: 613-991-5870  
E-mail: [caitlin.stone@pwgsc-tpsgc.gc.ca](mailto:caitlin.stone@pwgsc-tpsgc.gc.ca)

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

### 5.2 Project Authority

The Project Authority for the Standing Offer is identified in the call-up against the Standing Offer.

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up against the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

### 5.3 Offeror's Representative

General Enquiries	Backup
Name: _____	Name: _____
E-mail: _____	E-mail: _____
Fax: _____ - _____ - _____	Fax: _____ - _____ - _____
Telephone: _____ - _____ - _____	Telephone: _____ - _____ - _____

## 6. Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

## 7. Identified Users

The Identified Users authorized to make call-ups against the Standing Offer include any government department, agency or Crown corporation listed in Schedules I, I.1, II, III, of the [Financial Administration Act](#), R.S.C., 1985, c. F-11.

## 8. Call-up Procedures

### 8.1 For call-ups under \$25,000 (including GST or HST)

The client department will issue the call-up. The Project Authority will select an Offeror from the list of Standing offer holders, who meets the language and security requirements for the work.

### 8.2 For call-ups between \$25,000 and under \$400,000 (including GST or HST) - Selection Methodology (the Right of 1<sup>st</sup> Refusal)

Call-ups will be issued by CPD using the selection methodology specified in 8.2.1 below.

#### 8.2.1 Call-up Process

CPD will select the Standing Offer holder with the lowest price offered who is able to meet the language and security requirements for the work. If the Offeror is unable to perform the work, the Standing Offer holder with the next lowest offered price, who meets the language and security requirements for the work, will be selected. The Contracting Authority will continue to proceed in this manner until an Offeror indicates that it can meet the requirement of the call-up.

If the selected Standing Offer holder has already exceeded the maximum call-up limit of \$400,000.00, CPD reserves the right to either issue another call-up with the same supplier or issue another call-up with the next highest ranked Offeror on the Standing Offer list.

Only Standing Offer Holders who are "Active Standing Offer Holders" and have been issued a Standing Offer are eligible to be invited to provide services. The following call-up process will be followed:

- a) The Project Authority will forward the following documents to the PSPC Contracting Authority:
  - requisition for Goods and Services (9200) identifying the stream required (stream 1 or 2) ;
  - the appendix 1 to Annex A- statement of work - transcript specifications sheet (if applicable); and
  - the Security Requirements Check List (if applicable)
- b) The Standing Offer Holder will be authorized by the Contracting Authority to proceed with the Work by the issuance of a call-up against the Standing Offer.
- c) The Standing Offer Holder will not undertake any of the specified Work unless and until the Contracting Authority issues a call-up against a Standing Offer. Any work commenced prior to the receipt of a call-up will be the sole responsibility of the Standing Offer Holder.

d) Should the Standing Offer Holder be unable to carry out the proposed services or unable to finalize the requirement, as agreed upon, the Project Authority will be authorized to select another Standing Offer Holder by using the Selection Methodology and the Call-up Process specified in 8.2.1 above.

## 9. Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using the duly completed forms or their equivalents as identified in paragraphs 2 and 3 below, or by using Canada acquisition cards (Visa or MasterCard) for low dollar value requirements.

Call-ups must be made by Identified Users' authorized representatives under the Standing Offer and must be for goods or services or combination of goods and services included in the Standing Offer at the prices and in accordance with the terms and conditions specified in the Standing Offer.

Any of the following forms could be used which are available through [PWGSC Forms Catalogue](#) website:

- PWGSC-TPSGC 942 Call-up Against a Standing Offer
- PWGSC-TPGSC 942-2 Call-up Against a Standing Offer - Multiple Delivery

## 10. Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$400,000.00 (Applicable Taxes included).

## 11. Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions [2005](#) (2017-06-21), General Conditions - Standing Offers - Goods or Services
- d) Annex A, Statement of Work;
- e) Annex B, Basis of Payment;
- f) Annex X, Security Requirements Check List;
- g) the Offeror's offer dated \_\_\_\_\_.

## 12. Certifications and Additional Information

### 12.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

## 13. SACC Manual Clauses

M3000C	Price Lists	2006-08-15
M3800C	Estimates	2006-08-15

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Buyer ID - Id de l'acheteur  
cy034  
CCC No./N° CCC - FMS No./N° VME

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#### **14. Applicable Laws**

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

#### **15. Transition to an e-Procurement Solution (EPS)**

During the period of the Standing Offer, Canada may transition to an EPS for more efficient processing and management of individual call-ups for any or all of the SO's applicable goods and services. Canada reserves the right, at its sole discretion, to make the use of the new e-procurement solution mandatory.

Canada agrees to provide the Offeror with at least a three-month notice to allow for any measures necessary for the integration of the Offer into the EPS. The notice will include a detailed information package indicating the requirements, as well as any applicable guidance and support.

If the Offeror chooses not to offer their goods or services through the e-procurement solution, the Standing Offer may be set aside by Canada.

## B. RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

### 1. Statement of Work

The Contractor must perform the Work described in the call-up against the Standing Offer.

### 2. Standard Clauses and Conditions

#### 2.1 General Conditions

2035 (2018-06-21), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

Section 17 (2008-12-12) Interest on Overdue Accounts, of 2035 (2016-04-04) will not apply to payments made by credit cards.

#### 2.2 SACC Manual Clauses

SACC Reference	Section	Date
C0705C	Discretionary Audit	2010-01-11
A2000C	Foreign Nationals (Canadian Contractor)	2006-06-16
A9113C	Handling of Personal Information	2014-11-27

### 3. Security Requirement

The contractor must meet and comply with the security requirements (if any) indicated in the call-up against the Standing Offer.

### 4. Term of Contract

#### 4.1 Period of the Contract

Delivery must be completed in accordance with the call-up against the Standing Offer.

### 5. Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

### 6. Payment

#### 6.1 Basis of Payment

The Contractor will be paid in accordance with the attached Annex "B" – Basis of Payment.

#### 6.2 Limitation of Expenditure

Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_.  
Customs duties are included and Applicable Taxes are extra.

No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a. when it is 75% committed, or
- b. four months before the contract expiry date, or
- c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.

If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

### **6.3 Payments**

SACC manual clause H1001C Multiple Payments (2008-05-12)

### **6.4 Electronic Payment of Invoices – Call-up**

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);

## **7. Invoicing Instructions**

The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

- a. a copy of time sheets to support the time claimed;
- b. a copy of the release document and any other documents as specified in the Contract;
- c. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
- d. a copy of the monthly progress report.

Invoices must be distributed as follows:

- a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
- b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

## **8. Insurance**

SACC Manual clause [G1005C](#) (2016-01-28) Insurance

## 9. Copyright

In this section, "Material" means anything that is created by the Contractor as part of the Work under the Contract, that is required by the Contract to be delivered to Canada and in which copyright subsists. "Material" does not include anything created by the Contractor before the date of the Contract.

Copyright in the Material belongs to Canada and the Contractor must include the copyright symbol and either of the following notice on the Material: © Her Majesty the Queen in right of Canada (year) or © Sa Majesté la Reine du chef du Canada (année).

The Contractor must not use, copy, divulge or publish any Material except as is necessary to perform the Contract. The Contractor must execute any conveyance and other documents relating to copyright in the Material as Canada may require.

The Contractor must provide at the request of Canada a written permanent waiver of moral rights, in a form acceptable to Canada, from every author that contributed to the Material. If the Contractor is the author of the Material, the Contractor permanently waives its moral rights in the Material.

## 10. Confidentiality

The Contractor must keep confidential all information provided to the Contractor by or on behalf of Canada in connection with the Work, including any information that is confidential or proprietary to third parties, and all information conceived, developed or produced by the Contractor as part of the Work when copyright or any other intellectual property rights in such information belongs to Canada under the Contract. The Contractor must not disclose any such information without the written permission of Canada. The Contractor may disclose to a subcontractor any information necessary to perform the subcontract as long as the subcontractor agrees to keep the information confidential and that it will be used only to perform the subcontract.

The Contractor agrees to use any information provided to the Contractor by or on behalf of Canada only for the purpose of the Contract. The Contractor acknowledges that all this information remains the property of Canada or the third party, as the case may be. Unless provided otherwise in the Contract, the Contractor must deliver to Canada all such information, together with every copy, draft, working paper and note that contains such information, upon completion or termination of the Contract or at such earlier time as Canada may require.

Subject to the Access to Information Act, R.S., 1985, c. A-1, and to any right of Canada under the Contract to release or disclose, Canada must not release or disclose outside the Government of Canada any information delivered to Canada under the Contract that is proprietary to the Contractor or a subcontractor.

The obligations of the Parties set out in this section do not apply to any information if the information:

- a. is publicly available from a source other than the other Party; or
- b. is or becomes known to a Party from a source other than the other Party, except any source that is known to be under an obligation to the other Party not to disclose the information; or
- c. is developed by a Party without use of the information of the other Party.

Wherever possible, the Contractor must mark or identify any proprietary information delivered to Canada under the Contract as "Property of (Contractor's name), permitted Government uses defined under Public Works and Government Services (PWGSC) Contract No. (*fill in PWGSC Contract Number*)". Canada will not be liable for any unauthorized use or disclosure of information that could have been so marked or identified and was not.

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File No. - N° du dossier  
cy034.EN578-191384

Buyer ID - Id de l'acheteur  
cy034  
CCC No./N° CCC - FMS No./N° VME

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If the Contract, the Work, or any information referred to in subsection 1 is identified as TOP SECRET, SECRET, CONFIDENTIAL, or PROTECTED by Canada, the Contractor must at all times take all measures reasonably necessary for the safeguarding of the material so identified, including those set out in the *PWGSC Industrial Security Manual* and its supplements and any other instructions issued by Canada.

If the Contract, the Work, or any information referred to in subsection 1 is identified as TOP SECRET, SECRET, CONFIDENTIAL, or PROTECTED, by Canada, representatives of Canada are entitled to inspect the Contractor's premises and the premises of a subcontractor at any tier for security purposes at any time during the term of the Contract. The Contractor must comply with, and ensure that any subcontractor complies with, all written instructions issued by Canada dealing with the material so identified, including any requirement that employees of the Contractor or of any subcontractor execute and deliver declarations relating to reliability screenings, security clearances and other procedures.

#### **11. Termination on Thirty Days' Notice**

Canada reserves the right to terminate the Contract at any time in whole or in part by giving thirty (30) calendar days written notice to the Contractor.

In the event of such termination, Canada will only pay for costs incurred for services rendered and accepted by Canada up to the date of the termination. Despite any other provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.



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## ANNEX "A"

### STATEMENT OF WORK

#### OBJECTIVE

The purpose of this Request for Standing Offer is to seek the services of suppliers that provide verbatim transcription of client-supplied audio/video of speeches, scrums, public hearings, inquiries, tribunals, interviews, conferences etc., to Federal Departments, on an "if and when requested basis".

#### 1. SCOPE AND TASKS

Services requested under the Standing Offer will fall under one of the following two streams:

- **STREAM 1- GENERAL**

On an "if and when requested basis", provide verbatim transcripts of client provided audio / video of events including speeches, scrums, press conferences, interviews etc. (excludes legal and court proceeding and radio /TV transcripts)

- **STREAM 2 - LEGAL AD COURT PROCEEDINGS**

On an "if and when requested basis", provide verbatim transcripts of client provided audio / video of public hearings, inquiries, tribunals etc. conducted by Federal government departments, commissions and agencies (excludes onsite court reporting)

The Contractor must have the ability to transcribe from a variety of audio / video formats including digital voice recordings, cassette/micro cassette, CD/DVD, MP3 and other digital audio formats, phone feeds, web casts and conference calls.

The Project Authority will provide the contractor with the audio/video file or the coordinates for retrieval of the audio/video file for locations such as FTP sites, web casts or conference calls.

The Contractor must be equipped to receive audio/video files via courier, email, phone feed and via the Internet (ftp, web cast).

#### 2. DELIVERY SPECIFICATIONS

##### 2.1 Specifications

The transcripts must be verbatim in the language of origin. There may be various language requirements including English and / or French and / or Bilingual English.

Transcripts must be available in the format required by the Project Authority including MS Word and/ or PDF formats and must be able to be delivered via email, fax, hard copy, FTP, USB, CD / DVD by hand or courier etc.

At the request of the Project Authority, the Contractor must have the ability to produce electronic files of the transcript in an unlocked PDF format that is searchable using Adobe 7 or the latest version (as required).

The Contractor must format the transcript in accordance with the Transcript Specification Sheet attached as Annex 1 to the Statement of Work, if applicable.

## 2.2 Deadlines

At a minimum, the Offeror must deliver transcripts within 5 times the length of the recording (in hours), unless otherwise agreed to at the time of the request. On occasion an urgent request will require transcripts to be delivered more quickly. The Contractor must have the ability to provide faster turnaround times in these instances.

Transcripts of client-supplied audio or video must be delivered within:

- Standard delivery timeframe— between four (4) to six (6) times the length of the recording (in hours);
- Urgent delivery timeframe - within 24 hours or under four (4) times the length of the recording (in hours);
- Extended delivery timeframe - above six (6) to less than nine (9) times the length of the recording (in hours);
- Discounted delivery timeframe - above nine (9) times the length of the recording (in hours);
- Any other delivery timeframe agreed on between the client department and the supplier

In the event a contractor is not able to meet the requested delivery timeframe, the Project Authority must be advised within two (2) hours of receipt of the request. If the contractor is unable to meet the requested delivery timeframe, the department retains the right to cancel the requirement and obtain services from an alternate contractor that is able to meet the required terms.

## 3. SECURITY AND CONFIDENTIALITY

Individual call-ups may or may not have a security requirement. For call-ups with a security requirement, only suppliers with the appropriated level of security clearance will be considered and PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS applies.

Individual call-ups may be subject to non-disclosure agreement and if required, the supplier must sign a confidentially agreement.

## 4. QUALITY CONTROL

Upon acceptance of a call-up, the contractor must ensure that the delivered transcript(s) conform to all the specifications requested by the Project Authority including those included in 'ANNEX 1 to the Statement of Work – Transcript Specification Sheet'; and that the delivered product meets all the terms and conditions stipulated in the Standing Offer. A delivered transcript must not contain errors or inaudibles.

Transcription errors/inaudibles will not be acceptable for any reason other than poor quality (i.e. heavy accents, significant background noise etc.) of the recordings provided by Canada. If a random sampling of delivered transcript results in detection of significant error (no more than 5% of the transcript without justification), Canada reserves the right to request new copy (ies) of the work at no additional cost to Canada. Upon commencing the work, if the supplier determines that the transcription error will exceed 5% error rate due the quality of the recording, both the project Authority and the Contracting Authority must be advised in writing.

If the contractor cannot meet any one aspect of the requirement including the requested delivery timeline and / or specifications indicated by the Project Authority, the contractor must immediately and prior to initiating any work, advise both the Project Authority and the Contracting Authority in writing stating the reason. Subsequent failure(s) to meet the requirements of the Project Authority, consistent with the Statement of Work of the Standing Offer, may result in the termination of the call-up and/or the standing offer.

## **5. CUSTOMER SUPPORT**

The Contractor must be available to respond to requests from 8:00 a.m. to 5:00 PM (local time zone of the offerors location of business), on weekdays (excludes statutory holidays and weekends).

On occasion, in the case of extreme urgency, the Project Authority may have a requirement to place a request outside of these hours. The Contractor should provide the Project Authority with a method of placing urgent requests.

## **6. LOCATION OF WORK**

All work associated with this Statement of Work must be completed at the location determined by the Contractor (security requirements, if any, is applicable to the location of work).

For Stream 2:

Upon request from the Project Authority, due to the nature of the requirement, the Contractor must be able to provide transcriptionist (s) within a specific geographic area. In the event a transcriptionist is not available, the Project Authority must be advised within four (4) hours of receipt of the request. If the Contractor is unable to provide a transcriptionist at a requested location, the department retains the right to cancel the requirement and obtain services from an alternate contractor that is able to meet the required terms.

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## ANNEX "B"

### BASIS OF PAYMENT

It is mandatory that all blocks of the Basis of Payment be completed by indicating a price or by indicating 'not applicable' for requirements not included in the offer.

**The offerors MUST provide unit prices in the unit requested.** If the offeror's offer contains pricing in a unit other than the ones requested, their offer will be found non-compliant and no further evaluation will be done.

**The offeror is required to submit firm, all-inclusive unit rates, as detailed below, GST/HST extra if applicable.** All prices are inclusive of all expenses incurred in the performance of the work including copyright fees, long distance calls, any direct costs, any other cost reimbursable items and travel / living expenses.

Offerors have the option to submit offers for stream 1 only; stream 2 only or for both stream 1 and stream 2.

For each stream, offerors have the option to submit offers for English transcripts only; French transcripts only or for both English and French transcripts. Offerors must only complete the sections applicable for which it is submitting an offer. If an Offeror would like to provide these services and have them included as part of their Standing Offer, they must complete the following pricing tables at the time the offer is being submitted.

**B.1.1 FOR THE INITIAL STANDING OFFER PERIOD FROM January 31, 2019 TO December 31, 2019:**

DESCRIPTION		UNIT	PRICE PER UNIT
<b>A – Applicable for offers submitted for stream 1</b>			
Verbatim transcription of client provided audio/video recordings including speeches, scrums, press conferences, interviews etc. (excludes court reporting and radio /TV transcripts)			
Standard delivery: between four (4) to six (6) times the length of the recording (in hours);		Per word	\$ _____
Urgent delivery: within 24 hours or under four (4) times the length of the recording (in hours)		Per word	\$ _____
Extended delivery: above six (6) to less than nine (9) times the length of the recording (in hours)		Per word	\$ _____
Discounted delivery timeframe: above nine (9) times the length of the recording (in hours)		Per word	\$ _____
<b>B – Applicable for offers submitted for stream 2</b>			
Verbatim transcription of client provided audio/video recordings including public hearings, inquiries, tribunals agencies (excludes onsite court reporting)			
Standard delivery: between four (4) to six (6) times the length of the recording (in hours);		Per word	\$ _____
Urgent delivery: within 24 hours or under four (4) times the length of the recording (in hours)		Per word	\$ _____
Extended delivery: above six (6) to less than nine (9) times the length of the recording (in hours)		Per word	\$ _____
Discounted delivery timeframe: above nine (9) times the length of the recording (in hours)		Per word	\$ _____
<b>C- Applicable for all offers submitted ( including stream 1 and / or stream 2)</b>			
Setup fee		Per transcript	\$ _____
Standby Fee for conference calls / webcasts		Per 15 minutes	\$ _____
Hard copy	Paper: standard 8.5 x 11 inch paper	Per page	\$ _____
	USB, CD/ DVD	Per USB, CD/DVD	At Cost <sup>1</sup>
Courier delivery			At Cost <sup>1</sup>

<sup>1</sup>Cost is considered a direct expense. The Contractor will be reimbursed its direct expenses reasonably and properly incurred in the performance of the Work. These expenses will be paid at actual cost without markup, upon submission of an itemized statement supported by receipt vouchers.

**B.1.2 FOR THE 1<sup>st</sup> OPTION PERIOD FROM January 1, 2020 TO December 31, 2020:**

DESCRIPTION		UNIT	PRICE PER UNIT
<b>A – Applicable for offers submitted for stream 1</b>			
Verbatim transcription of client provided audio/video recordings including speeches, scrums, press conferences, interviews etc. (excludes court reporting and radio /TV transcripts)			
Standard delivery: between four (4) to six (6) times the length of the recording (in hours);		Per word	\$ _____
Urgent delivery: within 24 hours or under four (4) times the length of the recording (in hours)		Per word	\$ _____
Extended delivery: above six (6) to less than nine (9) times the length of the recording (in hours)		Per word	\$ _____
Discounted delivery timeframe: above nine (9) times the length of the recording (in hours)		Per word	\$ _____
<b>B – Applicable for offers submitted for stream 2</b>			
Verbatim transcription of client provided audio/video recordings including public hearings, inquiries, tribunals agencies (excludes onsite court reporting)			
Standard delivery: between four (4) to six (6) times the length of the recording (in hours);		Per word	\$ _____
Urgent delivery: within 24 hours or under four (4) times the length of the recording (in hours)		Per word	\$ _____
Extended delivery: above six (6) to less than nine (9) times the length of the recording (in hours)		Per word	\$ _____
Discounted delivery timeframe: above nine (9) times the length of the recording (in hours)		Per word	\$ _____
<b>C- Applicable for all offers submitted ( including stream 1 and / or stream 2)</b>			
Setup fee		Per transcript	\$ _____
Standby Fee for conference calls / webcasts		Per 15 minutes	\$ _____
Hard copy	Paper: standard 8.5 x 11 inch paper	Per page	\$ _____
	USB, CD/ DVD	Per USB, CD/DVD	At Cost <sup>1</sup>
Courier delivery			At Cost <sup>1</sup>

<sup>1</sup>Cost is considered a direct expense. The Contractor will be reimbursed its direct expenses reasonably and properly incurred in the performance of the Work. These expenses will be paid at actual cost without markup, upon submission of an itemized statement supported by receipt vouchers.

**B.1.3 FOR THE 2<sup>nd</sup> OPTION PERIOD FROM January 1, 2021 TO December 31, 2021:**

DESCRIPTION		UNIT	PRICE PER UNIT
<b>A – Applicable for offers submitted for stream 1</b>			
Verbatim transcription of client provided audio/video recordings including speeches, scrums, press conferences, interviews etc. (excludes court reporting and radio /TV transcripts)			
Standard delivery: between four (4) to six (6) times the length of the recording (in hours);		Per word	\$ _____
Urgent delivery: within 24 hours or under four (4) times the length of the recording (in hours)		Per word	\$ _____
Extended delivery: above six (6) to less than nine (9) times the length of the recording (in hours)		Per word	\$ _____
Discounted delivery timeframe: above nine (9) times the length of the recording (in hours)		Per word	\$ _____
<b>B – Applicable for offers submitted for stream 2</b>			
Verbatim transcription of client provided audio/video recordings including public hearings, inquiries, tribunals agencies (excludes onsite court reporting)			
Standard delivery: between four (4) to six (6) times the length of the recording (in hours);		Per word	\$ _____
Urgent delivery: within 24 hours or under four (4) times the length of the recording (in hours)		Per word	\$ _____
Extended delivery: above six (6) to less than nine (9) times the length of the recording (in hours)		Per word	\$ _____
Discounted delivery timeframe: above nine (9) times the length of the recording (in hours)		Per word	\$ _____
<b>C- Applicable for all offers submitted ( including stream 1 and / or stream 2)</b>			
Setup fee		Per transcript	\$ _____
Standby Fee for conference calls / webcasts		Per 15 minutes	\$ _____
Hard copy	Paper: standard 8.5 x 11 inch paper	Per page	\$ _____
	USB, CD/ DVD	Per USB, CD/DVD	At Cost <sup>1</sup>
Courier delivery			At Cost <sup>1</sup>

<sup>1</sup>Cost is considered a direct expense. The Contractor will be reimbursed its direct expenses reasonably and properly incurred in the performance of the Work. These expenses will be paid at actual cost without markup, upon submission of an itemized statement supported by receipt vouchers.

**B.1.4 FOR THE 3<sup>rd</sup> OPTION PERIOD FROM January 1, 2022 TO December 31, 2022:**

DESCRIPTION		UNIT	PRICE PER UNIT
<b>A – Applicable for offers submitted for stream 1</b>			
Verbatim transcription of client provided audio/video recordings including speeches, scrums, press conferences, interviews etc. (excludes court reporting and radio /TV transcripts)			
Standard delivery: between four (4) to six (6) times the length of the recording (in hours);		Per word	\$ _____
Urgent delivery: within 24 hours or under four (4) times the length of the recording (in hours)		Per word	\$ _____
Extended delivery: above six (6) to less than nine (9) times the length of the recording (in hours)		Per word	\$ _____
Discounted delivery timeframe: above nine (9) times the length of the recording (in hours)		Per word	\$ _____
<b>B – Applicable for offers submitted for stream 2</b>			
Verbatim transcription of client provided audio/video recordings including public hearings, inquiries, tribunals agencies (excludes onsite court reporting)			
Standard delivery: between four (4) to six (6) times the length of the recording (in hours);		Per word	\$ _____
Urgent delivery: within 24 hours or under four (4) times the length of the recording (in hours)		Per word	\$ _____
Extended delivery: above six (6) to less than nine (9) times the length of the recording (in hours)		Per word	\$ _____
Discounted delivery timeframe: above nine (9) times the length of the recording (in hours)		Per word	\$ _____
<b>C- Applicable for all offers submitted ( including stream 1 and / or stream 2)</b>			
Setup fee		Per transcript	\$ _____
Standby Fee for conference calls / webcasts		Per 15 minutes	\$ _____
Hard copy	Paper: standard 8.5 x 11 inch paper	Per page	\$ _____
	USB, CD/ DVD	Per USB, CD/DVD	At Cost <sup>1</sup>
Courier delivery			At Cost <sup>1</sup>

<sup>1</sup>Cost is considered a direct expense. The Contractor will be reimbursed its direct expenses reasonably and properly incurred in the performance of the Work. These expenses will be paid at actual cost without markup, upon submission of an itemized statement supported by receipt vouchers.



**B.1.5 FOR THE 4th OPTION PERIOD FROM January 1, 2023 TO December 31, 2023:**

DESCRIPTION		UNIT	PRICE PER UNIT
<b>A – Applicable for offers submitted for stream 1</b>			
Verbatim transcription of client provided audio/video recordings including speeches, scrums, press conferences, interviews etc. (excludes court reporting and radio /TV transcripts)			
Standard delivery: between four (4) to six (6) times the length of the recording (in hours);		Per word	\$ _____
Urgent delivery: within 24 hours or under four (4) times the length of the recording (in hours)		Per word	\$ _____
Extended delivery: above six (6) to less than nine (9) times the length of the recording (in hours)		Per word	\$ _____
Discounted delivery timeframe: above nine (9) times the length of the recording (in hours)		Per word	\$ _____
<b>B – Applicable for offers submitted for stream 2</b>			
Verbatim transcription of client provided audio/video recordings including public hearings, inquiries, tribunals agencies (excludes onsite court reporting)			
Standard delivery: between four (4) to six (6) times the length of the recording (in hours);		Per word	\$ _____
Urgent delivery: within 24 hours or under four (4) times the length of the recording (in hours)		Per word	\$ _____
Extended delivery: above six (6) to less than nine (9) times the length of the recording (in hours)		Per word	\$ _____
Discounted delivery timeframe: above nine (9) times the length of the recording (in hours)		Per word	\$ _____
<b>C- Applicable for all offers submitted ( including stream 1 and / or stream 2)</b>			
Setup fee		Per transcript	\$ _____
Standby Fee for conference calls / webcasts		Per 15 minutes	\$ _____
Hard copy	Paper: standard 8.5 x 11 inch paper	Per page	\$ _____
	USB, CD/ DVD	Per USB, CD/DVD	At Cost <sup>1</sup>
Courier delivery			At Cost <sup>1</sup>

<sup>1</sup>Cost is considered a direct expense. The Contractor will be reimbursed its direct expenses reasonably and properly incurred in the performance of the Work. These expenses will be paid at actual cost without markup, upon submission of an itemized statement supported by receipt vouchers.

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**ANNEX "C"**

**NON DISCLOSURE AGREEMENT**

I, \_\_\_\_\_, recognize that in the course of my work as an employee or subcontractor of \_\_\_\_\_, I may be given access to information by or on behalf of Canada in connection with the Work, pursuant to Contract Serial No. \_\_\_\_\_ between Her Majesty the Queen in right of Canada, represented by the Minister of Public Works and Government Services and \_\_\_\_\_, including any information that is confidential or proprietary to third parties, and information conceived, developed or produced by the Contractor as part of the Work. For the purposes of this agreement, information includes but not limited to: any documents, instructions, guidelines, data, material, advice or any other information whether received orally, in printed form, recorded electronically, or otherwise and whether or not labeled as proprietary or sensitive, that is disclosed to a person or that a person becomes aware of during the performance of the Contract.

I agree that I will not reproduce, copy, use, divulge, release or disclose, in whole or in part, in whatever way or form any information described above to any person other than a person employed by Canada on a need to know basis. I undertake to safeguard the same and take all necessary and appropriate measures, including those set out in any written or oral instructions issued by Canada, to prevent the disclosure of or access to such information in contravention of this agreement.

I also acknowledge that any information provided to the Contractor by or on behalf of Canada must be used solely for the purpose of the Contract and must remain the property of Canada or a third party, as the case may be.

I agree that the obligation of this agreement will survive the completion of the Contract Serial No.:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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## ANNEX "D"

### SECURITY REQUIREMENTS CHECK LIST

APPLICABLE for call-ups with Reliability Status requirement ONLY



Government of Canada  
Gouvernement du Canada

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Security Classification / Classification de sécurité  
UNCLASSIFIED

#### SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	Public Works and Government Services Canada	2. Branch or Directorate / Direction générale ou Direction Communications Procurement
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Transcription of Client Supplied Audio		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c.) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c.)		<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to / Limité à : <input type="checkbox"/>	Restricted to / Limité à : <input type="checkbox"/>	Restricted to / Limité à : <input type="checkbox"/>
Specify country(ies) / Préciser le(s) pays :	Specify country(ies) / Préciser le(s) pays :	Specify country(ies) / Préciser le(s) pays :
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité  
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**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes  
Non Oui  
If Yes, indicate the level of sensitivity.  
Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes  
Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

**PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)**

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:

Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No ☐ Yes  
Non Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté? ☒ No ☐ Yes  
Non Oui

**PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)**

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?  
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes  
Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?  
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? ☒ No ☐ Yes  
Non Oui

**PRODUCTION**

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?  
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? ☒ No ☐ Yes  
Non Oui

**INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)**

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes  
Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☒ No ☐ Yes  
Non Oui

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité  
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of Canada

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UNCLASSIFIED

**PART C - (continued) / PARTIE C - (suite)**

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.  
Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.  
Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL  CONFIDENTIEL	SECRET	TOP SECRET  TRÈS SECRET	NATO RESTRICTED  NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL  NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET  COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET  TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non

☐ Yes  
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non

☐ Yes  
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

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File No. - N° du dossier  
cy034.EN578-191384

Buyer ID - Id de l'acheteur  
cy034  
CCC No./N° CCC - FMS No./N° VME

**APPLICABLE for call-ups with Reliability Status and Document Safeguarding up to Protected B requirement ONLY**



Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat

EN578-191384/B

Security Classification / Classification de sécurité  
UNCLASSIFIED

**SECURITY REQUIREMENTS CHECK LIST (SRCL)**

**LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction Communications Procurement
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant
4. Brief Description of Work / Brève description du travail Transcription of client supplied audio		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>	NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	SECRET <input type="checkbox"/>
TOP SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	TOP SECRET <input type="checkbox"/>
TRÈS SECRET <input type="checkbox"/>		TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) <input type="checkbox"/>
TRÈS SECRET (SIGINT) <input type="checkbox"/>		TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité  
UNCLASSIFIED

Canada

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cy034  
CCC No./N° CCC - FMS No./N° VME



Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat

EN578-191384/B

Security Classification / Classification de sécurité  
UNCLASSIFIED

**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes  
Non Oui

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes  
Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

**PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)**

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET- SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:

Commentaires spéciaux : \_\_\_\_\_

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No ☐ Yes  
Non Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté? ☒ No ☐ Yes  
Non Oui

**PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)**

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?  
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? ☐ No ☒ Yes  
Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?  
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? ☒ No ☐ Yes  
Non Oui

**PRODUCTION**

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?  
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? ☒ No ☐ Yes  
Non Oui

**INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)**

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☐ No ☒ Yes  
Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☒ No ☐ Yes  
Non Oui

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Security Classification / Classification de sécurité  
UNCLASSIFIED

Canada

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Government  
of Canada

Gouvernement  
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Security Classification / Classification de sécurité  
UNCLASSIFIED

**PART C - (continued) / PARTIE C - (suite)**

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.  
Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.  
Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL  CONFIDENTIEL	SECRET	TOP SECRET  TRÈS SECRET	NATO RESTRICTED  NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET  COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET  TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens Production		✓														
IT Media / Support TI		✓														
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non

☐ Yes  
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non

☐ Yes  
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



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cy034.EN578-191384

Buyer ID - Id de l'acheteur  
cy034  
CCC No./N° CCC - FMS No./N° VME

**APPLICABLE for call-ups with reliability status, document safeguarding and IT requirement ONLY**



Government  
of Canada  
Gouvernement  
du Canada

Contract Number / Numéro du contrat

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Security Classification / Classification de sécurité  
UNCLASSIFIED

**SECURITY REQUIREMENTS CHECK LIST (SRCL)  
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction Communications Procurement
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant
4. Brief Description of Work / Brève description du travail Transcription of Client Supplied Audio		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c.) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c.)		<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with <b>no</b> overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale <b>sans</b> entreposage de nuit?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité  
UNCLASSIFIED

Canada

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cy034.EN578-191384

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cy034  
CCC No./N° CCC - FMS No./N° VME



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Gouvernement du Canada

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Security Classification / Classification de sécurité  
UNCLASSIFIED

**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes  
Non Oui  
If Yes, indicate the level of sensitivity:  
Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes  
Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

**PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)**

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMBLEMES			

Special comments:

Commentaires spéciaux : \_\_\_\_\_

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No ☐ Yes  
Non Oui  
If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté? ☒ No ☐ Yes  
Non Oui

**PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)**

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?  
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? ☐ No ☒ Yes  
Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?  
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? ☒ No ☐ Yes  
Non Oui

**PRODUCTION**

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?  
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? ☒ No ☐ Yes  
Non Oui

**INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)**

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☐ No ☒ Yes  
Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☐ No ☒ Yes  
Non Oui

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UNCLASSIFIED

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Government  
of Canada

Gouvernement  
du Canada

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EN578-191384/C

Security Classification / Classification de sécurité  
UNCLASSIFIED

**PART C - (continued) / PARTIE C - (suite)**

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.  
Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET Très Secret	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC Très Secret	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET Très Secret
											A	B	C			
Information / Assets Renseignements / Biens		✓														
Production																
IT Media / Support TI		✓														
IT Link / Lien électronique		✓														

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non

☐ Yes  
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non

☐ Yes  
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

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## IT Security Requirements Technical Document

This document outlines the IT Security requirements for call-ups under standing offer number EN578-171290 for the processing of protected information up to and including the level of PROTECTED B.

The Security requirements for the call-up are those included in the Operational Security Standard: Management of Information Technology Security (MITS).

Following are additional requirements:

1. Each Contractor requiring access to PROTECTED information must hold a valid RELIABILITY STATUS security clearance, granted by the Canadian Industrial Security Directorate (CISD) of Public Works and Government Services Canada (PWGSC).
2. The Contractor shall not provide access to information to subcontractors, volunteers, offenders or other parties, unless individuals have been authorized by (*Department Name*), hold a valid RELIABILITY STATUS clearance and have a legitimate need-to-know for the information provided via that system.
3. The Contractor shall not grant individuals without a RELIABILITY STATUS security clearance access to computers that are or were previously used to process (*Department Name*) information or permit those same individuals to assist with the care or operation of the computer systems used to access (*Department Name*) information.
4. The Contractor shall ensure that all of its employees who are involved in this contract are completely aware of their security obligations related to the handling of PROTECTED information.
5. If PROTECTED information is stored or processed on a computer belonging to the Contractor and/or on removable media such as a USB flash drive, the information must be protected by a strong password and encrypted using a product that meets the Federal Information Processing Standard 140-2 (FIPS 140-2).
6. The Contractor shall operate computers used to complete the contract only in an Operations Zone as defined in the Treasury Board's Operational Security Standard on Physical Security.
7. When not in use, the Contractor(s) must secure all sensitive material stored in removable computer media in a RCMP-approved security container.
8. The Contractor shall ensure that the screen and printed output is not viewable by unauthorized people.
9. The Contractor transporting any PROTECTED information must use a RCMP-approved locking dispatch case (i.e. briefcase) and follow operational standards while handling it.
10. Electronic exchange of PROTECTED information must be encrypted using a product that meets FIPS 140-2 standard.
11. All documentation produced or completed by the Contractor, which contains PROTECTED information shall have its sensitivity labeled in the upper right hand corner on the face of each page of the document. Also all hardware devices (e.g. PCs, printers, removable storage media and backup tapes) will be labelled appropriately. (Security Markings).
12. When using remote access on the Information System (IS) the company shall utilize a VPN solution that requires two tier authentication; is secure and monitored to prevent cyber attacks and unauthorized access. The employee using a VPN must be made aware of the risks and understand the potential threats.

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13. Government contractual data is to be segregated from other contractual data and corporate data in a way which allows all government contractual data to be immediately security wiped upon request of the client.
14. All hard disks, removable media, backup media, etc that contain PROTECTED information shall be disposed of using security procedures defined in the Clearing and Declassifying Electronic Data Storage Devices (ITSG-06) to ensure no residual PROTECTED data can be read off these devices, this would also include printers, multi-function printers and photocopiers which utilize an internal hard drive.
15. Unless prescribed otherwise by law, the Contractor must permanently remove all sensitive electronic information that belongs to or was processed in the completion of the contract, from any storage medium belonging to the Contractor or any of its agents.
16. The Contractor shall ensure direct supervision of individuals without a valid RELIABILITY STATUS security clearance if/when they are to service or maintain a computer used to process PROTECTED information on the contractor's premises.
17. If there is a requirement to service a computer that is used to store and/or process PROTECTED information outside of the Contractor's premises, any hard disk(s) containing PROTECTED information must be removed and secured with the Contractor prior to the computer being removed from the premises.
18. If it has been determined that the computer hard disk used to process or store PROTECTED information is no longer serviceable, the Contractor shall surrender the hard disk for destruction.
19. When using wireless, it is to conform to the configuration guidelines in ITSPSR-21A.
20. The Contractor is liable for any damages incurred as a result of the compromise of any PROTECTED information.
21. The Contractor must report to the Project Authority, any loss or theft of PROTECTED information within two hours of detection.
22. The Contractor may request a copy of all applicable departmental policies and standards from the Project Authority.



## APPENDIX 1 TO STATEMENT OF WORK

### TRANSCRIPT SPECIFICATIONS SHEET

The following specifications apply to all transcripts under this call-up unless otherwise specified by the Project Authority.

Format requirement	Specifications (if applicable)
Information required on title page	
Information required on index page	
Information required on witness page	
Number of Lines per page	
Average number of words per page	
Line Spacing	
Indentation for new paragraphs and/or new speakers	
Font type	
Font size	
Top margin	
Bottom margin	
Left margin	
Right margin	
Page numbering / referencing specifications	
Header information	
Footer information	
Certification / signature block specifications	
Binding information for paper copies	
Software version required (i.e. MS Word 2016)	
Identification required on electronic media	
Labels (i.e. for CDs)	

Solicitation No. - N° de l'invitation  
EN578-191384/A  
Client Ref. No. - N° de réf. du client  
EN578-191384

Amd. No. - N° de la modif.  
File No. - N° du dossier  
cy034.EN578-191384

Buyer ID - Id de l'acheteur  
cy034  
CCC No./N° CCC - FMS No./N° VME

Language version (i.e. English / French Canada)	
Additional notes (i.e. speakers, recess, adjournment, start / finish time times etc.)	
Pickup and delivery specifications	
Additional information or other requirement:	



Solicitation No. - N° de l'invitation  
EN578-191384/A  
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## **APPENDIX 2 to PART 3 OF THE REQUEST FOR STANDING OFFERS**

### **ELECTRONIC PAYMENT INSTRUMENTS**

The Offeror accepts to be paid by any of the following Electronic Payment Instrument(s):

- ☐ ( ) VISA Acquisition Card;
- ☐ ( ) MasterCard Acquisition Card;
- ☐ ( ) Direct Deposit (Domestic and International);