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K1A 0S5

Bid Fax: (819) 997-9776

SOLICITATION AMENDMENT

MODIFICATION DE L'INVITATION

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

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

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Systems Software Procurement Division / Division des
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Title - Sujet Linguistic Management System	
Solicitation No. - N° de l'invitation EN578-170004/B	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client EN578-170004	Date 2018-11-29
GETS Reference No. - N° de référence de SEAG PW-\$\$EE-006-33702	
File No. - N° de dossier 006ee.EN578-170004	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-01-18	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B.	
Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Dhir, Shaveta	Buyer Id - Id de l'acheteur 006ee
Telephone No. - N° de téléphone (613) 720-9354 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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

The Request for Proposal (RFP) Amendment 003 is issued to respond to questions from the industry.

QUESTIONS AND ANSWERS

Question 1:

As a US-based company, are we only able to bid as a sub-contractor with a Canadian based main contractor?

Response 1:

Companies from Canada and Outside Canada can submit a proposal for this Request for Proposal (RFP). There are security requirements associated with this RFP.

The Security Policy Implementation Notice released from TBS late 2017 states that all Protected B information must reside on servers situated in Canada. That does not stop other companies from outside Canada from bidding on the RFP, but they must have the capability to host the information within Canada's borders, and to comply with security requirements/clauses for international contracts. For more information: <http://www.tpsgc-pwgsc.gc.ca/esc-src/international-eng.html>.

The contractor will have to comply with the security requirements/clauses whenever foreign resources are involved in the contract. Go to the PWGSC website for more information: <http://www.tpsgc-pwgsc.gc.ca/esc-src/international-eng.html>.

Question 2:

Would our support team be allowed to access the system (e.g. for a software upgrade) or would we have to train the main contractor's staff accordingly?

Response 2:

The **LSRMS Solution** must be a Contractor Managed Service which uses provider applications hosted on the Contractor or Subcontractor infrastructure. It is expected that the "Main" Contractor who manages the Solution is responsible for all software upgrade activities to any **LSRMS Solution** components, and must adhere to the Security requirements outlined in the SOW Annex A and implementation notice released from TBS late 2017 identified that all Protected B information must reside in Canada. For more information: <http://www.tpsgc-pwgsc.gc.ca/esc-src/international-eng.html>

Question 3:

We are a translation business management system and would partner with a CAT tool provider for the final solution. Could we partner with a CAT tool that has not responded to the RFI if we think they would be the best match for your specific requirements?

Response 3:

Bidders can respond to this RFP even if they have not participated in the RFI process.

Question 4:

Paragraph 2.6 states that suggestions can be made to improve the system, and we believe that the language services request management system and CAT tools should be separated, and of course interconnected. Translation memory technologies are evolving very rapidly (conventional memories, machine translation, etc.). A system that is too highly integrated (total dependence between the management tool and the translation memory) would, in our opinion, be a very risky choice. A translation memory independent management system, based on multiple connectors, will be much more flexible and can adapt to this evolution. Are you open to a separation of the management application and the CAT tools used?

Response 4:

The requirements remains unchanged. We are looking for an integrated **LSRMS Solution** managed and hosted by the bidder.

Question 5:

Page 29 a) Add new features or change the functionality of existing features. Can you specify what you mean by characteristics?

Response 5:

The word "characteristic" in the French SOW refers to "attributes" in the English SOW (SECTION A – GENERAL REQUIREMENTS, GEN-INTFC-09.1 item "a").

Question 6:

(Chapter 3.7) Do you already have an idea of the external commercial CAT tools (including memory, analyzer, editor, terminology base, quality assurance) in which you would be interested? Do you expect us to propose integrations with commercial translation memories in the proposal?

Response 6:

PWGSC will not comment on a Bidder's proposed technical solution during the RFP phase. We are looking for an integrated **LSRMS Solution** managed and hosted by the bidder. The winning proposal will be chosen pursuant to the evaluation criteria outlined in the RFP.

Question 7:

Does the LSRMS need to include a connector with your existing corpus? If so, do you have an API?

Response 7:

PWGSC will not comment on a Bidder's proposed technical solution during the RFP phase however, PWGSC has developed a rest API for Memory Services (MegaCorpus) which allows for integration.

Question 8:

If we are hosting the CAT tool, should we also host your corpus?

Response 8:

Please refer to GEN-SOLN--01. The **LSRMS Solution** must be a Contractor Managed Service which uses provider's applications hosted on the Contractor or a SubContractor infrastructure, that is secure, is working, is complete, is bug free, and is entirely hosted in Canada which includes Contractor or SubContractor data centers, the underlying service infrastructure, network, database, web, application servers, operating systems, virtual machines, and storage. The **LSRMS Solution** should reside on the Contractor's environment including the Corpus for details refer to 1.7 VOLUMETRIC DATA.

Question 9:

Do you have a template of security and minimum financial requirements before filing the 3rd version?

Response 9:

Security requirements are included in Part 7 (7.5 and 7.14) and in Appendix A (SOW) in sections 5.3 and Appendix G in the SOW. In release 2 of the RFP we added Annex B – Basis of Payment - Price Schedule.

Question 10:

Pages 65. Is it possible to obtain a document related to PSPC standards?

Response 10:

Refer to section 2.2 LEGISLATION, REGULATIONS, POLICIES, DIRECTIVES, STANDARDS AND GUIDELINES in Annex A of the SOW.

Question 11:

Within 3.5 SECTION D - WORKFLOW MANAGEMENT = Please describe in more detail the main/required functionality for interpretation tasks, workflows, jobs, projects?

Response 11:

Please refer to 3.6 SECTION E – Workload Management, 3.6.2 Requirements WL-6

The **LSRMS Solution** should allow a User with the proper role, access rights, and permission to schedule the following;

- a) Tasks,
- b) Events,
- c) Local and remote resource(s) across different time zones,
- d) Catering,
- e) Equipment,
- f) Meeting rooms, and
- g) Assign workstations.

Question 12:

Within 4.3 INTEROPERABILITY WITH OTHER SYSTEMS AND ENVIRONMENTS - 4.4 LSRMS TECHNOLOGY REQUIREMENTS = Is the Bureau seeking an all-in-one solution? If it can be multiple tools/companies combined, what are the requirements for bid submission in this scenario?

Response 12:

The **LSRMS Solution** provided to the Client by the Contractor must use the applications running on the Contractor Managed service infrastructure, be secure, Web Based, and accessible from TB client devices through a web browser that is supported by GC. It is not required that the features and functionalities be provided natively within one application, however, the Contractor must ensure the applications are integrated seamlessly.

PWGSC will not comment on a Bidder's proposed technical solution during the RFP phase. We are looking for an integrated **LSRMS Solution** managed and hosted by the bidder.

Bid Preparation Instructions will be included in the RFP Release 3 which is planned to be published on Buy and Sell for end of November 2018.

Question 13:

Within 5.4.5 SERVICE DESK = Please elaborate on the help desk/service desk concept/structure? do we/they provide training? elaborate on internal/external manpower requirements/options? (Pertaining to 6.7.2 On-Going Support Services, 6.7.3 Maintenance, etc).

Response 13:

"Please elaborate on the help desk/service desk concept/structure?"

Refer to 5.4.5.4 Service Desk Structure, 5.4.5.5 Service Desk Requirements (SRV-DESK-03), and 5.4.5.6 First Point of Contact.

"do we/they provide training?"

Refer to 6.13.2 Training and Knowledge Transfer, 6.13.3 Documentation, 6.13.4 Requirements.

"elaborate on internal/external manpower requirements/options? (pertaining to 6.7.2 On-Going Support Services, 6.7.3 Maintenance, etc)"

The Contractor will be responsible to determine the manpower required to support the proposed **LSRMS Solution**.

Question 14:

Within 7.2 ADDITIONAL WORK = What types of current/potential customization's/developments is the TB using? An existing CRM ? DMS ? CMS? plugins ? active/current local/web-based, 3rd party connectivity? (Pertaining to 7.2.1 Additional System Configuration, 7.2.2 Legacy Data Migration, 7.2.3 Third Party Integration, etc.).

Response 14:

There is minimal current/potential customizations/developments being done on the legacy system. (Pertaining to 7.2.1 Additional System Configuration, 7.2.2 Legacy Data Migration, 7.2.3 Third Party Integration, etc.). Until the **LSRMS Solution** is chosen and implemented we cannot forecast what additional professional services will be required.

Question 15:

Within 7.10.7 c) of Appendix A = Can you please explain the term "shrink-wrap" or "click-wrap" conditions?

Response 15:

Canada is not bound by and does not accept any "shrink-wrap" or "click-wrap" conditions or any other conditions, express or implied, that are contained in or on the software packaging or conditions that may accompany the software in any manner, regardless of any notification to the contrary.

Question 16:

Within WL-06 of point 3.6.2 = Can you clarify the difference between Task and Event?

Response 16:

An "event" is related to Conference, Parliament, and Visual Interpretation Service refer to SOW - 10 APPENDIX C – TRANSLATION BUREAU REPORTS

Question 17:

Within WL-13 = (when speaking of Task comment history with a User name or ID, and time stamp) do you mean a discussion forum-like functionality that would be connected to the specific Task itself?

Response 17:

It is expected that a task should be able to capture text related to a task with a User name or ID, and time stamp.

Question 18:

Within WL-29 = can you please specify what requirements do you have for the API? We have an API, but we would like to ask about your expectations about the availability of specific commands within the API. Maybe you can provide more information on what kind of functionality is desired from the connection of **LSRMS Solution** and 3rd party calendar applications? If you have any specific application in mind or a sort-list thereof, can you please share it?

Response 18:

The requirements remains unchanged. PWGSC will not comment on a Bidder's proposed technical solution during the RFP phase. We are looking for an integrated **LSRMS Solution** managed and hosted by the bidder.

Question 19:

Within WL-37 = can you explain the idea of residual words? Should this number be accessible for manual editing?

Response 19:

"can you explain the idea of residual words?"

This requirement pertains to external linguistics service providers that are used for translation where the residual words would be the number of words remaining in their contract for example if an LSP had a 1000 word capacity of which 750 were used then the residual words remaining would 250 words.

"Should this number be accessible for manual editing?"
No

Question 20:

Within WL-38 = can you please describe a real-live scenario of such a situation? Is the desired productivity tied to the specific translation project as requested?

Response 20:

We believe that WL-38 contains a scenario "The **LSRMS Solution** should allow a User with the proper role, access rights and permission to add, edit and delete the word scale used to calculate the hours planned for invoicing and the hours planned for execution based on the service requested by the TB client for example: Translation 214 words/hour, and Revision 856 words/hour."

Question 21:

Within WL-40 = We are able to monitor the capacity of all Resources based on the work assigned to them within our system. Having said that, if the same Resource performs work on an assignment for somebody else than the Translation Bureau, we will not be able to report it and reflect in this Resource's capacity. Would you consider this as meeting this specific requirement or not?

Response 21:

PWGSC will not comment on a Bidder's proposed technical solution during the RFP phase. The winning proposal will be chosen pursuant to the evaluation criteria outlined in the RFP.

Question 22:

We just wanted to make sure we understand the deliverables, can you please confirm that there are no deliverables associated until now and the instructions will be provided in the RFP Part 3 – Bid Preparation Instructions?

Response 22:

The RFP Release 3 is planned for end of November 2018 and will include Bid preparation instructions, Evaluation Plan and will also include all required deliverables.

Question 23:

The translation workflow on page 20 of Annex is not fully legible; please be so kind as to send this to us separately, with a larger size if possible.

Response 23:

The pdf version of the SOW - Translation Workflow is included in this amendment 3.

Question 24:

Question PRTL-COMM-08.1 asks for the tool to "enable and facilitate communication". How exactly do you need communication to take place? Through a live chat function, comments function, or something else?

Response 24:

The requirements remains unchanged. PWGSC will not comment on a Bidder's proposed technical solution during the RFP phase.

Question 25:

In reference to question ARA-ADT-04.6, can you confirm why the Translation Bureau would need to import audit data? Could you provide a sample use case?

Response 25:

PWGSC has removed this requirement. Use case is not available.

Question 26:

In reference to question ARA-ANLT-02.3, can you confirm why the Translation Bureau would need to import analytical information to the TMS? Could you provide a sample use case?

Response 26:

PWGSC would like the capability in the event that it may be required.

Question 27:

In reference to question CAT-TRMB-07.5 and auto-term extraction, what are your expectations of this functionality?

Response 27:

The auto-term extraction refers to automatically extract terms from specialized corpora for different purposes such as constructing dictionaries, thesauruses or translation memories.

Question 28:

In reference to question CAT-EDIT-04.6, can you confirm what you mean by "Advanced Highlighting"?

Response 28:

The reference to "Advanced Highlighting" should be a configurable advanced highlighting filter options to determine exactly which segments have been added or modified, when manipulating the content, options are provided anticipating the user's next steps, highlight MT or TM suggestions, when translating a sentence, the corresponding sentence in the original document is highlighted, alignments made by the system are highlighted.

Question 29:

Will a proof of concept be required as part of the RFP process?

Response 29:

A proof of concept will not be part of the RFP process however, a Rated Demo will be required as part of the RFP process.

Question 30:

What is the proposed go-to-production timeline?

Response 30:

Refer to SOW Annex A section 6.7 TRANSITION SERVICES sub section 6.7.1 Transition-In Services. "The **LSRMS Solution** must ready for deployment no later than 12 months after Contract Award."

Question 31:

Can a vendor still participate if they only focus on the translation part of the proposal and not the interpretation services?

Response 31:

The requirement remains unchanged. PWGSC will not comment on a Bidder's proposed technical solution during the RFP phase. We are looking for an integrated **LSRMS Solution** managed and hosted by the bidder.

Question 32:

This question stems from the following statement: The **LSRMS Solution** must be a Contractor Managed Service which uses providers applications hosted on Contractor or Subcontractor infrastructure, that is secure, is working, is complete, is bug free, and is entirely hosted in Canada which includes Contractor or Subcontractor data centers, the underlying service infrastructure, network, database, web, application servers, operating systems, virtual machines, and storage. I feel as if all software is prone to some bugs, so what exactly is meant by that particular statement?

Response 32:

The **LSRMS Solution** and any related component must be fully operational without any critical, major and moderate bugs that would impact the use of the solution by the users.

Question 33:

If our servers are based outside of Canada does that exclude us completely?

Response 33:

Companies from Canada and Outside Canada can submit a proposal for this Request for Proposal (RFP). There are security requirements associated with this RFP.

The Security Policy Implementation Notice released from TBS late 2017 identified that all Protected B information must reside in Canada. That does not stop other companies from outside Canada bidding on the RFP but they have to have the capability to host the information within Canada's borders and to comply with security requirements/clauses for international contracts. For more information: <http://www.tpsgc-pwgsc.gc.ca/esc-src/international-eng.html>".

There are some tasks that cannot be performed outside of Canada, such as SOC, NOC, Service Desk, Integration and Operational support.

The contractor will have to comply to the security requirements/clauses whenever foreign resources are involved in the contract. Go to the PWGSC website for more information: <http://www.tpsgc-pwgsc.gc.ca/esc-src/international-eng.html>".

Question 34:

Does a firm taking on a specific assignment without any knowledge of the work performed by the subcontractor, and that work does not preclude a fair competition, with respect to this RFP, be excluded from bidding? It is requested that such an exclusion be removed.

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EN578-170004/E
Client Ref. No. - N° de réf. du client
EN976-180875

Amd. No. - N° de la modif.
003
File No. - N° du dossier
EN976-180875

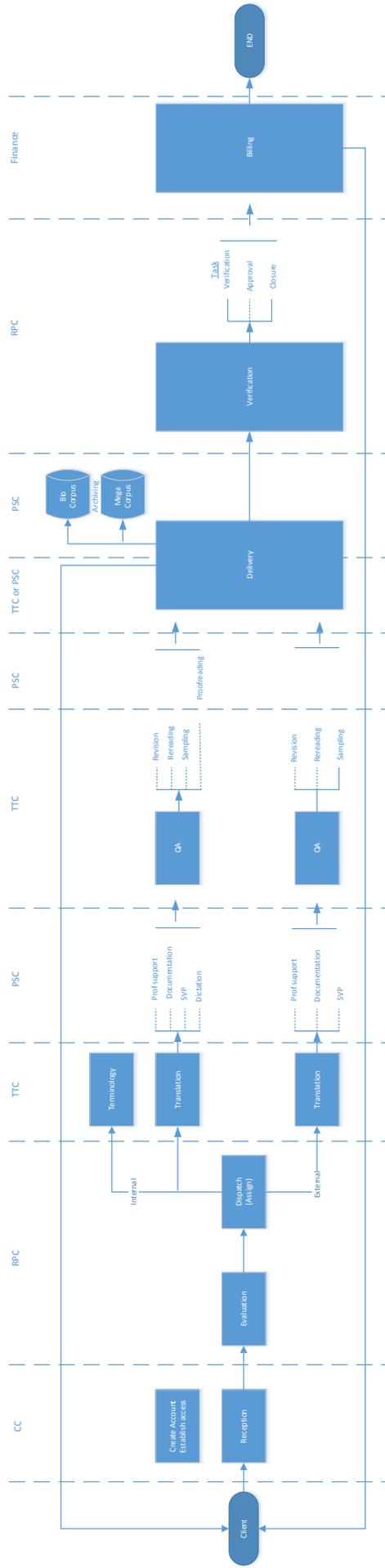
Buyer ID - Id de l'acheteur
006ee
CCC No./N° CCC - FMS No./N° VME

Response 34:

Further to the notification of excluded parties to the LSRMS process as set out at subsection 1.6.2 of the solicitation, PSPC has reviewed the circumstances which led to the exclusion of CGI and its subcontractor from the process and has determined that CGI was not in a conflict of interest and that Jacob Zwiers is the only party to be excluded from the remainder of the process. Specifically, this means that all potential bidders cannot engage Jacob Zwiers in responding to this requirement. CGI may bid and/or participate in other party's bids.

Bidders are invited to ask questions about the RFP or make submissions indicating their perception of how the Statement of Work is preferring one supplier over others.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.



CC - Contact Center
 RPC - Reception Center
 TTC - Translation Terminology Center
 PSC - Professional Support Center
 Fin - Finance