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Gatineau
Québec

K1A 0S5

Bid Fax: (819) 997-9776

Revision to a Request for a Standing Offer

Révision à une demande d'offre à commandes

Departmental Individual Standing Offer (DISO)

Offre à commandes individuelle du département(OCID)

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

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

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Communication Procurement Directorate/Direction de
l'approvisionnement en communication
360 Albert St./ 360, rue Albert
12th Floor / 12ième étage
Ottawa
Ontario
K1A 0S5

Title - Sujet Transcription Services	
Solicitation No. - N° de l'invitation EN578-191384/A	Date 2018-12-11
Client Reference No. - N° de référence du client EN578-19-1384	Amendment No. - N° modif. 002
File No. - N° de dossier cy034.EN578-191384	CCC No./N° CCC - FMS No./N° VME
GETS Reference No. - N° de référence de SEAG PW-\$\$CY-034-75895	
Date of Original Request for Standing Offer Date de la demande de l'offre à commandes originale	
2018-11-27	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-12-21	
Time Zone Fuseau horaire Eastern Standard Time EST	
Address Enquiries to: - Adresser toutes questions à: Stone, Caitlin	Buyer Id - Id de l'acheteur cy034
Telephone No. - N° de téléphone (343) 548-8791 ()	FAX No. - N° de FAX () -
Delivery Required - Livraison exigée	
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	
Security - Sécurité This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.	

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required Accusé de réception requis	Yes - Oui <input type="checkbox"/>	No - Non <input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
For the Minister - Pour le Ministre		

QUESTION AND ANSWER SERIES 1

Q1. Can Public Services and Procurement Canada (PSPC) confirm under which Stream enforcement interviews would fall under? Examples of an enforcement interview would include interviews by law enforcement, government agencies, or investigators.

A1. Enforcement interviews would be categorized under Stream 1 of the Standing Offer.

Q2. Can PSPC confirm if the values and proportions (rate of requests for Standard vs. Urgent delivery) selected at Section 4.1.3. "Financial Evaluation", are indicative of the expected level of effort required by the successful Bidder(s)?

A2. The values included at Section 4.1.3. are for evaluation purposes only. They are not indicative of the expected level of effort. Successful bidders will be ranked based on the lowest price offered when being selected for the award of a Standing Offer.

Q3. At the Basis of Payment at Annex B, can PSPC please clarify why a 24 hour turn-around is specified for Urgent Delivery pricing?

A3. The reference to the 24-hour turn around period has been removed. The emphasis for Urgent Delivery is on the "under four (4) times the length of the recording (in hours)". Please see the solicitation amendment within. Bidders should use these updated tables to submit their pricing.

Q4. Can PSPC confirm if it is acceptable to submit a sample with the security level designated as Protected B?

A4. For this requirement, would it be suitable to submit a sample designated at the level of Protected B.

Q5. Can PSPC confirm if all proposal documents (including samples of transcripts) can be submitted in Adobe Acrobat (pdf) format?

A5. Please refer to Part 3 of the RFSO. If the Bidder is submitting a Hard Copy bid, they are also required to provide a duplicate Soft Copy (on USB or CD). PDF is a suitable format. In the event of a discrepancy, the Hard Copy will prevail, therefore if the Bidder is submitting a Hard Copy bid, they SHOULD NOT submit their samples (or other portions of their bid) in soft copy only.

If a Bidder is submitting electronically through E-Post Connect, the system is capable of accepting PDF documents.

Q6. Can PSPC confirm if it is acceptable to submit samples from the same client department, but from different events? The time, content and participants would differ between examples.

A6. Yes, it would be acceptable to submit two different samples from the same client department.

END OF QUESTION AND ANSWER SERIES 1

AMENDMENT 002 IS RAISED TO UPDATE THE BASIS OF PAYMENT. THE CHANGE IS AS FOLLOWS:

1. **AT** Annex B, Basis of Payment, **DELETE** in its entirety; and **REPLACE** with the following:

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 offerer'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
A – Applicable for offers submitted for stream 1			
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: 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 – Applicable for offers submitted for stream 2			
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: 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	\$ _____
C- Applicable for all offers submitted (including stream 1 and / or stream 2)			
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 ¹
Courier delivery			At Cost ¹

¹Cost 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 1st OPTION PERIOD FROM January 1, 2020, TO December 31, 2020:

DESCRIPTION		UNIT	PRICE PER UNIT
A – Applicable for offers submitted for stream 1			
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: 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 – Applicable for offers submitted for stream 2			
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: 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	\$ _____
C- Applicable for all offers submitted (including stream 1 and / or stream 2)			
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 ¹
Courier delivery			At Cost ¹

¹Cost 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 2nd OPTION PERIOD FROM January 1, 2021, TO December 31, 2021:

DESCRIPTION		UNIT	PRICE PER UNIT
A – Applicable for offers submitted for stream 1			
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: 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 – Applicable for offers submitted for stream 2			
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: 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	\$ _____
C- Applicable for all offers submitted (including stream 1 and / or stream 2)			
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 ¹
Courier delivery			At Cost ¹

¹Cost 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 3rd OPTION PERIOD FROM January 1, 2022, TO December 31, 2022:

DESCRIPTION		UNIT	PRICE PER UNIT
A – Applicable for offers submitted for stream 1			
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: 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 – Applicable for offers submitted for stream 2			
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: 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	\$ _____
C- Applicable for all offers submitted (including stream 1 and / or stream 2)			
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 ¹
Courier delivery			At Cost ¹

¹Cost 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
A – Applicable for offers submitted for stream 1			
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: 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 – Applicable for offers submitted for stream 2			
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: 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	\$ _____
C- Applicable for all offers submitted (including stream 1 and / or stream 2)			
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 ¹
Courier delivery			At Cost ¹

¹Cost 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.

**ALL OTHER TERMS AND CONDITIONS OF THE REQUEST FOR STANDING OFFER
 REMAIN UNCHANGED.**