



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

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 2018-12-19
Client Reference No. - N° de référence du client EN578-19-1384	Amendment No. - N° modif. 004
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 2018-11-27	
Date de la demande de l'offre à commandes originale	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-01-07	
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 2

- Q1.** Can Public Services and Procurement Canada (PSPC) confirm if the bids can be submitted electronically through E-post Connect?
- A1.** In accordance with section 1.2.5, bidders can submit their bids through E-post connect. Instructions for the submission of electronic bids are available in Parts 2 and 3 of the solicitation documents. For more information, please visit: <https://buyandsell.gc.ca/submit-your-bid-submission-files-electronically-from-anywhere-in-canada>
- Q2.** Can PSPC clarify the typical length for transcription requests that will come through Standing Offer EN578-191384?
- A2.** Transcription requests will typically exceed 15 minutes. Requests often relate to the transcription of interviews, tribunal hearings, or meetings. The Basis of Payment is modified in Amendment 004 to reflect the turnaround times for projects of this length.
- Q3.** Can PSPC clarify how the calculations are made to determine the delivery category (standard/urgent/extended/discounted) of a project (ie. the pricing)?
- A3.** The Basis of Payment, and other references to pricing on pages 21 (Financial Evaluation Estimated Quantities) and 41 (The Statement of Work), have been modified in Amendment 004 to clarify the timelines and rates under the Standing Offer.
- Q4.** At Annex A, Section 6, Location of Work, the RFP stipulates that bidders qualified under Stream 2 may be required to work within a specific geographic location. Our firm does not send transcriptionists to report on-site. Does this preclude us from submitting a bid against Stream 2.
- A4.** No, you may still submit a bid against Stream 2. Section 6 of Annex A stipulates that “**Upon request from the Project Authority**...the Contractor must be able provide transcriptionist(s) within a specific geographic area.” If a Contractor on the Standing Offer is requested by a Project Authority to provide a resource in a specific geographic location, and they are not capable of doing so, they are not obligated to complete the Call-up against the Standing Offer. However, the Contractor will be obligated to notify the Project Authority that they are unable to fulfill the requirement.
- Standing Offer EN578-191384 will not cover Court Reporting, which does require that a transcriptionist be on-site.
- Q5.** I would like to submit an offer for French transcription, but my French speaking resource does take vacation from time to time, so there would be some period for which I could not accept requests in French. Can I still submit a bid for French transcription?
- A5.** Yes. Please consider submitting an offer for French transcription. A Contractor on the Standing Offer is not obligated to accept every call up they receive, but they are obligated to notify a Project Authority if they receive a requirement that they cannot fulfill.
- Q6.** As per the Basis of Payment, modified in Amendment 002, the rates and timelines do not take into account smaller transcription requests with short turnaround times, which have heavier administrative burdens. Can PSPC please review the Basis of Payment to allow bidder to account for these fast turnarounds?
- A6.** The Basis of Payment at Annex B has been modified in Amendment 004.

- Q7.** Can PSPC clarify the meaning of "project" as referenced in Mandatory Technical Criteria 3? Projects can range from multi-year to small contracts, to single call-ups. Is a specific weight assigned to certain types of projects over others?
- A7.** As specified at Mandatory Technical Criteria 3, PSPC is looking for evidence that the Bidder has successfully completed three individual projects within the past three years. The emphasis is on how recently the projects were completed as opposed to the complexity. As this is a mandatory criteria, it is a simple pass/fail, as opposed to being rated. Please ensure that the following details are included:
- a) The name and contact information of the client
 - b) The date of the project
 - c) Description of the project
 - d) Language

END OF QUESTION AND ANSWER SERIES 2

AMENDMENT 004 IS RAISED TO MAKE A REVISION TO AMENDMENT 003, AND TO UPDATE THE FINANCIAL EVALUATION, THE STATEMENT OF WORK, AND THE BASIS OF PAYMENT. THE CHANGE IS AS FOLLOWS:

1. In Amendment 003, Item Number 1, **DELETE** in its entirety and **REPLACE** with the following,

SOLICITATION CLOSÉS – L'INVITATION PREND FIN
AT – À 2:00PM
ON – LE JANUARY 7th 2019 – 7 JANVIER 2019

2. AT Section 4.1.3 Financial Evaluation, Step 1, **DELETE**:

DESCRIPTION		UNIT	Volume for evaluation purposes only ¹
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	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	Per word	200,000

¹ 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.

including public hearings, inquiries, tribunals	the recording (in hours))		
	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

AND REPLACE with the following:

DESCRIPTION		UNIT	Volume for evaluation purposes only ²
STREAM 1: Verbatim transcription of client provided audio/video recordings including speeches, scrums, press conferences, interviews etc.	Urgent: Delivery within 24 hours.	Per word	1,000,000
	Standard: Within 2 to 5 business days.	Per word	200,000.00
	Extended: Within 5 to 9 business days.	Per word	500,000.00
	Discounted: In excess of 10 business days. Deadline to be confirmed with the project authority upon the receipt of a request for work.	Per word	500,000.00
STREAM 2: Verbatim transcription of client provided audio/video recordings including public hearings, inquiries, tribunals	Urgent: Delivery within 24 hours.	Per word	1,000,000
	Standard: Within 2 to 5 business days.	Per word	200,000
	Extended: Within 5 to 9 business days.	Per word	500,000
	Discounted: In excess of 10 business days. Deadline to be confirmed with the project authority upon the receipt of a request for work.	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

² 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.

3. **AT Annex A, Statement of Work, Section 2.2, Deadlines; DELETE in its entirety and REPLACE with the following:**

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:

- Urgent Timeframe: Delivery within 24 hours.
- Standard Timeframe: Within 2 to 5 business days.
- Extended Timeframe: Within 5 to 9 business days.
- Discounted Timeframe: In excess of 10 business days. Deadline to be confirmed with the project authority upon the receipt of a request for work.
- 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.

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

ANNEX "B"

BASIS OF PAYMENT

Revision 002

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

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.
004
File No. - N° du dossier
cy034.EN578-191384

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

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)			
Urgent: Delivery within 24 hours.		Per word	\$ _____
Standard: Within 2 to 5 business days.		Per word	\$ _____
Extended: Within 5 to 9 business days.		Per word	\$ _____
Discounted: In excess of 10 business days. Deadline to be confirmed with the project authority upon the receipt of a request for work.		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)			
Urgent: Delivery within 24 hours.		Per word	\$ _____
Standard: Within 2 to 5 business days.		Per word	\$ _____
Extended: Within 5 to 9 business days.		Per word	\$ _____
Discounted: In excess of 10 business days. Deadline to be confirmed with the project authority upon the receipt of a request for work.		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)			
Urgent: Delivery within 24 hours.		Per word	\$ _____
Standard: Within 2 to 5 business days.		Per word	\$ _____
Extended: Within 5 to 9 business days.		Per word	\$ _____
Discounted: In excess of 10 business days. Deadline to be confirmed with the project authority upon the receipt of a request for work.		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)			
Urgent: Delivery within 24 hours.		Per word	\$ _____
Standard: Within 2 to 5 business days.		Per word	\$ _____
Extended: Within 5 to 9 business days.		Per word	\$ _____
Discounted: In excess of 10 business days. Deadline to be confirmed with the project authority upon the receipt of a request for work.		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)			
Urgent: Delivery within 24 hours.		Per word	\$ _____
Standard: Within 2 to 5 business days.		Per word	\$ _____
Extended: Within 5 to 9 business days.		Per word	\$ _____
Discounted: In excess of 10 business days. Deadline to be confirmed with the project authority upon the receipt of a request for work.		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)			
Urgent: Delivery within 24 hours.		Per word	\$ _____
Standard: Within 2 to 5 business days.		Per word	\$ _____
Extended: Within 5 to 9 business days.		Per word	\$ _____
Discounted: In excess of 10 business days. Deadline to be confirmed with the project authority upon the receipt of a request for work.		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)			
Urgent: Delivery within 24 hours.		Per word	\$ _____
Standard: Within 2 to 5 business days.		Per word	\$ _____
Extended: Within 5 to 9 business days.		Per word	\$ _____
Discounted: In excess of 10 business days. Deadline to be confirmed with the project authority upon the receipt of a request for work.		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)			
Urgent: Delivery within 24 hours.		Per word	\$ _____
Standard: Within 2 to 5 business days.		Per word	\$ _____
Extended: Within 5 to 9 business days.		Per word	\$ _____
Discounted: In excess of 10 business days. Deadline to be confirmed with the project authority upon the receipt of a request for work.		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)			
Urgent: Delivery within 24 hours.		Per word	\$ _____
Standard: Within 2 to 5 business days.		Per word	\$ _____
Extended: Within 5 to 9 business days.		Per word	\$ _____
Discounted: In excess of 10 business days. Deadline to be confirmed with the project authority upon the receipt of a request for work.		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)			
Urgent: Delivery within 24 hours.		Per word	\$ _____
Standard: Within 2 to 5 business days.		Per word	\$ _____
Extended: Within 5 to 9 business days.		Per word	\$ _____
Discounted: In excess of 10 business days. Deadline to be confirmed with the project authority upon the receipt of a request for work.		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.**