



**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**

**Quebec**

**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  
achats des logiciels d'exploitation  
Terrasses de la Chaudière  
4th Floor, 10 Wellington Street  
4th etage, 10, rue Wellington  
Gatineau  
Quebec  
K1A 0S5

<b>Title - Sujet</b> Linguistic Management System	
<b>Solicitation No. - N° de l'invitation</b> EN578-170004/B	<b>Amendment No. - N° modif.</b> 007
<b>Client Reference No. - N° de référence du client</b> EN578-170004	<b>Date</b> 2019-01-04
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$EE-006-33702	
<b>File No. - N° de dossier</b> 006ee.EN578-170004	<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 2019-01-10</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Dhir, Shaveta	<b>Buyer Id - Id de l'acheteur</b> 006ee
<b>Telephone No. - N° de téléphone</b> (613) 720-9354 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<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</b> <b>(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>

# REQUEST FOR PROPOSAL (RFP)

## AMENDMENT 007

**This amendment 007 is issued to respond to questions from industry.**

### Question 1

Interpretations: **Interpretation management, workload and workflow management is a requirement of the solution. Currently there is no documented Interpretation workflow. Can you please provide the interpretation workflow?**

### Response 1

Interpretation events cover three areas which are Parliamentary, Conference and Visual (sign language), as an example the conference workflow is attached.

### Question 2

1.3 k) Computer Aided Translation

**For Machine Translation is there an additional workflow required or will it follow the same translation process as outlined in 1.10.2?**

### Response 2

Machine Translation should be part of the same workflow as an additional task. Please refer to SOW Annex A Section 3.7.

### Question 3

1.3 q) Document Management

**For the document attachments by scanner, email manual and auto upload requirement; can you please verify the requirements for the document management. Are these attachments required to attach to every assigned project? Or will we need to manage all attachments through a dedicated document management system to manage the end to end lifecycle?**

### Response 3

TB Clients provide documents in several formats for translation and also attach additional documentation for reference to support the translation. Please refer to SOW Annex A Section 3.4 Portal, 3.5 Workflow Management and 3.6 Workload Management for the requirements. PWGSC will not comment on a Bidder's proposed technical solution during the RFP phase. PWGSC is looking for an integrated LSRMS Solution that would include document management capability.

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#### Question 4

1.3 i) Workload Management

**How do you currently manage your vendors? Could the LSRMS connect to the current system via APIs?**

#### Response 4

Yes, APIs could be a solution. Vendors are managed by a combination of manual processes and current system and SAP source system. Reports are provided to the team to enter the Vendors availability in the current system. With the proposed LSRMS Solution we are expecting a better process.

#### Question 5

1.10.2.1 HIGH LEVEL WORKFLOW DETAILS – NUBMER 2

**Is back and forth communication between the Contact Center and the Client at the Reception stage in the workflow? If so, is that communication expected to take place within the LSRMS?**

#### Response 5

Yes please see requirements in SOW ANNEX A under the section 3.4 Portal requirement PRTL-COMM-08.1 to PRTL-COMM-08.6 and also through the preferred method of the client please refer to SOW Annex A Section 3.6 requirement WL-35.

#### Question 6

1.10.2.1 HIGH LEVEL WORKFLOW DETAILS – NUBMER 2

**Are there any quoting tasks, such as an estimate, generated at the Reception stage in the workflow and provided to the client?**

#### Response 6

Yes, the clients may request a quote when they enter a request for services by the Translation Bureau.

#### Question 7

1.10.2.1 HIGH LEVEL WORKFLOW DETAILS – NUBMER 3

**Is it expected that a client be able to self-register an account on the LSRMS portal?**

#### Response 7

Yes, please see requirement in SOW Annex A under Section 3.10 User Management requirements USR-REG-2.0, USR-REG-02.1 and USR-REG-02.2.

### Question 8

#### 1.10.2.1 HIGH LEVEL WORKFLOW DETAILS – NUBMER 7

**What services are included in Terminology services? What actions are they performing, e.g. editing a glossary, creating a new glossary, term mining?**

### Response 8

Terminology services includes:

- searching for equivalents in both official languages: terminologists can conduct terminological research to provide a specialized equivalent in a given context
- making terminological recommendations: terminologists can provide terminological recommendations on issues requiring in-depth terminology analysis
- creating customized glossaries: terminologists can prepare or update specialized glossaries in electronic format
- delivering terminology projects developed in consultation with clients

Terminologists also produce a variety of quality terminology tools and resources e.g. numerous terminology glossaries and vocabularies

### Question 9

#### 1.10.2.1 HIGH LEVEL WORKFLOW DETAILS – NUBMER 6 AND 8

**Does the Professional Support Center provide services within the translation workflow, e.g. desktop publishing, or are the services they provide in parallel with translation and terminology services, e.g. transcription?**

### Response 9

The Professional Support Services requests and tasks are part of the translation workflow but may be done in parallel. Tasks need to be created by the Bureau and added to the translation workflow.

### Question 10

#### 1.10.2.1 HIGH LEVEL WORKFLOW DETAILS – NUBMER 11.1

**For what purpose does searching the Mega Corpus serve?**

### Response 10

The “Bio Corpus” is a repository for the complete formatted source document and the final formatted target document. The “Mega Corpus” is the Translation Memory repository for all translation segments, paired and aligned used by the Translation Bureau resource(s). One example would be to perform maintenance on a translation memory. This would allow a user (with the appropriate privileges) to locate translation units that the user may want to edit. For example, running a search for duplicate translation units in order to find, compare

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and delete the duplicates, running a search for existing translations that could be used to translate a segment from the source document.

#### **Question 11**

1.10.2.1 HIGH LEVEL WORKFLOW DETAILS – NUBMER 11.1 AND 11.2

**What is the current sytem that handles the Mega Corpus and Bio Corpus?**

#### **Response 11**

The current solution is on multiple interconnected servers with technologies like SUSE, PHP, Apache, CentOS, Sphinx and MySQL.

At the moment, the system using the megacorporus is the word count (analyser), the web editor, and the tool used to transfer client delivered documents to the megacorporus.

#### **Question 12**

1.10.2.1 HIGH LEVEL WORKFLOW DETAILS – NUBMER 12

**Please clarify what actions are being performed at the Verification stage, e.g. checking final word count against estimate, etc.**

#### **Response 12**

The verification is the last process before invoicing. It checks that all the tasks have been completed and that the final word count and number of hours is in line with the quote. Any discrepancies in the final cost vs the quote (estimate) has to be reviewed.

#### **Question 13**

1.10.2.1 HIGH LEVEL WORKFLOW DETAILS – NUBMER 13

**What data comes back to the system from SIGMA and how is it being used?**

#### **Response 13**

Please refer to requirement GEN-SIGMA-04- Interoperability with SIGMA in Section 3.2 General requirements of the SOW Annex A.

#### **Question 14**

It is stated in the RFP that the LSRMS Solution must provide the ability to scale up and down to cover 3000 concurrent Users at any one time, without any service degradation. Can you please provide indications or some sort of breakdown (by percentage or number) for the different types of users that could add-up to the 3000 concurrent users (i.e. 1500 TB clients (service requestors), 500 Project Coordinators, 1000 Linguistic Service Providers)?

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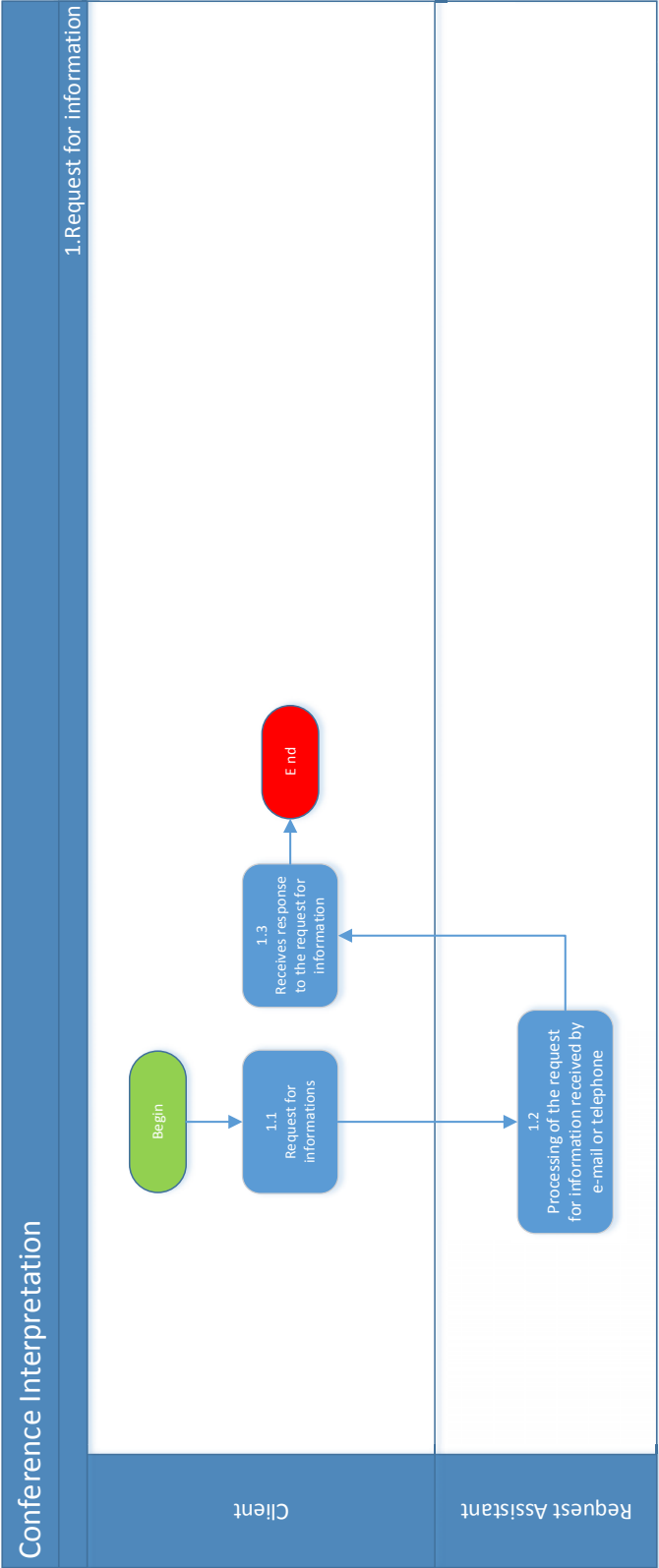
#### **Response 14**

It is difficult for the Translation Bureau to specify the exact population distribution of concurrent Users in the LSRMS Solution. As we are reviewing process and procedures, roles based access specifications will dictate the numbers required. However that said, we could estimate that a large portion of Users will be external vendors and clients, but that their actual usage of the system would not incur the same drain on system resources as a Bureau request manager would even though their number is much fewer ie: the client although greater in number, would have limited access. Currently we have hundreds of vendors and over one thousand language professionals in addition to thousands of requests coming in each week from clients.

For additional information, the Translation Bureau has included volume metrics in section 1.7 of the SOW.

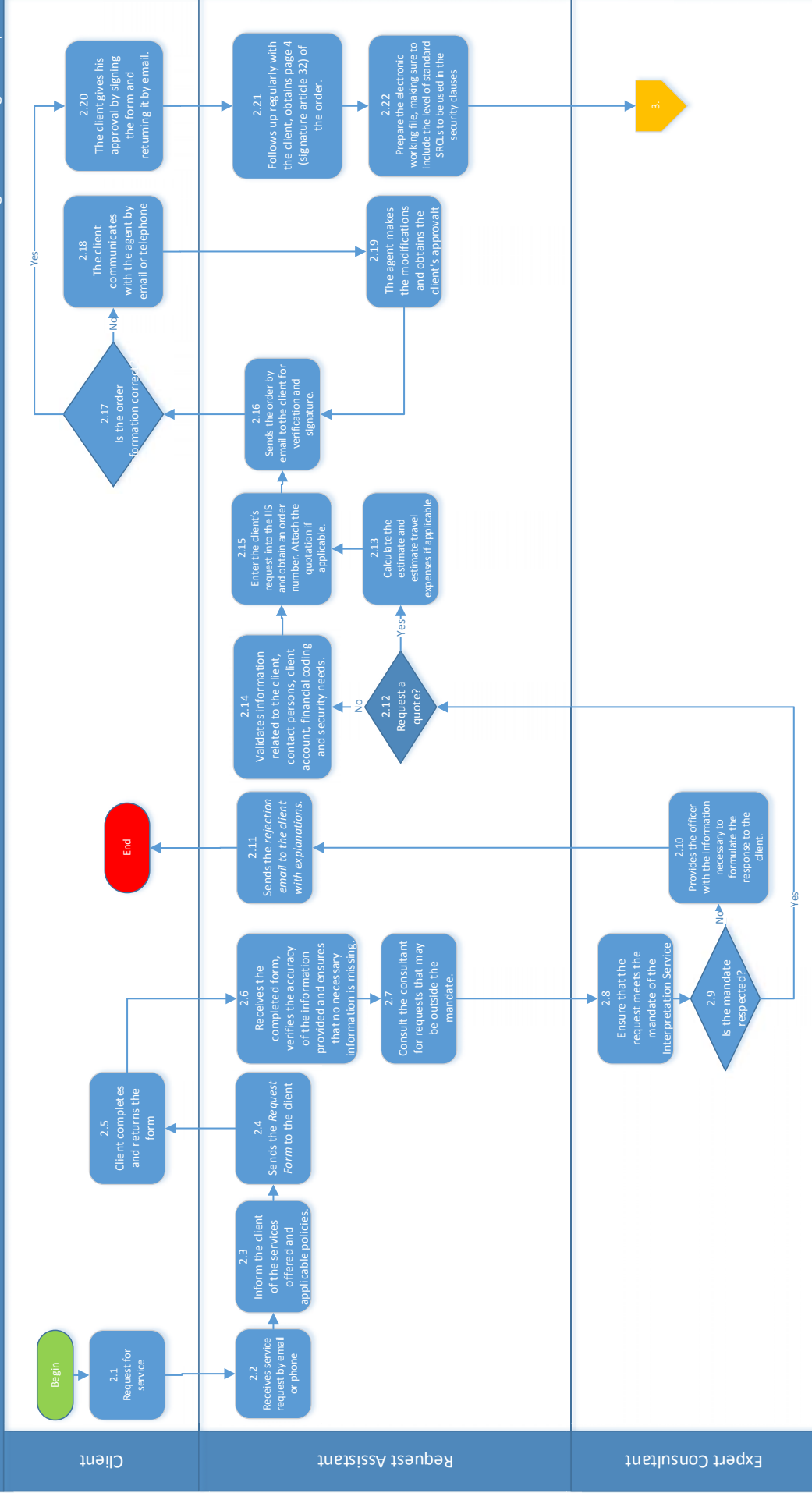
## Conference Interpretation - WORKFLOW

1. Request for Information
2. Receiving and creating the requests
3. Selection of Interpreters and offers
4. Establishment of contracts
5. Assignments
6. Modification of a request before the event
7. Modification of a request after or during the event- Exceeding
8. Modification of a request after or during the event- Under-Utilization
9. Verification and Invoicing
10. Invoicing of Costs



# Conference Interpretation

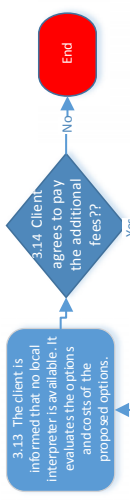
## 2.Receiving and creating the request



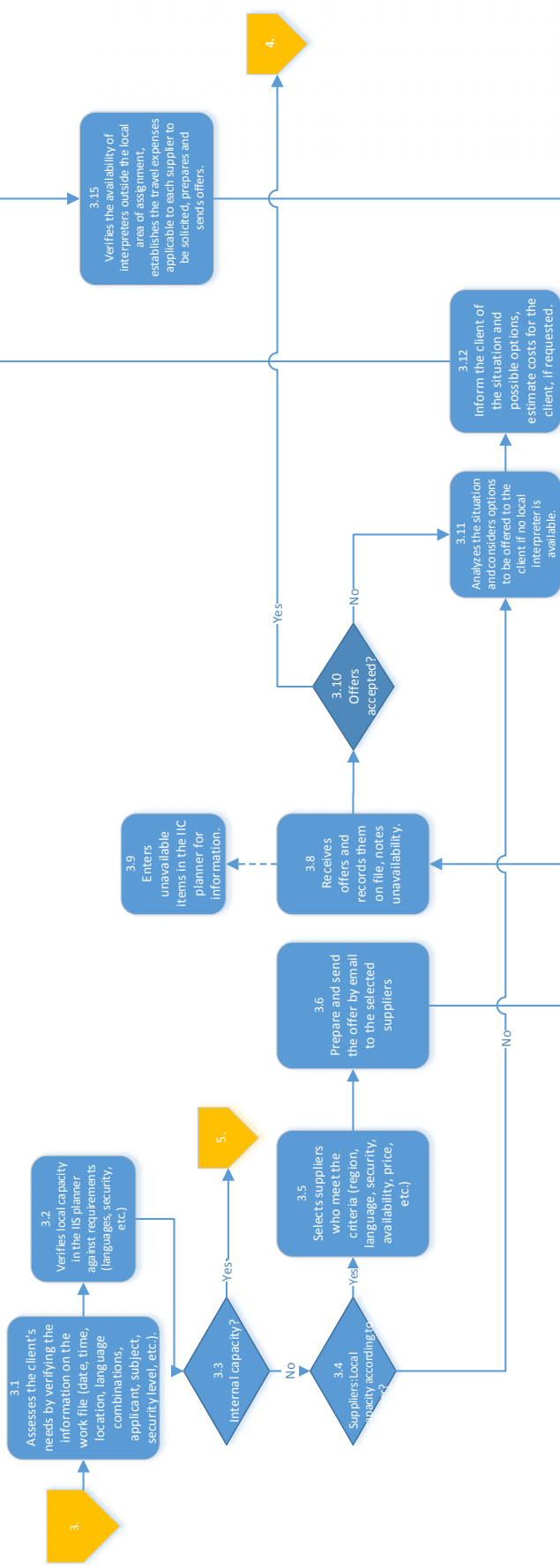
# Conference Interpretation

## 3. Selection of interpreters and offers

Client

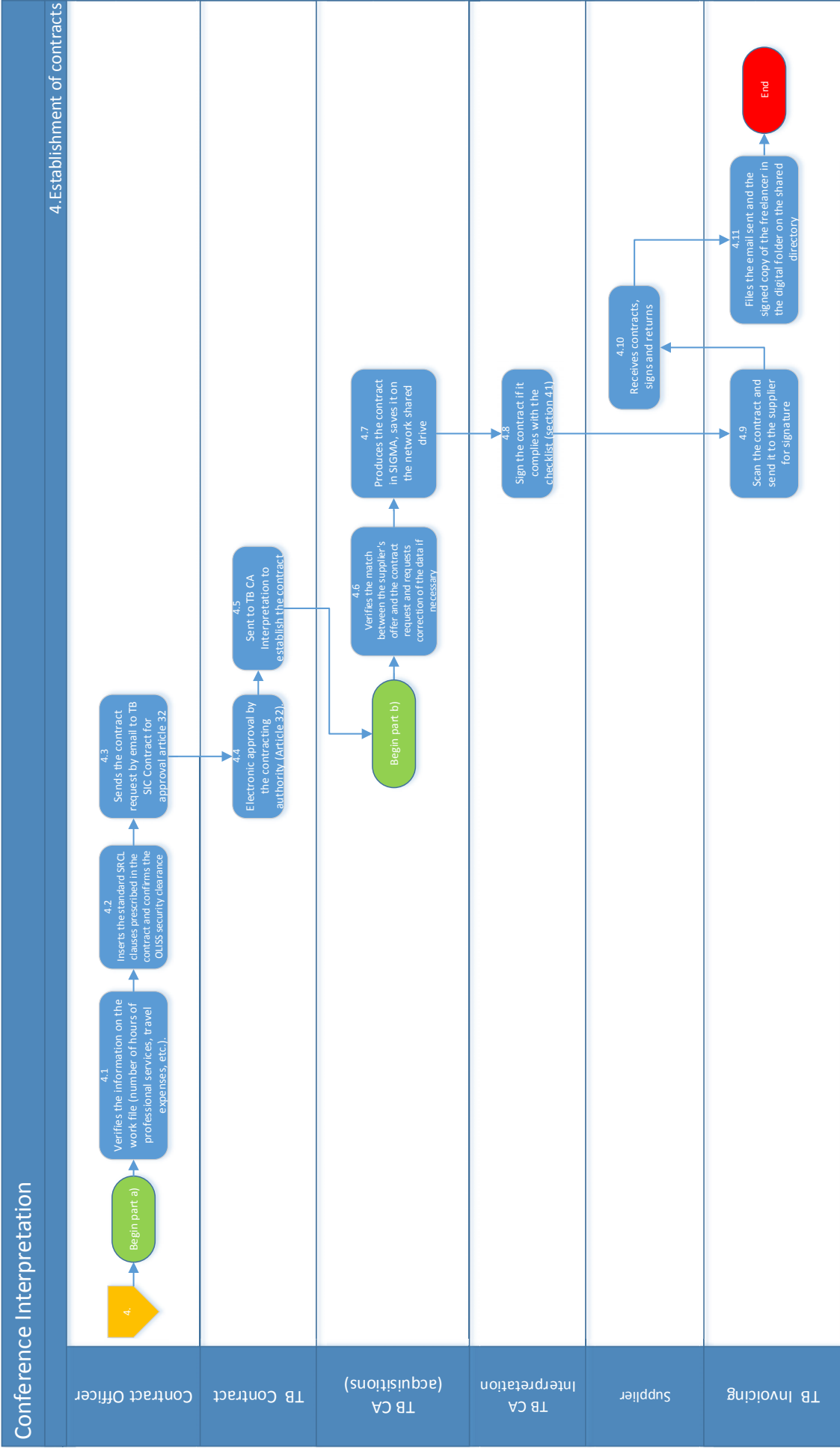


Expert-consultant



Supplier





# Conference Interpretation

## 5.Assignments

