

FAQ FOR OPEN CONTRACTS IN INTERPRETATION SERVICES FOR TRANSLATION BUREAU

What if I do not receive a new open contract? Will I still be able to receive spot contracts from the Bureau?

The Bureau will still provide freelancers with spot contracts on occasion however work will be attributed in priority through open contracts.

How will bids be evaluated?

Bids will be assessed based on the requirements of the bid solicitation, which include both the technical, and the financial, evaluation criteria. Acquisitions Branch will evaluate the financial criteria, and the Translation Bureau will evaluate the technical criteria (i.e. Bureau will confirm accreditation). For additional information, see Part 4 in the RFP.

Will work be attributed based on lowest cost? If not how will work be attributed?

Contractors will be assigned to specific events for Conferences and to specific days for Parliamentary. The work will be attributed according to the best fit model, which assigns interpreters based on their language profile, security clearance, location, availability and quality index. For exceptional circumstances, for example for events requiring specific experience or knowledge, or dealing with a specific subject or client, the Project Authority reserves the right to attribute work outside the best fit model. See additional information in 7.3.2 Task Authorization

What is the quality index? How will it affect work attribution, and how do I go about increasing my index?

The quality index is a rating (green, yellow or red) given to Contractors based on the Interpretation Technique Requirements as found in Annex A. Translation Bureau accreditation confirms the Contractor meets the Interpretation Technique Requirements, therefore all Contractors who meet the Technical Requirements (Translation Bureau accreditation) start with a green quality index. Contractors whose rating is yellow or red may not be given Work in priority. The Translation Bureau will conduct Technical Evaluations in person based on operational needs, which may be on a targeted or random basis. The Technical Evaluation, conducted by a Translation Bureau Senior Interpreter will confirm that the Contractor continues to meet the Interpretation Technique Requirements, or may indicate that the Contractor's performance falls short of the requirements. If the Technical Evaluation determines that the Contractor's performance does not meet a small number of the Interpretation Technique Requirements, the Contractor's rating will be downgraded to yellow. If the Technical Evaluation determines that the Contractor's performance does not meet a large number of the Interpretation Technique Requirements, or any of the Interpretation Technique Requirements to a great degree, the Contractor's rating will be downgraded to red. For Contractors whose quality index is downgraded to yellow or red, the Translation Bureau will endeavour to conduct a Technical Evaluation within 18 months. For additional information, see 7.3.2.1 in the contract.

What is the difference between declaring a professional domicile and using my residential address? How will it affect my travel claims?

As per the commonly accepted practice in conference interpretation, Contractors may declare a professional domicile that is different from their residence if they wish to be considered as living in that city for the attribution of work. If Contractors declare a professional domicile that is different from their residence, their travel costs will be calculated from city hall of the location they have declared. Contractors

who elect to declare a professional domicile may change it only every six months and must do so in writing to the Project Authority. This will affect your travel reimbursement claims since the location from which travel costs are calculated will affect the amounts you are eligible to claim. For example, if you live in a rural setting 75 km from a major city and you elect to declare your professional domicile as that nearby city, your travel claims will be calculated from city hall of that city. If you not to declare a professional domicile, your travel claim amounts will be calculated based on your residential address.

What is the dollar value of the open contract? What if I am not given work up to the total dollar value? What if I reach the total dollar value?

The open contracts will have a value up to \$100,000. You will invoice and be paid for the work attributed, if you do not reach the total dollar value it will not be paid.

Can I have various rates depending on the assignment?

As per Annex B- Basis of Payment you are to provide one daily rate for simultaneous interpretation for Conference Interpretation or Parliamentary Interpretation. If the event for which you are providing services requires broadcasting or short consecutive and whispered or long consecutive, escalators will apply.

Do I have to bid for Parliamentary Interpretation AND Conference Interpretation?

No you are not required to bid for both Parliamentary Interpretation and Conference Interpretation contracts, however you may bid for both should you wish to work for both services.

What will the median be? What percentage above and below the median will be included in the range? What if my bid falls outside of the range?

The median will only be known once all of the bids are received. The median will be the middle value of the rates submitted by Bidders for a given service (Parliamentary and Conference), and will be calculated using the MEDIAN function in Microsoft Excel. For both Conference Interpretation and Parliamentary Interpretation services, Canada will include bids within a range of below 20% and above 20% of the median rate in Pool 1. As a hypothetical example, if the median were calculated at \$725, Pool 1 would include all bids between \$580 and \$870.

Bidders who submit daily rates that fall outside of the median range will be awarded an open contract under Pool #2. Work will be attributed in priority by the Translation Bureau to Contractors in Pool 1, and then subsequently to Pool 2. For more information, see [section 4.3](#) Financial Evaluation.

What if I do not bid or I miss the deadline on BuyandSell?

If you do not bid, or if you miss the deadline on BuyandSell, you will not be awarded an open contract and you will not be eligible to receive work in priority from the Translation Bureau. The Bureau may still issue spot contracts, but would only do so when no Contractors from the open contract are available.

How long will this contract be valid? What frequency will the open contract be renewed?

The period of the Contract is from date of Contract to June 30, 2020 inclusively. See 7.9 in Part 6

What is the difference between compensation for loss of earnings and compensation for travel time when travelling for the Government of Canada?

Under the new contract, your travel for the Translation Bureau will be compensated in one of two ways, depending on whether or not your travel prevents you from doing other work.

1. If your travel for the Translation Bureau prevents you from accepting other work, you may claim a loss of earnings equivalent to a full fee for the day(s) on which you are unable to work.
2. If you are able to work and also travel on the same day, then you will be compensated under the Travel Time provision (article 2 of the contract). Under the Travel Time provision if you travel for less than 90 minutes of travel, you will not be compensated, if your travel time is from 90 minutes to five hours, you will receive half of your daily rate and for travel more than five hours for one trip you may claim your full daily rate. For details on train, plane and car travel times, and please see the Travel Time provision in article 2.

In the event of a cancellation you will be compensated for the loss of earnings if you did not work, however if you are offered work after your event is cancelled, you are required to inform Canada and forfeit the payment of loss of earnings. If you are being paid for loss of earnings and your work was cancelled, you must remain available for Canada during availability hours (see 9.1 Availability Hours).

What is the Interpreters' Handbook?

The Interpreter's Handbook is a tool to provide freelance interpreters with detailed information on a variety of topics that not related to procurement directly. The handbook is an evergreen document that will be kept up to date and will evolve as operational needs and realities change. Examples of topics included in the Handbook include: how to obtain security clearance, proper invoicing practices, role of team leader, **ETC ADD MORE**)

Why a Handbook? The handbook has been developed by the Procurement Working Group as document to add information that is not contractual but rather operational or to help support the freelance interpreter community.

Does the Handbook have a legal status? Is it binding? No, the contract as per the RFP is the legally binding document, the handbook will constantly be updated.

Will my name stay on the list of providers even if I choose not to bid? How long can I remain on the list without bidding?

Your accreditation status will not change and is independent of the contracting tool the Translation Bureau uses. Your accreditation makes you eligible to work for the Translation Bureau, but if you do not obtain an open contract you will not be offered work in priority and will only receive work if no Contractors with open contracts are available.

What's the difference between an open contract and a spot contract?

A spot contract is a one-time contract to provide work for the Translation Bureau and spot contracts have been used by the Conference Interpretation service for decades to issue work for single events.

The open contract has been used for many years at Parliamentary Interpretation and allows for interpreters to be assigned work for multiple days and events on one contract. Since the Translation Bureau can only issue contracts up to \$25,000 open contracts at Parliamentary were limited to \$25K. With Acquisitions Branch being responsible for this new contracting tool, the amount of the contract can be increased to \$100,000.00. Under the new open contract, you will receive Task Authorizations asking you to confirm your availability and providing you with details on the Work (dates, locations, etc.).

How is the billing to be done according to the new open contract at Conference and at Parliamentary?

You will provide an invoice that is consistent with the Task Authorization and a complete and understandable breakdown of travel expenses. If you fail to do this, your invoice will be returned for correction, which will delay payment. For example, envelopes with numerous Task Authorizations, supporting documents and invoices that do not clearly indicate invoicing details will be returned to be resubmitted. As per 7.14.3 additional information on invoicing will be provided in the Handbook.

Who is making travel arrangements, the freelance interpreter or the Translation Bureau? As per current procedure for Conference Interpretation Services, as the Contractor, you are responsible for booking your travel, according to the NJC guidelines and you must advise the bureau of your travel arrangements.

Are travel costs included in the open contract? Yes, as was the case with spot contracts, the total value of the Task Authorization (including travel) will be deducted from your contract.