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Canada

Transports  
Canada

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**April 29, 2019**

### **ADDENDUM NO. 3**

Subject: Request for Proposal No. T8080-180760  
**Translation Services for the Transportation Dangerous Goods**

Further to the above-mentioned Request for Proposal, this Addendum (#3) is to advise potential bidders of the question(s) received during this tender call to date. Both the question(s) and the response(s) are indicated in the attached Annex A-1.

Addendum is also to address revisions to documents within the Request for Proposal and the revision is as follows:

**DELETE IN ITS ENTIRETY: Attachment 1 to Part 4, Technical Criteria, Selection Criteria**

**INSERT THE FOLLOWING: Attachment 1 to Part 4, Technical Criteria**  
**SELECTION CRITERIA**

Bidders **must** clearly indicate where the supporting information can be found in the proposal by identifying the page number after the word "Pages" and including a copy of the Selection Criteria, Part A: Technical, in their Technical proposal.

The bid **must** meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement. The Bidder must provide brief Project Summaries to demonstrate required experience.

The Bidder may use an individual project summary to meet one or more of the mandatory or rated criteria. The Bidder may choose to provide project summaries early in their proposal, reference these when responding to individual criteria, while providing additional clarification if needed. This will help the Bidder avoid repeating the same information multiple times.

**Please Note:**

For any project summaries provided in demonstration of mandatory or rated experience requirements, the bidders **must** provide the following information:

- 1) Name of the client organization (to whom the proposed resource services were provided), and contact person for verification;
- 2) The description of the project, and the type and scope of services provided by the proposed resource; and
- 3) The dates and duration of the project (indicating the **years/months** of engagement and the start and end dates of the work carried out by the proposed resource).

(References are only contacted to validate the information provided in the bidder's proposal)

Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

### Mandatory Technical Criteria (MT)

For the purpose of the mandatory technical criteria specified below, the experience of the Bidder will be considered.

"Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.

The Bidder's Proposed Resource			
Number	Mandatory Criteria	Met / Not Met	Cross Reference in Proposal
<b>MT1</b>	<p>The Bidder <b><u>must</u></b> propose a <b>minimum</b> of two (2) resources.</p> <p>One (1) resource <b><u>must</u></b> have expertise in French to English Translation and one (1) resource <b><u>must</u></b> have expertise in English to French Translation.</p> <p>*Resume of each Proposed Resource <b><u>must</u></b> be included in the proposal submission.</p>		
<b>MT2</b>	<p>Each Proposed Resource <b><u>must</u></b> have a minimum of five (5) years recent translation experience*. (<i>recent is within the last 7 years</i>).</p> <p>*Experience <b><u>must</u></b> be clearly demonstrated using project Summaries.</p>		
<b>MT3</b>	<p>Each Proposed Resource <b><u>must</u></b> have certification by the Association of Translator and Interpreters of Ontario (ATIO) or l'Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or Association de l'industrie de la langue language industry association (AILIA).</p> <p>*A copy of certification <b><u>must</u></b> be included with Bidder's Proposal.</p>		
<b>MT4</b>	<p>Each Proposed Resource <b><u>must</u></b> have a B.A. in Translation from a recognized university in the English to French combination; or the French to English combination</p> <p>*A copy of the degree or diploma <b><u>must</u></b> be included in the proposal submission, and must include the:</p> <ul style="list-style-type: none"> <li>- name of the program completed,</li> <li>- name of the institution from which the certificate was obtained and year the certificate was obtained.</li> </ul>		

The Bidder's Proposed Resource			
Number	Mandatory Criteria	Met / Not Met	Cross Reference in Proposal
MT5	<p>The Bidder <b><u>must</u></b> provide <b>one (1) sample of translation that</b> was produced by each proposed resource. The sample translation must be appended as annexes to the Technical Proposal and must represent each resource's language of expertise as presented in MT1. Sample translations may include but are not limited to the following standard communications:</p> <ol style="list-style-type: none"> <li>1. Acts and Regulations material including drafting instructions, regulatory impact analysis statements, technical standards;</li> <li>2. Material for public distribution</li> <li>3. Technical documentation</li> <li>4. An announcement or description of a new service, policy or program.</li> <li>5. newsletters;</li> <li>6. Information circular or fact sheet;</li> </ol> <p>Each sample translation <b><u>must</u></b> be prefaced by a short paragraph providing contextual information such as:</p> <ul style="list-style-type: none"> <li>- Client and background for the assignment;</li> <li>- Intended audience;</li> <li>- Name and contract information of person for whom the translations was carried out.</li> <li>- Objective of the text (message to be conveyed);</li> <li>- Individual level of input</li> </ul>		
MT6	<p>The Bidder <b><u>must</u></b> provide a detailed Quality Control Process that will be used to govern the services under the contract.</p>		

## PART A: TECHNICAL EVALUATION

Point Rated Technical Criteria		Max Points Proposed Resource #1	Cross Reference in Proposal	Max Points Proposed Resource #2	Cross Reference in Proposal
<b>Experience and Expertise of the Proposed Resources</b>					
<b>RT1</b>	<p>The bidder <b>must</b> clearly demonstrate using project summaries, the proposed resource's translation experience, French to English or English to French.</p> <p>5 points for 5–10 years' experience 10 points for 10-15 years' experience 15 points for 15+ years' experience</p> <p>*Extra 5 points for TDG experience</p> <p><b>Maximum 20 points per proposed resource, total maximum point for RT1 40 points</b></p>	<b>20</b>		<b>20</b>	
<b>RT2</b>	<p>In order to evaluate the translation expertise of each proposed resource, Transport Canada will evaluate the Translation samples provided by the bidder in response to <b>MT5</b>.</p> <p>Each Sample will be rated on the basis of:</p> <ul style="list-style-type: none"> <li>• Consistent format from the source document (2 points)</li> <li>• Accuracy, clarity and style (2 points)</li> <li>• Consistency of meaning between texts (2 points)</li> <li>• Terminology accuracy (2 points)</li> </ul> <p><b>Maximum 8 points per proposed resource, total maximum point for RT2 16 points</b></p>	<b>8</b>		<b>8</b>	
<b>RT3</b>	<p>The bidder <b>must</b> clearly demonstrate using project summaries the proposed resource's experience translating technical/specialized documents.</p> <p>5 points for 5–10 years' experience 10 points for 10-15 years' experience 15 points for 15+ years' experience</p> <p>*Extra 5 points for TDG experience</p> <p><b>Maximum 20 points per proposed resource, total maximum points for RT3 40 points</b></p>	<b>20</b>		<b>20</b>	

Point Rated Technical Criteria		Max Points Proposed Resource #1	Cross Reference in Proposal	Max Points Proposed Resource #2	Cross Reference in Proposal
<b>Experience and Expertise of the Proposed Resources</b>					
<b>RT4</b>	<p>The bidder <b><u>must</u></b> clearly demonstrate using project summaries the proposed resource's experience translating technical/specialized documents related to Dangerous Goods.</p> <p>10 points for 5–10 years' experience 20 points for 10-15 years' experience 30 points for 15+ years' experience</p> <p>*For each resource, bidder <b><u>must</u></b> provide an example of a document that the resource has translated as well as the source document; along with a reference that can validate the work.</p> <p><b>Maximum 30 points per proposed resource, total maximum points for RT4 60 points;</b></p>	<b>30</b>		<b>30</b>	
<b>RT5</b>	<p>Bidder may propose up to four (4) additional resources.</p> <p><b>Maximum of 20 points</b> 5 points per additional resource who meet <b><u>ALL</u></b> of the following:</p> <p>In order to achieve points, each additional proposed resource <b><u>must</u></b>:</p> <ul style="list-style-type: none"> <li>- meet mandatory requirements MT1 through MT4</li> <li>- obtain a minimum of 5 point score for RT1 &amp; RT3</li> <li>- obtain a minimum of 5 point score for RT2; and</li> <li>- obtain a minimum of 10 point score for RT4</li> </ul>	<b>20</b>			
<b>RT6</b>	<p><b>Quality Control Process</b> The bidder <b><u>must</u></b> include a quality control process that complies with ISO 17000 or CAN CGSB certification. In order to evaluate the translation expertise, Transport Canada will evaluate the quality control process provided by bidder to satisfy MT6.</p> <p>Points to be awarded as follows: (15 points)</p>	<b>15</b>			
<b>Maximum Score</b>		<b>191</b>			

All other terms and conditions remain unchanged.

**Tenderers are to acknowledge this Addendum by signing in the space provided below and enclosing a copy of this document with their tender submission.**

Yours truly,

**Jenny O'Neil**  
Contracting Specialist  
Materiel and Contracting Services  
Telephone: (613) 990-7643  
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**RECEIPT ACKNOWLEDGED**

Name of Company \_\_\_\_\_

Signature \_\_\_\_\_

**Canada**

## **Annex A-1.**

### **Question 1:**

MT4: "Each Proposed Resource must have a B.A. in Translation from a recognized university in the English to French combination; **and** the French to English combination."

I have been preparing bids for translation/revision services for the federal government, including many proposals for the Transportation of Dangerous Goods Directorate and other Transport Canada services for 25 years, and I have never seen such a requirement.

Do you mean: [...] from a recognized university in the English to French combination; **or** the French to English combination? Or just "Each Proposed Resource must have a B.A. in Translation from a recognized university"? If necessary, a recognized university can be defined as a university that is recognized by the ministry of education of a Canadian province or by an academic credential assessment and qualification recognition organization listed on <http://www.cicic.ca/>.

Canadian universities usually offer the majority of their B.A. in Translation programs in French to English or English to French. For instance, the B.A. in Translation program at Université Laval offers only four out of 33 courses in English. Do you really want to exclude such a university, even though their B.A. in Translation program has always been recognized in other bids for translation services for the federal government?

Can you align this criterion to best practices and standard industry requirements?

### **Answer 1:**

Yes, we accept. The evaluation criteria has been modified to reflect industries standard.

### **Question 2:**

MT5: "[...] Must be in accordance with the Language Requirements – Proficiency Rating Scales – Level 4." As mentioned above, I have been preparing bids for translation/revision services for 25 years, and I have never seen such a requirement.

You are not hiring employees for the public service but using the services of a translation firm with a team of certified translators. To assess qualifications, proposed resources are usually required to have a B.A. in Translation and/or a certified translator designation (as well as several years of experience).

Can you align this criterion to best practices and standard industry requirements?

### **Answer 2:**

Yes, we accept. This evaluation criteria has been removed.

### **Question 3:**

MT6: "The Bidder must provide two (2) samples of translations produced by each proposed resource.

One (1) sample must be French to English and one (1) sample must be English to French. [...]"

Normally, codes of ethics for many translation associations prevent certified translators from translating in a language combination for which they are not certified.

In the translation industry, we assign translation texts in only one language combination (e.g. from English to French) to translators who are certified in that language combination (their first language). It would therefore be quite unusual and restrictive for bidders to require proposed translators to be certified in French to English and English to French, especially since the Request for Proposal also requires proposed translators to have "highly technical expertise".

Can you align this criterion to best practices and standard industry requirements? For instance, can we propose a team of translators comprising one or two certified translators in French to English and four or five certified translators in English to French?

### **Answer 3:**

Yes, we accept. The evaluation criteria has been modified to reflect industries standard.

**Question 4:**

RT6: “[...] quality control process that complies with ISO 17000.”

As mentioned above, I have been preparing bids for translation/revision services for 25 years, and I have never seen such a requirement.

We have a National Standard of Canada for translation services (**CAN/CGSB-131.10-2017**), which requires translation firms to provide auditors with their quality control process, their translation process, their client-translation service provider relationship process, etc. Would it not be more relevant to be consistent with this standard, which was developed specifically for translation service providers in Canada?

Can you align this criterion to best practices and standard industry requirements?

**Answer 4:**

Yes, we accept qualification CAN/CGSB-131.10.

**Question 5:**

We have another question:

RT2: “In order to evaluate the translation expertise of each proposed resource, Transport Canada will evaluate the two (2) samples provided by the bidder in MT6.”

As noted in another question on criterion MT6 (which states that “One (1) sample must be French to English and one (1) sample must be English to French [...]”), codes of ethics of certified associations of translators prevent members from translating in a language combination for which they are not certified; however, it is quite rare to find translators who are certified in English to French and French to English, who also have “highly technical expertise” in the transportation and regulatory fields.

As such, for this criterion, can we provide:

- two samples in French to English for each proposed resource in this language combination; and
- two samples in English to French for each proposed resource in this language combination?

**Answer 5:**

Yes, we accept. The evaluation criteria has been modified to reflect industries standard.

**Question 6:**

Among the mandatory requirements in the above-captioned RFP is that proposed resources hold:

“a B.A. in Translation from a recognized university in the English to French combination; and the French to English combination” (see MT4, page 14 of the RFP).

In addition, proposed resources are required to have a:

“certification by the Association of Translator and Interpreters of Ontario (ATIO) or l’Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or Association de l’industrie de la langue language industry association (AILIA)” (see MT3, page 14 of the RFP).

Given that: 1) B.A.s and M.A.s in translation from Canadian universities generally do not specify a language pair; and 2) Certifications (professional designations) granted by provincial translators’ associations (e.g. ATIO, OTTIAQ) do specify specific language pairs; we would like to pose the following question to you:

Would proposed resources with B.A.s and/or M.A.s in translation whose degrees or diplomas do not specify a language pair but who also hold certifications (professional designations) that do specify a language pair be deemed compliant with mandatory requirements MT4 and MT3?



**Answer 6:**

Yes we agree, the evaluation criteria has been modified to reflect industries standard.

**Question 7:**

Who currently provides these services to TDG?

**Answer 7:**

We do not have an external provider at the moment

**Question 8:**

At MT1, Bidders are required to propose two (2) resources. At MT4, those resources have to possess a B.A. in English-French **and** French-English translation. This is unusual as linguists usually study to become translators in **one** language combination. Professional translators translate **into** their mother tongue. This is an industry standard.

May Bidders proposed an (1) E-F resource and a (1) F-E resource at MT1?

**Answer 8:**

Yes we agree, the evaluation criteria has been modified to reflect industries standard.

**Question 9:**

If so, MT4 should be amended to say “possess a B.A. in English-French **or** French-English translation”. Please also keep in mind that most diplomas will only say “B.A. in translation, in which case the certification at MT3 would demonstrate the language of expertise.)

MT6 would also need to be amended to allow Bidders to provide samples in each resource’s core language of expertise.

Please confirm if it is 1 sample per resource or 2, for a total of 4 (2 E-F and 2 F-E)

A resource that satisfies MT3 (certification through testing) systematically meets MT5 (fluency). Please confirm that this is sufficient justification. If additional justification is required, please explain why and how.

**Answer 9:**

This requirement (MT5) has been removed

**Question 10:**

Is proof of CGSB certification sufficient to demonstrate compliance with MT7?

As it pertains to RT6, the CGSB certification should be considered equivalent to (ISO 17100), as it is the Canadian standard. Please confirm if proof of CGSB certification complies with MT7 and RT6.

**Answer 10:**

We will accept either ISO 17100 or CAN CGSB certification

**Question 11:**

At RT1 and RT3, additional points are given for direct TDG experience. This is very specific and would advantage incumbents. To make the evaluation fair to all Bidders, related/pertinent experience should be considered equal (i.e. experience with Transport Canada or in the field transportation security.)

Please confirm.

**Answer 11:**

TC will not remove this rated requirement, we will only accept experience with TDG