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**11 Laurier St. / 11, rue Laurier
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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 86100-170005/A	Date 2019-06-03
Client Reference No. - N° de référence du client 86100-17-0005	Amendment No. - N° modif. 004
File No. - N° de dossier cy034.86100-170005	CCC No./N° CCC - FMS No./N° VME
GETS Reference No. - N° de référence de SEAG PW-\$\$CY-034-77008	
Date of Original Request for Standing Offer Date de la demande de l'offre à commandes originale	
2019-05-01	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-06-11	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
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	Yes - Oui	No - Non
Accusé de réception requis	<input type="checkbox"/>	<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

Annex A: The Statement of Work

Software requirements, use of FTP sites, delivery timeframes, ect.

Q22. Can PSPC confirm if the proceedings to be transcribed are just proceedings before the board(s)? Will any interviews or investigations before hearings require transcription?

A22. The proceedings to be transcribed will include proceedings before any of the four divisions at the IRB. This should not include investigations or any material outside of the hearings held at the IRB.

Q23. Can PSPC confirm that audio transcriptions will be exclusively in English or French? If simultaneous interpretation is used, how often is it used, and must the interpretation be transcribed?

A23. The transcriptions are only expected to be in English or French. Many of our hearing do include the use of an interpreter. The audio where the interpreter and or the other party responds in a foreign language is not transcribed. Only the English and French portions of the audio should be transcribed. Generally speaking, approximately 70%-80% of proceedings will use simultaneous translation.

Q24. Can PSPC please confirm if the digital audio recordings will be annotated with VIQ identifying all speakers and providing start times, end times, and other spellings and terminology, or will a separate list with this information be provided?

A24. Yes, Digital Audio Recording System has annotations including start times, end times, and breaks. On the transcript request from, the file number and participating names are listed.

Q25. At Annex A, The Statement of Work, section 6, Contractor's Responsibility, sub-section 6.4, Client Service, part (a) states: "a Project/Account Manager must be available between the hours of 9:00 and 17:30 EDT/EST (for Toronto or Montreal) or PST (for Vancouver)." Can PSPC clarify if this requires a Contractor based in Ontario to be available between 9am and 8:30pm Eastern for all offices and to reply to all call-up requests within an hour of those times?

Additionally, part (c) does not indicate Pacific Time, and it defines the working day differently. Can PSPC please clarify?

A25. The time zones are relevant to where the supplier is **based**. So, if for example, the supplier is based in Vancouver, then the project/account manager will be available between 9:00am and 5:30pm PST.

Sub-section 6.4, part (c), has been updated for clarity in this amendment.

Q26. At Annex A, The Statement of Work, section 7, Deliverables, sub-section 7.2, Transcription Tracking and Cover Sheet states, "for billing purposes, the cover page must be considered as half (1/2) page". The Basis of Payment indicates that billing should be done at a per-word rate, can PSPC please clarify how cover pages should be billed?

A26. The IRB will provide the supplier with a template. The per-word rate will be applied or the hard copy page rate will be applied, depending on whether or not a print copy is required. Sub-section 7.2 has been updated in this amendment for clarity.

Q27. Annex A, The Statement of Work, section 7, Deliverables, sub-section 7.1, Quality Assurance states: "All transcripts must be grouped into five (5) categories of service (turnaround times). Only the Project Authority for the IRB can request changes to the categories of service."

If the contractor agrees to a requested timeframe but upon receiving the actual audio recording and having determined by listening to the quality of the recording, realizing that the agreed-upon timeframe cannot be met because of bad quality sound, particularly heavy accents, etcetera, can the contractor refuse the work from that point, in other words, within one (1) hour of actually receiving the audio file. Or if the contractor has determined that the audio file is doable but only if more time is granted, is that something that is negotiable?

A27. The contractor cannot refuse agreed-upon work due to the reasons mentioned above. The contractor must contact the Project Authority in order to discuss the issue and determine possible solutions which may include extending the expected due date.

END OF QUESTION AND ANSWER SERIES 2

AMENDMENT 004 IS RAISED TO UPDATE THE STATEMENT OF WORK. THE CHANGES ARE AS FOLLOWS:

1. At Annex A, The Statement of Work, sub-section 6.4, Client Service; **DELETE** in its entirety, and **REPLACE** with the following:

6.4 Client Service

The Contractor must provide the following level of client service:

- a) a Project/Account Manager must be available between the hours of 9:00 and 17:30 EDT/EST (for Toronto or Montreal) or PST (for Vancouver);
- b) for after hours, a call answer service/voice messaging system must be in place for all other messages; and
- c) all phone and electronic mail (e-mail) messages sent during working hours must be returned within the same working day. The working day is defined as Monday to Friday, excluding statutory holidays, from 9:00 to 17:30 EDT/EST, or PST, and on statutory holidays must be returned by 10:00 am next business day.

2. At Annex A, The Statement of Work, sub-section 7.2, Transcription Tracking and Cover Sheet; **DELETE** in its entirety, and **REPLACE** with the following:

7.2 Transcription Tracking and Cover Sheet

The Contractor must provide a cover sheet with all daily deliveries to the IRB. This coversheet must serve as a monitoring tool for the IRB to ensure that timeframes are being adhered to by the Contractors. For billing purposes, the cover page is billed at the per-word rate.

The cover sheet must always include all of the following information in Excel format:

- a) All of the file numbers and names of all transcripts included with the delivery;
- b) Date cassette tape /CD-ROM/IRB authorized USB key or digital recordings are sent by IRB
- c) Date cassette tape /CD-ROM/IRB authorized USB key digital recordings are sent to the IRB;
- d) Number of words per transcript (listed for each individual transcript);
- e) Name of each and every person who performed work on the transcription; and

Solicitation No. - N° de l'invitation
86100-170005/A
Client Ref. No. - N° de réf. du client
86100-170005

Amd. No. - N° de la modif.
004
File No. - N° du dossier
cy034.86100-170005

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

f) Name of each and every person who performed quality assurance on the transcription.

Contractors must provide monthly reports to IRB (see attachment 1 to Annex "A" – Sample Monthly Report Format).

ALL OTHER PARTS OF THE REQUEST FOR STANDING OFFER REMAIN UNCHANGED