

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des soumissions - TPSGC**

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**Place du Portage, Phase III**  
**Core 0B2 / Noyau 0B2**

## Gatineau

Québec

**K1A 0S5**

**Bid Fax: (819) 997-9776**

## Request For a Standing Offer Demande d'offre à commandes

## National Individual Standing Offer (NISO)

Offre à commandes individuelle nationale (OCIN)

Canada, as represented by the Minister of Public Works and Government Services Canada, hereby requests a Standing Offer on behalf of the Identified Users herein.

Le Canada, représenté par le ministre des Travaux Publics et Services Gouvernementaux Canada, autorise par la présente, une offre à commandes au nom des utilisateurs identifiés énumérés ci-après.

## Comments - Commentaires

**Vendor/Firm Name and Address****Raison sociale et adresse du fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Linguistic Services Division / Division des services linguistiques

## Les Terrasses de la Chaudière

10, rue Wellington, 5e étage

Gatineau

Québec

K1A 0S5

|  |  |
|--|--|
| <b>Title - Sujet</b><br>Translation Services   |  |
| <b>Solicitation No. - N° de l'invitation</b><br>5P004-190022/A   | <b>Date</b><br>2019-09-13  |
| <b>Client Reference No. - N° de référence du client</b><br>5P004-190022  | <b>GETS Ref. No. - N° de réf. de SEAG</b><br>PW-\$\$ZF-519-36792                 |
| <b>File No. - N° de dossier</b><br>519zf.5P004-190022  | <b>CCC No./N° CCC - FMS No./N° VME</b>   |
| <b>Solicitation Closes - L'invitation prend fin</b><br><b>at - à 02:00 PM</b><br><b>on - le 2019-10-28</b>   | <b>Time Zone</b><br><b>Fuseau horaire</b><br>Eastern Daylight Saving<br>Time EDT |
| <b>Delivery Required - Livraison exigée</b><br>See Herein  |  |
| <b>Address Enquiries to: - Adresser toutes questions à:</b><br>Merritt, Andrew   | <b>Buyer Id - Id de l'acheteur</b><br>519zf                                      |
| <b>Telephone No. - N° de téléphone</b><br>(343)542-7538 ( )  | <b>FAX No. - N° de FAX</b><br>( ) -  |
| <b>Destination - of Goods, Services, and Construction:</b><br><b>Destination - des biens, services et construction:</b><br><br>Specified Herein<br>Précisé dans les présentes            |  |
| <b>Security - Sécurité</b><br>This request for a Standing Offer includes provisions for security.<br>Cette Demande d'offre à commandes comprend des dispositions en matière de sécurité. |  |

**Instructions: See Herein**

**Instructions: Voir aux présentes**

|  |             |
|--|-------------|
| <b>Vendor/Firm Name and Address</b><br><b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>   |             |
| <b>Telephone No. - N° de téléphone</b><br><b>Facsimile No. - N° de télécopieur</b>   |             |
| <b>Name and title of person authorized to sign on behalf of Vendor/Firm</b><br><b>(type or print)</b><br><b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b><br><b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b> |             |
| <b>Signature</b>   | <b>Date</b> |

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- |        |   |
|--------|---|
| Part 1 | General Information: provides a general description of the requirement;   |
| Part 2 | Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;   |
| Part 3 | Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified;   |
| Part 4 | Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection;   |
| Part 5 | Certifications and Additional Information: includes the certifications and additional information to be provided;   |
| Part 6 | Security, Financial and Insurance Requirements: includes specific requirements that must be addressed by offerors; and  |
| Part 7 | 7A, Standing Offer, and 7B, Resulting Contract Clauses:<br><br>7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;<br><br>7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer. |

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, PWGSC-TPSGC 942 Call-up Form, and Electronic Payment Instruments.

The pricing tables to be used during the evaluation of offers are included as an attachment to this solicitation, which can be found at <https://buyandsell.gc.ca>. These pricing tables should be filled out by offerors and submitted along with their offer.

### **1.2 Summary**

- 1.2.1** Parks Canada Agency (PCA) has a requirement for translation, editing, and updating services, from English to French and from French to English. The aim is to establish up to three National Individual Standing Offers (NISOs) to meet PCA's requirements in translation and related editing and updating services. The Work is to be performed across Canada.

Each National Individual Standing Offer (NISO) period will be for two years from the date of issue with the possibility to extend the period of the Standing Offer by up to three additional one-year periods under the same terms and conditions.

- 1.2.2** The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA).

**1.2.3** The requirement is limited to Canadian services.

**1.2.4** The Request for Standing Offers (RFSO) is to establish National Individual Standing Offers for the requirement detailed in the RFSO, to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the resulting standing offers.

**1.2.5** This RFSO allows offerors to use the epost Connect service provided by Canada Post Corporation to transmit their offers electronically. Offerors must refer to Part 2 of the RFSO entitled Offeror Instructions and Part 3 of the RFSO entitled Offer Preparation Instructions, for further information on using this method.

### **1.3 Security Requirements**

There are security requirements associated with the requirement of the Standing Offer. For additional information, see Part 6 - Security, Financial and Insurance Requirements, and Part 7 - Standing Offer and Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, offerors should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

### **1.4 Debriefings**

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

### **1.5 Anticipated migration to an e-Procurement Solution (EPS)**

Canada is currently developing an online EPS for faster and more convenient ordering of goods and services. In support of the anticipated transition to this system and how it may impact any resulting Standing Offer that is issued under this solicitation, refer to 7.15 Transition to an e-Procurement Solution (EPS).

The Government of Canada's [press release](#) provides additional information.

## PART 2 - OFFEROR INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The [2006](#) 2019-03-04 Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Subsection 5.4 of [2006](#), Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days  
Insert: 120 days

### 2.2 Submission of Offers

Offers must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated in the RFSO.

Note: For offerors choosing to submit using epost Connect for offers closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

[tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca)

Note: Offers will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions [2006](#), or to send offers through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

### 2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the offer non-responsive.

#### Definitions

For the purposes of this clause, "former public servant" is any former member of a department as defined in the [Financial Administration Act](#) R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;

- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

#### **Former Public Servant in Receipt of a Pension**

As per the above definitions, is the Offeror a FPS in receipt of a pension? **YES ( ) NO ( )**

If so, the Offeror must provide the following information, for all FPS in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Offerors agree that the successful Offeror's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

#### **Work Force Adjustment Directive**

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **YES ( ) NO ( )**

If so, the Offeror must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including applicable taxes.

## **2.4 Enquiries - Request for Standing Offers**

All enquiries must be submitted in writing to the Standing Offer Authority no later than 10 calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

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Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by offerors to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that offerors do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all offerors. Enquiries not submitted in a form that can be distributed to all offerors may not be answered by Canada.

## **2.5 Applicable Laws**

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the offerors.

## **2.6 Basis for Canada's Ownership of Intellectual Property**

The Canadian Intellectual Property Office has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, for the following reason, as set out in the [Policy on Title to Intellectual Property Arising Under Crown Procurement Contracts](#):

- The Intellectual Property in Foreground Information consists of material subject to copyright, with the exception of computer software and all documentation pertaining to that software.



## PART 3 - OFFER PREPARATION INSTRUCTIONS

### 3.1 Offer Preparation Instructions

- If the Offeror chooses to submit its offer electronically, Canada requests that the Offeror submits its offer in accordance with section 08 of the 2006 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation. The offer must be gathered per section and separated as follows:

Section I: Technical Offer  
Section II: Financial Offer  
Section III: Certifications  
Section IV: Additional Information

- If the Offeror chooses to submit its offer in hard copies, Canada requests that the Offeror provides its offer in separately bound sections as follows:

Section I: Technical Offer (1 hard copy)  
Section II: Financial Offer (1 hard copy)  
Section III: Certifications (1 hard copy)  
Section IV: Additional Information (1 hard copy)

If there is a discrepancy between the wording of the soft copy on electronic media and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

- If the Offeror is simultaneously providing copies of its offer using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.

Prices must appear in the financial offer only. No prices must be indicated in any other section of the offer.

Canada requests that offerors follow the format instructions described below in the preparation of hard copy of their offer:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the RFSO.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, Offerors should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and

- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

## **Section I: Technical Offer**

In their technical offer, offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

## **Section II: Financial Offer**

Offerors must submit their financial offer in accordance with Annex "B", Basis of Payment. For evaluation purposes only, prices will be evaluated based on the estimated number of words outlined in the pricing tables provided as an attachment to this solicitation on <https://buyandsell.gc.ca>. These pricing tables should be filled out by offerors and submitted along with their offer.

### **3.1.1 Electronic Payment of Invoices – Offer**

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "E", Electronic Payment Instruments, to identify which ones are accepted.

If Annex "E" Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

### **3.1.2 Exchange Rate Fluctuation**

SACC Manual clause [C3011T](#) 2013-11-06, Exchange Rate Fluctuation

**Section III: Certifications** Offerors must submit the certifications and additional information required under Part 5.

## **Section IV: Additional Information**

### **3.1.3 Offeror's Proposed Sites or Premises Requiring Safeguarding Measures**

- 3.1.3.1** As indicated in Part 6 under Security Requirements, the Offeror must provide the full addresses of the Offeror's and proposed individuals' sites or premises for which safeguarding measures are required for Work Performance:

Street Number / Street Name, Unit / Suite / Apartment Number  
City, Province, Territory / State  
Postal Code / Zip Code  
Country

- 3.1.3.2** The Company Security Officer must ensure through the [Contract Security Program](#) that the Offeror and proposed individual(s) hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.

## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.

#### 4.1.1 Technical Evaluation

##### 4.1.1.1 Mandatory Technical Criteria (MTC)

The bid must meet the mandatory technical criteria specified below. The Offeror must provide supporting documentation in its proposal in order to demonstrate that each mandatory requirement has been met.

Any bid which fails to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

All responses will be addressed as a Pass or Fail. Offers not meeting all mandatory requirements will be given no further consideration.

#### Definitions

- **Large translation project:** means a translation services project with at least 100,000 words with a complex linguistic profile as specified in Complexity Level Table in Point Rated Criteria (PRTC2), and requiring the services of several translators working simultaneously on the project to meet delivery deadlines as specified in Table A1 "Expected Delivery Time" of Article 14.1, Expected Delivery Timeline, of Annex "A", Statement of Work.
- **Translation Services and/or Work:** means Translation, editing, and updating services as specified in Articles 15.1, 15.2, and 15.3 of Annex "A", Statement of Work.
- **Hands-on experience:** means practical experience in providing translation services on at least one large translation project as defined above.
- **Recent references:** means names of the organizations and their contact persons to verify the experience of the translators and /or the offeror in a large translation project during the past five (5) years period from this RFSO's closing date.
- **Quality Assurance and/or Quality:** means proofreading of translated text by the Quality Assurance Reviewer thoroughly to ensure that all typing errors, grammatical, vocabulary, semantics, and syntax errors are corrected. The tone of the translated text should be equivalent to the tone used in the original version and the length should be approximately the same. In other words, the quality of the translated version should be equivalent to the quality of the original version.
- **Page:** for the purpose of evaluation a page is defined as below:
  - Paper size should be 216 mm x 279 mm (8.5" x 11").
  - Minimum font size - 11 point Times or equivalent.
  - Minimum margins: 12 mm left, right, top, and bottom.

- Double-sided submissions are preferred.
- One (1) 'page' means one side of a 216 mm x 279 mm (8.5" x 11") sheet of paper.
- Pages that are larger than 216 mm x 279 mm (8.5" x 11") sheet of paper will be counted as 2 pages.
- Pages that are larger than 279 mm x 432 mm (11" x 17") will be discarded.

| <b>Mandatory Technical Criteria (MT)</b><br>All experience must be complete prior to bid closing. |  |                          |  |
|---|--|--------------------------|--|
| <b>Item</b>   | <b>Mandatory Technical Criterion</b>   | <b>Met /<br/>Not Met</b> | <b>Cross<br/>Reference<br/>to<br/>Proposal</b> |
| <b>MT 1 - Offeror's Experience</b>  |  |                          |  |
| <b>MT 1.1</b>   | <p>The Offeror must demonstrate that is has been in operation in the Translation Services industry since January 1, 2012 with the following minimum words <b>per year</b>:</p> <p>English to French: minimum of 1,300,000 words; and<br/> French to English: minimum of 200,000 words.</p> <p><b>Offer Preparation Instructions</b><br/> The offeror must demonstrate that it meets the requirement by providing project examples that cumulatively demonstrate that the noted experience was obtained within the time period specified above. Each project example should include the following:</p> <ol style="list-style-type: none"> <li>1. Brief description of each translation work claimed;</li> <li>2. Name of the client for whom the translation work was done, including the following for the delegated representative who would be able to confirm the information provided by the offeror: <ol style="list-style-type: none"> <li>a. Representative name</li> <li>b. Title</li> <li>c. Current e-mail address and/or telephone number;</li> </ol> </li> <li>3. Duration (from mm/yr to mm/yr);</li> <li>4. Subject field(s) of the translation project;</li> <li>5. Volume of work in words;</li> <li>6. Source and target languages involved;</li> <li>7. Name of the Client manager; and</li> <li>8. List of Resources managed by the client manager.</li> </ol> <p>The Offeror must also provide the total number of words per year by referring to the proposed translation projects.</p> |                          |  |

|  |  |  |  |
|--|--|--|--|
| <b>MT 1.2</b>                                  | The Offeror must submit a detailed quality assurance plan detailing its approach to ensuring the translated documents are free of major errors, have no more than two minor errors, are consistent, and are virus-free and do not contain malicious or unauthorized codes in its proposal.   |  |  |
| <b>MT 1.3</b>                                  | The Offeror must include and identify in MT1.1 a minimum of <u>three (3) large translation projects</u> (as defined above).  |  |  |
| <b>MT 2 - Offeror's Resources Capability</b>   |  |  |  |
| <b>MT 2.1</b>                                  | The Offeror must demonstrate that it has a minimum of three (3) in-house translators, from English to French, and one (1) in-house translator, from French to English, capable of handling translation, editing, and updating services.  |  |  |
| <b>MT 2.2</b>                                  | The Offeror must demonstrate that it has at least one (1) in-house quality assurance reviewer, from English to French, and one (1) in-house quality assurance reviewer, from French to English, capable of handling translation, editing and updating services. The same quality assurance reviewer(s) can be proposed for both languages. The quality assurance reviewer(s) must be a separate position from the translators. |  |  |
| <b>MT 3 - Client Manager (Project Manager)</b> |  |  |  |
| <b>MT 3.1</b>                                  | The Client Manager must have a minimum of 3 years of work experience since January 1, 2012, in providing customer services related to translation services projects, with a minimum of 1,500,000 words per year total.   |  |  |
| <b>MT 3.2</b>                                  | The Offeror must provide the information requested in Form C-1 "Proposed Client Manager" specified in Annex "F" – Profile Forms.   |  |  |
| <b>MT 4 – Translators</b>                      |  |  |  |
| <b>MT 4.1</b>                                  | Have a degree from a recognized university with acceptable specialization in either translation, journalism, literature, social sciences, or communication, and three (3) years of work experience in translation services since January 1, 2012.<br><br><b>OR</b><br><br>Have worked as a translator for at least 5 years since January 1, 2012.  |  |  |
| <b>MT 4.2</b>                                  | The Offeror must provide the information requested in Form C-2 "Translator's Profile" specified at Annex "F" – Profile Forms for each proposed translator.   |  |  |

| <b>MT 5 – Quality Assurance Reviewer</b> |  |  |  |
|--|--|--|--|
| <b>MT 5.1</b>                            | Have worked as a French and English reviewer in translation quality assurance area for at least 3 years since January 1, 2012 and have a Bachelor or Master degree in translation from a recognized post-secondary institution.<br><br>OR<br><br>Have a minimum of five (5) years' experience since January 1, 2012 as a reviewer in English and French. |  |  |
| <b>MT 5.2</b>                            | The Offeror must provide the information requested in Form C-3 "Quality Assurance Reviewer Profile" specified at Annex "F" – Profile Forms.  |  |  |
| <b>MT 6 – Exam requirements</b>          |  |  |  |
| <b>MT 6.1</b>                            | The offer must provide a single email address to be used to send the exam as described in the exam section below.  |  |  |

#### 4.1.1.2 Point Rated Technical Criteria (PRTC)

The Offeror's offer will be rated according to how it addresses the requirements stated herein. A rating mechanism with an associated weight has been established for each rated criterion. By addressing each criterion separately, the Offeror must provide the information as requested.

Offerors must achieve a minimum overall score of 70% (340/485) and score the minimum required points in each category of the point-rated criteria in order to be considered responsive.

| <b>Point Rated Technical Criteria (PRTC)</b>                        | <b>Minimum Number of Points</b> | <b>Maximum Number of Points</b> |
|---|---------------------------------|---------------------------------|
| <b>PRTC1 - OFFEROR'S EXPERIENCE</b>                                 | 55                              | 110                             |
| <b>PRTC 2 - SUBJECT FIELDS AND COMPLEXITY LEVELS</b>                | 100                             | 180                             |
| <b>PRTC 3 - OFFEROR'S APPROACH AND METHODOLOGY</b>                  | 30                              | 40                              |
| <b>PRTC 4 - EXPERIENCE OF THE OFFEROR'S PROPOSED CLIENT MANAGER</b> | 20                              | 45                              |
| <b>PRTC 5- QUALITY ASSURANCE PLAN</b>                               | 40                              | 110                             |
|   |                                 |                                 |
| <b>MINIMUM OVERALL SCORE</b>  | <b>340</b>                      | <b>485</b>                      |

Solicitation No. - N° de l'invitation  
5P004-190022/A  
Client Ref. No. - N° de réf. du client  
5P004-190022

Amd. No. - N° de la modif.  
File No. - N° du dossier  
519zf.5P004-190022

Buyer ID - Id de l'acheteur  
519zf  
CCC No./N° CCC - FMS No./N° VME

| Point Rated Technical Criteria (PRTC)   |   |
|---|---|
| <b>PRTC 1 - OFFEROR'S EXPERIENCE AND CAPACITY</b><br><b>Maximum Points : 110 - Minimum Points: 55</b> |   |
| Information from MT1.1 will be used for the evaluation of PRTC 1.                                     |   |
| Point Rated Technical Criteria  | Weighting (Points)  |
| <b>PRTC 1.1 Offeror's years of experience</b>   | <p>Points will be awarded as follows</p> <p>5 years or less: <b>0 Points</b></p> <p>5 years plus 1 day to 6 years: <b>5 Points</b></p> <p>6 years plus 1 day to 7 years : <b>7.5 Points</b></p> <p>7 years plus 1 day and more : <b>10 Points</b></p> <p>Years will be calculated as consecutive months from the solicitation closing date. For example, six (6) years would be calculated as the Solicitation closing date minus 72 months.</p> <p><b>MAXIMUM POINTS AVAILABLE: 10</b></p> |

| <p><b>PRTC 1.2 Offeror’s capacity</b><br/>The Offeror word count amounts listed in the weighting are based on yearly amounts. The evaluation will be based on the lowest word count of the years provided by the Offeror. Partial years will not be used.</p> <p>The Offeror must meet both the requirement of the translation from English to French and French to English in order to qualify for the points.</p> | <table><tr><th>Translation from English to French (yearly)</th><th>Translation from French to English (yearly)</th><th>Points</th></tr><tr><td>Less than and equal to 1,300,000 words.</td><td>Less than and equal to 200,000 words per year.</td><td>0</td></tr><tr><td>1,300,001 to 1,550,000 words.</td><td>200,001 to 250,000 words</td><td>50</td></tr><tr><td>1,550,001 to 1,800,000 words.</td><td>250,001 to 300,000 words.</td><td>75</td></tr><tr><td>Greater than 1,800,000 words.</td><td>Greater than 300,000 words.</td><td>100</td></tr><tr><td colspan="3"><b>MAXIMUM POINTS AVAILABLE: 100</b></td></tr></table> | Translation from English to French (yearly) | Translation from French to English (yearly) | Points | Less than and equal to 1,300,000 words. | Less than and equal to 200,000 words per year. | 0 | 1,300,001 to 1,550,000 words. | 200,001 to 250,000 words | 50 | 1,550,001 to 1,800,000 words. | 250,001 to 300,000 words. | 75 | Greater than 1,800,000 words. | Greater than 300,000 words. | 100 | <b>MAXIMUM POINTS AVAILABLE: 100</b> |  |  |
|---|---|---|---|--------|---|--|---|-------------------------------|--------------------------|----|-------------------------------|---------------------------|----|-------------------------------|-----------------------------|-----|--------------------------------------|--|--|
| Translation from English to French (yearly)   | Translation from French to English (yearly)   | Points                                      |   |        |   |  |   |                               |                          |    |                               |                           |    |                               |                             |     |                                      |  |  |
| Less than and equal to 1,300,000 words.   | Less than and equal to 200,000 words per year.  | 0   |   |        |   |  |   |                               |                          |    |                               |                           |    |                               |                             |     |                                      |  |  |
| 1,300,001 to 1,550,000 words.   | 200,001 to 250,000 words  | 50  |   |        |   |  |   |                               |                          |    |                               |                           |    |                               |                             |     |                                      |  |  |
| 1,550,001 to 1,800,000 words.   | 250,001 to 300,000 words.   | 75  |   |        |   |  |   |                               |                          |    |                               |                           |    |                               |                             |     |                                      |  |  |
| Greater than 1,800,000 words.   | Greater than 300,000 words.   | 100   |   |        |   |  |   |                               |                          |    |                               |                           |    |                               |                             |     |                                      |  |  |
| <b>MAXIMUM POINTS AVAILABLE: 100</b>  |   |   |   |        |   |  |   |                               |                          |    |                               |                           |    |                               |                             |     |                                      |  |  |

|  |   |
|--|---|
| <p><b>PRTC 2 - SUBJECT FIELDS AND COMPLEXITY LEVELS</b><br/><b>Maximum Points: 180    Minimum Points: 100</b></p> <p>Information from MT1.1 will be used for the evaluation of PRTC 2.</p> |   |
| <p><b>Point Rated Technical Criteria</b></p>   | <p><b>Weighting (Points)</b></p>  |
| <p><b>PRTC 2.1- Complexity level 1 Subject fields</b></p>  | <p>For each qualified complexity level 1 subject field the Offeror should demonstrate they achieved the below minimum for each field:</p> <ul style="list-style-type: none"><li>a) English to French for a minimum of 1,000,000 words; and</li><li>b) French to English for a minimum of 150,000 words</li></ul> <p><b>10 points</b> for each of the 10 subject fields listed in Complexity Level 1.</p> <p><b>MINIMUM REQUIRED POINTS: 60</b><br/><b>MAXIMUM POINTS AVAILABLE: 100</b></p> |



|  |   |
|--|---|
| <b>PRTC 2.2-<br/>Complexity level 2<br/>Subject fields</b>   | <p>For each Qualified complexity level 2 subject field the Offeror should demonstrate they achieved the below minimum for each field:</p> <ol style="list-style-type: none"><li>English to French for a minimum of 800,000 words; and</li><li>French to English for a minimum of 150,000 words</li></ol> <p>For each qualified subject field in Complexity Level 2: <b>20 points.</b></p> <p>The Offeror can select from the available Complexity Level 2 subjects from the Complexity Level table below.</p> <p><b>MINIMUM REQUIRED POINTS: 40</b><br/><b>MAXIMUM POINTS AVAILABLE: 80</b></p> |
| <b>Complexity Level Table</b><br><br><b>Complexity Level 1:</b> <ol style="list-style-type: none"><li>Management documents, policy documents and administrative texts, including but not limited to memoranda, ministerial correspondence, general correspondence, and presentations;</li><li>Communications (Press releases, speeches, Publications, web sites);</li><li>Tourism, advertisements, Public notices;</li><li>Human resource management in the Public Service (Job descriptions, statement of qualifications);</li><li>Performance management;</li><li>Career management;</li><li>Business requirement (high level and detailed);</li><li>Program evaluation and monitoring technology development;</li><li>Procurement related text, including statements of work, evaluation criteria, requests for proposal (RFP) and contracts;</li><li>Financial texts, such as financial statements, charts and accounting documents, training material, including guides, lessons and plans</li></ol><br><b>Complexity Level 2:</b> <ul style="list-style-type: none"><li>Legal text;</li><li>highly technical/specialized texts;</li><li>Ecology or environmental issues;</li><li>Science and technology;</li><li>Social sciences;</li><li>Research, surveys, studies difficult or unusual terminology;</li><li>Municipal, Provincial, or federal Legislation;</li><li>Information technology technical texts, including technical specifications and computer sciences</li></ul> |   |

### **PRTC 3 - OFEFROR'S APPROACH AND METHODOLOGY**

#### **Maximum Points: 40 - Minimum Points: 30**

The offer should include a detailed plan that demonstrates procedures and standardization of its translation projects.

Sub-criteria:

- A. The Offeror will have a dedicated resource to conduct each translation project to ensure consistency of terminology.
- B. The Offeror currently maintains and will maintain a terminology data bank, and has and will have access to the terminology and linguistic database "TermiumPlus", terminology libraries, and other terminology software.
- C. The Offeror will review each translation project to ensure standardization of format and of terminology by using the following method: automated software and/or human resources review before it is delivered to the client.
- D. The Offeror maintains and will maintain a database of various publications and reference material respecting financial terminology or administration related to financial terminology, which documents were translated for a Canadian government organization at either the federal, provincial, or municipal level.

The plan should include the following, as a minimum:

1. Dictionaries used to perform the work;
2. The reference material and access to the specialized terminology software TermiumPlus;
3. Automated translation devices or translation memories used to perform the translation projects;
4. Automated software and human resources used to perform review of standardization of format and terminology;
5. Database of publications and reference materials.

| <b>Point Rated<br/>Technical Criteria</b>                    | <b>Weighting (Points)</b>   |
|--|---|
| <b>PRTC 3.1 –<br/>Offeror's approach<br/>and methodology</b> | <p>Points will be awarded as follows for the demonstrated experience that meets the criterion:</p> <p>The Offeror demonstrated one (1) of the sub-criterion (A or B or C or D):<br/><b>10 points</b></p> <p>The Offeror demonstrated two (2) sub-criteria out of four (4):<br/><b>20 points</b></p> <p>The Offeror demonstrated three (3) sub-criteria out of four (4):<br/><b>30 points</b></p> <p>The Offeror demonstrated all of the sub-criteria (A and B and C and D):<br/><b>40 points</b></p> <p><b>MAXIMUM POINTS AVAILABLE: 40</b></p> |

| <b>PRTC 4- EXPERIENCE OF THE OFFEROR'S PROPOSED CLIENT MANAGER</b><br><b>Maximum Points : 45 - Minimum Points: 20</b> |   |
|---|---|
| Information from MT1.1 & MT3 will be used for the evaluation of PRTC 4.   |   |
| Point Rated<br>Technical Criteria   | Weighting (Points)  |
| <b>PRTC 4.1-<br/>Experience<br/>managing<br/>translation<br/>projects</b>   | <p>Points will be awarded as follows for the demonstrated experience managing translation projects that meets the criterion:</p> <p>The Client Manager has less than four (4) years of experience within the past 8 years:<br/><b>0 points</b></p> <p>The Client Manager has four (4) years of experience within the past 8 years:<br/><b>20 points</b></p> <p>The Client Manager has five (5) years of experience within the past 8 years:<br/><b>25 points</b></p> <p>The Client Manager has more than five (5) years of experience within the past 8 years:<br/><b>30 points</b></p> <p>*1 year = 12 months.</p> <p><b>MAXIMUM POINTS AVAILABLE: 30</b></p>  |
| <b>PRTC 4.2 -<br/>Experience<br/>managing human<br/>resources</b>   | <p>Points will be awarded as follows for the demonstrated experience that meets the criterion:</p> <p>For each described project, the Client Manager has managed a minimum of five (5) resources where at least four (4) out of the five resources were translators and one (1) was a quality assurance reviewer:<br/><b>5 points</b></p> <p>For each described project, the Client Manager has managed a minimum of six (6) resources where at least five (5) out of the six (6) resources were translators and one (1) a was quality assurance reviewer:<br/><b>10 points</b></p> <p>For each described project, the Client Manager has managed more than seven (7) resources where at least five (5) out of the seven (7) resources were translators and two (2) were quality assurance reviewers:<br/><b>15 points</b></p> <p><b>MAXIMUM POINTS AVAILABLE: 15</b></p> |

### PRTC 5- QUALITY ASSURANCE PLAN

**Maximum Points : 110 - Minimum Points: 40**

Information from MT1.3 & MT5 will be used for the evaluation of PRTC 5.

The quality assurance plan submitted by the Offeror in response to MT5 should clearly outline the Offeror's proposed approach to ensuring translated documents:

- a) are free of errors, notably:
  - misinterpretation/mistranslation (one word is used instead of another in the same lexical field or a translation that means the contrary of the idea expressed in the source text);
  - additions/omissions (an element appears in the target text that is not in the source text or vice-versa)
  - grammar errors;
  - punctuation errors; and
  - spelling mistakes.
- b) are consistent with:
  - the formatting of the original document;
  - with other documents within a group of documents divided amongst several translators;
  - with the electronic document format provided (such as .docx, .xls, etc); and
  - acronyms and terminology.
- c) and, are virus-free and do not contain malicious or unauthorized codes.

#### Definitions:

**Excellent:** Response clearly and comprehensively addresses the item and includes exceptional insight or unique perspectives

**Fair:** Response somewhat addresses the item with gaps

**Inadequate:** Response is inadequate or missing information

| Point Rated<br>Technical Criteria       | Weighting (Points)  |                   |                  |                  |
|---|---|-------------------|------------------|------------------|
| <b>PRTC 5.1- Quality assurance plan</b> | Points will be awarded as follows for the demonstrated approach that meets the criterion: |                   |                  |                  |
|   | <b>Title</b>  | <b>Inadequate</b> | <b>Fair</b>      | <b>Excellent</b> |
|   | <b>a) Corrects/avoids errors</b>  | <b>0 Points</b>   | <b>30 Points</b> | <b>60 points</b> |
|   | •misinterpretation/mistranslation   | 0                 | 5                | 10               |
|   | •additions  | 0                 | 5                | 10               |
|   | •omissions  | 0                 | 5                | 10               |
|   | •grammar  | 0                 | 5                | 10               |
|   | •punctuation  | 0                 | 5                | 10               |
|   | •spelling mistakes  | 0                 | 5                | 10               |
|   | <b>b) Ensures consistency</b>   | <b>0 Points</b>   | <b>20 Points</b> | <b>40 points</b> |
|   | •the formatting of the original document;   | 0                 | 5                | 10               |
|   | •with other documents within a group of documents divided amongst several translators;    | 0                 | 5                | 10               |
|   | •with the electronic document format provided (such as .docx, .xls, etc)                  | 0                 | 5                | 10               |
|   | •acronyms and terminology.  | 0                 | 5                | 10               |
|   | <b>c) Virus-free and do not contain malicious or unauthorized codes</b>                   | <b>0 Points</b>   | <b>5 Points</b>  | <b>10 points</b> |
| <b>MAXIMUM POINTS AVAILABLE: 110</b>    |   |                   |                  |                  |

#### 4.1.1.3 Exam and Description of Process

##### (a) Exam

The Contracting Authority will send a translation request with the subject heading "Examen : DOC APC-001-2019 / Exam: RFSO PCA-001-2019"" The Offeror will then have a **maximum of 48 hours** to perform the requested translation. The period of time starts as soon as the request is sent by the Contracting Authority, regardless of when the message is received. The translation must be done **using the same process proposed by the contractor**. The translation requested must be returned by email to the Contracting Authority.

More than one resource may be involved if this is the Offeror's usual way of operating.

The text translated will be evaluated by one or more specialists on the evaluation team. In order to ensure fairness and transparency in the procurement process, this individual or these individuals will not know the Offeror's name when they evaluate the translated text.

The correction scheme shown below will be used to correct the requested translation. The maximum score is 50 points. **A minimum score of 90% (45 points) is required in order for the offer to be deemed responsive.**

| Correction scheme for the exam  |
|---|
| <b>Spelling:</b> Deduction of 1 point per error   |
| <b>Grammar:</b> Deduction of 2 points per error   |
| <b>Terminology and official titles:</b> Deduction of 1 point per error  |
| <b>Translation errors (e.g. Anglicisms, shifts in meaning, mistranslations, omissions, additions, redundancy, barbarism):</b> Deduction of 2 points per error |
| <b>Serious errors (e.g. nonsense, serious mistranslation, gibberish, unreadability, illogical passages):</b> Deduction of 3 points per error                  |
| <b>Style and syntax:</b> Deduction of 1 point per error   |
| <b>Punctuation and typographical conventions:</b> Deduction of 1 point per error  |
| <b>Formatting:</b> Deduction of 1 point for each failure to comply with the formatting of the source texts  |

##### (b) Description of Process

The Offeror must clearly demonstrate that he or she has followed all instructions regarding the production of the translation. The Offeror must include a complete description of the process used. This description must contain the names of all individuals involved in the translation, the role played by each one (e.g. receipt of the request, analysis of source texts, pre-translation using a translation tool, terminology research, translation, revision or proofreading, translation delivery) and the time spent on each task (precise dates and times).

The Offeror, and each person involved in producing the translation, must sign the description of the process.

The Offeror should provide the information described above within two workdays of the exam due date.

#### **4.1.2 Financial Evaluation**

For offer evaluation and Contractor selection purposes only, the evaluated cost of an offer will be determined in accordance with the estimated annual volumes as outlined in the pricing tables attachment to this RFSO, found on <https://buyandsell.gc.ca>.

Offerors must bid their firm all-inclusive rates per word (translation and editing) and per hour (updating) for the initial period and each extension period. The price of the offer will be evaluated in Canadian dollars, all applicable taxes excluded.

#### **4.2 Basis of Selection**

##### **4.2.1 Basis of Selection - Minimum Point Rating**

1. To be declared responsive, an offer must:
  - a. comply with all the requirements of the Request for Standing Offers (RFSO); and
  - b. meet all mandatory technical evaluation criteria;
  - c. obtain the required minimum of points overall for the technical evaluation criteria which are subject to point rating; and
  - d. achieve a passing mark of at least 90% on the translation exam to be distributed after the RFSO closing date.
2. Offers not meeting (a) or (b) or (c) above will be declared non-responsive. The three responsive offers with the lowest evaluated prices will be recommended for issuance of standing offers. The workload will be distributed amongst the standing offer holders as outlined at section 4 of Annex "A" – Statement of Work.

## **PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION**

Offerors must provide the required certifications and additional information to be issued a standing offer.

The certifications provided by offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority will render the offer non-responsive, result in the setting aside of the Standing Offer or constitute a default under the Contract.

### **5.1 Certifications Required with the Offer**

Offerors must submit the following duly completed certifications as part of their offer.

#### **5.1.1 Integrity Provisions – Declaration of Convicted Offences**

In accordance with the Integrity Provisions of the Standard Instructions, all offerors must provide with their offer, if applicable, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

### **5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information**

The certifications and additional information listed below should be submitted with the offer, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Standing Offer Authority will inform the Offeror of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the offer non-responsive.

#### **5.2.1 Integrity Provisions – Required Documentation**

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Offeror must provide the required documentation, as applicable, to be given further consideration in the procurement process.

#### **5.2.2 Federal Contractors Program for Employment Equity - Standing Offer Certification**

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list) available at the bottom of the page of the [Employment and Social Development Canada-Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#s4) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#s4>).

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

### **5.2.3 Additional Certifications Precedent to Issuance of a Standing Offer**

#### **5.2.3.1 Canadian Content Certification**

This procurement is limited to Canadian services.

The Offeror certifies that:

( ) the services offered are Canadian services as defined in paragraph 4 of clause A3050T.

For more information on how to determine the Canadian content for a mix of goods, a mix of services or a mix of goods and services, consult [Annex 3.6](#), Example 2, of the Supply Manual.

**5.2.3.1.1** SACC Manual clause [A3050T](#) 2018-12-06, Canadian Content Definition

#### **5.2.3.2 Status and Availability of Resources**

The Offeror certifies that, should it be issued a standing offer as a result of the Request for Standing Offer, every individual proposed in its offer will be available to perform the Work resulting from a call-up against the Standing Offer as required by Canada's representatives and at the time specified in a call-up or agreed to with Canada's representatives. If for reasons beyond its control, the Offeror is unable to provide the services of an individual named in its offer, the Offeror may propose a substitute with similar qualifications and experience. The Offeror must advise the Standing Offer Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Offeror: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Offeror has proposed any individual who is not an employee of the Offeror, the Offeror certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Offeror must, upon request from the Standing Offer Authority, provide a written confirmation, signed by the individual, of the permission given to the Offeror and of his/her availability.



## **PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS**

### **6.1 Security Requirements**

1. Before issuance of a standing offer, the following conditions must be met:
  - (a) the Offeror must hold a valid organization security clearance as indicated in Part 7A - Standing Offer;
  - (b) the Offeror's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7A - Standing Offer;
  - (c) the Offeror must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
  - (d) the Offeror's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7A - Standing Offer;
  - (e) the Offeror must provide the addresses of proposed sites or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.
2. Offerors are reminded to obtain the required security clearance promptly. Any delay in the issuance of a standing offer to allow the successful Offeror to obtain the required clearance will be at the entire discretion of the Standing Offer Authority.
3. For additional information on security requirements, offerors should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

## **PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES**

### **A. STANDING OFFER**

#### **7.1 Offer**

**7.1.1** The Offeror offers to perform the Work in accordance with the Statement of Work at Annex "A".

#### **7.2 Security Requirements**

**7.2.1** The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Standing Offer:

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Facility Security Clearance at the level of SECRET with approved Document safeguarding at the level of SECRET, issued by the Contract Security Program (CSP) of the Industrial Security Sector (ISS), Public Works and Government Services (PWGSC).
2. The Contractor/Offeror personnel requiring access to CLASSIFIED/PROTECTED information, assets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of SECRET, granted or approved by the CSP/ISS/PWGSC.
3. Processing of CLASSIFIED/PROTECTED information electronically at the Contractor/Offeror's site is NOT permitted under this Contract/Standing Offer.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP/ISS/PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
  - a) Security Requirements Check List and security guide (if applicable), attached at Annex "C";
  - b) Industrial Security Manual (Latest Edition).

#### **7.2.2 Offeror's Sites or Premises Requiring Safeguarding**

**7.2.2.1** Where safeguarding measures are required in the performance of the Work, the Offeror must diligently maintain up-to-date the information related to the Offeror's and proposed individuals' sites or premises for the following addresses:

Street Number / Street Name, Unit / Suite / Apartment Number  
City, Province, Territory / State  
Postal Code / Zip Code  
Country

**7.2.2.2** The Company Security Officer must ensure through the Contract Security Program that the Offeror and individual(s) hold a valid security clearance at the required level.

#### **7.3 Standard Clauses and Conditions**

All clauses and conditions identified in the Standing Offer and resulting contract(s) by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual

(<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>)  
issued by Public Works and Government Services Canada.

### **7.3.1 General Conditions**

**2005** 2017-06-2 General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

### **7.3.2 Standing Offers Reporting**

The Offeror must compile and maintain records on its provision of goods and services to Canada under contracts resulting from the Standing Offer. This data must include all purchases done by Canada, including those acquired and paid for by Canada acquisition cards.

The Offeror must provide this data in accordance with the reporting requirements detailed in Annex "A". If some data is not available, the reason must be indicated in the report. If no goods or services is provided during a given period, the Offeror must provide a "nil" report.

The data must be submitted on a monthly basis to the Standing Offer Authority.

The data must be submitted to the Standing Offer Authority no later than 10 working days after the end of the reporting period.

## **7.4 Term of Standing Offer**

### **7.4.1 Period of the Standing Offer**

The period for making call-ups against the Standing Offer is from \_\_\_\_\_ to \_\_\_\_\_.

### **7.4.2 Extension of Standing Offer**

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for up to three additional one-year periods under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority thirty days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

### **7.4.3 Comprehensive Land Claims Agreements (CLCAs)**

The Standing Offer (SO) is for the delivery of the requirement detailed in the SO to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the standing offer.

## **7.5 Authorities**

### **7.5.1 Standing Offer Authority**

Solicitation No. - N° de l'invitation  
5P004-190022/A  
Client Ref. No. - N° de réf. du client  
5P004-190022

Amd. No. - N° de la modif.  
File No. - N° du dossier  
519zf.5P004-190022

Buyer ID - Id de l'acheteur  
519zf  
CCC No./N° CCC - FMS No./N° VME

The Standing Offer Authority is:

Name: Andrew Merritt  
Title: Supply Officer  
Public Works and Government Services Canada  
Acquisitions Branch  
Linguistic Services Division (ZF)  
10 Wellington Street, Gatineau, Quebec, K1A 0S5

Telephone: (343) 542-7538  
Facsimile: (819) 956-8303  
E-mail address: andrew.merritt@tpsgc-pwgsc.gc.ca

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

#### 7.5.2 Project Authority

The Project Authority for the Standing Offer is: *(To be completed by the Contracting Authority at standing offer issuance)*

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone: \_\_\_\_ - \_\_\_\_ - \_\_\_\_  
Facsimile: \_\_\_\_ - \_\_\_\_ - \_\_\_\_  
E-mail address: \_\_\_\_\_

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up under the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

#### 7.5.3 Offeror's Representative

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone: \_\_\_\_ - \_\_\_\_ - \_\_\_\_  
Facsimile: \_\_\_\_ - \_\_\_\_ - \_\_\_\_  
E-mail address: \_\_\_\_\_

#### 7.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a Public Service Superannuation Act (PSSA) pension, the Contractor has agreed that this information will be

reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

## **7.7 Identified Users**

The Identified User authorized to make call-ups against the Standing Offer is: Parks Canada Agency.

## **7.8 Call-up Procedures**

**7.8.1** To request the services under NISOs, Parks Canada Agency will place individual call-ups electronically by e-mail.

**7.8.2** A PWGSC-TPSGC 942 Call-up Form, as provided in Annex "D", will be used by the Project Authority of the Identified User for services to be provided in accordance with the terms and conditions of the Standing Offer.

### **7.8.3 Allocation of Work**

**7.8.3.1** Allocation of Work to the Offeror must be made in accordance with the following procedures, using the call-up Instrument specified in article 7.9, below.

Call-ups for Work against this Standing Offer will be processed as follows:

**7.8.3.2** If and when the need arises, the Project Authority will contact the Offeror appearing first in the list below, based on the region making the call-up, as outlined in Article 4.2 of Annex "A", Statement of Work.

**7.8.3.3** The Project Authority will provide to the Offeror with a description of the Work to be performed. Information should include:

- a. the details of the services to be performed, either translation, editing and/or updating, within the scope of this Standing Offer including the source language (English or French);
- b. the targeted language required (English or French);
- c. a description of deliverables and reports to be submitted;
- d. a schedule indicating completion dates for services and/or submission dates for deliverables and reports;
- e. the firm all-inclusive per-word rate from Annex "B" of the Standing Offer;
- f. the total value of the call-up; and
- g. the authorizing signature of the Identified User.

**7.8.3.4** If the said Offeror is unable to perform the requested Work due to unavailability, the Offeror must notify the Project Authority, in writing, within twenty four (24) hours of receiving the description of the Work to be performed. This process will then be repeated with the next Offeror in the order of ranking (from highest to lowest) until such time as an Offeror capable of fulfilling the requirement is found. If no Offeror is able to provide the Work requested, Canada reserves the right to procure the specified Work by other arrangements.

**7.8.3.5** If the said Offeror accepts the Work, the Offeror must notify its acceptance to the Project Authority, in writing, within two (2) working days of receiving the Call-up with the work description. If the Offeror confirms that it is accepting the Work, the Offeror must submit to the Project Authority, an acknowledgement of the Call-up and documents using the part to be filled by the Offeror on the PWGSC-TPSGC 942 Call-up Form (see the form in Annex "D"), including:

- the number of words;
- the all-inclusive firm rates in accordance with the Basis of Payment in Annex "B"; and
- the persons assigned to the task.

**7.8.3.6** The Offeror will be informed by the Identified User to proceed with the Work by the issuance of the form prescribed in article 7.9, entitled "Call-up Instrument" and duly authorized by the Identified User.

**7.8.3.7** The Project Authority will continue to request Work from the first ranked Offeror until the Offeror's Standing Offer Financial Limitation is reached.

**7.8.3.8** The same process will be followed for each Offeror, in order of rank from highest to lowest, as described below. If no contractor can perform the Work, Canada reserves the right to acquire the required Work by other means.

**7.8.3.9** The Offerors' order of ranking is as follows: (to be identified in the resulting Standing Offer)

National Capital Region and Ontario:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

West:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

East:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## **7.9 Call-up Instrument**

The Work will be authorized or confirmed by the Identified User using form *PWGSC-TPSGC 942 Call-up Against a Standing Offer*, as found in Annex "D".

## **7.10 Limitation of Call-ups**

Individual call-ups against the Standing Offer must not exceed \$25,000.00 (applicable taxes included).

## **7.11 Financial Limitation**

The total cost to Canada resulting from call ups against the Standing Offer must not exceed the sum of \$\_\_\_\_\_ (applicable taxes excluded) unless otherwise authorized in writing by the Standing Offer Authority. The Offeror must not perform any work or services or supply any articles in response to call ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized.

The Offeror must notify the Standing Offer Authority as to the adequacy of this sum when 75 percent of this amount has been committed, or 30 calendar days before the expiry date of the Standing Offer,

whichever comes first. However, if at any time, the Offeror considers that the said sum may be exceeded, the Offeror must promptly notify the Standing Offer Authority.

## 7.12 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions 2005 2017-06-21, General Conditions - Standing Offers - Goods or Services;
- e) the general conditions 2035 2018-06-21, General Conditions - Higher Complexity - Services;
- f) Annex "A", Statement of Work;
- g) Annex "B", Basis of Payment;
- h) Annex "C", Security Requirements Check List;
- i) the Offeror's offer dated \_\_\_\_\_ (*insert date of offer*), (*if the offer was clarified or amended, insert at the time of issuance of the offer: "as clarified on \_\_\_\_\_" or "as amended on \_\_\_\_\_" and insert date(s) of clarification(s) or amendment(s) if applicable*).

## 7.13 Certifications and Additional Information

### 7.13.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

### 7.13.2 SACC Manual Clauses

SACC Manual Clause M3020C 2016-01-28, Status of Availability of Resources - Standing Offer  
SACC Manual Clause M3060C 2008-05-12, Canadian Content Certification

## 7.14 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in \_\_\_\_\_.

## 7.15 Transition to an e-Procurement Solution (EPS)

During the period of the Standing Offer, Canada may transition to an EPS for more efficient processing and management of individual call-ups for any or all of the SO's applicable goods and services. Canada reserves the right, at its sole discretion, to make the use of the new e-procurement solution mandatory.

Canada agrees to provide the Offeror with at least a three-month notice to allow for any measures necessary for the integration of the Offer into the EPS. The notice will include a detailed information package indicating the requirements, as well as any applicable guidance and support.

Solicitation No. - N° de l'invitation  
5P004-190022/A  
Client Ref. No. - N° de réf. du client  
5P004-190022

Amd. No. - N° de la modif.  
File No. - N° du dossier  
519zf.5P004-190022

Buyer ID - Id de l'acheteur  
519zf  
CCC No./N° CCC - FMS No./N° VME

If the Offeror chooses not to offer their goods or services through the e-procurement solution, the Standing Offer may be set aside by Canada.



## **B. RESULTING CONTRACT CLAUSES**

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

### **7.1 Statement of Work**

The Contractor must perform the Work described in the call-up against the Standing Offer.

### **7.2 Standard Clauses and Conditions**

#### **7.2.1 General Conditions**

2035 2018-06-21, General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

*Insert the following clause when payment by credit cards is accepted by the Offeror.*

Section \_\_\_\_\_ (*insert section number*) Interest on Overdue Accounts, of \_\_\_\_\_ (*insert the number, date and title of applicable general conditions*) will not apply to payments made by credit cards.

### **7.3 Term of Contract**

#### **7.3.1 Period of the Contract**

The Work must be completed in accordance with the call-up against the Standing Offer.

#### **7.3.2 Delivery Date**

Delivery must be completed in accordance with the call-up against the Standing Offer.

### **7.4 Proactive Disclosure of Contracts with Former Public Servants**

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

### **7.5 Payment**

#### **7.5.1 Basis of Payment**

In consideration of the Contract or satisfactory completing all of its obligations under the Contract, the Contractor will be paid an all-inclusive firm rate per word for translation services and an all-inclusive firm rate per hour for editing and updating services, in Canadian dollars, FOB destination, in accordance with the Basis of Payment in Annex "B", applicable taxes excluded, if applicable.

Canada will not pay to the Contractor for any design changes, modifications or interpretations of the Work unless these design changes, modifications or interpretations have been approved in advance and in writing by the Contracting Authority before they have been incorporated in the Work.

### 7.5.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_, applicable taxes extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - a. when it is 75% committed, or
  - b. four months before the contract expiry date, or
  - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.

3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

### 7.5.3 Single Payment

SACC Manual clause [H1000C](#) 2008-05-12, Single Payment

### 7.5.4 SACC Manual Clauses

SACC Manual clause [A9117C](#) 2007-11-30, T1204 - Direct Request by Customer Department  
SACC Manual clause [C0305C](#) 2014-06-26, Cost Submission – Limitation of Expenditure or Ceiling Price

### 7.5.5 Electronic Payment of Invoices – Call-up

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only);
- f. Large Value Transfer System (LVTS) (Over \$25M)

### 7.6 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Solicitation No. - N° de l'invitation  
5P004-190022/A  
Client Ref. No. - N° de réf. du client  
5P004-190022

Amd. No. - N° de la modif.  
File No. - N° du dossier  
519zf.5P004-190022

Buyer ID - Id de l'acheteur  
519zf  
CCC No./N° CCC - FMS No./N° VME

2. Invoices must be distributed as follows:

- a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Standing Offer for certification and payment.

#### **7.7 Insurance**

*SACC Manual* clause [G1005C](#) 2016-01-28, Insurance

#### **7.8 Performance of the Work**

*SACC Manual* clause [B4078C](#) 2008-05-12, Performance of the Work

#### **7.9 Unauthorized Codes**

*SACC Manual* clause [B2010C](#) 2008-05-12, Unauthorized Codes

## **ANNEX "A" – STATEMENT OF WORK**

### **1. Objective**

- 1.1** The objective of the standing offer arrangement is to reduce costs, to provide standardized, quality and timely translation, editing, and updating services, to streamline internal business processes, and to improve overall process efficiencies within Parks Canada Agency (PCA).

### **2. Background**

#### **2.1 Parks Canada Agency Mandate**

- 2.1.1** On behalf of the people of Canada, Parks Canada Agency protects and presents nationally significant examples of Canada's natural and cultural heritage and fosters public understanding, appreciation, and enjoyment in ways that ensure their ecological and commemorative integrity for present and future generations. In doing so, Parks Canada Agency contributes to the economic and social well-being of Canadians.

#### **2.2 Parks Canada Agency – Organization**

- 2.2.1** Parks Canada Agency is a decentralized organization with National Office being located in the National Capital Region, housing only 10 percent of the workforce. The remaining 90 percent is spread across the country associated with five Executive Director Offices: Pacific and Mountain Parks, Yukon and Northwest Territories, Ontario and Waterways, Quebec and Nunavut, and Atlantic Canada. There are 33 Field Units across the country responsible for the operational management of 46 National Parks, 171 National Historic Sites, 4 National Marine Conservation Areas, and one National Urban Park.

### **3. Scope and Business Requirements**

- 3.1** Parks Canada Agency has the wide-ranging objective of optimizing translation services to achieve best value for money spent by reducing costs while providing easier access to employees for quality services delivered on a timely basis.
- 3.2** Parks Canada Agency spends approximately \$2.5 to \$3.0 million per year on translation and related editing and updating services. The number of transactions for translation services is more than 3,000 per year, with over 8 million words translated annually. The business volume is based on past consumption and is provided as information only and is not a commitment of future business volume.
- 3.3** In order to maintain consistency in the quality and uniformity of the translation, editing, and updating services required for a Parks Canada Agency project, Parks Canada Agency employees will be allowed to issue call ups to any of the three (3) Standing Offers in accordance with the procedures specified in Article 7.8, Call-up Procedures at Part 7 - Standing Offer And Resulting Contract Clauses, Section A: Standing Offer of this RFSO. Parks Canada employees will be allowed to deal with the selected Contractor for all translation services required for the entire project, from the start of the project until the completion of the project.

### **4. Standing Offer Work Distribution**

- 4.1** Parks Canada Agency will regularly monitor the performance and usage of the standing offers and ensure that each of the three (3) Contractors selected receive their specified share of the business volume during the Standing Offer period, including the option years if exercised.

- 4.2** Parks Canada Agency will use the following work distribution amongst the lowest priced compliant offerors selected under the RFSO's selection criteria, based on the location of the office requesting the call-up. Offeror 1 will be the lowest-priced compliant offer, Offeror 2 will be the second-lowest-priced offer, and Offeror 3 will be the third-lowest-priced offer.

Three compliant offers:

| <b>NCR + Ontario</b> | <b>West</b> | <b>East</b> |
|----------------------|-------------|-------------|
| Offeror 1            | Offeror 2   | Offeror 3   |
| Offeror 2            | Offeror 1   | Offeror 1   |
| Offeror 3            | Offeror 3   | Offeror 2   |

Two compliant offers:

| <b>NCR + Ontario</b> | <b>West</b> | <b>East</b> |
|----------------------|-------------|-------------|
| Offeror 1            | Offeror 2   | Offeror 1   |
| Offeror 2            | Offeror 1   | Offeror 2   |

One compliant offer:

| <b>NCR + Ontario</b> | <b>West</b> | <b>East</b> |
|----------------------|-------------|-------------|
| Offeror 1            | Offeror 1   | Offeror 1   |

**Note:**

"NCR" refers to call-ups made by Parks Canada's national office, based in the National Capital Region (Ottawa-Gatineau).

"Ontario" refers to Parks Canada locations in Ontario (excluding the National Capital Region).

"West" refers to Parks Canada locations in British Columbia, Alberta, Saskatchewan, Manitoba, Yukon, and the Northwest Territories.

"East" refers to Parks Canada locations in Quebec (excluding the National Capital Region), New Brunswick, Nova Scotia, Prince Edward Island, Newfoundland and Labrador, and Nunavut.

This RFSO and any resulting standing offers will not be used for work delivered to any locations within Comprehensive Land Claims Agreement (CLCA) areas. Parks Canada locations within CLCA areas will procure translation services through separate processes.

## **5. Framework**

### **5.1 Business Arrangement**

- 5.1.1** The Contractor must have a work distribution and tracking system that ensures Parks Canada Agency documents are handled by Contractor's personnel with appropriate level of security and knowledge, as described in this SOW.

- 5.1.2** The contractor must ensure accountability for the delivery of quality work at the level described in the SOW and within expected time frames.
- 5.1.3** All translation, editing, and updating services must be performed at the Contractor's secure site. No outsourcing is allowed under the terms of this arrangement, and all work must be carried out only by the Contractor.

## **5.2 Client-Management Approach**

- 5.2.1** The Contractor must develop, implement, and maintain a client-management approach to be used during the period of the standing offer.
- 5.2.2** In order to fulfil Parks Canada's Translation Services requirements in terms of all services required of this Statement of Work, the Contractor's Client Management Approach must respect the following processes and/or systems:
  - 5.2.2.1** Work distribution and tracking system to ensure on time delivery of consistent, high quality translation and editing services to clients;
  - 5.2.2.2** The Contractor's Client Manager must assess the work volume received from clients and its distribution amongst translators and manage these translators for both English to French and French to English projects;
  - 5.2.2.3** The Contractor's Client Manager must track the progress of translation projects assigned to translators and steps taken to ensure on time delivery of completed work to the clients;
  - 5.2.2.4** The Contractor's Client Manager must be responsible for receiving and resolving customer complaints 365 days a year.
  - 5.2.2.5** A dispute resolution plan that contains an escalation process for resolving customer complaints that can't be resolved under Contractor's routine procedures for problem resolution;
  - 5.2.2.6** A remedial plan for replacing personnel during sick leave, vacation, or any other absence by having qualified, standby translators available for up to 365 days / year;
  - 5.2.2.7** A backup plan to resolve electronic systems and all component failures within three hours for up to 365 days a year;
  - 5.2.2.8** Contractor must deal with excessive workload and/or with work with a firm and very tight deadline, including workload exceeding the normal daily capacity required and/or the client's requests received outside normal working hours and/or unexpected requests from the client for translation and modification work requiring the work to be carried in whole or in part outside normal working hours.

## **5.3 Hours of Operation and Urgent Requirements**

- 5.3.1** The Contractor must provide services for all Parks Canada Agency locations from 8 a.m. to 6 p.m. EST or EDT during normal working days (statutory holidays are not included).
- 5.3.2** The daily cut-off time for order placement by Parks Canada Agency is 3:00 p.m. local time at the requester's location. Orders submitted after the cut-off time will be time-stamped by the Contractor at 8 a.m. EST or EDT the next business day and handled accordingly.
- 5.3.3** For urgent orders not submitted to the Contractor before the cut-off time, Parks Canada Agency will notify the Contractor in advance by telephone, fax, or e-mail for an outside regular hours service (in such a case, the urgent rate would apply).
- 5.3.4** In exceptional situations, orders may be placed with the Contractor that will require working outside normal working hours, during weekends, or statutory holidays.

## **5.4 Languages - User Option**

- 5.4.1** The Contractor must provide all services in both Official Languages of Canada, either in English, French, or both as requested by the Parks Canada Agency user.

## **6. Service Level Reporting - Monthly Reports**

### **6.1 Parks Canada Agency needs this information:**

- 6.1.1** To monitor the call-ups issued to each of the three contractors and their annual business volumes and to make internal arrangements to ensure that each of the three contractors is receiving its share of Parks Canada's annual business volume.
- 6.1.2** To monitor Parks Canada Agency user satisfaction and the effectiveness of the Contractor's Client management approach.
- 6.2** Within 10 working days from the last working day of each month, the Contractor must provide, at no additional cost to Parks Canada Agency, standard reporting data in MS Excel format and other electronic formats, as may be agreed upon. Reports to be provided on an ongoing basis shall include:
- 6.2.1** A report on all complaints received from Parks Canada Agency users (including name of complainant, date and time received, date and time resolved, description of complaint and resolution, follow-up steps to ensure problem doesn't reoccur);
- 6.2.2** A usage report by region and branch level, one on translation and one on editing and updating including total number of words translated, edited, and updated and the cost of the service for the month and the totals to-date; and
- 6.2.3** A report addressing the percentages of orders delivered within the standing offer delivery requirements.
- 6.3** Parks Canada Agency will review the reports and communicate with the Contractor regarding the quality of work performed pursuant to the standing offer through the Standing Offer Authority.

## **7. Required Software and Layout**

- 7.1** The list of software and formats being currently used within Parks Canada Agency include: Windows Office Suite for MS-Word, MS PowerPoint, MS Excel, MS Project, HTML, Visio, Adobe Acrobat, and Access.
- 7.2** The contractor must be prepared to acquire and able to use other software programs identified by Parks Canada Agency. If the above-mentioned products change (i.e. different products and/or versions), the contractor will be given 30 calendar days' notice before a change in software is implemented.
- 7.3** The contractor must use virus detection and elimination systems and shall not use unauthorized codes, e.g. macros in word processing or creating tables, protective or restrictive coding, etc. The contractor must take necessary measures to ensure the delivery of its translations on electronic media or systems is free of viruses (the virus software currently certified by Parks Canada Agency's Information Technology Branch is McAfee Virus Scan v8 with the latest DAT files).

## **8. Government Supplied Material**

- 8.1** All manuscripts, texts, artwork, computer tapes, diskettes, audio tapes, print designs, plates, engravings, negatives, positives and any other materials either supplied by Her Majesty to the

Contractor or paid for by Her Majesty shall remain the property of Her Majesty and shall be collectively referred to as Government Supplied Material. All property, title to which is with, or vests in, Her Majesty, shall be returned immediately on request of the Minister.

- 8.2** Upon any payment being made to the Contractor for or on account of materials, parts, work-in-process, or finished work, either by way of progress payments or otherwise, title in and to all materials, parts, work-in-process and finished work so paid for by such progress payments or otherwise shall vest and remain in Her Majesty and the Contractor shall be responsible therefor. It is being understood and agreed that such vesting of title in Her Majesty shall not constitute acceptance of Her Majesty of such materials, parts, work-in-process and finished work and shall not relieve the Contractor of its obligations to perform the work in conformity with the requirements of the contract. Any material or work-in-process paid for by Her Majesty is to be known as Government Supplied Material.
- 8.3** All items comprised in any Government Supplied Material shall be used by the Contractor solely for the purposes of the Contract and shall always be and remain the property of Her Majesty and wherever feasible the Contractor shall maintain adequate accounting records of all Government Supplied Material and shall mark the same as being Her Majesty's property.
- 8.4** All Government Supplied Material (except such as are installed or incorporated in the Work) shall be returned to Her Majesty upon demand, in the same condition as when supplied to the Contractor; provided the Contractor shall not be responsible for any loss or damage resulting from ordinary wear and tear, or causes beyond the Contractor's control.
- 8.5** Except as otherwise provided in the contract, no insurance shall be carried by the Contractor on any Government Supplied Material. The Contractor shall take reasonable and proper care of all property, title to which is vested in Her Majesty, while the same is in, on, or about the plant and premises of the Contractor or otherwise in his possession or subject to his control and shall be responsible for any loss or damage resulting from his failure to do so other than loss or damage caused by ordinary wear and tear.

## **9. Premises**

### **9.1 Work Locations**

- 9.1.1** All translation work will be performed at the Contractor's premises. The Contractor must provide a corporate infrastructure and facility that enables the Contractor to meet the delivery timelines established in Table A1 for Protected C and higher security classified documents that must be delivered in person or by courier.

### **9.2 Receiving and Transmitting Texts**

- 9.2.1** Texts for translation, editing, and updating services will be sent by a Parks Canada Agency Call-up Authority to the Contractor and the completed work returned by the Contractor to the Project Authority and/or Technical Authority either in the format requested by the Call-up Authority by e-mail (primary source), hard copy, on USB drive(s), in person, or by courier depending on the Security Level of the document, at the expense of the Sender. Secret Level documents or higher will be sent in person as the expense of the Sender.
- 9.2.2** The Contractor must ensure that completed work shall be returned to the Parks Canada's Project Authority and/or Technical Authority by the same delivery method as the one initially used by the Project Authority and/or Technical Authority to send the work to the Contractor.

## **10. Supplies**

- 10.1** The Contractor must be responsible for the supply of all of the necessary equipment, supplies,



services, software, and instruments required by its employees to do the work.

## **11. Office Equipment**

**11.1** The Contractor's facility must be equipped with standard office equipment, including internet connectivity and operational fax machine as back-up for receiving and transmitting texts.

## **12. Government of Canada Communications Policy, Rules, and Directives**

**12.1** For translations, updating, and editing texts, the Contractor must follow the rules and directives prescribed by the Communications Policy of the Government of Canada, as outlined in:

- *The Canadian Style* (for English texts)
- *Le Guide du rédacteur* (for French texts).

## **12.2 Reference Tools**

**12.2.1** The Contractor's facility must be equipped with internet connectivity for its resources to have access to the following reference tools recommended by Parks Canada:

- Termium plus ([www.termiumplus.gc.ca](http://www.termiumplus.gc.ca))
- Federal legislation (<http://laws.justice.gc.ca/en/index.html>)
- Parks Canada Agency Web site resources ([www.pc.gc.ca](http://www.pc.gc.ca))

**12.2.2** For English writing style, spelling, and terminology, the Contractor must use the following tools:

- Parks Canada Lexicon (to be provided by Parks Canada after issuance of the standing offers)
- Canadian Oxford Dictionary

**12.2.3** For French writing style, spelling, and terminology, the Contractor must use the following tools:

- Parks Canada Lexicon
- Multidictionnaire des difficultés de la langue française
- Le nouveau Petit Robert
- Le Robert-Collins
- Les mots pour le traduire
- Le guide du rédacteur

## **13. Communication with Parks Canada Agency User**

**13.1** The Contractor must contact Parks Canada Agency's identified users in the call-up document for the resolution of any dispute related to the services requested by the user.

## **14. Expected Delivery Timeline**

**14.1** The Contractor must provide translation services in accordance with the following schedule specified in Table A1 herein. It is expected that editing and updating services will be performed

within approximately the same time that is required for translation services.

**Table A1 Expected Delivery Time**

| Type of services | Less than 600 words  | 600 to 1,000 words   | 1001 – 2000 words  | 2,001- 4,000 words   | 4,001 - 10,000 words   | 10,001 - 15,000 words  |
|------------------|--|--|--|--|--|--|
| Regular          | Within 24 hours  | Within 24 hours  | Within 48 hours  | up to 3 days   | up to 5 days   | up to 8 days   |
| Urgent           | If during regular working hours: up to 3.5 hours. If not, must be delivered by next morning 9 a.m. (local time of request) | If during regular working hours: up to 5 hours. If not, must be delivered by next morning 9 a.m. (local time of request) | If during regular working hours: up to 7.5 hours. If not, must be delivered by next morning 9 a.m. (local time of request) | up to 2 days   | up to 3.5 days   | up to 5 days   |
| Type of services |  | 15,001 - 20,000 words  | 20,001 - 25,000 words  | 25,001 - 30,000 words  | 30,001 - 35,000 words  | Over 35,000 words  |
| Regular          |  | up to 10 days  | up to 12 days  | up to 14 days  | up to 16 days  | up to 18 days  |
| Urgent           |  | up to 5 days<br><br>using several translators to meet deadline   | up to 5 days<br><br>using several translators to meet deadline   | up to 5 days<br><br>using several translators to meet deadline | up to 5 days<br><br>using several translators to meet deadline | up to 5 days<br><br>using several translators to meet deadline |

**Note:**

**Regular Hours:** Work to be performed during normal business hours from 8:00 a.m. to 5:00 p.m., client local time, Monday to Friday, excluding weekends and federal statutory holidays.

**Outside Regular Hours:** Work to be performed outside the Regular Hours, namely from. 5:00 p.m. to 8:00 a.m. client local time from Monday to Friday, on weekends, and on statutory holidays.

**Statutory Holiday:** means New Year's Day, Good Friday, Easter Monday, Victoria Day, Saint-Jean Baptiste (Quebec) or the first Monday in August (depending on the location of the Contractor's place of business), Canada Day, Labour Day, Thanksgiving, Remembrance Day, Christmas Day, and Boxing Day.

## **15. Translation, Editing and Updating Services**

### **15.1 Translation Services**

Translate from English to French or French to English, all documents sent during the period of the standing offer.

- 15.1.1** Process all documents for translation, including quality control, within the deadlines described above in Table A1.
- 15.1.2** Translate text in icons, graphics, and illustrations, keeping the same format.
- 15.1.3** Ensure that all translations are reviewed for quality, as described in SOW section 16.2 "Level of Services Required" before being returned to Parks Canada Agency within deadline.
- 15.1.4** Ensure the consistency of translation of large texts by limiting, as far as is reasonable, the number of different translators working on one text, and by providing an overall review of the completed text to ensure quality throughout as well as consistency in terminology and style.
- 15.1.5** Ensure that the translation services and materials provided in one official language is an accurate reflection to those in the other official language. In addition, text to be translated into French shall not contain Anglicisms.
- 15.1.6** Translate changes that have been made to a source text. Parks Canada Agency will highlight the changes to be translated.

### **15.2 Editing Services**

- 15.2.1** In this Statement of Work, editing involves improvement of a text by making corrections to grammar, spelling, syntax, and punctuation and ensuring standardized style and appropriate use of terminology, resulting in a text that is easier to read and understand and concordant with the messages as in the original text (when working with a translated text). Editing services will be of two types:
  - 15.2.1.1** Unilingual editing: editing the text of a source document (one language)
  - 15.2.1.2** Parallel or Concordance editing: in-depth comparison of a source document with the same document in the other official language and correction of the latter in terms of both form and substance.

### **15.3 Updating Services**

- 15.3.1** In this Statement of Work, updating involves adjusting a text and its translation after it underwent a round of changes. This service may include editing the original version, integrating new information in the original version, and/or doing a concordance check on the translated version and making sure it reflects the new messaging, tone, and sequence. In most cases, the originator would highlight the changes, if not, a "compare texts" should be performed using MS Word to ensure all changes are identified and taken into consideration.

## **16. Word Count**

- 16.1.1** A word is defined as a continuous series of characters. When the document to be translated is submitted in electronic format, the word count will be done electronically using the same version of the software in which Parks Canada Agency provided the text. If the software in which Parks Canada Agency provided the text does not have a word count function, the word

count can be done by 'copy and paste' to the MS Word.

- 16.1.2** When the document to be translated is not submitted in electronic format, the word count of the source text will be calculated manually.
- 16.1.3** Parks Canada Agency may request translation of selected text within a document. The selected text will be clearly identified by Parks Canada Agency. The word count will be based only on the sections to be translated and not the entire document.
- 16.1.4** If changes are requested by the Parks Canada Agency to a text that has already been translated, such a change shall be treated as a new order. The word count will be based only on the changed sections to be translated and not the entire document. Again, those changed sections would be clearly identified.
- 16.1.5** In cases of disagreement, Parks Canada Agency's word count prevails and it shall be used in the order.

## **16.2 Level of Services Required**

The Contractors will be required to ensure that:

- 16.2.1** the messages of the original text are conveyed accurately in the translated document, including proper terminology;
- 16.2.2** spelling and rules of grammar are respected and the text is corrected accordingly;
- 16.2.3** translating a text into another language takes into account the tone, style, and terminology as used by the author, and is appropriate for the audience for which the text is intended;
- 16.2.4** the scientific, social, or technical exactitude of a translation is accurate in comparison with and conforms to the source text; and
- 16.2.5** each translated or edited text is reviewed, approved, and provided in the same format at no additional cost by the Contractor's quality assurance section before the text is returned to Parks Canada Agency.

## **17. Terminology Database**

- 17.1** Parks Canada will provide to the Contractor a PDF of the terms and expressions in use at Parks Canada.
- 17.2** The Contractor will maintain a terminology management system containing terminology specific to Parks Canada Agency based upon translations publicly available and translations performed throughout the duration of the Standing Offer.
- 17.3** The Contractor will provide by March 31<sup>st</sup> of each year an export in a file format acceptable to Parks Canada (example: CSV, Excel) of the terminology database.

## **18. Capacity**

### **18.1 Client Manager**

- 18.1.1** Client Manager means the person designated by the Contractor within their organization to provide customer services to Parks Canada, liaise with Parks Canada Agency users, and provide assistance in dispute resolution. The Client Manager must undertake full responsibility for hands-on management of call-ups issued by Parks Canada Agency users and ensure delivery of translation services to Parks Canada Agency in accordance with the terms and conditions specified in the standing offer.
- 18.1.2** The Contractor must provide an individual resource who will perform the function of a

centralized client manager for Parks Canada Agency.

**18.1.3** The Contractor must ensure the following:

- 18.1.3.1** Parks Canada Agency will be able to communicate personally and readily with the centralized client manager;
- 18.1.3.2** The centralized client manager is able to address and respond to issues and concerns raised in a timely manner;
- 18.1.3.3** The centralized client manager's responsibilities are carried out during his/her absence;
- 18.1.3.4** The centralized client manager will report on the activities of the Standing Offer across Canada; and
- 18.1.3.5** The centralized client manager has technical support and administrative support personnel to respond to technical and administrative issues and concerns raised.

**18.2 Quality Assurance Reviewer**

- 18.2.1** Quality Assurance Reviewer is the person proofreading all translated text thoroughly to ensure that all typing, grammatical, vocabulary, semantics, and syntax errors are corrected. The tone of the translated text should be equivalent to the tone used in the original version and the length should be approximately the same. In other words, the quality of the translated version should be equivalent to the quality of the original version. The quality assurance reviewers must review and approve the translated or edited text for accuracy, sentence structure, language rules, grammar, and spelling prior to delivering the completed work to Parks Canada.

**19. Unacceptable Work**

- 19.1** Work submitted under a call-up to the standing offer may be evaluated by Canada using the point system outlined below. Work containing over 5 points lost per 300 words or per document, whichever comes first, will be deemed unacceptable. For example, a 200-word document can lose a maximum of 5 points, while a 700-word document can lose a maximum of 15 points, before being deemed unacceptable.

| Point System for Evaluation   |
|---|
| <b>Spelling:</b> deduction of 1 point per error   |
| <b>Grammar:</b> deduction of 2 points per error   |
| <b>Terminology and official titles:</b> deduction of 1 point per error  |
| <b>Translation errors (e.g. Anglicisms, shifts in meaning, mistranslations, omissions, additions, redundancy, barbarism):</b> deduction of 2 points per error |
| <b>Serious errors (e.g. nonsense, serious mistranslation, gibberish, unreadability, illogical passages):</b> deduction of 3 points per error                  |
| <b>Style and syntax:</b> deduction of 1 point per error   |
| <b>Punctuation and typographical conventions:</b> deduction of 1 point per error  |
| <b>Formatting:</b> deduction of 1 point for each failure to comply with the formatting of the source texts  |

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Amd. No. - N° de la modif.  
File No. - N° du dossier  
519zf.5P004-190022

Buyer ID - Id de l'acheteur  
519zf  
CCC No./N° CCC - FMS No./N° VME

## **20. Suspension of Standing Offer**

- 20.1** On the third unacceptable work submitted under the Standing Offer, Canada may suspend the Standing Offer. When a Standing Offer is suspended, Canada may cease to place call-ups under the Standing Offer for a period of 12 consecutive months. If a supplier's Standing Offer is suspended, any call-ups that would normally be sent to the supplier may be sent to the next-ranked supplier. The suspension will take effect on the date of the suspension notice.
- 20.2** If a supplier incurs three suspensions over a continuous period of five years or less, Canada may apply a suspension of 24 consecutive months to its Standing Offer. The suspension will take effect on the date of the last suspension notice
- 20.3** Nothing in this section infringes upon the rights and remedies to which Canada may otherwise be entitled under the Standing Offer.

## ANNEX "B" – BASIS OF PAYMENT

The Offeror will be paid in accordance with the following Basis of Payment for work performed under the standing offer.

### 1. All-inclusive Firm Rate

The Offeror will be paid an all-inclusive firm rate per word or per hour, based on the table shown below during the period stated herein.

- a. All-inclusive rates per word shown below must include all costs related to the work described in Annex "A", Statement of Work. These expenses include, without limitation, word processing, reports, photocopies, courier services, costs related to the software, telephone, reception and transmission or delivery of documents and all related expenses, excluding GST.
- b. All deliverables are FOB Destination, Canada customs duties included, if applicable.
- c. For invoicing purposes, the overall firm rates in effect at the date indicated in the request for translation services must be used.
- d. The invoices will be based on the word count of the source document.
- e. All-inclusive rates listed in the table below for the optional years apply only if the option to extend the standing offer is exercised by Canada.

### 2. Offer Submission

Offerors should enter their prices on the MS Excel spreadsheet published as an attachment to this solicitation on the Government Electronic Tendering Service (<https://buyandsell.gc.ca/procurement-data/tenders>) and provide it with their offer.

**Table 1: Initial period of Standing Offer (SO issuance to two years from date of issuance)**

| Description of Service | Unit Price |
|------------------------|------------|
| Translation – Regular  | \$ / word  |
| Translation – Urgent   | \$ / word  |
| Editing – Regular      | \$ / word  |
| Editing – Urgent       | \$ / word  |
| Updating – Regular     | \$ / hour  |
| Updating – Urgent      | \$ / hour  |

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File No. - N° du dossier  
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Buyer ID - Id de l'acheteur  
519zf  
CCC No./N° CCC - FMS No./N° VME

**Table 2: Option Year 1**

| Description of Service | Unit Price |
|------------------------|------------|
| Translation – Regular  | \$ / word  |
| Translation – Urgent   | \$ / word  |
| Editing – Regular      | \$ / word  |
| Editing – Urgent       | \$ / word  |
| Updating – Regular     | \$ / hour  |
| Updating – Urgent      | \$ / hour  |

**Table 3: Option Year 2**

| Description of Service | Unit Price |
|------------------------|------------|
| Translation – Regular  | \$ / word  |
| Translation – Urgent   | \$ / word  |
| Editing – Regular      | \$ / word  |
| Editing – Urgent       | \$ / word  |
| Updating – Regular     | \$ / hour  |
| Updating – Urgent      | \$ / hour  |

**Table 4: Option Year 3**

| Description of Service | Unit Price |
|------------------------|------------|
| Translation – Regular  | \$ / word  |
| Translation – Urgent   | \$ / word  |
| Editing – Regular      | \$ / word  |
| Editing – Urgent       | \$ / word  |
| Updating – Regular     | \$ / hour  |
| Updating – Urgent      | \$ / hour  |



## ANNEX "C"



Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat

5P004-190022

Security Classification / Classification de sécurité

## SECURITY REQUIREMENTS CHECK LIST (SRCL)

## LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

| PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE  |  |  |
|---|--|--|
| 1. Originating Government Department or Organization /<br>Ministère ou organisme gouvernemental d'origine<br><b>PARKS CANADA</b>  | 2. Branch or Directorate / Direction générale ou Direction<br><b>EXTERNAL RELATIONS &amp; VISITOR EXPERIENCE</b> |  |
| 3. a) Subcontract Number / Numéro du contrat de sous-traitance  | 3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant  |  |
| 4. Brief Description of Work / Brève description du travail<br><b>TRANSLATION SERVICES</b>  |  |  |
| 5. a) Will the supplier require access to Controlled Goods?<br>Le fournisseur aura-t-il accès à des marchandises contrôlées? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes<br>Non <input type="checkbox"/> Oui  |  |  |
| 5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations?<br>Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes<br>Non <input type="checkbox"/> Oui  |  |  |
| 6. Indicate the type of access required / Indiquer le type d'accès requis   |  |  |
| 6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets?<br>Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS?<br>(Specify the level of access using the chart in Question 7. c)<br>(Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c) <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes<br>Non <input type="checkbox"/> Oui                                |  |  |
| 6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted.<br>Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes<br>Non <input type="checkbox"/> Oui |  |  |
| 6. c) Is this a commercial courier or delivery requirement with no overnight storage?<br>S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes<br>Non <input type="checkbox"/> Oui   |  |  |
| 7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès  |  |  |
| Canada <input checked="" type="checkbox"/>  | NATO / OTAN <input type="checkbox"/>   |  |
| Foreign / Étranger <input type="checkbox"/>   |  |  |
| 7. b) Release restrictions / Restrictions relatives à la diffusion  |  |  |
| No release restrictions<br>Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>   | All NATO countries<br>Tous les pays de l'OTAN <input type="checkbox"/>   |  |
| Not releasable<br>À ne pas diffuser <input type="checkbox"/>  |  |  |
| Restricted to: / Limité à: <input type="checkbox"/>   | Restricted to: / Limité à: <input type="checkbox"/>  |  |
| Specify country(ies): / Préciser le(s) pays:  | Specify country(ies): / Préciser le(s) pays:   |  |
| 7. c) Level of information / Niveau d'information   |  |  |
| PROTECTED A<br>PROTÉGÉ A <input type="checkbox"/>   | NATO UNCLASSIFIED<br>NATO NON CLASSIFIÉ <input type="checkbox"/>   | PROTECTED A<br>PROTÉGÉ A <input type="checkbox"/>                    |
| PROTECTED B<br>PROTÉGÉ B <input type="checkbox"/>   | NATO RESTRICTED<br>NATO DIFFUSION RESTREINTE <input type="checkbox"/>  | PROTECTED B<br>PROTÉGÉ B <input type="checkbox"/>                    |
| PROTECTED C<br>PROTÉGÉ C <input type="checkbox"/>   | NATO CONFIDENTIAL<br>NATO CONFIDENTIEL <input type="checkbox"/>  | PROTECTED C<br>PROTÉGÉ C <input type="checkbox"/>                    |
| CONFIDENTIAL<br>CONFIDENTIEL <input type="checkbox"/>   | NATO SECRET<br>NATO SECRET <input type="checkbox"/>  | CONFIDENTIAL<br>CONFIDENTIEL <input type="checkbox"/>                |
| SECRET<br>SECRET <input checked="" type="checkbox"/>  | COSMIC TOP SECRET<br>COSMIC TRÈS SECRET <input type="checkbox"/>   | SECRET<br>SECRET <input type="checkbox"/>                            |
| TOP SECRET<br>TRÈS SECRET <input type="checkbox"/>  |  | TOP SECRET<br>TRÈS SECRET <input type="checkbox"/>                   |
| TOP SECRET (SIGINT)<br>TRÈS SECRET (SIGINT) <input type="checkbox"/>  |  | TOP SECRET (SIGINT)<br>TRÈS SECRET (SIGINT) <input type="checkbox"/> |

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Security Classification / Classification de sécurité

Canada



**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes  
Non Oui

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes  
Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

**PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)**

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

- |  |   |  |  |
|--|---|--|--|
| <input type="checkbox"/> RELIABILITY STATUS<br>COTE DE FIABILITÉ     | <input type="checkbox"/> CONFIDENTIAL<br>CONFIDENTIEL           | <input checked="" type="checkbox"/> SECRET<br>SECRET | <input type="checkbox"/> TOP SECRET<br>TRÈS SECRET               |
| <input type="checkbox"/> TOP SECRET - SIGINT<br>TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL<br>NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET<br>NATO SECRET  | <input type="checkbox"/> COSMIC TOP SECRET<br>COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS<br>ACCÈS AUX EMPLACEMENTS       |   |  |  |

Special comments:

Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No ☐ Yes  
Non Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté?

☒ No ☐ Yes  
Non Oui

**PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)**

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?  
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? ☐ No ☒ Yes  
Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?  
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? ☒ No ☐ Yes  
Non Oui

**PRODUCTION**

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?  
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? ☒ No ☐ Yes  
Non Oui

**INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)**

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes  
Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☒ No ☐ Yes  
Non Oui





Government  
of Canada

Gouvernement  
du Canada

Contract Number / Numéro du contrat  
5P004-190022

Security Classification / Classification de sécurité

**PART C - (continued) / PARTIE C - (suite)**

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

| Category<br>Catégorie  | PROTECTED<br>PROTÉGÉ |   |   | CLASSIFIED<br>CLASSIFIÉ      |        |                                 | NATO  |  |                |   | COMSEC               |   |   |                              |        |                                 |
|--|----------------------|---|---|------------------------------|--------|---------------------------------|---|--|----------------|---|----------------------|---|---|------------------------------|--------|---------------------------------|
|  | A                    | B | C | CONFIDENTIAL<br>CONFIDENTIEL | SECRET | TOP<br>SECRET<br>TRÈS<br>SECRET | NATO<br>RESTRICTED<br>NATO<br>DIFFUSION<br>RESTREINTE | NATO<br>CONFIDENTIAL<br>NATO<br>CONFIDENTIEL | NATO<br>SECRET | COSMIC<br>TOP<br>SECRET<br>COSMIC<br>TRÈS<br>SECRET | PROTECTED<br>PROTÉGÉ |   |   | CONFIDENTIAL<br>CONFIDENTIEL | SECRET | TOP<br>SECRET<br>TRÈS<br>SECRET |
|  |                      |   |   |                              |        |                                 |   |  |                |   | A                    | B | C |                              |        |                                 |
| Information / Assets<br>Renseignements / Biens<br>Production |                      |   |   |                              | ✓      |                                 |   |  |                |   |                      |   |   |                              |        |                                 |
| IT Media /<br>Support TI                                     |                      |   |   |                              |        |                                 |   |  |                |   |                      |   |   |                              |        |                                 |
| IT Link /<br>Lien électronique                               |                      |   |   |                              |        |                                 |   |  |                |   |                      |   |   |                              |        |                                 |

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non ☐ Yes  
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée  
« Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non ☐ Yes  
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée  
« Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

**Annex "D" / Annexe « D »**  
**Call-up Against a Standing Offer****Commande subséquente à une offre à commandes**

Ship to - Expédier à

**To the supplier:** The standing offer identified below is accepted as follows: You are required to supply the goods or services, or both, shown below at the prices or on the pricing basis stated and in accordance with the other conditions stated in the standing offer. Only goods or services, or both, included in the standing offer will be supplied in the call-up against the standing offer.

**Au fournisseur:** L'offre à commandes indiquée ci-dessous est acceptée selon les modalités suivantes : Vous devez fournir les biens ou les services, ou les deux, indiqués ci-dessous selon les prix ou la base de tarification établie, et conformément avec les autres conditions stipulées dans l'offre à commandes. Seuls les biens ou les services, ou les deux, inclus dans l'offre à commandes seront fournis dans la commande subséquente à l'offre à commandes.

**Security: The call-up includes security provisions.****Sécurité : La demande comprend des exigences en matière de sécurité.**☐ NO  
NON☐ YES  
OUIIf YES, attach a SRCL to the call-up  
Si OUI, joindre une LVERS à la demande

Supplier - Fournisseur

Invoices must be sent in accordance with - Les factures doivent être envoyées selon :

The detailed instructions in the standing offer  
Les instructions détaillées dans l'offre à commandesThe address shown in the "Ship to" block  
L'adresse indiquée dans la case « Expédier à »Special instructions below  
Les instructions particulières ci-dessous

Each shipment must be accompanied by a packing or delivery slip. All invoices, bills of lading and packing slips must show the following reference numbers.

Financial Code(s) - Code financier(s)

Chaque expédition doit être accompagnée d'un bordereau d'emballage ou de livraison. Les factures, connaissements et bordereaux d'emballage doivent tous porter les numéros de référence suivants.

Standing Offer No. - N° de l'offre à commandes

Requisition No. - N° de demande  
Order. Off. - Bur. dem. YY - AA Serial No. - N° de sérieClient Reference No. (optional)  
N° de référence du client (facultatif)

The representative of the Identified User signing the call-up form must indicate his or her physical address. This address will constitute the address most connected with the supply and will determine, where applicable, the place of supply for this procurement.  
Le représentant de l'utilisateur désigné qui signe le formulaire de commande subséquente doit indiquer son adresse municipale, qui constituera l'adresse la plus associée à l'approvisionnement et qui déterminera, le cas échéant, le lieu d'approvisionnement pour cette commande.

| Amendment No.<br>N° de modification |  | Previous Value (\$)<br>Valeur précédente (\$) | Value of increase or decrease (\$)<br>Valeur de l'augmentation ou diminution (\$) |                      | Total estimated expenditures or revised<br>Total des dépenses estimatives ou révisées |                                     |
|-------------------------------------|--|---|---|----------------------|---|-------------------------------------|
| Item No.<br>N° de l'article         | NATO Stock No. / Item Description<br>N° de nomenclature de l'OTAN / Description de l'article |   | U. of l.<br>U. de d.  | Quantity<br>Quantité | Unit Price<br>Prix unitaire (\$)  | Extended Price<br>Prix calculé (\$) |
|                                     |  |   |   |                      |   |                                     |

Special Instructions - Instructions particulières

Total

|   |  |  |  |
|---|--|--|--|
| <b>For further information, call - Pour renseignements supplémentaires, contacter</b>   |  | Delivery required by - Livraison requise le<br>(YYYY-MM-DD) (AAAA-MM-JJ) |  |
| Name - Nom  |  | Telephone No. - N° de téléphone  |  |
| <b>For internal purposes only - Pour usage interne seulement</b>  |  | Approved for the Minister - Approuvé pour le Ministre                    |  |
| Pursuant to subsection 32(1) of the <i>Financial Administration Act</i> , funds are available.<br>En vertu du paragraphe 32(1) de la <i>Loi sur la gestion des finances publiques</i> , des fonds sont disponibles. |  |  |  |
| Signature (Mandatory - Obligatoire)   |  | Signature (Mandatory - Obligatoire)                                      |  |
| Date (YYYY-MM-DD - AAAA-MM-JJ)  |  | Date (YYYY-MM-DD - AAAA-MM-JJ)   |  |

Solicitation No. - N° de l'invitation  
5P004-190022/A  
Client Ref. No. - N° de réf. du client  
5P004-190022

Amd. No. - N° de la modif.  
File No. - N° du dossier  
519zf.5P004-190022

Buyer ID - Id de l'acheteur  
519zf  
CCC No./N° CCC - FMS No./N° VME

**ANNEX “E” to PART 3 OF THE REQUEST FOR STANDING OFFERS – ELECTRONIC PAYMENT INSTRUMENTS**

The Offeror accepts to be paid by any of the following Electronic Payment Instrument(s):

- ☐ VISA Acquisition Card;
- ☐ MasterCard Acquisition Card;
- ☐ Direct Deposit (Domestic and International);
- ☐ Electronic Data Interchange (EDI);
- ☐ Wire Transfer (International Only);
- ☐ Large Value Transfer System (LVTS) (Over \$25M)

Solicitation No. - N° de l'invitation  
5P004-190022/A  
Client Ref. No. - N° de réf. du client  
5P004-190022

Amd. No. - N° de la modif.  
File No. - N° du dossier  
519zf.5P004-190022

Buyer ID - Id de l'acheteur  
519zf  
CCC No./N° CCC - FMS No./N° VME

## ANNEX "F" – PROFILE FORMS

### 1. Form C-1: Experience of Proposed Client Manager Profile Form

| <b>Experience of Offeror's Client Manager</b>  |                         |
|--|-------------------------|
| Insert year for which the experience is claimed <b>YEAR: ( )</b>   |                         |
| French to English - Cumulative Total Number of Words: _____  |                         |
| English to French - Cumulative Total Number of Words: _____  |                         |
| Name of the <b>Client Manager</b> :  |                         |
| Section A - French to English  |                         |
| <b>The following information is to be supplied for each Translation project for which the experience is claimed:</b> |                         |
| Client Organization Name:  |                         |
| Client Organization Contact Name:  |                         |
| Contact Telephone number:  | Contact E-mail address: |
| Subject fields of text translated:   |                         |
| Source language:   |                         |
| Target language:   |                         |
| Number of words translated:  |                         |
| From: (month and year)   | to: (month and year)    |
| Description of the translation work project:   |                         |
| Section B - English to French  |                         |
| Client Organization Name:  |                         |
| Client Organization Contact Name:  |                         |
| Contact Telephone number:  | Contact E-mail address: |
| Subject fields of text translated:   |                         |
| Source language  |                         |
| Target language  |                         |
| Number of words translated:  |                         |
| From: (month and year)   | to: (month and year)    |
| Description of the translation work project:   |                         |

Solicitation No. - N° de l'invitation  
5P004-190022/A  
Client Ref. No. - N° de réf. du client  
5P004-190022

Amd. No. - N° de la modif.  
File No. - N° du dossier  
519zf.5P004-190022

Buyer ID - Id de l'acheteur  
519zf  
CCC No./N° CCC - FMS No./N° VME

## 2. Form C-2: Translator's Profile Form

| Translator's Profile  |                    |
|---|--------------------|
| Particulars   | Offeror's Response |
| Translator's Name   |                    |
| Name of University and Degree/Designation or years of experience (with details regarding functions, employer, etc.)                             |                    |
| Primary Branch of Study   |                    |
| Name of the company/companies where the translator has accumulated work experience in translation from English to French and French to English. |                    |
| Briefly describe how the duties the translator performs in this (these) position(s) relate to the experience qualification requested.           |                    |
| Identify a supervisor (name and telephone number or e-mail address) who can validate the experience with respect to this qualification.         |                    |

## 3. Form C-3: Quality Assurance Reviewer Profile Form

| Quality Assurance Reviewer  |                    |
|---|--------------------|
| Particulars   | Offeror's Response |
| Quality Reviewer's Name   |                    |
| Name of University and Degree/Designation or years of experience (with details regarding functions, employer, etc.)                     |                    |
| Primary Branch of Study   |                    |
| Name of the company(ies) where the reviewer has accumulated work experience in quality assurance  |                    |
| Briefly describe how the duties the reviewer performs in this (these) position(s) relate to the experience qualification requested.     |                    |
| Identify a supervisor (name and telephone number or e-mail address) who can validate the experience with respect to this qualification. |                    |