

# Questions and Answer Document #1

## RFP Reference Number: P2000114

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CLOSING DATE: October 15, 2019

CLOSING TIME and TIME ZONE: 2:00pm EST

PROJECT TITLE: PROVISION OF TRANSLATION SERVICES TO THE CANADIAN HUMAN RIGHTS COMMISSION

To All Bidders:

The purpose of this document is to give effect to the following:

Questions and Answers: The following information is issued in response to questions received from bidders:

**Question #1:**

R5 of the RFP states, "Every proposed employee must meet at least two (2) of the following requirements:" Does this requirement refer to the language professionals performing the work or Proponents' staff coordinating the work?

**Response #1:**

This requirement refers to the language professionals performing the work.

**Question #2:**

Regarding the Table of Proposed Rates, where are Proponents able to indicate minimum fees for services?

**Response #2:**

Page 13, section 15.3 – The Proponents are able to indicate minimum fees for services in the Table.

**Question #3:**

If the client is able to verify the experience, are Proponents able to use the same organizations and contact information for M5, M6, and R6?

**Response #3**

Yes.

**Question #4:**

Who currently performs these services for the Commission? (who is the incumbent?)

**Response #4**

The Commission obtains its translation services from various vendors.

**Question #5:**

What percentage of the work (approximate % for both Streams) would be considered rush?

**Response #5**

It is estimated that 5% of the work is considered rush for both Streams.

**Question #6:**

The wording at 13.1 and 13.3 can lead to confusion. If a Bidder is responding to both Streams, must two (2) complete proposal packages be submitted, or should one (1) proposal package be submitted, where each Stream response is detailed separately?

**Response #6**

If a Bidder is responding to both Streams, they must complete two (2) separate proposals for each Work Stream.

**Question #7:**

Please confirm that CVs are required for translators (M2) but not the editors (M5 and M6).

**Response #7**

Page 44, section 48 – Translators do require CVs (M2) but not for the editors (M5 and M6).

**Question #8:**

For M2, is it understood that separate translators have to be proposed for each Stream (i.e. eight (8) translators if bidding on both)?

**Response #8**

No, the same resource can be proposed in both Streams.

**Question #9:**

For R6, will the score be based purely on the reference's answers to the questions, or could other subjective criteria be considered, such as scope of work, volume handled and area of specialization?

**Response #9**

Page 48, section 49.2 – The proposals will be awarded a point for each affirmative answer to the four questions.

End of Questions and Answers