



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

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

**11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III
Core 0B2 / Noyau 0B2**

**Gatineau
Québec**

K1A 0S5

Bid Fax: (819) 997-9776

Revision to a Request for a Standing Offer

Révision à une demande d'offre à commandes

National Individual Standing Offer (NISO)

Offre à commandes individuelle nationale (OCIN)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Offer remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'offre demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Linguistic Services Division / Division des services
linguistiques
Les Terrasses de la Chaudière
10, rue Wellington, 5e étage
Gatineau
Québec
K1A 0S5

Title - Sujet Translation Services	
Solicitation No. - N° de l'invitation 5P004-190022/A	Date 2019-10-30
Client Reference No. - N° de référence du client 5P004-190022	Amendment No. - N° modif. 003
File No. - N° de dossier 519zf.5P004-190022	CCC No./N° CCC - FMS No./N° VME
GETS Reference No. - N° de référence de SEAG PW-\$ZF-519-36792	
Date of Original Request for Standing Offer Date de la demande de l'offre à commandes originale	
2019-09-13	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-11-08	
Time Zone Fuseau horaire Eastern Standard Time EST	
Address Enquiries to: - Adresser toutes questions à: Merritt, Andrew	Buyer Id - Id de l'acheteur 519zf
Telephone No. - N° de téléphone (343) 542-7538 ()	FAX No. - N° de FAX () -
Delivery Required - Livraison exigée	
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	
Security - Sécurité This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.	

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required Accusé de réception requis	Yes - Oui <input type="checkbox"/>	No - Non <input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
For the Minister - Pour le Ministre		

Amendment 003 to Request for a Standing Offer 5P004-190022/A, closing November 8th, 2019 at 2:00 pm EST, is issued to:

- 1. Amend clauses of the RFSO; and**
- 2. Respond to questions from suppliers.**

1. Amend clauses of the RFSO:

- 1.1** At page 10 of 54 of the RFSO, **DELETE section 4.1.1.1 – Mandatory Technical Criteria (MTC)** in its entirety and **INSERT** the following. Changes from the original RFSO are highlighted in yellow:

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.

Mandatory Technical Criteria (MT)			
All experience must be complete prior to bid closing.			
Item	Mandatory Technical Criterion	Met / Not Met	Cross Reference to Proposal
MT 1 - Offeror's Experience			
MT 1.1	<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 per year:</p> <p>English to French: minimum of 2,500,000 words; and French to English: minimum of 400,000 words.</p> <p>Offer Preparation Instructions</p> <p>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"> 1. Brief description of each translation work claimed; 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"> a. Representative name b. Title c. Current e-mail address and/or telephone number; 3. Duration (from mm/yr to mm/yr); 4. Subject field(s) of the translation project; 5. Volume of work in words; 6. Source and target languages involved; 7. Name of the Client manager; and 8. List of Resources managed by the client manager. <p>The Offeror must also provide the total number of words per year by referring to the proposed translation projects.</p>		

MT 1.2	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.		
MT 1.3	The Offeror must include and identify in MT1.1 a minimum of <u>three (3) large translation projects</u> (as defined above).		
MT 2 - Offeror's Resources Capability			
MT 2.1	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.		
MT 2.2	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.		
MT 3 - Client Manager (Project Manager)			
MT 3.1	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.		
MT 3.2	The Offeror must provide the information requested in Form C-1 "Proposed Client Manager" specified in Annex "F" – Profile Forms.		
MT 4 – Translators			
MT 4.1	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. OR Have worked as a translator for at least 5 years since January 1, 2012.		
MT 4.2	The Offeror must provide the information requested in Form C-2 "Translator's Profile" specified at Annex "F" – Profile Forms for each proposed translator.		

MT 5 – Quality Assurance Reviewer			
MT 5.1	<p>The Offeror must propose a resource meeting the qualification as listed below for each of the official languages (English and French). This can be achieved with one or more resources as long as each proposed resource can meet the minimum experience qualifications as follows:</p> <p>Have worked as a French and/or 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.</p> <p>OR</p> <p>Have a minimum of five (5) years' experience since January 1, 2012 as a reviewer in English and French.</p>		
MT 5.2	The Offeror must provide the information requested in Form C-3 "Quality Assurance Reviewer Profile" specified at Annex "F" – Profile Forms.		
MT 6 – Exam requirements			
MT 6.1	The offer must provide a single email address to be used to send the exam as described in the exam section below.		

1.2 At page 13 of 54 of the RFSO, **DELETE section 4.1.1.2 – Point Rated Technical Criteria (PRTC)** in its entirety and **INSERT** the following. Changes from the original RFSO are highlighted in yellow:

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.

Point Rated Technical Criteria (PRTC)	Minimum Number of Points	Maximum Number of Points
PRTC1 - OFFEROR'S EXPERIENCE	55	110
PRTC 2 - SUBJECT FIELDS AND COMPLEXITY LEVELS	100	180
PRTC 3 - OFFEROR'S APPROACH AND METHODOLOGY	30	40

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.
003
File No. - N° du dossier
519zf.5P004-190022

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

PRTC 4 - EXPERIENCE OF THE OFFEROR'S PROPOSED CLIENT MANAGER	20	45
PRTC 5- QUALITY ASSURANCE PLAN	40	110
MINIMUM OVERALL SCORE	340	485

Point Rated Technical Criteria (PRTC)	
PRTC 1 - OFFEROR'S EXPERIENCE AND CAPACITY Maximum Points : 110 - Minimum Points: 55	
Information from MT1.1 will be used for the evaluation of PRTC 1.	
Point Rated Technical Criteria	Weighting (Points)
PRTC 1.1 Offeror's years of experience	Points will be awarded as follows 5 years or less: 0 Points 5 years plus 1 day to 6 years: 5 Points 6 years plus 1 day to 7 years : 7.5 Points 7 years plus 1 day and more : 10 Points 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. MAXIMUM POINTS AVAILABLE: 10

<p>PRTC 1.2 Offeror's capacity 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 2,500,000 words.</td><td>Less than and equal to 400,000 words per year.</td><td>0</td></tr><tr><td>2,500,001 to 3,000,000 words.</td><td>400,001 to 450,000 words</td><td>50</td></tr><tr><td>3,000,001 to 3,500,000 words.</td><td>450,001 to 500,000 words.</td><td>75</td></tr><tr><td>Greater than 3,500,000 words.</td><td>Greater than 500,000 words.</td><td>100</td></tr><tr><td colspan="3">MAXIMUM POINTS AVAILABLE: 100</td></tr></table>	Translation from English to French (yearly)	Translation from French to English (yearly)	Points	Less than and equal to 2,500,000 words.	Less than and equal to 400,000 words per year.	0	2,500,001 to 3,000,000 words.	400,001 to 450,000 words	50	3,000,001 to 3,500,000 words.	450,001 to 500,000 words.	75	Greater than 3,500,000 words.	Greater than 500,000 words.	100	MAXIMUM POINTS AVAILABLE: 100		
Translation from English to French (yearly)	Translation from French to English (yearly)	Points																	
Less than and equal to 2,500,000 words.	Less than and equal to 400,000 words per year.	0																	
2,500,001 to 3,000,000 words.	400,001 to 450,000 words	50																	
3,000,001 to 3,500,000 words.	450,001 to 500,000 words.	75																	
Greater than 3,500,000 words.	Greater than 500,000 words.	100																	
MAXIMUM POINTS AVAILABLE: 100																			

<p>PRTC 2 - SUBJECT FIELDS AND COMPLEXITY LEVELS Maximum Points: 180 Minimum Points: 100</p> <p>Information from MT1.1 will be used for the evaluation of PRTC 2.</p>	
<p>Point Rated Technical Criteria</p>	<p>Weighting (Points)</p>
<p>PRTC 2.1- Complexity level 1 Subject fields</p>	<p>For each qualified complexity level 1 subject field the Offeror should demonstrate they achieved the below minimum for each field since January 1, 2012:</p> <p>a) English to French for a minimum of 1,000,000 words; and</p> <p>b) French to English for a minimum of 150,000 words</p> <p>10 points for each of the 10 subject fields listed in Complexity Level 1.</p> <p>MINIMUM REQUIRED POINTS: 60 MAXIMUM POINTS AVAILABLE: 100</p>

PRTC 2.2- Complexity level 2 Subject fields	<p>For each Qualified complexity level 2 subject field the Offeror should demonstrate they achieved the below minimum for each field since January 1, 2012:</p> <ol style="list-style-type: none">English to French for a minimum of 800,000 words; andFrench to English for a minimum of 150,000 words <p>For each qualified subject field in Complexity Level 2: 20 points.</p> <p>The Offeror can select from the available Complexity Level 2 subjects from the Complexity Level table below.</p> <p>MINIMUM REQUIRED POINTS: 40 MAXIMUM POINTS AVAILABLE: 80</p>
Complexity Level Table Complexity Level 1: <ol style="list-style-type: none">Management documents, policy documents and administrative texts, including but not limited to memoranda, ministerial correspondence, general correspondence, and presentations;Communications (Press releases, speeches, Publications, web sites);Tourism, advertisements, Public notices;Human resource management in the Public Service (Job descriptions, statement of qualifications);Performance management;Career management;Business requirement (high level and detailed);Program evaluation and monitoring technology development;Procurement related text, including statements of work, evaluation criteria, requests for proposal (RFP) and contracts;Financial texts, such as financial statements, charts and accounting documents, training material, including guides, lessons and plans Complexity Level 2: <ul style="list-style-type: none">Legal text;highly technical/specialized texts;Ecology or environmental issues;Science and technology;Social sciences;Research, surveys, studies difficult or unusual terminology;Municipal, Provincial, or federal Legislation;Information technology technical texts, including technical specifications and computer sciences	

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.

Point Rated Technical Criteria	Weighting (Points)
PRTC 3.1 – Offeror's approach and methodology	<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): 10 points</p> <p>The Offeror demonstrated two (2) sub-criteria out of four (4): 20 points</p> <p>The Offeror demonstrated three (3) sub-criteria out of four (4): 30 points</p> <p>The Offeror demonstrated all of the sub-criteria (A and B and C and D): 40 points</p> <p>MAXIMUM POINTS AVAILABLE: 40</p>

PRTC 4- EXPERIENCE OF THE OFFEROR'S PROPOSED CLIENT MANAGER Maximum Points : 45 - Minimum Points: 20	
Information from MT1.1 & MT3 will be used for the evaluation of PRTC 4.	
Point Rated Technical Criteria	Weighting (Points)
PRTC 4.1- Experience managing translation projects	<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: 0 points</p> <p>The Client Manager has four (4) years of experience within the past 8 years: 20 points</p> <p>The Client Manager has five (5) years of experience within the past 8 years: 25 points</p> <p>The Client Manager has more than five (5) years of experience within the past 8 years: 30 points</p> <p>*1 year = 12 months.</p> <p>MAXIMUM POINTS AVAILABLE: 30</p>
PRTC 4.2 - Experience managing human resources	<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: 5 points</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: 10 points</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: 15 points</p> <p>MAXIMUM POINTS AVAILABLE: 15</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 Technical Criteria	Weighting (Points)			
PRTC 5.1- Quality assurance plan	Points will be awarded as follows for the demonstrated approach that meets the criterion:			
	Title	Inadequate	Fair	Excellent
	a) Corrects/avoids errors	0 Points	30 Points	60 points
	• 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) Ensures consistency	0 Points	20 Points	40 points
	• 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
	c) Virus-free and do not contain malicious or unauthorized codes	0 Points	5 Points	10 points
MAXIMUM POINTS AVAILABLE: 110				

2. Respond to questions from suppliers:

Q13 Regarding the definition for a Large Translation Project, could you please clarify what comprises a complex linguistic profile? The definition refers to PRTC2 which has a list of 18 subject areas across two different complexity levels. A single project would typically only contain a couple of subject areas at most. What is the minimum number of fields that must have been involved for a project to meet this requirement?

A13 To obtain the minimum required points, the offeror should demonstrate examples of translation in 6 of 10 Complexity Level 1 fields and in 4 of 8 Complexity Level 2 fields.

Q14 Regarding PRTC 4.2, in order to meet the volume requirements, a client manager will likely refer to several clients/projects some of which will be larger than others. The wording of this requirement suggests that each described project would need to include seven resources for maximum points.

Could you please confirm that this requirement will look at the total number of different resources simultaneously managed across several projects rather than the resources managed on each individual project? Alternatively, if this is not the case, then could you please confirm that the client manager would just need to show a single project that involved a large number of resources rather than each project involving a large number of resources?

A14 The requirement will look at the total number of different resources simultaneously managed across several projects rather than the resources managed on each individual project.

Q15 The annual volume of words required for PRTC 2 – min. 7.6/1.2 million words (EN-FR/FR-EN) and max. 13.2/2.1 million words (EN-FR/FR-EN) is significantly larger than the volumes required in MT 1 and PRTC 1.2. The volume required for the maximum score is nearly double the annual volumes required, presuming the 8 million words mentioned at section 3.2 of the SOW are combined between English and French and French to English translation (15.3 million vs. 8 million words).

A15 Please note the changes to MT 1 and PRTCs 1.2, 2.1, and 2.2 in this amendment.

Q16 You have identified two levels of complexity for documents to be processed, but this distinction does not appear in the proposed pricing table: are you expecting a single rate, regardless of the document complexity level, or must we establish two pricing tables (one for each complexity level)?

If you would like a single rate, can you indicate the distribution of work between complexity level 1 and 2?

A16 We will require a single rate regardless of the complexity of the documents. The current division is approximately 70% for level 1 and 30% for level 2.

Q17 What is the estimated percentage of work that would be English to French translation versus French to English translation?

A17 The estimated percentage of work is 85% for English to French translation versus 15% for French to English translation.

All other terms and conditions of the Request for a Standing Offer remain unchanged.