

Issuing Office - Bureau de distribution Administrative
Tribunals Support Service of Canada
Finance Directorate/Procurement and Material
Management
333 Laurier Avenue West, Floor 16,
Ottawa, Ontario
K1A 0G7

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

**Proposal To: Administrative Tribunals Support
Service of Canada**

The Bidder offers to provide to Canada the goods,
services or both listed in the bid solicitation in
accordance with the conditions set out in the bid
solicitation and at the prices set out in the bid.

**Proposition aux: Service canadien d'appui aux
tribunaux administratifs**

Le soumissionnaire offre de fournir au Canada les
biens, services ou les deux énumérés dans la
demande de soumissions aux conditions prévues
dans la demande de soumissions et aux prix indiqués
dans la soumission.

**Instructions: See Herein
Instructions: Voir aux présentes**

**Comments:
THIS DOCUMENT CONTAINS A
SECURITY REQUIREMENT**

**Commentaires :
LE PRÉSENT DOCUMENT COMPORTE
D'EXIGENCE DE SÉCURITÉ**

Title - Titre	
Court Reporting and Transcription Services	
Solicitation No. - N° de l'invitation 20190726 Amendment No. 001	Date October 24, 2019
Solicitation closes - L'invitation prend fin	Time Zone - Fuseau horaire
At - à : 2:00 PM On - le : December 3, 2019	EST (Eastern Standard Time)
Return bids to - Retourner les soumissions à :	
procurements-achats@tribunal.gc.ca	
**Please clearly indicate the Request for Proposal (RFP) reference number in the Subject line of your email	
**Veuillez indiquer clairement le numéro de référence de la demande de proposition (DDP) dans l'objet du courriel.	
Address inquiries to - Adresser toutes questions à :	
Paula Todorovic Email : procurements-achats@tribunal.gc.ca	
Delivery required - Livraison exigée	
See Herein / Voir aux présentes	
Destination	
See Herein / Voir aux présentes	
Supplier Name and Address - Nom et adresse du fournisseur	
Telephone No. - N° de téléphone : Facsimile No. - N° de télécopieur :	
Name and title of person authorized to sign on behalf of supplier (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur (caractère d'impression)	
Signature : _____	
Date : _____	

Court Reporting and Transcription Services

AMENDMENT N° 001

Amendment 001 is raised to

- 1) Answer questions from industry; and
- 2) Amend the RFP

1) ANSWER QUESTIONS FROM INDUSTRY

Question 1:

pgs 42-47, MTC1-6 -MTC 6 states, "The proposed verbatim court reporter and transcriptionist can be the same individual, if proposed in MTC1 and MTC5", so this question may be moot. However, as regards MTC1 and MTC5 referring to bilingual resources, it is our experience that many, if not all, federal departments when soliciting for these sorts of services widely accept that one bilingual resource is the equivalent to one English and one French resource.

As such, the five resources as described (two English and three bilingual) would be equivalent to:

- * Five (5) English
- * Three (3) French
- * Three (3) Bilingual

Would the ATSSC concur with this interpretation?

Will the ATSSC modify the solicitation to reflect such?

Answer 1:

The RFP at MTC1 and MTC5 requests that 5 resources be bid: three resources that must be bilingual (English and French) and 2 resources that can be either English or French. The same requirement applies to MTC 1 and MTC 5; however, bidder may bid the same 3 bilingual resources and 2 English or French resources for MTC 1 and MTC 5, as long as they meet the mandatory requirements of MTC1 and MTC 5. A bilingual resource must be able to work in either French or English. One English and one French resource does not equal a bilingual resource.

Question 2:

Travelling outside of NCR:

Travelling by air, say, from Ottawa to Vancouver in an economically responsible manner can sometimes mean more than one flight/stopover and, depending on delays and cancellations, can amount to a full day of travel and a full day wasted, in terms of lost transcription time. Other federal boards and agencies include travel time when travelling outside of the NCR.

Will ATSSC recognize this by amending the basis of payment to include travel time?

Answer 2:

Yes, travel time will be considered. Please see amendment below.

Question 3:

Provision of working room(s) when reporting and transcribing hearings:

Will a room or rooms within close proximity to the hearing room be provided onsite for the court reporting and transcription team when attending to hearings that sit multiple days and/or require next day delivery?

Answer 3:

No, the ATSSC cannot guarantee that we can provide a room within close proximity to the hearing room onsite for the court reporting and transcription team when attending hearings that sit multiple days or require next day delivery. As per Statement of Work attached at Annex A of the RFP, the verbatim court reporter will be assigned a workspace in the hearing room.

Question 4:

Advanced notice for services:

ATSSC states that "The style of cause will be provided to the Contractor by the ATSSC no later than one week prior to the commencement of proceedings or hearing."

By extension, can it be assumed that the completed Court Reporting and Transcription Request Form would also be submitted to the Contractor no later than one week prior to the commencement of proceedings?

Answer 4:

The completed the Court Reporting and Transcription request form will be provided to the Contractor no later than one week prior to the commencement of proceedings. Please see amendment below.

Question 5:

Pg 64, Cancellation:

Cancellation fees are predicated on the fact that the Contractor has incurred a certain amount of cost in preparation for the contracted work, which would be irrecoverable should the work not go forward. This Cancellation policy seems designed specifically to guarantee that ATSSC never has to incur cancellation charges. The majority of multi-day hearings commence on Mondays, so by including weekends in the notice period if the hearing is cancelled prior to 5:00 p.m. on Friday, ATSSC has effectively absolved itself of any responsibility to the Contractor.

Taking an example from another quasi-judicial board currently soliciting tenders
<<https://buyandsell.gc.ca/procurement-data/tender-notice/PW-19-00894200>><<https://buyandsell.gc.ca/procurement-data/tender-notice/PW-19-00894200>>

6.0 CANCELLATION FEE

6.1 Bidders to choose one of the following options:

- a) Cancellation Fee _____ per day for planned hearing days, notice to be five (5) business days (1 week). Maximum to be \$8,000 for entire Hearing inclusive; or
- b) A flat rate of _____ for the entire Hearing, inclusive. Maximum to be \$8,000; or
- c) \$1,000 per day for planned hearing days, not to exceed \$8,000 total fee for the entire length of the hearing, whichever is less, based on a 48-hour cancellation notice; or

7.0 RECESS FEE (per hearing day)

If a proceeding terminates within less than two hours of the beginning of the day, a recess fee may be charged based on chosen option.

Bidders to choose one of the following options:

- a) A minimum of _____ words to be billed to the Board per hearing day; or
- b) An inconvenience fee of _____ per hearing day.

In the rare event that a hearing cancels within a five (5) business day window, this approach actually allows the Contractor to recoup some of its losses. Yes, hearings can cancel unexpectedly; that is the nature of the business. We believe, though, it is fair to ask that the Contractor not be left "holding the bag" financially.

Will the ATSSC please reconsider its Cancellation policy in favour of something more reasonable and equitable?

Answer 5:

Cancellation fee that applies can be found at Article 12, Annex A, Statement of Work of the RFP and cancellation remains unchanged expect that weekend will be calculated prior to noon on Friday rather than Friday 5pm. Please see amendment below.

Question 6:

Modification of requirements:

In preparation for a given hearing, the Contractor allocates the appropriate personnel and equipment to provide the requested level of service. If a change in that level of service is requested last-minute, one of two things will happen:

* If there is a change to a lower level of service (e.g. Daily copy to 10-day delivery), the Contractor is now over-equipped for the task, and will be incurring unnecessary costs.

* If there is a change to a higher level of service, the Contractor is now under-equipped for the task and may be incapable of re-mustering in time to provide the new services.

Will the ATSSC please include a provision that requires five (5) business days advance notice for any alteration in its requirement for a given proceeding or hearing?

Answer 6:

Any modification to the original request will be provided no later than one week prior to the commencement of proceedings. Please see amendment below.

Question 7:

Hard copy pricing:

Under "Additional Services" of Pricing Tables 2, 7, 12, 17, and 22, the pricing structure for hard copies is ambiguous. There are notations that read "price per page - original and up to 5 additional copies".

Can you please clarify whether a bidder's proposed price is per page per copy (e.g. Original + 1 additional copy of a 50-page document would be invoiced as 100 pages), or does the requesting department/agency intend to pay for 6 hard copy transcripts every time, regardless of actual need?

Answer 7:

The RFP pricing tables have been amended to provide for a price per page for the original hard copy and a separate price per page for each additional copy requested. For example if Original is 50 pages, we pay the price per page for the original times 50 pages. If we request 2 additional copies, we pay the price per page for the 2 additional copies times 100 pages. Please see amendment below.

Question 8:

USB Key delivery

Under "Additional Services" of Pricing Tables 2, 7, 12, 17, and 22, the pricing for USB Key delivery is ambiguous. This question would also apply to Tables 3, 8, 13, 18, and 23 ("Audio Digital Recording - USB Key - delivery by hand or courier")

Can you please clarify whether a bidder's proposed price is for solely a delivery fee for a USB key which the client will return, or is the bidder selling the client a new USB key with every delivery?

Answer 8:

No USB keys will be returned. The price bid is for the USB key. Courier costs will be re-imbursed at cost. Please see amendment below.

Question 9:

Hard copy delivery:

Under "Additional Services" of Pricing Tables 2, 7, 12, 17, and 22, there isn't a separate line item for delivery of hard copies. Delivery is essentially a fixed cost not compatible with per-page pricing structure for hard copies.

Can you please add delivery of hard copies as a separate additional service? (n.b. Pending the answer to our Question 8, we obviously wouldn't want to "double-dip", so there might also need to be an item for one combined delivery fee for Hard copies and USB together)

Answer 9:

The courier cost for delivery of hard copies will be a separate charge to be re-imbursed at cost. Please see amendment below.

Question 10:

RE MTC4: The phrase "in the past 3 years", what would your understanding of that particular starting date be?

Answer 10:

From publishing date of this Request for Proposal. Please see amendment below.

Question 11:

The phrase "French proceeding", if a multi-week hearing was held in French but there were a few days where limited/small amounts of English was spoken (an afternoon or so), would this be an acceptable demonstration of a "French" proceeding?

Answer 11:

In order for the ATSSC to accept a proposed French proceeding, the majority of a proceeding must have been held in French. For example, if the hearing was 12 hours, then more than 6 hours must have been in French. See amendment below.

Question 12:

MTC4: Must each of these five judicial or quasi-judicial proceedings be from a different client or can they be five separate judicial or quasi-judicial proceedings held by a single client in the past three years?

Answer 12:

Yes, the five separate judicial or quasi-judicial proceedings can be held by a single client as long as the proceedings are separate. Please see amendment below.

2) AMEND THE RFP

a) At Attachment 1 to part 3-Pricing Schedule

DELETE in its entirety:

** The firm all-inclusive price includes all expenses associated with the provision of court reporting and transcription services, including but not limited to: quality assurance, word processing, reports, photocopying, network and Internet security services and access fees and certification cost and time, computers, software, technology upgrades, telephone services, courier services and all other related expenses.

REPLACE with:

** The firm all-inclusive price includes all expenses associated with the provision of court reporting and transcription services, including but not limited to: quality assurance, word processing, reports,

photocopying, network and Internet security services and access fees and certification cost and time, ,computers, software, technology upgrades, telephone services and all other related expenses, except courier services.

b) At Attachment 1 to part 3-Pricing Schedule, Additional Services-Tables 2, 7,12,17,22

DELETE in its entirety

Tables 2, 7,12,17,22

REPLACE with

Pricing Table 2: Date of Contract award to March 31,2020				
Service				
Verbatim transcription services audio recordings in English or French or bilingual (English and French)	Unit	*Estimated Quantities for evaluation purposes only (A)	Firm **all-inclusive unit price (B)	C = Total of (A) x (B)
Transcription services in English or French: daily delivery by 9:00 am of next day or by Noon next day if the previous day's hearing adjourned after 6:00pm, in electronic PDF and Word 2010 version (or higher)	Per word	25,000 words	\$	\$
Transcription services - bilingual (English and French): daily delivery by 9:00am of next day or by Noon next day if the previous day's hearing adjourned after 6:00pm, in electronic PDF and Word 2010 version (or higher)	Per word	25,000 words	\$	\$
Transcription Services in English or French: 2 Days delivery turnaround, of an electronic PDF and Word 2010 version (or higher)	Per word	50,000 words	\$	\$

Transcription Services bilingual (English and French): 2 Days delivery turnaround, of an electronic PDF and Word 2010 version (or higher)	Per word	50,000 words	\$	\$
Transcription Services in English or French: 5 Days delivery turnaround of an electronic PDF and Word 2010 version (or higher)	Per word	80,000 words	\$	\$
Transcription Services bilingual (English and French): 5 Days delivery turnaround of an electronic PDF and Word 2010 version (or higher)	Per word	80,000 words	\$	\$
Transcription Services in English or French: 10 Days or more delivery turnaround of an electronic PDF and Word 2010 version (or higher)	Per word	200,000 words	\$	\$
Transcription Services bilingual (English and French): 10 Days or more delivery turnaround of an electronic PDF and Word 2010 version (or higher)	Per word	200,000 words	\$	\$
Additional Services				
Original hard paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ by 9:00am next day or by Noon next day if the previous day's hearing adjourned after 6:00pm. (price per page)	Per page	5000	\$	\$

Original hard paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 2 days delivery turnaround. (price per page)	Per page	5000	\$	\$
Original hard paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 5 days delivery turnaround. (price per page)	Per page	5000	\$	\$
Original hard paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 10 days or more delivery turnaround. (price per page)	Per page	5000	\$	\$
Additional printed paper copies of transcript: formatted as per the SOW and delivered by hand or courier ¹ by 9:00am next day or by Noon next day if the previous day's hearing adjourned after 6:00pm. (price per page for additional printed copies)	Per page	5000	\$	\$
Additional printed paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 2 days delivery turnaround. (price per page for additional printed copies)	Per Page	5000	\$	\$
Additional printed paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 5 days delivery turnaround. (price per page for	Per Page	5000	\$	\$

additional printed copies)				
Additional printed paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 10 days or more delivery turnaround. (price per page for additional printed copies)	Per Page	5000	\$	\$
USB key delivery by hand or courier ¹	Per USB Key	10	\$	\$
1 Day Turnaround for the chess clock reports in English or French for an electronic PDF version.	Per report	5	\$	\$
1 Day Turnaround for the chess clock reports bilingual (English and French) for an electronic PDF version.	Per report	5	\$	\$
Courier delivery				At Cost ¹ NO PRICE TO BE INSERTED
Total evaluated Price-Table 2:				\$

¹Cost is considered a direct expense. The Contractor will be reimbursed its direct expenses reasonably and properly incurred in the performance of the Work. These expenses will be paid at actual cost without markup, upon submission of an itemized statement supported by receipt vouchers.

Pricing Table 7: April 1,2020 to March 31,2021				
Service				
Verbatim transcription services audio recordings in English or French or bilingual (English and French)	Unit	*Estimated Quantities for evaluation purposes only (A)	Firm **all-inclusive unit price (B)	C = Total of (A) x (B)

Transcription services in English or French: daily delivery by 9:00 am of next day or by Noon next day if the previous day's hearing adjourned after 6:00pm, in electronic PDF and Word 2010 version (or higher)	Per word	25,000 words	\$	\$
Transcription services - bilingual (English and French): daily delivery by 9:00am of next day or by Noon next day if the previous day's hearing adjourned after 6:00pm, in electronic PDF and Word 2010 version (or higher)	Per word	25,000 words	\$	\$
Transcription Services in English or French: 2 Days delivery turnaround, of an electronic PDF and Word 2010 version (or higher)	Per word	50,000 words	\$	\$
Transcription Services bilingual (English and French): 2 Days delivery turnaround, of an electronic PDF and Word 2010 version (or higher)	Per word	50,000 words	\$	\$
Transcription Services in English or French: 5 Days delivery turnaround of an electronic PDF and Word 2010 version (or higher)	Per word	80,000 words	\$	\$
Transcription Services bilingual (English and French): 5 Days delivery turnaround of an electronic PDF and Word 2010 version (or higher)	Per word	80,000 words	\$	\$

Transcription Services in English or French: 10 Days or more delivery turnaround of an electronic PDF and Word 2010 version (or higher)	Per word	200,000 words	\$	\$
Transcription Services bilingual (English and French): 10 Days or more delivery turnaround of an electronic PDF and Word 2010 version (or higher)	Per word	200,000 words	\$	\$
Additional Services				
Original hard paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ by 9:00am next day or by Noon next day if the previous day's hearing adjourned after 6:00pm. (price per page)	Per page	5000	\$	\$
Original hard paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 2 days delivery turnaround. (price per page)	Per page	5000	\$	\$
Original hard paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 5 days delivery turnaround. (price per page)	Per page	5000	\$	\$
Original hard paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 10 days or more delivery turnaround. (price per page)	Per page	5000	\$	\$

Additional printed paper copies of transcript: formatted as per the SOW and delivered by hand or courier ¹ by 9:00am next day or by Noon next day if the previous day's hearing adjourned after 6:00pm. (price per page for additional printed copies)	Per page	5000	\$	\$
Additional printed paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 2 days delivery turnaround. (price per page for additional printed copies)	Per page	5000	\$	\$
Additional printed paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 5 days delivery turnaround. (price per page for additional printed copies)	Per page	5000	\$	\$
Additional printed paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 10 days or more delivery turnaround. (price per page for additional printed copies)	Per page	5000	\$	\$
USB key delivery by hand or courier ¹	Per USB Key	10	\$	\$
1 Day Turnaround for the chess clock reports in English or French for an electronic PDF version.	Per report	5	\$	\$
1 Day Turnaround for the chess clock reports bilingual	Per report	5	\$	\$

(English and French) for an electronic PDF version.				
Courier delivery			At Cost ¹ NO PRICE TO BE INSERTED	
Total evaluated Price-Table 7:			\$	

¹Cost is considered a direct expense. The Contractor will be reimbursed its direct expenses reasonably and properly incurred in the performance of the Work. These expenses will be paid at actual cost without markup, upon submission of an itemized statement supported by receipt vouchers.

Pricing Table 12: April 1, 2021 to March 31,2022				
Service				
Verbatim transcription services audio recordings in English or French or bilingual (English and French)	Unit	*Estimated Quantities for evaluation purposes only (A)	Firm **all-inclusive unit price (B)	C = Total of (A) x (B)
Transcription services in English or French: daily delivery by 9:00 am of next day or by Noon next day if the previous day's hearing adjourned after 6:00pm, in electronic PDF and Word 2010 version (or higher)	Per word	25,000 words	\$	\$
Transcription services - bilingual (English and French): daily delivery by 9:00am of next day or by Noon next day if the previous day's hearing adjourned after 6:00pm, in electronic PDF and Word 2010 version (or higher)	Per word	25,000 words	\$	\$
Transcription Services in English or French: 2 Days delivery turnaround, of an electronic PDF and Word 2010 version (or higher)	Per word	50,000 words	\$	\$

Transcription Services bilingual (English and French): 2 Days delivery turnaround, of an electronic PDF and Word 2010 version (or higher)	Per word	50,000 words	\$	\$
Transcription Services in English or French: 5 Days delivery turnaround of an electronic PDF and Word 2010 version (or higher)	Per word	80,000 words	\$	\$
Transcription Services bilingual (English and French): 5 Days delivery turnaround of an electronic PDF and Word 2010 version (or higher)	Per word	80,000 words	\$	\$
Transcription Services in English or French: 10 Days or more delivery turnaround of an electronic PDF and Word 2010 version (or higher)	Per word	200,000 words	\$	\$
Transcription Services bilingual (English and French): 10 Days or more delivery turnaround of an electronic PDF and Word 2010 version (or higher)	Per word	200,000 words	\$	\$
Additional Services				
Original hard paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ by 9:00am next day or by Noon next day if the previous day's hearing adjourned after 6:00pm. (price per page)	Per page	5000	\$	\$

Original hard paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 2 days delivery turnaround. (price per page)	Per page	5000	\$	\$
Original hard paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 5 days delivery turnaround. (price per page)	Per page	5000	\$	\$
Original hard paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 10 days or more delivery turnaround. (price per page)	Per page	5000	\$	\$
Additional printed paper copies of transcript: formatted as per the SOW and delivered by hand or courier ¹ by 9:00am next day or by Noon next day if the previous day's hearing adjourned after 6:00pm. (price per page for additional printed copies)	Per page	5000	\$	\$
Additional printed paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 2 days delivery turnaround. (price per page for additional printed copies)	Per page	5000	\$	\$
Additional printed paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 5 days delivery turnaround. (price per page for	Per page	5000	\$	\$

additional printed copies)				
Additional printed paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 10 days or more delivery turnaround. (price per page for additional printed copies)	Per page	5000	\$	\$
USB key delivery by hand or courier ¹	Per USB Key	10	\$	\$
1 Day Turnaround for the chess clock reports in English or French for an electronic PDF version.	Per report	5	\$	\$
1 Day Turnaround for the chess clock reports bilingual (English and French) for an electronic PDF version.	Per report	5	\$	\$
Courier delivery				At Cost ¹ NO PRICE TO BE INSERTED
Total evaluated Price-Table 12:				\$

¹Cost is considered a direct expense. The Contractor will be reimbursed its direct expenses reasonably and properly incurred in the performance of the Work. These expenses will be paid at actual cost without markup, upon submission of an itemized statement supported by receipt vouchers.

Pricing Table 17: April 1, 2022 to March 31,2023				
Service				
Verbatim transcription services audio recordings in English or French or bilingual (English and French)	Unit	*Estimated Quantities for evaluation purposes only (A)	Firm **all-inclusive unit price (B)	C = Total of (A) x (B)

Transcription services in English or French: daily delivery by 9:00 am of next day or by Noon next day if the previous day's hearing adjourned after 6:00pm, in electronic PDF and Word 2010 version (or higher)	Per word	25,000 words	\$	\$
Transcription services - bilingual (English and French): daily delivery by 9:00am of next day or by Noon next day if the previous day's hearing adjourned after 6:00pm, in electronic PDF and Word 2010 version (or higher)	Per word	25,000 words	\$	\$
Transcription Services in English or French: 2 Days delivery turnaround, of an electronic PDF and Word 2010 version (or higher)	Per word	50,000 words	\$	\$
Transcription Services bilingual (English and French): 2 Days delivery turnaround, of an electronic PDF and Word 2010 version (or higher)	Per word	50,000 words	\$	\$
Transcription Services in English or French: 5 Days delivery turnaround of an electronic PDF and Word 2010 version (or higher)	Per word	80,000 words	\$	\$
Transcription Services bilingual (English and French): 5 Days delivery turnaround of an electronic PDF and Word 2010 version (or higher)	Per word	80,000 words	\$	\$

Transcription Services in English or French: 10 Days or more delivery turnaround of an electronic PDF and Word 2010 version (or higher)	Per word	200,000 words	\$	\$
Transcription Services bilingual (English and French): 10 Days or more delivery turnaround of an electronic PDF and Word 2010 version (or higher)	Per word	200,000 words	\$	\$
Additional Services				
Original hard paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ by 9:00am next day or by Noon next day if the previous day's hearing adjourned after 6:00pm. (price per page)	Per page	5000	\$	\$
Original hard paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 2 days delivery turnaround. (price per page)	Per page	5000	\$	\$
Original hard paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 5 days delivery turnaround. (price per page)	Per page	5000	\$	\$
Original hard paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 10 days or more delivery turnaround. (price per page)	Per page	5000	\$	\$

Additional printed paper copies of transcript: formatted as per the SOW and delivered by hand or courier ¹ by 9:00am next day or by Noon next day if the previous day's hearing adjourned after 6:00pm. (price per page for additional printed copies)	Per page	5000	\$	\$
Additional printed paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 2 days delivery turnaround. (price per page for additional printed copies)	Per page	5000	\$	\$
Additional printed paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 5 days delivery turnaround. (price per page for additional printed copies)	Per page	5000	\$	\$
Additional printed paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 10 days or more delivery turnaround. (price per page for additional printed copies)	Per page	5000	\$	\$
USB key delivery by hand or courier ¹	Per USB Key	10	\$	\$
1 Day Turnaround for the chess clock reports in English or French for an electronic PDF version.	Per report	5	\$	\$
1 Day Turnaround for the chess clock reports bilingual	Per report	5	\$	\$

(English and French) for an electronic PDF version.				
Courier delivery			At Cost ¹ NO PRICE TO BE INSERTED	
Total evaluated Price-Table 17:			\$	

¹Cost is considered a direct expense. The Contractor will be reimbursed its direct expenses reasonably and properly incurred in the performance of the Work. These expenses will be paid at actual cost without markup, upon submission of an itemized statement supported by receipt vouchers.

Pricing Table 22: April 1, 2023 to March 31,2024				
Service				
Verbatim transcription services audio recordings in English or French or bilingual (English and French)	Unit	*Estimated Quantities for evaluation purposes only (A)	Firm **all-inclusive unit price (B)	C = Total of (A) x (B)
Transcription services in English or French: daily delivery by 9:00 am of next day or by Noon next day if the previous day's hearing adjourned after 6:00pm, in electronic PDF and Word 2010 version (or higher)	Per word	25,000 words	\$	\$
Transcription services - bilingual (English and French): daily delivery by 9:00am of next day or by Noon next day if the previous day's hearing adjourned after 6:00pm, in electronic PDF and Word 2010 version (or higher)	Per word	25,000 words	\$	\$
Transcription Services in English or French: 2 Days delivery turnaround, of an electronic PDF and Word 2010 version (or higher)	Per word	50,000 words	\$	\$

Transcription Services bilingual (English and French): 2 Days delivery turnaround, of an electronic PDF and Word 2010 version (or higher)	Per word	50,000 words	\$	\$
Transcription Services in English or French: 5 Days delivery turnaround of an electronic PDF and Word 2010 version (or higher)	Per word	80,000 words	\$	\$
Transcription Services bilingual (English and French): 5 Days delivery turnaround of an electronic PDF and Word 2010 version (or higher)	Per word	80,000 words	\$	\$
Transcription Services in English or French: 10 Days or more delivery turnaround of an electronic PDF and Word 2010 version (or higher)	Per word	200,000 words	\$	\$
Transcription Services bilingual (English and French): 10 Days or more delivery turnaround of an electronic PDF and Word 2010 version (or higher)	Per word	200,000 words	\$	\$
Additional Services				
Original hard paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ by 9:00am next day or by Noon next day if the previous day's hearing adjourned after 6:00pm. (price per page)	Per page	5000	\$	\$

Original hard paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 2 days delivery turnaround. (price per page)	Per page	5000	\$	\$
Original hard paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 5 days delivery turnaround. (price per page)	Per page	5000	\$	\$
Original hard paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 10 days or more delivery turnaround. (price per page)	Per page	5000	\$	\$
Additional printed paper copies of transcript: formatted as per the SOW and delivered by hand or courier ¹ by 9:00am next day or by Noon next day if the previous day's hearing adjourned after 6:00pm. (price per page for additional printed copies)	Per page	5000	\$	\$
Additional printed paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 2 days delivery turnaround. (price per page for additional printed copies)	Per page	5000	\$	\$
Additional printed paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 5 days delivery turnaround. (price per page for	Per page	5000	\$	\$

additional printed copies)				
Additional printed paper copy of transcripts: formatted as per the SOW and delivered by hand or courier ¹ 10 days or more delivery turnaround. (price per page for additional printed copies)	Per page	5000	\$	\$
USB key delivery by hand or courier ¹	Per USB Key	10	\$	\$
1 Day Turnaround for the chess clock reports in English or French for an electronic PDF version.	Per report	5	\$	\$
1 Day Turnaround for the chess clock reports bilingual (English and French) for an electronic PDF version.	Per report	5	\$	\$
Courier delivery				At Cost ¹ NO PRICE TO BE INSERTED
Total evaluated Price-Table 22:				\$

¹Cost is considered a direct expense. The Contractor will be reimbursed its direct expenses reasonably and properly incurred in the performance of the Work. These expenses will be paid at actual cost without markup, upon submission of an itemized statement supported by receipt vouchers.

c) At Attachment 1 to part 3-Pricing Schedule, Tables 3, 8, 13, 18, 23

DELETE in its entirety

Tables 3, 8, 13, 18, 23

REPLACE with

Pricing Table 3: Contract Award to March 31,2020	
Service	

Audio Digital Recording of Proceeding or Hearing	Unit	*Estimated Quantities for evaluation purposes only (A)	**Firm all-inclusive unit price (B)	C = Total of (A) x (B)
Audio Digital Recording	Per recording	3	\$	\$
Total Evaluated Price-Table 3:				\$

Pricing Table 8: April 1,2020 to March 31,2021				
Service				
Audio Digital Recording of Proceeding or Hearing	Unit	*Estimated Quantities for evaluation purposes only (A)	**Firm all-inclusive unit price (B)	C = Total of (A) x (B)
Audio Digital Recording	Per recording	3	\$	\$
Total Evaluated Price-Table 8:				\$

Pricing Table 13: April 1, 2021 to March 31,2022				
Service				
Audio Digital Recording of Proceeding or Hearing	Unit	*Estimated Quantities for evaluation purposes only (A)	**Firm all-inclusive unit price (B)	C = Total of (A) x (B)
Audio Digital Recording	Per recording	3	\$	\$
Total Evaluated Price-Table 13:				\$

Pricing Table 18: April 1, 2022 to March 31,2023				
Service				
Audio Digital Recording of Proceeding or Hearing	Unit	*Estimated Quantities for evaluation purposes only (A)	**Firm all-inclusive unit price (B)	C = Total of (A) x (B)
Audio Digital Recording	Per recording	3	\$	\$

Total Evaluated Price-Table 18:	\$
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Pricing Table 23: April 1, 2023 to March 31,2024				
Service				
Audio Digital Recording of Proceeding or Hearing	Unit	*Estimated Quantities for evaluation purposes only (A)	**Firm all-inclusive unit price (B)	C = Total of (A) x (B)
Audio Digital Recording	Per recording	3	\$	\$
Total Evaluated Price-Table 23:				\$

d) At ATTACHMENT 1 TO PART 4 MANDATORY CRITERIA

i) DELETE:

MTC3	<p>The Bidder must have transcribed a minimum of 10 recorded English judicial or quasi-judicial proceedings in the past three (3) years</p> <p>The Bidder must demonstrate that they have experience, in transcribing English recorded material by submitting for each proceeding:</p> <ul style="list-style-type: none">a) Client Organization:b) Contact Reference (Name, title and email):c) Description of the project completed:d) Start and end dates of services provided (from mm/yy to mm/yy). <p>Canada reserves the right to contact the referenced Project Authority or authorized representative to verify the accuracy of information provided within each project summary. Failure on the part of the Bidder to provide accurate and current contact information may result in the Bidder's Proposal being deemed non-compliant and be given no further consideration in the evaluation process.</p>		
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REPLACE with:

MTC3	<p>The Bidder must have transcribed a minimum of *10 recorded English judicial or quasi-judicial proceedings in the past three (3) years from publishing date of this Request for Proposal (RFP).</p> <p>The Bidder must demonstrate that they have experience, in transcribing English recorded material by submitting for each proceeding:</p> <ul style="list-style-type: none">a) Client Organization:b) Contact Reference (Name, title and email):c) Description of the project completed:d) Start and end dates of services provided (from mm/yy to mm/yy). <p>*The Bidder must provide a minimum of 10 recorded English judicial or quasi-judicial proceedings from a different client or 10 recorded separate judicial or quasi-judicial English proceedings held by a single client.</p> <p>Canada reserves the right to contact the referenced Project Authority or authorized representative to verify the accuracy of information provided within each project summary. Failure on the part of the Bidder to provide accurate and current contact information may result in the Bidder's Proposal being deemed non-compliant and be given no further consideration in the evaluation process.</p>		
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ii) **DELETE:**

<p>MTC4</p>	<p>The Bidder must have transcribed 5 judicial or quasi-judicial French proceedings in the past 3 years.</p> <p>The Bidder must demonstrate that they have experience, in transcribing French recorded material by submitting for each proceeding:</p> <ul style="list-style-type: none">a) Client Organization:b) Contact Reference (Name, title and email):c) Description of the project completed:d) Start and end dates of services provided (from mm/yy to mm/yy). <p>Canada reserves the right to contact the referenced Project Authority or authorized representative to verify the accuracy of information provided within each project summary. Failure on the part of the Bidder to provide accurate and current contact information may result in the Bidder's Proposal being deemed non-compliant and be given no further consideration in the evaluation process.</p>		
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REPLACE with:

<p>MTC4</p>	<p>The Bidder must have transcribed *5 judicial or quasi-judicial **French proceedings in the past 3 years from publishing date of this Request for Proposal (RFP).</p> <p>The Bidder must demonstrate that they have experience, in transcribing French recorded material by submitting for each proceeding:</p> <ul style="list-style-type: none"> a) Client Organization: b) Contact Reference (Name, title and email): c) Description of the project completed: d) Start and end dates of services provided (from mm/yy to mm/yy). <p>*The Bidder must provide 5 judicial or quasi-judicial French proceedings from a different client or 5 separate judicial or quasi-judicial French proceedings held by a single client.</p> <p>**French proceeding is defined as more than 50% of the proceeding being held in French.</p> <p>Canada reserves the right to contact the referenced Project Authority or authorized representative to verify the accuracy of information provided within each project summary. Failure on the part of the Bidder to provide accurate and current contact information may result in the Bidder's Proposal being deemed non-compliant and be given no further consideration in the evaluation process.</p>		
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e) At Part 7-Resulting Contract Clauses

- i) **DELETE in its entirety:**
7.3.5 The Court Reporting and transcript request form

INSERT:
7.3.5 The Court Reporting and transcript request form

The Contractor must not perform any Work until the Project Authority has sent them a completed Court Reporting and Transcript Request Form, attached at Annex "D", detailing the work to be

undertaken. The completed form will be provided to the Contractor no later than one week prior to the commencement of proceedings. Any modification to the original request will be provided no later than one week prior to the commencement of proceedings. The Contractor must acknowledge and accept the request to perform the work detailed in the form within 24 working hours of its receipt by email.

f) At Part 7-Resulting Contract Clauses

ii) **DELETE in its entirety:**
7.7.2 Travel and Living Expenses-National Joint Council Travel Directive

INSERT
7.7.2 Travel and Living Expenses-National Joint Council Travel Directive

The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal and private vehicle allowances specified in Appendices B, C and D of the [National Joint Council Travel Directive](#) and with the other provisions of the directive referring to "travellers", rather than those referring to "employees". Canada will not pay the Contractor any incidental expense allowance for authorized travel.

All travel must have the prior authorization of the Project Authority

- the Contractor must submit detailed estimates of travel cost to the Project Authority for approval.

The booking of travel is the responsibility of the Contractor.

The authorized travel expenses will be paid upon submission of an itemized statement supported by receipt vouchers.

All payments are subject to government audit

Limitation of Expenditure (Travel and Living Expenses): TBD

7.7.2.1 Travel Time

If traveling outside of National Capital Region (NCR) and travel is approved by the Project Authority, following travel time shall apply;

Travel time will be paid at 50% of the court reporting hourly rate as set out in the Basis of Payment according to the actual time spent travelling, which for air travel will begin two hours prior to the flight and end upon arrival at the airport destination. If using a personal or rental vehicle, travel time claimed cannot exceed the travel time required by commercial transportation from time of departure to time of arrival.

g) At Annex A, Statement of Work,

iii) **DELETE in its entirety:**
12. Cancellation

REPLACE with:
12. Cancellation

All hearings cancelled with at least 48-hours' notice will not be subject to any cancellation fees. Weekends will be calculated in the cancellation fee notice period only if the cancellation notice was provided prior **to noon** on Friday. Each day of a hearing will be treated separately for the purposes of cancellation. For example, if a hearing is scheduled for 5 days starting on Monday and the hearing is cancelled on the Sunday prior to commencement then cancellation fees will only apply to the Monday and Tuesday hearing dates.

If a hearing is cancelled with less than 48 hours' notice, a cancellation fee equivalent to 3 hours of court reporting time per day less than 48 hours, in accordance with the paragraph above, shall be paid by ATSSC. Non-refundable travel and living shall be paid in accordance with the travel and living provisions of the contract.

h) At Annex A, Statement of Work,

INSERT:
13. The Court reporting and transcript request form

The Contractor must not perform any Work until the Project Authority has sent them a completed Court Reporting and Transcript Request Form, attached at Annex "D", detailing the work to be undertaken. The completed form will be provided to the Contractor no later than one week prior to the commencement of proceedings. Any modification to the original request form will be provided no later than one week prior to the commencement of proceedings. The Contractor must acknowledge and accept the request to perform the work detailed in the form within 24 working hours of its receipt by email.

**ALL OTHER TERMS AND CONDITIONS OF THIS RFP
REMAIN UNCHANGED.**