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Revision to a Request for a Standing Offer

Révision à une demande d'offre à commandes

National Master Standing Offer (NMSO)

Offre à commandes principale et nationale (OCPN)

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

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

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Communication Procurement Directorate/Direction de
l'approvisionnement en communication
360 Albert St./ 360, rue Albert
12th Floor / 12ième étage
Ottawa
Ontario
K1A 0S5

Title - Sujet Court Reporting Services	
Solicitation No. - N° de l'invitation EN578-180504/B	Date 2019-12-19
Client Reference No. - N° de référence du client EN578-18-0504	Amendment No. - N° modif. 004
File No. - N° de dossier cy036.EN578-180504	CCC No./N° CCC - FMS No./N° VME
GETS Reference No. - N° de référence de SEAG PW-\$\$CY-036-78014	
Date of Original Request for Standing Offer Date de la demande de l'offre à commandes originale	
2019-11-18	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-01-08	
Time Zone Fuseau horaire Eastern Standard Time EST	
Address Enquiries to: - Adresser toutes questions à: Djona-Guiadem , Cyrielle	Buyer Id - Id de l'acheteur cy036
Telephone No. - N° de téléphone (343) 542-4022 ()	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 004

The following is a summary of the amendments issued to date:

Amendment No.	Date	Description
001	2019-11-28	A. Answer questions raised by the industry (questions 1 and 2); and B. Impart modifications to the Request for Standing Offers.
002	2019-12-09	A. Answer questions raised by the industry (questions 3 to 6).
003	2019-12-16	A. Extend the solicitation period.
004	2019-12-19	A. Answer questions raised by the industry (questions 7 to 27); and B. Impart modifications to the Request for Standing Offers.

The Solicitation Amendment 004 serves to:

- A. Answer questions raised by the Industry (questions 7 to 27); and**
B. Impart modifications to the Request for Standing Offers.

A. Questions raised by the Industry

Question #007:

Can you please provide the tables for the Technical and Point Rated Criteria in Word and the Financial Tables in Excel in order to expedite the proposal process?

Answer #007:

Yes, Appendix 1 and Appendix 2 of the RFSO will be added to the Buyandsell RFSO page as separate MS Word attachments. Appendix 3 of the RFSO will be added to the Buyandsell RFSO page as separate MS Excel and MS Word attachments.

Question #008:

Can you please give an example of a department, hearing or tribunal that might use this contract, or is there any historical information you can provide about how often the service might be used in any of the areas?

What is the ratio of anticipated interview/examination work versus hearing work?

Answer #008:

The Standing Offer is available to all Federal departments and most Crown Corporations and Federal Agencies. However this is not a mandatory Standing Offer and departments are not obligated to use it.

This is the first time the Government of Canada is creating a National Master Standing Offer (NMSO) for court reporting services. Currently no historical data is available and it is not possible to properly assess how often the services may be used in any of the designated regions.

Question #009:

Can you please confirm if the Offeror can only use the proposed resources provided in M1 for any service requests, or if we can use any resource that meets the security requirements and experience requirements under Section 7.1 of the Statement of Work?

Answer #009:

If assigned a Standing Offer, the offeror may use any resource that meets: the security and language requirements for the specific requirement, all mandatory requirements, and all the requirements listed at Annex "A" Statement of Work (including those listed under section 7.1 of the Statement of Work) for any service requests and any additional criteria specific to a requirement.

Question #010:

- If the Offeror submits two bilingual resources for M1, will those resources be accepted for services in all English and all French?
- Or, to phrase another way, where an Offeror is submitting for services in English, French and bilingual for a region, are they required to submit six resources (two for each language section) under M1?

Answer #010:

- Yes, if the Offeror submits 2 compliant bilingual resources for M1, those resources will be accepted for services in all English and/or all French.
- No, offerors are not required to submit six (6) resources. As per mandatory criterion M1, per designated region:
 - If submitting an offer for services in only one language (English or French), at a minimum, 2 of the proposed resources must be able to offer court reporting services in that language.

2. If submitting an offer for English and French services, at least 1 resource must be able to offer the services in English and at least 1 must be able to offer the services in French.
3. If submitting an offer for bilingual services only, all resources (at least 2 of the proposed resources) must be able to offer bilingual services.
4. If submitting an offer for bilingual services, and English or French services, at least 1 resource must be able to offer the services in English or in French, and at least 1 must be able to offer bilingual services.
5. If submitting an offer for English and French and bilingual services, at least 2 resources must be able to offer bilingual services.

Here is a summary table to help offerors understand mandatory criterion M1:

Per designated region, the offeror has proposed to provide services in the following language(s):	Minimum number of compliant proposed resources per provided language services			Total number of compliant resources per designated region
	English services	French services	Bilingual services	
Only one language (English or French services)	At least 2 compliant resources for French or English services		N/A	At least 2 compliant resources
Both English <u>and</u> French services	At least 1 compliant resource	At least 1 compliant resource	N/A	At least 2 compliant resources
Bilingual services only	N/A	N/A	At least 2 compliant resources offering bilingual services	At least 2 compliant resources
English <u>or</u> French, <u>and</u> bilingual services	At least 1 compliant resource for French or English services		At least 1 compliant resource offering bilingual services	At least 2 compliant resources
English <u>and</u> French <u>and</u> bilingual services	N/A		At least 2 compliant resource offering bilingual services	At least 2 compliant resources

The RFSO has been modified in consequence. Please, refer to section “B. Modifications to the Request for Standing Offers” below.

Question #011:

Where an Offeror is submitting for more than one region, would you please confirm if we need to submit separate Mandatory and Point Rated Criteria for each region and language, or if one proposal for these sections will work for all regions? (i.e. if we have client experience in M2.1 in Vancouver, will that experience also be counted for a submission offered in Saskatchewan?)

Answer #011:

Only where indicated that the information must be provided for each designated region for which the Offeror is submitting an offer, must the offeror submit separate information to qualify in each of these designated regions.

If an offeror has client experience in mandatory sub-criterion M2.1 in Vancouver, that experience could also be counted for a submission offered in Saskatchewan.

Question #012:

Can one client reference under mandatory criteria M2.2 be used for English, French and bilingual submissions if bilingual services were provided?

Answer #012:

Yes, a client reference under mandatory criterion M2.2 may be used for English, French and bilingual submissions if only bilingual services were provided.

Question #013:

Can you please confirm if all the security information should go in the Certifications or Technical Proposal?

Answer #013:

The security information should go in the certifications.

Question #014:

For the Statement of Work, section 10.1:

Stenowriters do not make recordings that use annotations or notes like digital reporters. Will we be advised of this requirement in advance so the appropriate resource can be used, or is this requirement optional depending on the type of reporter used? Or where a stenowriter is requested to provide an audio recording, will the draft transcript serve as "annotations and notes"?

Answer #014:

Yes, before the issuance of a call-up against their standing offer, offerors will be advised of the requirements in advance through the Call-up or Work Request, and the specifications sheet submitted by the clients.

Question #015:

1. For Statement of Work, Section 10.1 a): I am needing confirmation for the daily copy requirement of delivering the transcript by 9am the following business day, and the audio recording by 5pm. Are you requesting the audio recording by 5pm the day of the sitting or the day after the sitting? Who is receiving the audio recording?
2. Are we providing the recording to someone else to transcribe?
3. What happens in the event that the proceeding sits later than 5 pm?

Answer #015:

1. No, the daily copy delivery period requires for the proceeding to have concluded by no later than 5:00 p.m. to allow for an overnight transcription and delivery (of the transcription, and recordings if requested) by 9:00 a.m. the day following the proceeding (not business day). All contact information will be provided in each individual call-up against the standing offer. **The RFSO has been modified in consequence. Please, refer to section "B. Modifications to the Request for Standing Offers" below.**
2. No, offerors are not providing the recording to someone else to transcribe.
3. In the event that the proceeding sits later than 5 p.m., an acceptable delivery timeframe may be arranged in consultation with the client.

Question #016:

For Statement of Work, Section 12:

Will the PWGSC provide maps for each region to delineate where travel charges would start?

Answer #016:

PWGSC will not provide a map for each region. However, PWGSC has explained how the travel and living expenses will be calculated. Offerors are requested to provide their address per designated region, it will be used to calculate the travel and living expenses. **The RFSO has been modified in consequence. Please, refer to section "B. Modifications to the Request for Standing Offers" below.**

Question #017:

For Financial Tables 1 through 5, Items 14 to 18:

Can you please confirm these items are supposed to be for a hard copy only or for an electronic with hard copy? It is uncommon in our industry to provide a hard copy transcript without a soft copy in some format.

Answer #017:

The tables have been amended. For items 14 to 18 of tables 1 to 5 at Appendix 3 - Offeror's Financial Offer (and at Annex B – Basis of Payment), the firm prices are for hard Copy and electronic file. **The RFSO has been modified in consequence. Please, refer to section "B. Modifications to the Request for Standing Offers" below.**

Question #018:

For Financial Tables 1 through 5, Items 19 & 20:

Are Offerors expected to provide a flat rate for full copies or per page per copy for additional copies? Costs to the Offeror will be contingent on the number of pages in the transcript, therefore it is hard to ascertain a per copy rate for this.

Answer #018:

PWGSC is now requesting firm prices for additional hard copies only (item 19). For item 19 of tables 1 to 5 at Appendix 3 - Offeror's Financial Offer (and at Annex B – Basis of Payment), for additional hard copies, Offerors must offer firm prices per word. **The RFSO has been modified in consequence. Please, refer to section "B. Modifications to the Request for Standing Offers" below.**

Question #019:

For the Captioning rates at Table 7 in the Financial Tables:

1. Captionists often have to undertake significant prep from supplied documents in order to provide quality captions. Would you consider an additional prep charge for this time; and

2. What kind of guarantee the Offeror would have in terms of advanced materials?

Answer #019:

1. No, no additional prep charge will be considered for the items listed at Table 7 at Appendix 3 - Offeror's Financial Offer (and Table 6 at Annex B – Basis of Payment).
2. There is no guarantee in terms of advance materials. However, clients are requested to provide sufficient information to the offeror prior to the start of the proceeding or event.

Question #020:

For Financial Tables - Table 8:

Will the cancellation policy of 48 hours and a daily minimum be applicable to this section, or as it's optional, can the Offeror dictate these terms?

Answer #020:

For cancellation of items listed at Table 8 – Conference Room Rental Services (OPTIONAL) at Appendix 3 - Offeror's Financial Offer (and Table 7 at Annex B – Basis of Payment), the cancellation policy mentioned at Annex A – Statement of Work will apply. The offeror is requested to submit firm rates for cancellation of these services. **The RFSO has been modified in consequence. Please, refer to section "B. Modifications to the Request for Standing Offers" below.**

Question #021:

Where captioning is requested, are these resources expected to also act as the official court reporter and fulfill all the transcription requirements? Having a captionist work in both official capacities creates ethical issues (see https://www.ncra.org/home/professionals_resources/NCRA-Code-of-Professional-Ethics/captioners-code-of-professional-ethics) and also more work to produce a final transcript, as the writing style is completely different from verbatim reporting (it includes environmental cues and tone of speech, for example).

Answer #021:

No, where CART captioning services are requested, the resources are not expected to also act as the official court reporter and fulfill all the transcription requirements. Under this RFSO and resulting Standing Offer(s), court reporting services and CART captioning services (as defined in the Statement of Work) are treated as separate requirements.

Question #022:

At para. 7.1. e, page 41/77, it reads, "Where an Offeror provides court reporting services by way of stenographic machinery or voice-writing equipment, the Court Reporters must operate at a minimum rate of 220 words per minute."

By extension, if Offerors providing court reporting services do not provide court reporters who utilize stenographic machinery or voice-writing equipment, no minimum rate requirements apply?

Answer #022:

Yes, if an Offeror does not provide court reporting services by way of stenographic machinery or voice-writing equipment, the Court Reporters do not have to operate at a minimum rate of 220 words per minute.

Question #023:

At 1.2, page 15/77, a list comprising the mandatory technical criteria (M1-3) is given. On the following page, Table 1 enumerates these criteria in greater depth. However, submission requirements direct us to go to Table 3: Offeror's Representatives and Resources found at Appendix 2, at page 62/76, wherein the first row (shaded) in the table begins with "M1 Offeror's designated region's representatives".

1. Why is "M3 Offeror's proposed resources" in the next shaded row when the content seems to be attached to M1; and
2. Where is the table dedicated to responding to M3?

Answer #023:

1. There was a mistake in the criteria number. **The RFSO has been modified in consequence. Please, refer to section "B. Modifications to the Request for Standing Offers" below.**
2. As per the submission requirements, the table dedicated to responding to mandatory criterion M3 is "Table 3: Offeror's Representatives and Resources" located at Appendix 2 of the RFSO.

Question #024:

Must we utilize the format of the tables (3-8) as found in the solicitation or can we offer the required information in tables formatted differently, better suited to the manner of our response?

Answer #024:

Offerors may offer the required information in tables 3 to 8 at Appendix 2 formatted differently. The offerors are requested, where possible, to present the information following the same structure as presented in the RFSO.

Whereas, all information requested at appendices 1 and 3, and tables 1 and 2 of Appendix 2 of the RFSO, must be submitted in the format presented.

Question #025:

In section 15, "Security and Confidentiality", paragraph 15.4 states:

"As per the Privy Council Office Policy on the Security of Cabinet Confidences (<http://publiservice.pco-bcp.gc.ca/index.asp?lang=eng&page=sec&doc=pol-eng.htm>), call-ups must not be issued where the Offeror would be required to handle, record or have access to cabinet confidences."

This link is no longer active; can you please provide an updated link to the policy referenced in 15.4?

Answer #025:

The section will be removed. **The RFSO has been modified in consequence. Please, refer to section "B. Modifications to the Request for Standing Offers" below.**

Question #026:

In response to M2.2, page 17 of 77:

It is most common to find letters of reference including the author's contact information and title, background, familiarity with the subject over a certain time period, as well as their degree of satisfaction having dealt with the subject. It is quite uncommon (as in not usual) to include individual call-ups or cite addresses where services were rendered for contracts/SOs spanning years in duration. If such information were common, letters of reference would span countless pages and consume an exorbitant and prohibitive amount of time to write. Within the last 60 months, it is more than reasonable to assume that client contacts change/retire, contracts/SOs expire, and that such specific, detailed, and uncommon information (if not currently written in an existing letter of reference) is impossible to get except under even more unusual circumstances. We therefore request that M2.2 (c), (d), and (e) be removed, and that (g) be amended to include "if possible" or removed in its entirety.

Answer #026:

Mandatory sub-criterion M2.2 will not be amended nor removed. The purpose of the mandatory sub-criterion M2.2 is to assess the Offeror's experience.

Question #027:

In the pricing matrices, Daily Copy is defined as "Daily copy: proceeding concludes and the recording available by no later than 5:00 p.m. for overnight transcription and delivery by 9:00 a.m." This definition is more consistent with a transcription solicitation — where the tribunal records its own proceedings and only requires occasional optional reporting services — than a court reporting solicitation.

1. Can you please clarify this discrepancy?
2. Will PWGSC please extend this solicitation so it may reconsider its position on issuing this RFSO in its current form?

Answer #027:

1. Please, refer to answer #015 above.
2. The solicitation period has been extended (please see amendment 003).

B. Modifications to the Request for Standing Offers

The changes to the RFSO are as follows:

1) For consistency, anywhere in the RFSO document, replace the expression "CART Reporting Services" by the following:

INSERT: CART Captioning Services

2) "Annex B – Basis of Payment" is modified as follows:

- Delete "Annex B – Basis of Payment" in its entirety.
- Insert revised "Annex B – Basis of Payment (Rev.1)" as attached below.

3) "Appendix 2 - Offeror's Technical Offer" is modified as follows:

- Delete "Appendix 2 - Offeror's Technical Offer" in its entirety.

- Insert revised "Appendix 2 - Offeror's Technical Offer (Rev. 1)" as attached on the RFSO Buyandsell web page.

4) "Appendix 3 - Offeror's Financial Offer" is modified as follows:

- Delete "Appendix 3 - Offeror's Financial Offer" in its entirety.
- Insert revised "Appendix 3 - Offeror's Financial Offer (Rev.1)" as attached on the RFSO Buyandsell web page.

5) In "Annex A – Statement of work":

- Delete subsection "9. Cancellations" in its entirety.
- Insert revised subsection "9. Cancellations" (Rev. 1) as follows:

9. CANCELLATIONS

9.1 The Offeror must be notified of any cancellations by the Project authority (or his designate) at least 48 hours prior to the commencement of a proceeding and any optional services (including weekends and holidays) via written notice sent by email to the Offeror, without any cost to the Client Department.

9.2 A cancellation made less than 48 hours prior to the commencement of a proceeding and any optional services (including weekends and holidays) will result in the Offeror being paid in accordance with the cancellations charges outlined in Annex B - Basis of Payment.

- Under article "10. Delivery Periods", delete sub-article 10.1 in its entirety.
- Insert revised sub-article 10.1 (Rev. 1) as follows:

10.1 The Offeror must deliver the transcript, the chess clock daily reports, and/or the digital audio recording with annotations or notes, if applicable, within the following timeframes. The Call-Up or Work Request will specify whether only an electronic copy or if hard copies are required:

- a) **Daily copy:** to be delivered by 9:00 a.m. the day following the proceeding (only if the proceeding has concluded by no later than 5:00 p.m.).
- b) **Expedited delivery:** to be delivered within 2 to 4 calendar days after the conclusion of the proceeding.
- c) **Rapid delivery:** to be delivered within 5 to 9 calendar days after the conclusion of the proceeding.
- d) **Normal delivery:** to be delivered within 10 to 13 calendar days after the conclusion of the proceeding.
- e) **Discounted delivery:** to be delivered within 14 calendar days or later after the conclusion of the proceeding.

- Under article "12. Work Location and Travel", delete sub-article 12.4 in its entirety.
- Insert revised article 12.4 (Rev. 1) as follows:

DELETE: 12.4 No travel expenses will be charged for hearings that occur in any designated region(s) in which the Offeror is qualified, or within a 64-kilometre radius of that designated region.

INSERT: 12.4 No travel expenses can be charged for hearings that occur in any designated region(s) in which the Offeror is qualified, or within a 64-kilometre radius of the offeror's address.

- Under article "15. Security and Confidentiality", delete sub-article 15.4 in its entirety.

6) "Attachment 2 to Part 4, Mandatory Technical Criteria" is modified as follows:

- Delete "Table 1 – Mandatory Technical Criteria" in its entirety.
- Insert revised "Table 1 – Mandatory Technical Criteria (Rev. 1)" as attached below.

Table 1 – Mandatory Technical Criteria (Rev. 1)

The offerors are advised that the month(s) of experience listed for a project or client whose timeframe overlaps that of another referenced project or client will only be counted once. For example: Client 1 timeframe is July 2001 to December 2001; Client 2 timeframe is October 2001 to January 2002; the total months of experience for these two client references is seven (7) months.

Mandatory Technical Criteria		Submission Requirements
No.	Offeror's proposed resources	
M1	<p>The Offeror must propose, at a minimum, 2 resources residing in the designated region and that can provide court reporting services in the required language(s). The Offeror's proposed resources must have a minimum of 24 months experience within the past 48 months (prior to RFSO closing date) in providing court reporting services as defined in Annex "A" Statement of Work.</p> <p>The Offeror, per designated region:</p> <ol style="list-style-type: none">If submitting an offer for services in only one language (English or French), at a minimum, 2 of the proposed resources must be able to offer court reporting services in that language.If submitting an offer for English and French services, at least 1 resource must be able to offer the services in English and at least 1 must be able to offer the services in French.If submitting an offer for bilingual services only, all resources (at least 2 of the proposed resources) must be able to offer the bilingual services.If submitting an offer for bilingual services <u>and</u> English or French services, at least 1 resource must be able to offer the services in English or in French, and at least 1 must be able to offer bilingual services.If submitting an offer for English <u>and</u> French <u>and</u> bilingual services, at least 2 resources must be able to offer bilingual services.	<p>For each of the designated regions for which the Offeror is submitting an offer, the Offeror must provide the name of a minimum of 2 resources.</p> <p>The Offeror must provide, at a minimum, the following information using the Table 3: Offeror's Representatives and Resources found at Appendix 2:</p> <ol style="list-style-type: none">The full name of the resource;The designated region where the resource will be offering court reporting services;The language(s) in which the resource will be offering court reporting services;The resource's court reporting techniques used;The start and end date(s) of the resource's experience offering court reporting services. <p>A Curriculum Vitae (CV) (1 page maximum) for each proposed resources must also be submitted with the offer to comply with M1.</p>

Offeror's experience

<p>M2.1 The Offeror must demonstrate that they have a minimum of 36 months of experience in the past 5 years (from RFSO closing date) in providing and managing court reporting services as defined in Annex "A" Statement of Work.</p>	<p>The Offeror must provide a short (1 page maximum) detailed history of the Offeror's organization including the date of registration, the nature of the court reporting services provided on an ongoing basis, and the Offeror's address for each designated region in which they are offering to provide court reporting services. This address(es) will be used to calculate the travel and living expenses. The Offeror must provide the requested information using the Table 4: Offeror's Experience found at Appendix 2.</p>
<p>M2.2 The Offeror must provide a minimum of 3 unique client references for whom court services were provided within the past 60 months from RFSO closing date (unique clients e.g. different governmental departments or agencies are considered different clients).</p> <p>a) The services provided must have been rendered in Canada; and b) The services must have been rendered in the language for which they are presenting an offer. The Offeror must submit at least 1 project for each of the languages for which they are presenting an offer. (e.g.: if the Offeror is presenting an offer for bilingual[†] services, at least 1 of the projects must be bilingual.)</p> <p>[†]Bilingual is defined as being within the same conversation and following document, requiring the same person to switch language as required and do both by him- or herself.</p>	<p>For each client reference, the Offeror must provide (following the same structure as Table 5: Offeror's Clients and Projects found at Appendix 2):</p> <p>a) A signed letter on letterhead. The letter must be signed by an individual who received the court reporting services. OR b) An email with a signature block from the organization.</p> <p>The letter or the email must provide the following details:</p> <p>a) The name of the client organization for whom the services were rendered; b) The name, current title, telephone number and email of the client who received the services; c) Address, including province, of where the services were rendered; d) Start and end dates of the work or project; e) Details and the types of the services provided; f) The language in which the services were provided; and g) A description of the court reporting techniques used.</p>

Client support

<p>M3 For each designated region for which the Offeror is presenting an offer, they must confirm that they are available to respond to requests within the timeframes, as defined in article 14 of the SOW, which includes:</p> <p>a) Core hours from 7:00 a.m. to 6:00 p.m. local time, Monday through Friday; AND b) Non-core hours, including after-hours, weekends and holidays.</p> <p>Please, refer to the SOW for more details regarding the role of the representative.</p>	<p>The Offeror must provide, at a minimum, the following information when completing the Table 3: Offeror's Representatives and Resources found at Appendix 2:</p> <p>a) Name(s) of the representative(s)* and back-up(s) who will serve as the main point of contact for each designated region where the Offeror is offering court reporting services during both core hours and non-core hours; b) Telephone number(s) at which the representative(s) can be contacted during both core and non-core hours; and c) Email address(es) at which the representative can be contacted during both core and non-core hours.</p> <p>*The Offeror may name and provide contact information of the same representative for more than one designated region.</p>
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ANNEX B – BASIS OF PAYMENT (Rev. 1)

1. Mandatory Services

NOTE: for items paid by the hour only, a minimum of 4 hours will be paid despite the actual length of the proceeding.

1) For the **Initial Standing Offer Period**, from Standing Offer issuance September 30, 2020:

Table 1: Initial Standing Offer Period				
Designated region: _____		A	B	C
Item No.	Categories	Firm Rate - English	Firm Rate - French	Firm Rate - Bilingual
Attendance Fees				
1	Attendance Fees (with transcript order)	\$ ____ / hour	\$ ____ / hour	\$ ____ / hour
2	Cancellation fees (for attendance Fees with transcript order)	\$ ____ / cancellation	\$ ____ / cancellation	\$ ____ / cancellation
3	Attendance Fees (without transcript order)	\$ ____ / hour	\$ ____ / hour	\$ ____ / hour
4	Cancellation fees (for attendance Fees without transcript order)	\$ ____ / cancellation	\$ ____ / cancellation	\$ ____ / cancellation
Teleconference and Videoconference Calls fees				
5	Tele- or videoconference with transcript order	\$ ____ / hour	\$ ____ / hour	\$ ____ / hour
6	Cancellation fees (for Tele- or videoconference with transcript order)	\$ ____ / cancellation	\$ ____ / cancellation	\$ ____ / cancellation
7	Tele- or videoconference without transcript order	\$ ____ / hour	\$ ____ / hour	\$ ____ / hour
8	Cancellation fees (for Tele- or videoconference without transcript order)	\$ ____ / cancellation	\$ ____ / cancellation	\$ ____ / cancellation
Transcription fees (electronic file only)				
9	Daily copy	\$ ____ / word	\$ ____ / word	\$ ____ / word
10	Expedited	\$ ____ / word	\$ ____ / word	\$ ____ / word
11	Rapid	\$ ____ / word	\$ ____ / word	\$ ____ / word
12	Normal	\$ ____ / word	\$ ____ / word	\$ ____ / word
13	Discounted	\$ ____ / word	\$ ____ / word	\$ ____ / word
Transcription fees (hard Copy and electronic file)				
14	Daily copy	\$ ____ / word	\$ ____ / word	\$ ____ / word
15	Expedited	\$ ____ / word	\$ ____ / word	\$ ____ / word
16	Rapid	\$ ____ / word	\$ ____ / word	\$ ____ / word
17	Normal	\$ ____ / word	\$ ____ / word	\$ ____ / word
18	Discounted	\$ ____ / word	\$ ____ / word	\$ ____ / word
Fee- additional copies				
19	Additional copy of a transcript, both electronic and hard copy versions	\$ ____ / word	\$ ____ / word	\$ ____ / word
Deliveries				
20	Courier delivery	At Cost ¹	At Cost ¹	At Cost ¹
21	USB, CD/ DVD	At Cost ¹	At Cost ¹	At Cost ¹
22	TOTAL PRICE (SUM OF ITEMS NO. 1 TO 21)			
Description	Daily copy: to be delivered by 9:00 a.m. the day following the proceeding (only if the proceeding have concluded by no later than 5:00 p.m.)			
	Expedited delivery: 2 to 4 calendar days			
	Rapid delivery: 5 to 9 calendar days			
	Normal delivery: 10 to 13 calendar days			
	Discounted delivery: 14 calendar days or later			

2) For **Option period #1**, from October 1, 2020, to September 30, 2021:

Table 2: Option Period #1				
Designated region: _____		D	E	F
Item No.	Categories	Firm Rate - English	Firm Rate - French	Firm Rate - Bilingual
Attendance Fees				
1	Attendance Fees (with transcript order)	\$_____/hour	\$_____/hour	\$_____/hour
2	Cancellation fees (for attendance Fees with transcript order)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation
3	Attendance Fees (without transcript order)	\$_____/hour	\$_____/hour	\$_____/hour
4	Cancellation fees (for attendance Fees without transcript order)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation
Teleconference and Videoconference Calls fees				
5	Tele- or videoconference with transcript order	\$_____/hour	\$_____/hour	\$_____/hour
6	Cancellation fees (for Tele- or videoconference with transcript order)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation
7	Tele- or videoconference without transcript order	\$_____/hour	\$_____/hour	\$_____/hour
8	Cancellation fees (for Tele- or videoconference without transcript order)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation
Transcription fees (electronic file only)				
9	Daily copy	\$_____/word	\$_____/word	\$_____/word
10	Expedited	\$_____/word	\$_____/word	\$_____/word
11	Rapid	\$_____/word	\$_____/word	\$_____/word
12	Normal	\$_____/word	\$_____/word	\$_____/word
13	Discounted	\$_____/word	\$_____/word	\$_____/word
Transcription fees (hard Copy and electronic file)				
14	Daily copy	\$_____/word	\$_____/word	\$_____/word
15	Expedited	\$_____/word	\$_____/word	\$_____/word
16	Rapid	\$_____/word	\$_____/word	\$_____/word
17	Normal	\$_____/word	\$_____/word	\$_____/word
18	Discounted	\$_____/word	\$_____/word	\$_____/word
Fee- additional copies				
19	Additional copy of a transcript, both electronic and hard copy versions	\$_____/word	\$_____/word	\$_____/word
Deliveries				
20	Courier delivery	At Cost ¹	At Cost ¹	At Cost ¹
21	USB, CD/ DVD	At Cost ¹	At Cost ¹	At Cost ¹
22	TOTAL PRICE (SUM OF ITEMS NO. 1 TO 21)			
Description	Daily copy: to be delivered by 9:00 a.m. the day following the proceeding (only if the proceeding have concluded by no later than 5:00 p.m.)			
	Expedited delivery: 2 to 4 calendar days			
	Rapid delivery: 5 to 9 calendar days			
	Normal delivery: 10 to 13 calendar days			
	Discounted delivery: 14 calendar days or later			

3) For **Option period #2**, from October 1, 2021, to September 30, 2022:

Table 3: Option Period #2				
Designated region: _____		G	H	I
Item No.	Categories	Firm Rate - English	Firm Rate - French	Firm Rate - Bilingual
Attendance Fees				
1	Attendance Fees (with transcript order)	\$_____/hour	\$_____/hour	\$_____/hour
2	Cancellation fees (for attendance Fees with transcript order)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation
3	Attendance Fees (without transcript order)	\$_____/hour	\$_____/hour	\$_____/hour
4	Cancellation fees (for attendance Fees without transcript order)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation
Teleconference and Videoconference Calls fees				
5	Tele- or videoconference with transcript order	\$_____/hour	\$_____/hour	\$_____/hour
6	Cancellation fees (for Tele- or videoconference with transcript order)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation
7	Tele- or videoconference without transcript order	\$_____/hour	\$_____/hour	\$_____/hour
8	Cancellation fees (for Tele- or videoconference without transcript order)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation
Transcription fees (electronic file <u>only</u>)				
9	Daily copy	\$_____/word	\$_____/word	\$_____/word
10	Expedited	\$_____/word	\$_____/word	\$_____/word
11	Rapid	\$_____/word	\$_____/word	\$_____/word
12	Normal	\$_____/word	\$_____/word	\$_____/word
13	Discounted	\$_____/word	\$_____/word	\$_____/word
Transcription fees (hard Copy <u>and</u> electronic file)				
14	Daily copy	\$_____/word	\$_____/word	\$_____/word
15	Expedited	\$_____/word	\$_____/word	\$_____/word
16	Rapid	\$_____/word	\$_____/word	\$_____/word
17	Normal	\$_____/word	\$_____/word	\$_____/word
18	Discounted	\$_____/word	\$_____/word	\$_____/word
Fee- additional copies				
19	Additional copy of a transcript, both electronic and hard copy versions	\$_____/word	\$_____/word	\$_____/word
Deliveries				
20	Courier delivery	At Cost ¹	At Cost ¹	At Cost ¹
21	USB, CD/ DVD	At Cost ¹	At Cost ¹	At Cost ¹
22	TOTAL PRICE (SUM OF ITEMS NO. 1 TO 21)			
Description	Daily copy: to be delivered by 9:00 a.m. the day following the proceeding (only if the proceeding have concluded by no later than 5:00 p.m.)			
	Expedited delivery: 2 to 4 calendar days			
	Rapid delivery: 5 to 9 calendar days			
	Normal delivery: 10 to 13 calendar days			
	Discounted delivery: 14 calendar days or later			

4) For **Option period #3**, from October 1, 2022, to September 30, 2023:

Table 4: Option Period #3				
Designated region: _____		J	K	L
Item No.	Categories	Firm Rate - English	Firm Rate - French	Firm Rate - Bilingual
Attendance Fees				
1	Attendance Fees (with transcript order)	\$_____/hour	\$_____/hour	\$_____/hour
2	Cancellation fees (for attendance Fees with transcript order)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation
3	Attendance Fees (without transcript order)	\$_____/hour	\$_____/hour	\$_____/hour
4	Cancellation fees (for attendance Fees without transcript order)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation
Teleconference and Videoconference Calls fees				
5	Tele- or videoconference with transcript order	\$_____/hour	\$_____/hour	\$_____/hour
6	Cancellation fees (for Tele- or videoconference with transcript order)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation
7	Tele- or videoconference without transcript order	\$_____/hour	\$_____/hour	\$_____/hour
8	Cancellation fees (for Tele- or videoconference without transcript order)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation
Transcription fees (electronic file <u>only</u>)				
9	Daily copy	\$_____/word	\$_____/word	\$_____/word
10	Expedited	\$_____/word	\$_____/word	\$_____/word
11	Rapid	\$_____/word	\$_____/word	\$_____/word
12	Normal	\$_____/word	\$_____/word	\$_____/word
13	Discounted	\$_____/word	\$_____/word	\$_____/word
Transcription fees (hard Copy <u>and</u> electronic file)				
14	Daily copy	\$_____/word	\$_____/word	\$_____/word
15	Expedited	\$_____/word	\$_____/word	\$_____/word
16	Rapid	\$_____/word	\$_____/word	\$_____/word
17	Normal	\$_____/word	\$_____/word	\$_____/word
18	Discounted	\$_____/word	\$_____/word	\$_____/word
Fee- additional copies				
19	Additional copy of a transcript, both electronic and hard copy versions	\$_____/word	\$_____/word	\$_____/word
Deliveries				
20	Courier delivery	At Cost ¹	At Cost ¹	At Cost ¹
21	USB, CD/ DVD	At Cost ¹	At Cost ¹	At Cost ¹
22	TOTAL PRICE (SUM OF ITEMS NO. 1 TO 21)			
Description	Daily copy: to be delivered by 9:00 a.m. the day following the proceeding (only if the proceeding have concluded by no later than 5:00 p.m.)			
	Expedited delivery: 2 to 4 calendar days			
	Rapid delivery: 5 to 9 calendar days			
	Normal delivery: 10 to 13 calendar days			
	Discounted delivery: 14 calendar days or later			

5) For **Option period #4**, from October 1, 2023, to September 30, 2024:

Table 5: Option Period #4				
Designated region: _____		M	N	O
Item No.	Categories	Firm Rate - English	Firm Rate - French	Firm Rate - Bilingual
Attendance Fees				
1	Attendance Fees (with transcript order)	\$_____/hour	\$_____/hour	\$_____/hour
2	Cancellation fees (for attendance Fees with transcript order)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation
3	Attendance Fees (without transcript order)	\$_____/hour	\$_____/hour	\$_____/hour
4	Cancellation fees (for attendance Fees without transcript order)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation
Teleconference and Videoconference Calls fees				
5	Tele- or videoconference with transcript order	\$_____/hour	\$_____/hour	\$_____/hour
6	Cancellation fees (for Tele- or videoconference with transcript order)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation
7	Tele- or videoconference without transcript order	\$_____/hour	\$_____/hour	\$_____/hour
8	Cancellation fees (for Tele- or videoconference without transcript order)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation
Transcription fees (electronic file <u>only</u>)				
9	Daily copy	\$_____/word	\$_____/word	\$_____/word
10	Expedited	\$_____/word	\$_____/word	\$_____/word
11	Rapid	\$_____/word	\$_____/word	\$_____/word
12	Normal	\$_____/word	\$_____/word	\$_____/word
13	Discounted	\$_____/word	\$_____/word	\$_____/word
Transcription fees (hard Copy <u>and</u> electronic file)				
14	Daily copy	\$_____/word	\$_____/word	\$_____/word
15	Expedited	\$_____/word	\$_____/word	\$_____/word
16	Rapid	\$_____/word	\$_____/word	\$_____/word
17	Normal	\$_____/word	\$_____/word	\$_____/word
18	Discounted	\$_____/word	\$_____/word	\$_____/word
Fee- additional copies				
19	Additional copy of a transcript, both electronic and hard copy versions	\$_____/word	\$_____/word	\$_____/word
Deliveries				
20	Courier delivery	At Cost ¹	At Cost ¹	At Cost ¹
21	USB, CD/ DVD	At Cost ¹	At Cost ¹	At Cost ¹
22	TOTAL PRICE (SUM OF ITEMS NO. 1 TO 21)			
Description	Daily copy: to be delivered by 9:00 a.m. the day following the proceeding (only if the proceeding have concluded by no later than 5:00 p.m.)			
	Expedited delivery: 2 to 4 calendar days			
	Rapid delivery: 5 to 9 calendar days			
	Normal delivery: 10 to 13 calendar days			
	Discounted delivery: 14 calendar days or later			

2. Optional Services

Table 6: CART Captioning Services

NOTE: for items paid by the hour only, a minimum of 4 hours will be paid despite the actual length of the proceeding.

CART Captioning Services				
Designated region: _____		Firm Rate - English	Firm Rate - French	Firm Rate - Bilingual
Initial Standing Offer Period, from Standing Offer issuance September 30, 2020				
1	CART captioning services (without transcript)	\$_____/hour	\$_____/hour	\$_____/hour
2	Cancellation for CART captioning services (without transcript)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation
Option period #1, from October 1, 2020, to September 30, 2021				
1	CART captioning services (without transcript)	\$_____/hour	\$_____/hour	\$_____/hour
2	Cancellation for CART captioning services (without transcript)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation
Option period #2, from October 1, 2021, to September 30, 2022				
1	CART captioning services (without transcript)	\$_____/hour	\$_____/hour	\$_____/hour
2	Cancellation for CART captioning services (without transcript)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation
Option period #3, from October 1, 2022, to September 30, 2023				
1	CART captioning services (without transcript)	\$_____/hour	\$_____/hour	\$_____/hour
2	Cancellation for CART captioning services (without transcript)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation
Option period #4, from October 1, 2023, to September 30, 2024				
1	CART captioning services (without transcript)	\$_____/hour	\$_____/hour	\$_____/hour
2	Cancellation for CART captioning services (without transcript)	\$_____/cancellation	\$_____/cancellation	\$_____/cancellation

Table 7 - Conference Room Rental Services

Conference Room Rental Services		
Designated region: _____		Firm Rate
Initial Standing Offer Period		
1	Rental Fee - 1 to 5 people	\$ ____/hour
2	Cancellation fee (for Rental Fee - 1 to 5 people)	\$ ____ / cancellation
3	Rental Fee - 6 to 10 people	\$ ____/hour
4	Cancellation fee (for Rental Fee - 6 to 10 people)	\$ ____ / cancellation
5	Rental Fee - 11 to 15 people	\$ ____/hour
6	Cancellation fee (for Rental Fee - 11 to 15 people)	\$ ____ / cancellation
7	Rental Fee - 16 people or more	\$ ____/hour
8	Cancellation fee (for Rental Fee - 16 people or more)	\$ ____ / cancellation
OPTION PERIOD #1		
1	Rental Fee - 1 to 5 people	\$ ____/hour
2	Cancellation fee (for Rental Fee - 1 to 5 people)	\$ ____ / cancellation
3	Rental Fee - 6 to 10 people	\$ ____/hour
4	Cancellation fee (for Rental Fee - 6 to 10 people)	\$ ____ / cancellation
5	Rental Fee - 11 to 15 people	\$ ____/hour
6	Cancellation fee (for Rental Fee - 11 to 15 people)	\$ ____ / cancellation
7	Rental Fee - 16 people or more	\$ ____/hour
8	Cancellation fee (for Rental Fee - 16 people or more)	\$ ____ / cancellation
OPTION PERIOD #2		
1	Rental Fee - 1 to 5 people	\$ ____/hour
2	Cancellation fee (for Rental Fee - 1 to 5 people)	\$ ____ / cancellation
3	Rental Fee - 6 to 10 people	\$ ____/hour
4	Cancellation fee (for Rental Fee - 6 to 10 people)	\$ ____ / cancellation
5	Rental Fee - 11 to 15 people	\$ ____/hour
6	Cancellation fee (for Rental Fee - 11 to 15 people)	\$ ____ / cancellation
7	Rental Fee - 16 people or more	\$ ____/hour
8	Cancellation fee (for Rental Fee - 16 people or more)	\$ ____ / cancellation
OPTION PERIOD #3		
1	Rental Fee - 1 to 5 people	\$ ____/hour
2	Cancellation fee (for Rental Fee - 1 to 5 people)	\$ ____ / cancellation
3	Rental Fee - 6 to 10 people	\$ ____/hour
4	Cancellation fee (for Rental Fee - 6 to 10 people)	\$ ____ / cancellation
5	Rental Fee - 11 to 15 people	\$ ____/hour
6	Cancellation fee (for Rental Fee - 11 to 15 people)	\$ ____ / cancellation
7	Rental Fee - 16 people or more	\$ ____/hour
8	Cancellation fee (for Rental Fee - 16 people or more)	\$ ____ / cancellation
OPTION PERIOD #4		
1	Rental Fee - 1 to 5 people	\$ ____/hour
2	Cancellation fee (for Rental Fee - 1 to 5 people)	\$ ____ / cancellation
3	Rental Fee - 6 to 10 people	\$ ____/hour
4	Cancellation fee (for Rental Fee - 6 to 10 people)	\$ ____ / cancellation
5	Rental Fee - 11 to 15 people	\$ ____/hour
6	Cancellation fee (for Rental Fee - 11 to 15 people)	\$ ____ / cancellation
7	Rental Fee - 16 people or more	\$ ____/hour
8	Cancellation fee (for Rental Fee - 16 people or more)	\$ ____ / cancellation

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

A.