



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

REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION

**Proposal To: Public Works and Government
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

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 Interpretation services	
Solicitation No. - N° de l'invitation EN960-202683/A	Date 2020-03-06
Client Reference No. - N° de référence du client 20202683	
GETS Reference No. - N° de référence de SEAG PW-\$\$ZF-526-37471	
File No. - N° de dossier 526zf.EN960-202683	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-04-17	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Payer, Manon	Buyer Id - Id de l'acheteur 526zf
Telephone No. - N° de téléphone (613) 720-9492 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA CONFERENCE INTERPRETATION 171 SLATER ST OTTAWA Ontario K1P5H7 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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



Item Article	Description	Dest. Code Dest.	Inv. Code Fact.	Qty Qté	U. of I. U. de D.	Unit Price/Prix unitaire FOB/FAM Destination	Plant/Usine	Delivery Req. Livraison Req.	Del. Offered Liv. offerte
1	Services d'interpretation	EN960	EN960	1	LOT	\$	\$	See Herein	

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PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist (SRCL), the Task Authorization Form, the response form and any other annexes.

1.2 Summary

The Translation Bureau (Bureau) has a requirement for interpretation services on an 'as and when requested basis' to meet its Parliamentary and conference interpretation needs in both official languages.

The Bureau is a Special Operating Agency (SOA) that is part of Public Works and Government Services Canada (PWGSC). The Bureau is responsible for providing support to the Government of Canada in its efforts to serve and inform Canadians in the official language of their choice.

This bid of solicitation consists of the following two services:

Service 1 - Conference Interpretation: refers to conference interpretation services for general events which may attract media coverage, involve high-ranking people in Canada or abroad or be of a technical or complex nature.

Service 2 - Parliamentary Interpretation: refers to Parliamentary Interpretation services for events involving the Parliament of Canada.

The period of the contract will be July 1, 2020 to June 30th 2021.

1.2.1 Trade Agreements

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

1.2.2 Epost Connect

This bid solicitation allows bidders to use the epost Connect service provided by Canada Post Corporation to transmit their bid electronically. Bidders must refer to Part 2 entitled Bidder Instructions, and Part 3 entitled Bid Preparation Instructions, of the bid solicitation, for further information.

1.2.3 Bidders' Conference

There will be a Bidders' conference on Saturday March 28, 2020, consult Part 2 – Bidder instructions for additional information.

1.3 Security Requirements

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

1.4 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The [2003](#) (2019-03-04) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of [2003](#), Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days
Insert: 180 days

2.2 Submission of Bids

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

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

tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

Note: Bids will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions [2003](#), or to send bids through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, bidders must provide the information required in section 3.2.2 of Annex E – Response form before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to

enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.5 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

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

2.6 Bidders' Conference

A bidders' conference will be held via WebEx videoconference on Saturday, March 28, 2020. The conference will run from 1:00 p.m. to 3:00 p.m. EST. Bidders may participate in person, however space is limited.

The scope of the requirement described in the solicitation will be reviewed during the conference and answers to questions will be provided. Bidders intending to submit a bid are recommended to participate or send a representative.

Bidders are requested to contact the Contracting Authority prior to the conference to confirm their attendance. Bidders should provide the Contracting Authority, in writing, with the name(s) of the person(s) who will be attending the conference as well as any questions they may have.

Any clarifications or changes to the bid solicitation resulting from the bidders' conference will be included as an amendment to the bid solicitation. Bidders who do not attend will not be precluded from submitting a bid.

2.7 Basis for Canada's Ownership of Intellectual Property

The Department of Public Services and Procurement Canada/Translation Bureau has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, on the following grounds:

- Where the Foreground IP consists of material subject to copyright, with the exception of computer software and all documentation pertaining to that software.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

The bid must be submitted either by mail, by fax, by epost or in person at the counter to the address indicated on the first page of the bid solicitation.

If the Bidder chooses to submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.

The bid must be gathered per section and separated as follows:

Section I: Technical Bid
Section II: Financial Bid
Section III: Certifications

If the Bidder chooses to submit its bid in hard copies, Canada requests that the Bidder submits its bid in separately bound sections as follows:

Section I: Technical Bid (2 hard copies)
Section II: Financial Bid (1 hard copy)
Section III: Certifications (1 hard copy)

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

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

This bid solicitation consists of 2 types of services, as detailed below:

- a) Conference Interpretation; and
- b) Parliamentary Interpretation.

The Bidder can submit a bid on one or both services. Canada requests that the Bidder clearly identifies in the first pages of its bid which services it is bidding on.

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

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

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

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

- a) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- b) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

3.2 Electronic Payment of Invoices – Bid

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Attachment 2 to part 3 - Electronic Payment Instruments, to identify which ones are accepted.

If Attachment 2 to part 3 - Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

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

3.3 Submission of only one bid

A bidder, including related entities, will be permitted to submit only one bid in response to this bid solicitation which may include more than one service. If a bidder or any related entities participate in more than one bid (participate means as part of the tendering group, not as a subcontractor), Canada will allow two working days for such bidders to indicate which bid should be considered by Canada. If this deadline is not met, all the bids concerned will be rejected.

For the purposes of this article, regardless of the province or territory where any of the entities concerned is incorporated or otherwise formed as a matter of law (whether that entity is a natural person, corporation, partnership, etc), an entity will be considered to be "related" to the bidder if:

- a) They are the same legal entity (ie: the same natural person, corporation or limited partnership, etc);
- b) They are "related persons" or "affiliated persons" within the meaning of the Income Tax Act;
- c) The entities have fiduciary relationship (as a result of an agency arrangement or some other form of fiduciary relationship) or have had such a relationship in the two years prior to the closing date for bids;
- d) The entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.

Individual members of a joint venture cannot participate in another bid, either by submitting a bid alone or by participating in another joint venture

Section I: Technical Bid

In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Section II: Financial Bid

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Bidders must submit their financial bid in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3. The total amount of Applicable Taxes must be shown separately.

When preparing their financial bid, bidders should review the basis of payment in Annex B and clause 4.1.2, Financial Evaluation, of Part 4.

Section III: Certifications

Bidders must submit the certifications and additional information required under Part 5.

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Attachment 1 to Part 3

Pricing Schedule

The Bidder must complete this pricing schedule and include it in its financial bid once completed. The Bidder can submit a financial bid on one or both of the following services.

The addition of any conditions or changes to the pricing schedule tables will render the financial bid non-responsive.

Table 1 – Contract period – July 1, 2020 to June 30, 2021		
Services	Conference Interpretation Services	Parliamentary Interpretation Services
Basic Daily Rate	\$	\$

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Attachment 2 to Part 3

Electronic Payment Instruments

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

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

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation

4.1.1.1. Mandatory Technical Criteria

Refer to attachment 1 to part 4

4.1.2 Financial Evaluation

For bid evaluation and bid selection purposes only, the evaluated price of a bid will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

For each service, the median price range will be determined as follows:

- Step 1** Each bid will be evaluated using the proposed firm daily rate(s) in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.
- Step 2** The median will be calculated using the median function in Microsoft Excel. A median is the middle bid in a set of bids whereby half of the bids are greater and half are lower. When an even number of technically responsive bids have been determined, an average of the middle 2 rates will be used to calculate the median.
- Step 3** The 20% median price range will be calculated using the median.
- Step 4**
 - a) Any bid proposing an evaluated price that is in between or equal to the 20% median price range will be declared responsive and a contract will be awarded under pool # 1.
 - b) Any bid proposing an evaluated price which exceeds 20% (higher or lower) of the median price range would be awarded a contract under pool #2.

Example:

Name of Bidder	Service X				
A	\$ 900.00	900	\$900		
B	\$ 625.00	850			
C	\$ 675.00	800			810 (+20%)
D	\$ 700.00	750	\$750		
E	\$ 750.00	700	\$700		
F	\$ 500.00	650	\$675		Median
G	\$ 550.00	600	\$625		
Median	\$ 675.00	550	\$550		540 (-20%)
Range of rates		500	\$500		
Median (-20%)	\$ 540.00				
Median (+20%)	\$ 810.00				

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4.2 Basis of Selection

To be declared responsive, a bid must:

- a) comply with all the requirements of the bid solicitation;
- b) meet all mandatory technical criteria; and
- c) meet all the steps described in the financial evaluation.

Attachment 1 to Part 4

Technical Evaluation

1.0 Mandatory Technical Criteria

The technical bid must meet all mandatory technical criteria specified in the table below. The Bidder must provide the necessary documentation to demonstrate compliance.

Any Bid which fails to meet any of the mandatory technical criteria will be declared non-responsive.

Number	Mandatory Technical Evaluation Criterion
MT1	<p>Each resource proposed by the Bidder must hold Translation Bureau accreditation.</p> <p>The Bidder must provide the name of each proposed resource for verification with the Translation Bureau's database of accredited interpreters using Annex E – Response form, article 2.1 – List of proposed resources.</p> <p><u>Note to Bidder:</u></p> <ul style="list-style-type: none">a) The resources proposed may be employees of the bidder or of a subcontractor. They may also be independent contractors to whom the bidder would assign part of the work;b) The same resource cannot be proposed by more than one bidder.

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PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be awarded a contract by using section 3.0 certification in Annex E – Response Form.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

PART 6 – SECURITY AND OTHER REQUIREMENTS

Note to Bidder: It is mandatory to have a minimum security clearance of **Secret for Parliamentary Interpretation** prior to issuance of contract. Should your company require sponsorship, it is suggested that suppliers send an email request to the contracting authority as soon as possible.

6.1 Security Requirements

1. Before award of a contract that may contain a security requirement, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.
4. Bidders may request that the Contracting Authority consider security sponsorship of their candidacy to upgrade the Bidder to the next security level that is above their current security level or to seek initial DOS clearance. Such sponsorship is only available for one level of upgrade at a time. This request may be made at any time before or after bid closing by sending the request to the attention of the Contracting Authority. If sponsorship is anticipated, the Bidder is encouraged to contact the Contracting authority as soon as possible so that the process can be started. There is no need for the Bidder to wait for the bid solicitation to close before advising the contracting authority of the need to be sponsored.

6.2 Insurance Requirements

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

PART 7 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work in Annex A.

7.1.1 Task Authorization

The Work described at Annex A, Statement of Work, will be performed under the Contract on an "as and when requested basis".

7.1.2 Task Authorization Process

- a) The Project Authority will provide the Contractor with a Task authorization (TA) form in Annex D.
- b) The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis (bases) and methods of payment as specified in the Contract.
- c) The Contractor must provide the Project Authority, within 48 hours of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
- d) The Contractor must not commence work until a TA authorized by the Technical Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

7.1.3 Task Authorization – Allocation of work

Multiples contracts were awarded as a result of PSPC's bid solicitation No.: **EN960-202683**. The work will be attributed according to the language profile, security clearance, location, availability, detailed in the TA and the quality index detailed below. For exceptional circumstances, the Project Authority reserves the right to attribute work for events based on specific experience or knowledge, or dealing with a specific subject or client. If no contractor can perform the task, Canada reserves the right to acquire the required Work by other means.

The quality index is a rating (green, yellow or red) based on the Interpretation Technique Requirements as found in Annex A – Statement of work. Translation Bureau accreditation will confirm that the Contractor meets the Interpretation Technique Requirements. All Contractors who meet the Technical Requirements will start with a green quality index. Contractors whose rating is yellow or red may not be given Work in priority. The Translation Bureau will conduct Technical Evaluations in-person based on operational needs, which may be on a targeted or random basis. The Technical Evaluation, conducted by a Translation Bureau Senior Interpreter will confirm that the Contractor continues to meet the Interpretation Technique Requirements, or may indicate that the Contractor's performance falls short of the requirements. Should the Technical Evaluation determine that the Contractor's performance does not meet a small number of the Interpretation Technique Requirements, the Contractor's rating will be downgraded to yellow. Should the Technical Evaluation determine that the Contractor's performance

does not meet a large number of the Interpretation Technique Requirements, or any of the Interpretation Technique Requirements to a great degree, the Contractor's rating will be downgraded to red. For Contractors whose quality index is downgraded to yellow or red, the Translation Bureau will endeavour to conduct a Technical Evaluation within 18 months.

Canada reserves the right to conduct random unannounced technical evaluations of interpreters' performance in person. Canada reserves the right to record an interpreter's performance, if needed and only with the interpreter's consent, for the purpose of quality assurance.

7.1.4 Task Authorization Limit

The Technical Authority may authorize individual task authorizations up to a limit of \$100,000.00 applicable Taxes included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the Contracting Authority before issuance.

7.1.5 Minimum Work Guarantee - All the Work - Task Authorizations

- a) For the purposes of this clause:

"Maximum Contract Value" means the sum specified in Contract clause 6.2, Limitation of Expenditure - Cumulative Total of All Authorized TAs; and

"Minimum Contract Value" means 1%.

- b) Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with paragraph c) of this clause. In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract period to perform the Work. Canada's maximum liability for Work requested in authorized TAs, performed by the Contractor and accepted by Canada must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
- c) In the event that Canada does not request Work in the amount of the Minimum Contract Value during the period of the Contract, Canada must pay the Contractor the difference between the Minimum Contract Value and the cost of the Work requested.
- d) Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.

7.2 Standard Clauses and Conditions

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

7.2.1 General Conditions

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

7.2.2 Supplemental General Conditions

4007 (2010-08-16), Canada to Own Intellectual Property Rights in Foreground Information), apply to and form part of the Contract.

7.3 Security Requirements

The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Contract.

When security requirements are applicable to the Contract, the proper security clause will be used.

7.3.1 There is a security requirement applicable to the Contract.

7.3.2 Reliability

- a) The Contractor must, at all times during the performance of the Contract, **hold a valid Designated Organization Screening (DOS)**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- b) The Contractor personnel requiring access to **PROTECTED** information, assets or sensitive work site(s) must **EACH** hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC.
- c) The Contractor **MUST NOT** remove any **PROTECTED** information or assets from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
- d) Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.
- e) The Contractor must comply with the provisions of the:
 - i. Security Requirements Check List and Security Guide (if applicable), attached hereto as Annex C;
 - ii. Industrial Security Manual (Latest Edition) (<http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/msi-ism-eng.html>).

7.3.2 Secret

- a) The Contractor must, at all times during the performance of the Contract, **hold a valid Facility Security Clearance at the level of SECRET**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- b) The Contractor personnel requiring access to **CLASSIFIED** information, assets or sensitive work site(s) must **EACH** hold a valid personnel security screening at the level of **SECRET**, granted or approved by CISD/PWGSC.

- c) The Contractor **MUST NOT** remove any **CLASSIFIED** information from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
- d) Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISC/PWGSC.
- e) The Contractor must comply with the provisions of the:
 - i) Security Requirements Check List and Security Guide (if applicable), attached hereto as Annex C;
 - ii) Industrial Security Manual (Latest Edition) (<http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/msi-ism-eng.html>).

7.3.3 Top Secret

- a) The Contractor must, at all times during the performance of the Contract, **hold a valid Facility Security Clearance at the level of TOP SECRET or SECRET**, issued by the Canadian Industrial Security Directorate (CISC), Public Works and Government Services Canada (PWGSC).
- b) The Contractor personnel requiring access to **CLASSIFIED** information, assets or sensitive work site(s) must **EACH** hold a valid personnel security screening at the level of **TOP SECRET or SECRET**, granted or approved by CISC/PWGSC.
- c) The Contractor **MUST NOT** remove any **CLASSIFIED** information from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
- d) Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISC/PWGSC.
- e) The Contractor must comply with the provisions of the:
 - i) Security Requirements Check List and Security Guide (if applicable), attached hereto as Annex C;
 - ii) Industrial Security Manual (Latest Edition) (<http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/msi-ism-eng.html>).

7.4 Term of Contract

7.4.1 Period of the Contract

The Work is to be performed from July 1, 2020 to June 30, 2021.

7.5 Authorities

7.5.1 Contracting Authority

Solicitation No. - N° de l'invitation
EN960-202683/A
Client Ref. No. - N° de réf. du client
EN960-202683

Amd. No. - N° de la modif.
File No. - N° du dossier
526zf. EN960-202683

Buyer ID - Id de l'acheteur
526zf
CCC No./N° CCC - FMS No./N° VME

The Contracting Authority for the Contract is:

Manon Payer
Supply Team Leader
Public Services and Procurement Canada
Acquisitions Branch
10 Wellington Street, 5th floor
Gatineau, Quebec K1A 0S5

Telephone: 613-720-9492
E-mail: manon.payer@tpsgc-pwgsc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

7.5.2 Project Authority

(To be inserted at contract award)

The Project Authority for the Contract is:

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____ - ____ - ____
Facsimile: ____ - ____ - ____
E-mail address: _____

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

7.5.3 Contractor's Representative

(To be inserted at contract award)

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____ - ____ - ____
Facsimile: ____ - ____ - ____
E-mail address: _____

7.6 Proactive Disclosure of Contracts with Former Public Servants

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

7.7 Payment

7.7.1 Basis of payment - TA subject to a Limitation of Expenditure

The Contractor will be paid for its costs reasonably and properly incurred in the performance of the Work specified in the authorized TA in accordance with the basis of payment in Annex B to the limitation of expenditure specified in the authorized TA.

Canada's total liability to the Contractor under the authorized TA must not exceed the limitation of expenditure specified in the authorized TA. Customs duties are included and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized TA resulting from any design changes, modifications or interpretations of the Work specified in the authorized TA will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the TA Authority before their incorporation into the Work specified in the authorized TA. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written authorization of the TA Authority. The Contractor must notify the TA Authority in writing as to the adequacy of this sum:

- a) when it is 75 percent committed, or
- b) four (4) months before the final delivery date specified in the authorized TA, or
- c) as soon as the Contractor considers that the authorized TA funds are inadequate for the completion of the Work specified in the authorized TA,

whichever comes first.

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

7.7.2 Limitation of Expenditure - Cumulative Total of all Task Authorizations

Canada's total liability to the Contractor under the Contract for all authorized Task Authorizations (TAs), inclusive of any revisions, must not exceed the sum of \$_____ *(To be inserted at contract award.)* Customs duties are included and Applicable Taxes are extra.

No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.

The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a) when it is 75 percent committed, or
- b) four (4) months before the contract expiry date, or
- c) as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions, whichever comes first.

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

7.7.3 Method of payment

H1008C (2008-05-12) Monthly Payment
H1000C (2008-05-12) Single Payment

7.7.4 Electronic Payment of Invoices – Contract

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

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

7.7.5 Time Verification

Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contractor must repay any overpayment, at Canada's request.

7.8 Invoicing Instructions

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

Each invoice must be supported by:

- a) a copy of the signed TA; and
- b) a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses (if applicable).

If the contents of the invoice and related information required are not in accordance with the Contract or TA, Canada will notify the Contractor within 15 days of receipt. The 30-day payment period commences upon receipt of the accurate invoice and all required information.

Invoices must be distributed as follows:

- a) Electronic transmission of invoices and expense accounts is strongly encouraged and should be sent to: TPSGC.BTSICFactures-TBCISBilling.PWGCSC@tpsgc-pwgsc.gc.ca.
- b) Invoice presentation, expense allowance and supporting documents must refer to a single Task Authorization.
- c) Contractors are strongly encouraged to invoice the Translation Bureau as soon as possible (in the days following the event), at the most monthly.

7.9 Certifications and Additional Information

7.9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

7.10 SACC Manual Clauses

A9117C (2007-11-30), T1204 - Direct Request by Customer Department
C0705C (2010-01-11) Discretionary Audit

7.11 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____. (To be inserted at contract award).

7.12 Hours of work

7.12.1 Availability Hours

Availability hours refers to the hours during which the Contractor is expected to be available to work when contracted by the Bureau on a given day. For Conference Interpretation, these hours are from 8:00 a.m. to 6:00 p.m. For Parliamentary Interpretation, they will be defined in the TA, but they will not commence before 7:00 a.m. and will not finish after 10:30 p.m.

7.12.2 Hours of Interpretation

Hours of interpretation refers to the time that the Contractor spends interpreting on any given day.

Hours of interpretation are typically six hours in a team of three interpreters, four hours in a team of two interpreters, four interpreters for an assignment over six hours, and a maximum of 40 minutes for an interpreter who works alone.

7.13 Suspension

At the discretion of the Project Authority, the Contractor may be suspended for breach of Quality Standards on Interpretation Technique or Professional Conduct. Standards for Professional Conduct and Technical Interpretation are set out in Article 6 of Annex A – Statement of Work. In the event that a contractor is suspended in the course of an event, the Contractor will be paid for the days worked, and will not be paid for the days he/she was suspended. Contractors may challenge suspensions by appealing to the Project Authority in writing.

7.13.1 Suspension for Technical Interpretation Standards

After one unsatisfactory technical evaluation in person, the Project Authority reserves the right to use its discretion in attributing work, and may assign work outside the usual procedures in order to mitigate risks and provide an appropriate forum for a second technical evaluation to be performed on site.

After two written warnings, the Contracting Authority can suspend individual contractors provided by the Contractor pursuant to Annex A – Statement of Work for not respecting Technical Interpretation Standards.

7.13.2 Suspension for Breach of Standards for Professional Conduct

A contractor who has been suspended for breach of Standards for Professional Conduct may be reinstated after 90 days or more, depending on the severity of the breach and at the discretion of the Project Authority.

Canada reserves the right to immediately suspend contractors in cases of egregious violations of the Standards for Professional Conduct, such as verbal or physical assault or any act that brings the Translation Bureau or the Government of Canada into disrepute.

7.14 Cancellation / Reassignment

7.14.1 Cancellation before the Start of the Event

If an event is cancelled after the Contractors have been confirmed for the event, the Contractors must remain available during availability hours (see 7.12.1 Availability Hours), for all the days of the event. Contractors may be reassigned, during availability hours and in the same location (city) as the original assignment, at their daily rate to a different Conference Interpretation event or to a Parliamentary Interpretation event for some or all the cancelled days with Contractor consent. Whether or not Contractors are reassigned for that same period, they will be entitled to payment in the full amount specified in the Task Authorization. If an event is cancelled 60 days or more before the event start date specified in the Task Authorization, the Task Authorization will be cancelled, and the Contractor will not receive payment.

7.14.2 Cancellation during the Event

If all or part of an event is cancelled once the event has begun, Contractors will be entitled to payment in the full amount specified in the Task Authorization for the days worked. Contractors must remain available during availability hours (see 7.12.1 Availability Hours), for all the days of the event. Contractors may be reassigned, during availability hours and in the same location (city) as the original assignment, at their daily rate to a different Conference Interpretation event or to a Parliamentary Interpretation event, at the discretion of the Project Authority, for any remaining days on the Task Authorization, with Contractor consent.

7.14.3 Cancellation of Parliamentary Interpretation Task Authorization due to Prorogation

If Parliament prorogues, the Translation Bureau will cancel the Task Authorization from seven days following the prorogation. Contractors will be compensated for the days of work scheduled during the intervening week.

7.14.4 Reassignment

If Contractors are reassigned to a different event, the Project Authority will provide them with an amendment to the Task Authorization before the start of the event

7.14.5 Refusal of Reassignment

If Contractors refuse reassignment, they will not be paid for those days, as indicated in the amended TA. For example: if a five day event is cancelled after the second day and the Contractor refuses a reassignment to a three day event in that same period, they will be paid for only the two worked days.

7.14.6 Reassignment to a Longer Event

If reassignment comprises more days than those indicated on the Task Authorization, and if the Contractor is unable to perform the reassignment on those additional days and refuses reassignment for that reason, the Contractor will not be penalized for such refusal. The Contractor will be entitled to payment in the full amount specified in the Task Authorization for the days worked.

7.14.7 Reassignment to an Event with a Different Mode of Interpretation

Contractors may be reassigned to a different mode should they agree to it; however, they will not be penalized for refusal and will be entitled to payment in the full amount specified in the Task Authorization, whether reassigned or not.

7.15 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the supplemental general conditions 4007(2010-08-16) Canada to Own Intellectual Property Rights in Foreground Information;
- (c) the general conditions 2035 (2018-06-21) Higher Complexity – Services;
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) Annex D, the signed Task Authorizations (including all of its annexes, if any);
- (i) the Contractor's bid dated *(To be inserted at contract award.)*

7.16 Insurance

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

ANNEX A

STATEMENT OF WORK

1. Background

The Translation Bureau (TB) is a special operating agency reporting to the Department of Public Works and Government Services with the mandate to support the Government of Canada in its efforts to provide services for, and communicate with, Canadians in the official language of their choice, either English or French.

The Conference Interpretation Service (CIS), offers simultaneous and consecutive interpretation service for various events. Parliamentary Interpretation Service (PIS) offers simultaneous and consecutive interpretation services to Parliament.

2. Terminology

Interpreter: means a conference interpreter who is accredited by the Translation Bureau.

Contractor: means a party to a contract to perform work for the Government of Canada.

Event: means an event that is outlined on a Task Authorization (TA) (see Annex D).

Short consecutive mode: Defined as the consecutive interpretation of short interventions, typically under one minute at a time, that is commonly used and that requires no special expertise or experience, since all conference interpreters with a MCI or equivalent experience have been trained to provide this.

Long consecutive mode: Defined as the consecutive interpretation of interventions of more than one minute in length, requiring specialization or considerable experience in note-taking technique. Long consecutive mode assignments typically require the interpreter to accompany the client in a variety of venues and where the assignment time may extend the work day.

3. Requirement

- 3.1 The Contractor must provide interpreters for conference and Parliamentary interpretation service in both official languages (English and French), on an as and when requested basis.
- 3.2 The Contractor must perform the duties of the interpretation profession impartially, since the role of the interpreter is to facilitate communication. Interpretation is a professional and confidential service. In addition to the confidentiality provision found at 2035-22 of the General Conditions, the Contractor may not disclose any information obtained in the execution of the Contract during or after the completion of the TA.
- 3.3 The Contractor must report to the Project Authority any particular request from a recipient of interpretation services or any information passed along by a recipient of interpretation service that can affect the delivery of services provided as part of the Contractor's, TA current assignment or any other future TA.
- 3.4 The Contractor must have very good knowledge of Canadian current events and the workings of the federal government.
- 3.5 The Contractor must demonstrate flexibility with respect to scheduling and the demands of the TA, be capable of working as part of a team, maintain good interpersonal relations, and follow the

Quality Standards for Professional Conduct (Section 5.1 below) and Interpretation Technique requirements (Section 6 below), in keeping with the nature of the assignment.

4. Teamwork

- 4.1** In order to ensure continuous interpretation, the interpreter may be required to work as part of a team of interpreters for the Work. The interpreter may be required to work with other interpreters as directed by the Project Authority. The contractor will not have the opportunity to choose the interpreters with whom they will work and may not be advised of those with whom they will be assigned to work until they arrive at the location for the Work. For further details, see Annex D – TA
- 4.2** Barring exceptional circumstances, pursuant to Annex B – Basis of Payment, teams will consist of two interpreters for events of less than four hours, three interpreters for events up to six hours, and four interpreters for events of six hours and more. Under exceptional circumstances, interpreters may work alone; however, they will not work for more than 40 minutes.

5. Quality Standards and Requirements

5.1 Quality Standards for Professional Conduct

- 5.1.1** In addition to the Confidentiality provisions of the Contract, given that conference interpretation is a profession of trust and that confidentiality is the bedrock of the profession, the strictest secrecy must be observed toward all persons and with regard to all information disclosed in the course of the practice of the profession. The duty of confidentiality and professional secrecy continues indefinitely after the end of the contractual relationship with the Government of Canada.
- 5.1.2** Contractors must be present at the event at least 30 minutes before the start of the Work and must arrive at the assignment location early enough to allow for security or building access procedures and, if unfamiliar with the Work location, the Contractors must contact the Project Authority prior to the Work to familiarize themselves with any specific access details. Contractors must also remain on site until the end of the event, unless agreed to in advance with the Project Authority.
- 5.1.3** The Contractor must refrain from deriving any personal gain from information they may have acquired in the course of the Work
- 5.1.4** The Contractor must be qualified in knowledge and experience for the Work in question, and must work with all due professionalism and must prepare for the Work by researching and documenting.
- 5.1.5** In the course of the Work, the Contractor must refrain from any act which might bring the Translation Bureau into disrepute.
- 5.1.6** The Contractor must follow the established or agreed upon protocols, terms and conditions and procedures as laid out in the Interpreters' Handbook.

- 5.1.7** The Contractor must provide colleagues with assistance, have a collegial attitude and perform their tasks as discreetly as possible both in and out of the interpretation booth.
- 5.1.8** The Contractor must not perform any duties except for the Work described in the TA during a work for which they have been contracted.
- 5.1.9** The Contractors must interact in a professional manner with clients and must refrain from self-promotion.
- 5.1.10** The Contractor must notify the Project Authority of any specific requests or information from the recipient of interpretation services that could affect the delivery of services.

6. Interpretation Technique Requirements

Contractors must meet the following requirements:

- 6.1** Ensure that the interpretation is as complete, accurate and faithful to the original message with respect to meaning, and as free of omissions, additions or distortions as the working conditions reasonably allow;
- 6.2** Ensure that the meaning conveyed by gestures, body language and tone of voice is not lost;
- 6.3** Ensure that the interpretation is consistent with grammar and syntax rules, and with usage and speaking conventions;
- 6.4** Ensure that the interpretation is clear, concise, consistent and tailored to the audience, and that constructions are idiomatic and natural;
- 6.5** Ensure that the recipient of interpretation services official titles, terminology and usage preferences are used in the interpretation by doing the research necessary to familiarize themselves with recipient of interpretation services-specific terminology and concepts, and by using any reference package or other documentation made available to them containing terminology requirements, reference documents and related lexicons and glossaries;
- 6.6** Use clear and accurate diction;
- 6.7** Respect the tone, level of language and the style of the speaker;
- 6.8** Follow the established protocols and procedures;
- 6.9** Perform the tasks as discreetly as possible, avoiding superfluous sounds such as coughing, typing or background noise that may distract the recipient of interpretation services from content; and
- 6.10** Notify the Project Authority of any specific requests or information from the recipient of interpretation services that could affect the delivery of services.

Canada reserves the right to conduct random unannounced technical evaluations of interpreters' performance in person. Canada reserves the right to record an interpreter's performance, if needed and only with the interpreter's consent, for the purpose of quality assurance.

Breach of Quality Standards (Professional Conduct or Interpretation Technique) may lead to suspension (see clause 7.13 of the Contract). After one unsatisfactory technical evaluation in person, the Project Authority reserves the right to use its discretion in attributing work and may assign work outside the *best fit* attribution of work procedure in order to mitigate risks and provide an appropriate forum for a second technical evaluation. After two unsatisfactory technical evaluations in person, the Project Authority may require the interpreter to requalify through the accreditation exam.

7. Services Required

7.1 The following services may be required as Work under the Contract:

- Simultaneous interpreting;
- Short consecutive interpreting and whispered interpretation; and
- Long consecutive interpreting.

7.2 The specifics of the service required for the Work each event will be specified in the TA (see Annex D).

8. Briefing Material

8.1 As available to Canada, Canada will provide briefing material for the Work. Briefing material may consist of agendas, speaking notes, lists of event participants or speakers or both or other relevant documentation.

8.2 The Contractor may receive the briefing material some time before the start of the Work, just before the start of the Work or during the Work.

8.3 Briefing material must be handled as indicated in the TA.

9. Schedule

9.1 The start and end times of the Work will be indicated on the TA.

9.2 Contractors must remain available during the availability hours as referenced in 7.12.1 Availability Hours.

9.3 On occasion, events take place on weekends and statutory holidays. The term "statutory holiday" means the following federal statutory holidays: New Year's Day, Good Friday, Easter Monday, Victoria Day, St Jean Baptiste Day in Quebec, Canada Day, the first Monday of August (in all provinces except Quebec), Labour Day, Thanksgiving, Remembrance Day, Christmas Day and Boxing Day.

9.4 The Contractor must provide their services until the scheduled end of the Work. Should the Work be extended, the Contractor must ensure that the Project Authority is notified. The Project Authority may ask the Contractor to continue providing service until the end of the extended Work period or may provide another contractor. Should the Contractor provide services until the end of the Work, the Contractor will receive additional compensation in accordance with Annex B – Basis of Payment, Extension of Work.

ANNEX B

BASIS OF PAYMENT

The Contractor will be paid a daily rate as detailed in the table below per interpreter day performed in accordance with the Contract. Applicable taxes are extra. All rates are in Canadian dollars.

1. Daily Rate

The Contractor's daily rate is paid for services required to be performed as per Annex A – Statement of Work.

A team of two interpreters' works up to four hours;
A team of three interpreters' works up to six hours;
A team of four interpreters' works up to eight hours.

Under exceptional circumstances a single interpreter may be asked to work for a maximum of 40 minutes.

RATES	Conference Interpretation Services	Parliamentary Interpretation Services
Basic Daily Rate	\$	\$
Short Consecutive and Whispered Interpretation	25% of the basic daily rate	25% of the basic daily rate
Long Consecutive Interpretation	50% of the basic daily rate	50% of the basic daily rate
Broadcast	25% of the basic daily rate	25% of the basic daily rate

2. Extension of Work

If the duration of an event is extended beyond the commonly accepted hours of interpretation according to team strength, the Contractor will be compensated at the following rate:

Team of two: under 60 minutes = half daily rate per interpreter
Team of two: over 60 minutes = full daily rate per interpreter

Team of three: under 90 minutes = half daily rate per interpreter
Team of three: over 90 minutes = full daily rate per interpreter

3. Travel Time

The Contractor is compensated for its travel time, regardless of mode of transportation, according to the following calculations:

- Less than 90 minutes of travel: no travel time
- 90 minutes to five hours of travel: half of daily rate; or
- Five hours and above for one trip: one full daily rate.

Travel time is based on the duration of the transit (not the time of departure and time of arrival).

Plane travel: For all travel by plane, 60 minutes of travel time will be added before the flight and 30 minutes after the flight, for a total of 90 minutes.

For example, for a traveller on a four-hour flight, a two-hour stopover and then another two-hour flight (for a total of eight hours), the travel time will be 9.5 hours (after adding the 60-minute period before departure and the 30-minute period after arrival).

Train travel: When travelling by train, the travel time is increased by a period of 30 minutes before departure and a period of 30 minutes after arrival, for a total of 60 minutes.

Car trip travel: The car trip time is calculated based on the time required to complete the trip under normal travel conditions.

The travel time does not apply to commuting and exceptional circumstances (storms, traffic jams). The travel time allowance applies to both weekdays and weekends. Travel time does not apply to commuting and does not take into account exceptional circumstances (e.g. snow storm, traffic). Compensation for travel time applies to both weekends and weekdays.

In the event of a cancellation, the Contractor will not be reimbursed for travel time except if the travel has started (e.g. first flight).

Contractors are to claim travel time, rather than loss of earnings, when they are able to start travelling after regular working hours and are expected to arrive at their hotel or home before 9:00 p.m. (using the time zone of the city of arrival).

4. Loss of earnings

In the event that Contractors' travel for the Translation Bureau prevents them from accepting other work, they will be compensated for loss of earnings for those days. If Contractors' travel allows them to accept work nonetheless, they will be compensated only under the Travel Time provision (see above, article 2). The Contractor may claim a loss of earnings equivalent to a full fee for the day(s) on which they are unable to work.

In the event of a cancellation of Work by Canada, the Contractor will be compensated for the loss of earnings unless they are able to find work elsewhere once they become available, in which case the Contractor is required to inform Canada and forfeit the payment of loss of earnings. Otherwise, the Contractor must remain available to perform Work for Canada during availability hours (see 9.1 Availability Hours).

5. Compensation for Public Broadcast or Webcast

Contractors may claim a compensation of twenty-five percent (25%) of the daily rate when the Work is broadcast or webcast to the general public, either live or in re-broadcast. The twenty-five percent (25%) compensation for public broadcast or webcast will not be paid when the event is cancelled and when the Contractor's reassignment does not involve broadcasting.

In order for the Contractor to be compensated for public broadcast or webcast, Canada must be advised, in writing by the Contractor, that the Work was broadcasted and available to the general public prior to submission of the Contractor's invoice.

6. Travel Expenses

As per the commonly accepted practice in conference interpretation, Contractors may declare a professional domicile that is different from their residence. If Contractors declare a different address than

their residence as their professional domicile, their travel costs will be calculated from city hall of the location they have selected. Contractors who elect to declare a professional domicile may change it only every six months and must do so in writing to the Project Authority.

- Travel insurance is at the Contractor's own expense and is therefore non-refundable.
- Business class travel will be not normally be reimbursed, as per [NJC Travel Directive](#).
- Hotel room rates must be in accordance with the rates established in the Accommodation and Car Rental Directory, unless pre-approved [in writing by the Interpretation Team](#) (Bt Conference - Coordination of Events).

Email: TPSGC.BTCONFERENCES-TBCONFERENCES.PWGSC@tpsgc-pwgsc.gc.ca

Link: [Accommodation and Car Rental Directory Preface - Acquisitions - PWGSC](#)

Link: [National Joint Council Travel Directive](#)

7. 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.

All payments are subject to government audit.

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ANNEX C

SECURITY REQUIREMENTS CHECK LIST

See attached documents.

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ANNEX D - EXAMPLE of TASK AUTHORIZATION FORM

Contractor name							
Contract number							
TA Sheet Number		Date of issue					
PARLIAMENTARY SERVICE - Description of the Work required							
Mode of interpretation:							
Start date:				End date:			
Time slot selected:							
CONFERENCE SERVICE - Description of the Work required							
Assignment details							
Event name:							
Event number:				Mode of interpretation:			
Start date:		End date:		Total number of days:			
Event Address:							
Organization:							
Will the event be broadcast live? <input type="checkbox"/> Yes <input type="checkbox"/> No							
Travel details							
Total travel cost:	Travel time or loss of earning	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Dates of travel		Total days of travel:	
Daily rate per interpreter		Escalators / additional costs			Total		
		Broadcast 25%			\$ -		
		Short consec. Whisp. 25%			\$ -		
		Long consec. 50%			\$ -		
		Travel cost			\$ -		
		Travel time or loss of earning			\$ -		
Total estimated cost of the Task Authorization or Task Authorization Amendment						\$	
Special instructions:							
Other details of the service to be performed:							
Contract Security Requirements							
This task includes security requirements: <input type="checkbox"/> Not applicable <input type="checkbox"/> Enhanced <input type="checkbox"/> Secret <input type="checkbox"/> Top Secret							
See Security Requirements Checklist (SRCL) in Annex E of the contract.							
Amendment Number (if applicable)		Increase/Decrease			\$		
Total Estimated Cost of Event Assignment (GST/HST extra) before any amendments:						\$	
Total Estimated Cost of Event Assignment (GST/HST extra) after this amendment:						\$	
Amendment History (if applicable)							
Amendment No.:		Authorized Increase or Decrease (GST/HST extra): \$					
Amendment No.:		Authorized Increase or Decrease (GST/HST extra): \$					
Amendment No.:		Authorized Increase or Decrease (GST/HST extra): \$					

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ANNEX E

RESPONSE FORM

Request for Proposal Number	EN960-202683/A
<p>Bidders must read the Request for Proposal (RFP) in its entirety.</p> <p>Bidders are responsible for asking questions they consider relevant to ensure that they understand RFP requirements.</p> <p>Bidders must download any amendments to the RFP. Amendments contain answers to questions asked by Bidders as well as changes that may alter RFP requirements.</p> <p>Only resources mentioned in this RFP may be proposed in a task authorization resulting from the Contract. Bidders are therefore asked to propose in their bid any resource who meets RFP requirements and who is likely to carry out work under a Task Authorization.</p> <p>Bidders must complete all mandatory fields in the Response Forms.</p> <p>Bidders who would like to submit a proposal as a joint venture must create a Procurement Business Number (PBN) for the joint venture itself. The PBN of one of the members of the joint venture cannot be used. To do this, Bidders should inquire with the Office of Small and Medium Enterprises and Strategic Engagement (OSME-SE) by clicking on the following link: https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/register-as-a-supplier.</p> <p>As indicated in the RFP, Bidders must send their proposal to the Bid Receiving Unit whose address and fax number are indicated on the first page of the RFP.</p>	
<p>I have read and understand the instructions:</p>	
<p>Signature: _____</p>	

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1.0 Bidder information

Bidder Information	
Legal Name	
PBN	
Address	
Professional Domicile (if interpreters prefer to use for travel calculations)	
Email	
Phone number	

2.0 List of proposed resources

Resource Name	Security Level (Nil, Reliability, Secret, top Secret)	Security Certificate Number

3.0 **Certifications**

3.1 **Certifications Required with the Bid**

Bidders must submit the following duly completed certifications as part of their bid.

3.1.1 **Integrity Provisions - Declaration of Convicted Offences**

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

Refer to Annex F for form.

3.1.2 **Integrity Provisions – List of Names**

Complete Legal Name of Company	
Company Address	
Company's Procurement Business Number (PBN)	
Bid Solicitation Number	
Board of Directors* (use format: first name, last name) or attach a list	
* Director	
* Director	
* Director	
* Director	
* Director	
* Director	
* Director	
* Director	
* Director	
* Director	
Other members of the BD	
Comments	

3.2 Certifications Precedent to Contract Award and Additional Information

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

3.2.1 Status and Availability of Resources

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

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

**Printed Name of Contractor's Authorized
Signatory**

**Signature of Contractor's Authorized
Signatory**

3.2.2 Former Public Servant

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

Definitions

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

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

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

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

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes () No ()**

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

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

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

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes () No ()**

If so, the Bidder must provide the following information:

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

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

3.2.3 Certification – Applicable Laws

The contract must be interpreted and governed by the laws in force in _____ and the relations between the parties will be determined by these laws.

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ANNEX F

INTEGRITY DECLARATION FORM

This declaration form must be submitted as part of the bidding process. Please complete and submit in a **sealed envelope labelled "Protected"** to the attention of Integrity, Departmental Oversight Branch, PWGSC, 11 Laurier Street, Place du Portage, Phase III, Tower A, 10A1, Room 108, Gatineau, Quebec, Canada K1A 0S5. Include the sealed envelope with your bid submission. This form is considered "Protected B" when completed.

Complete Legal Name of Company:

Company Address:

Bidder's Procurement Business Number (PBN)

Solicitation Number:

Date of Bid: (YY-MM-DD)

Have you ever, as the Bidder, your affiliates or one of your directors, been convicted of or pleaded guilty to an offence in Canada or a similar offence elsewhere under any of the following provisions:

	Yes	No	Comments
Financial Administration Act 80(1)(d): False entry, certificate or return 80(2): Fraud against Her Majesty 154.01: Fraud against Her Majesty	<input type="checkbox"/>	<input type="checkbox"/>	
Criminal Code 121: Frauds upon the Government; Bidders subscribing to election fund 124: Selling or Purchasing Office 380: Fraud committed against Her Majesty 418: Selling Defective Stores to Her Majesty	<input type="checkbox"/>	<input type="checkbox"/>	

In the last 3 years, have you, as the Bidder, your affiliates or one of your directors, been convicted of or pleaded guilty to an offence in Canada or elsewhere under any of the following provisions:

Participant guide

What is epost Connect?

epost Connect™ is the digital delivery platform that facilitates sending and receiving confidential messages and documents with one or multiple recipients. It enables seamless, secure collaboration with one or many customers, clients, colleagues, partners and suppliers through one common platform.

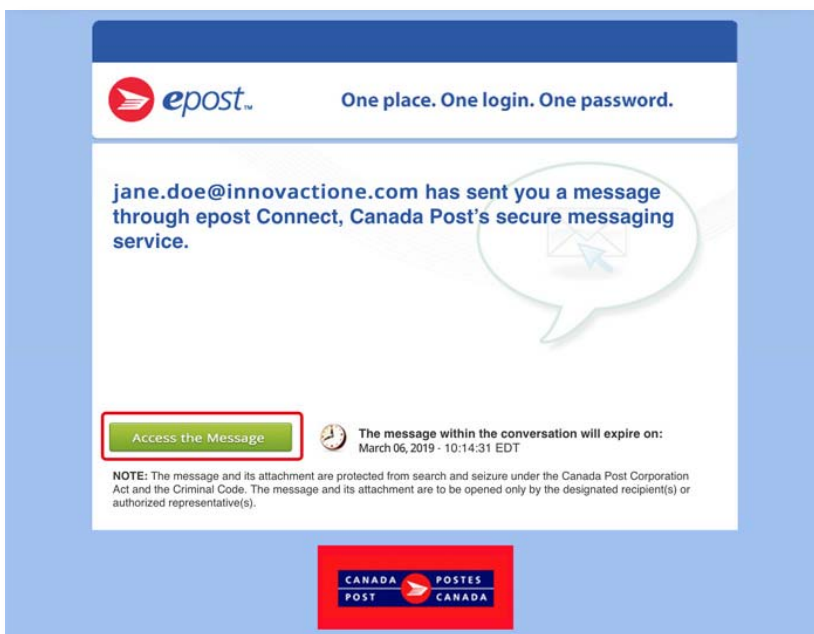
What can an epost Connect participant do?

In epost Connect, participants take part in conversations created by collaborators. As participant of an epost Connect conversation, they receive email notifications informing them that a message has been posted within the conversation. They can access the message, reply to it and post new messages in the given conversation. However, they cannot create conversations.

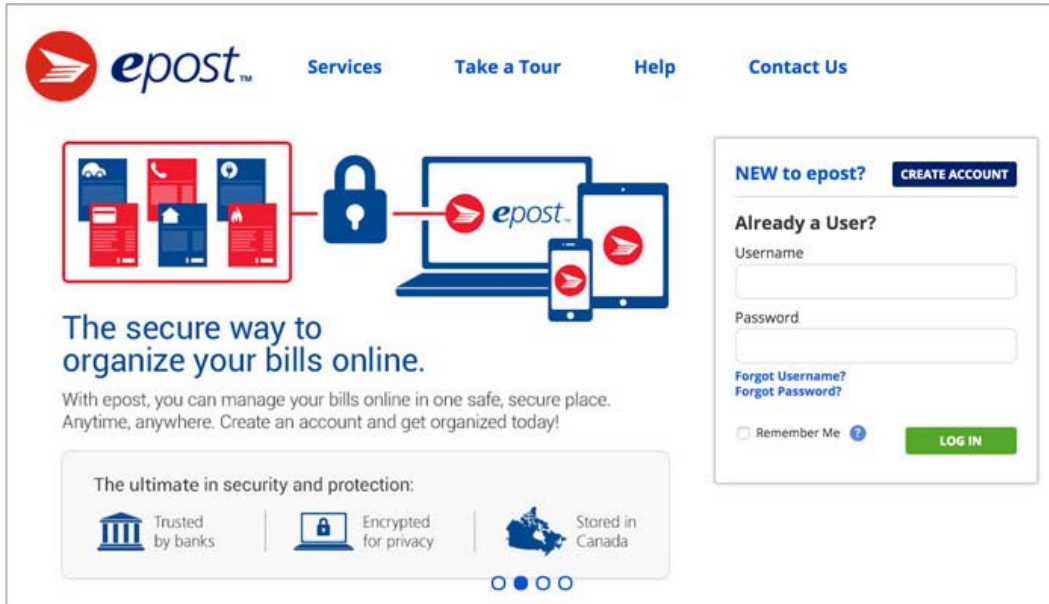
A conversation is an exchange of information and documents between collaborators and participants. Conversations are closed environments: only the collaborator (who created the conversation) and participants of the given conversation can view the messages.

Here is how it works

1. You will receive an email from **epost Connect** <connect@epost.ca> notifying you that a collaborator has sent you a secured message. The email address of the collaborator will be included in the notification text (e.g., jane.doe@innovactione.com below). To access the message click the **Access the Message** button. This will take you to the **epost™ log-in page**.



2. Log in to your epost account or create one.
 - a) If you already have an epost account, click the **Log in** button, and enter your Canada Post username and password to access the Connect inbox.
 - b) If you do not have an epost account, click the **Create account** button and follow the on-screen instructions.



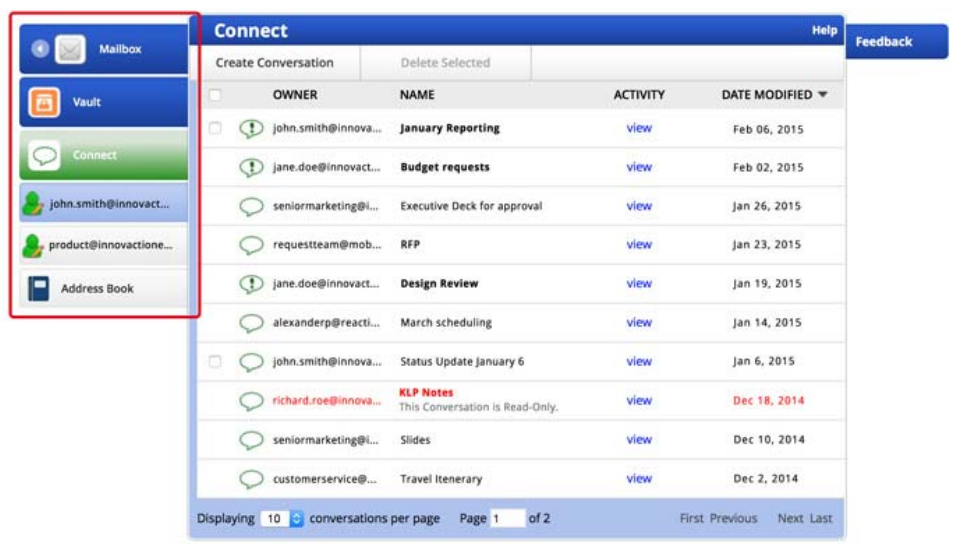
The screenshot shows the ePost Connect website. At the top, there is a navigation bar with the ePost logo, "Services", "Take a Tour", "Help", and "Contact Us". The main content area features a large graphic with a padlock icon and the text "The secure way to organize your bills online." Below this, it says "With epost, you can manage your bills online in one safe, secure place. Anytime, anywhere. Create an account and get organized today!". To the right of the graphic is a login form. The form has two sections: "NEW to epost?" with a "CREATE ACCOUNT" button, and "Already a User?" with fields for "Username" and "Password". Below these fields are links for "Forgot Username?" and "Forgot Password?", a "Remember Me" checkbox, and a green "LOG IN" button. At the bottom of the main content area, there is a section titled "The ultimate in security and protection:" with three icons: a bank building for "Trusted by banks", a padlock for "Encrypted for privacy", and a map of Canada for "Stored in Canada".

You will then be automatically taken to your Connect inbox.

How do I navigate in epost Connect?

Your Connect inbox displays tabs on the left. As with the epost inbox, those tabs allow you to navigate between epost, epost Vault™ and epost Connect.

There may be one or several tabs under the Connect tab. Each one identifies an **epost Connect persona** (meaning one of your email addresses) associated with your Canada Post profile. Click a tab to access a specific conversation listing.

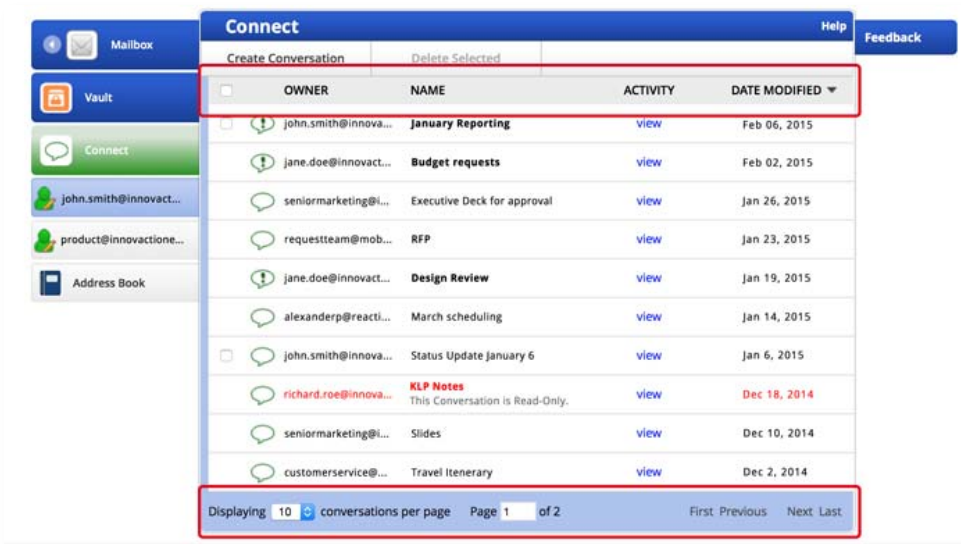


The screenshot shows the epost Connect interface. On the left is a navigation pane with tabs: Mailbox, Vault, Connect, john.smith@innovact..., product@innovactione..., and Address Book. The 'Connect' tab is selected. The main area displays a list of conversations with columns: OWNER, NAME, ACTIVITY, and DATE MODIFIED. The list includes conversations like 'January Reporting', 'Budget requests', 'Executive Deck for approval', 'RFP', 'Design Review', 'March scheduling', 'Status Update January 6', 'KLP Notes', 'Slides', and 'Travel Itinerary'. At the bottom, it shows 'Displaying 10 conversations per page Page 1 of 2' and navigation links: First, Previous, Next, Last.

OWNER	NAME	ACTIVITY	DATE MODIFIED
john.smith@innova...	January Reporting	view	Feb 06, 2015
jane.doe@innovact...	Budget requests	view	Feb 02, 2015
seniormarketing@i...	Executive Deck for approval	view	Jan 26, 2015
requestteam@mob...	RFP	view	Jan 23, 2015
jane.doe@innovact...	Design Review	view	Jan 19, 2015
alexanderp@reacti...	March scheduling	view	Jan 14, 2015
john.smith@innova...	Status Update January 6	view	Jan 6, 2015
richard.roe@innova...	KLP Notes This Conversation is Read-Only.	view	Dec 18, 2014
seniormarketing@i...	Slides	view	Dec 10, 2014
customerservice@...	Travel Itinerary	view	Dec 2, 2014


A **conversation listing** shows all the conversations in which you participate. It includes the following key information:

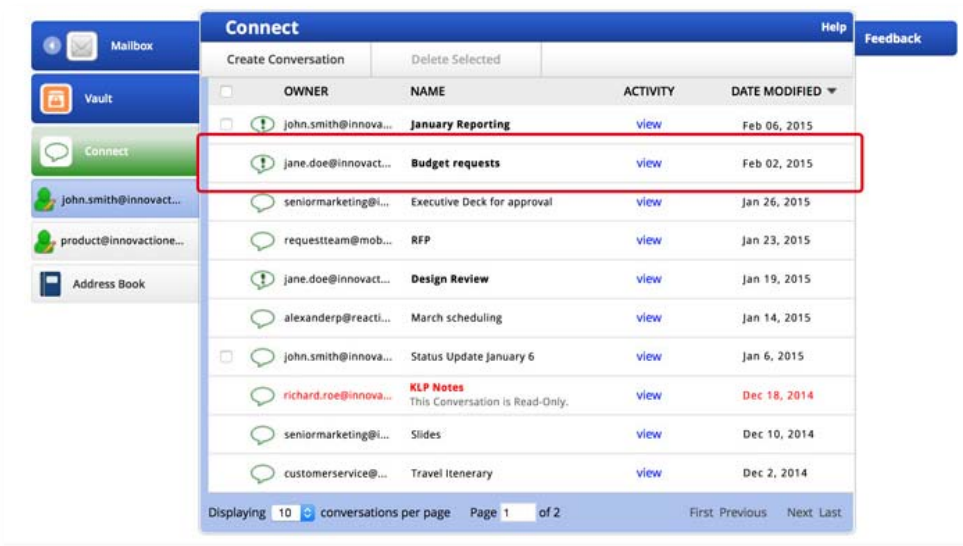
- OWNER – the persona or contact under which the conversation has been created.
- NAME – the title (or subject) of the conversation.
- ACTIVITY – an audit trail showing all the activity that took place in the conversation, for instance who created the conversation and when; which participants opened or posted a message. Click **view** to access the audit trail. The audit trail can be sorted by **name**, **activity** or **date** by clicking those words at the top of the Conversation Activity window.
- DATE MODIFIED – The date of the latest activity in the conversation. By default, conversations with the most recent activities are listed first. To reverse this order and access further past conversations, simply click the arrow ▼.
- An EXCLAMATION POINT IN A CALL-OUT BUBBLE  indicates that there is an unread message in the corresponding conversation. To access to the message, click the conversation name.
- A PAGINATION BAR at the bottom of the Connect inbox allows you to select the number of conversations to be listed – 10, 20 or 30 – per page. To reach the first listing page or the last one, a preceding or following page, click the links **First**, **Previous**, **Next** or **Last**, on the right-hand side of the pagination bar.



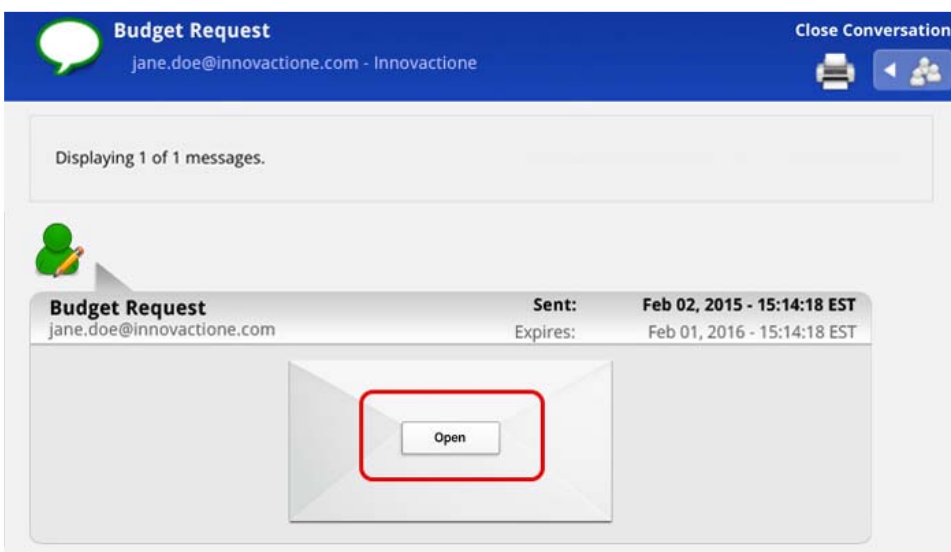
- New conversations are shown in bold font.
- Conversations that were created by collaborators who don't have an active epost Connect account anymore (meaning that their collaborator account has been deactivated or deleted by the administrator of the epost Connect service in the organization) are listed in red characters, and can only be read. New messages cannot be posted in those conversations.

How do I access a message and reply to it?

1. Sign in to your epost account and select the **Connect** tab on the left to access your Connect inbox.
2. If you own several email accounts, click the tab of the **epost Connect persona** that received the email notification. Skip this step if you use only one email account.
3. The message is in the conversation marked by a call-out bubble with an exclamation point . Click the **name of the conversation**.



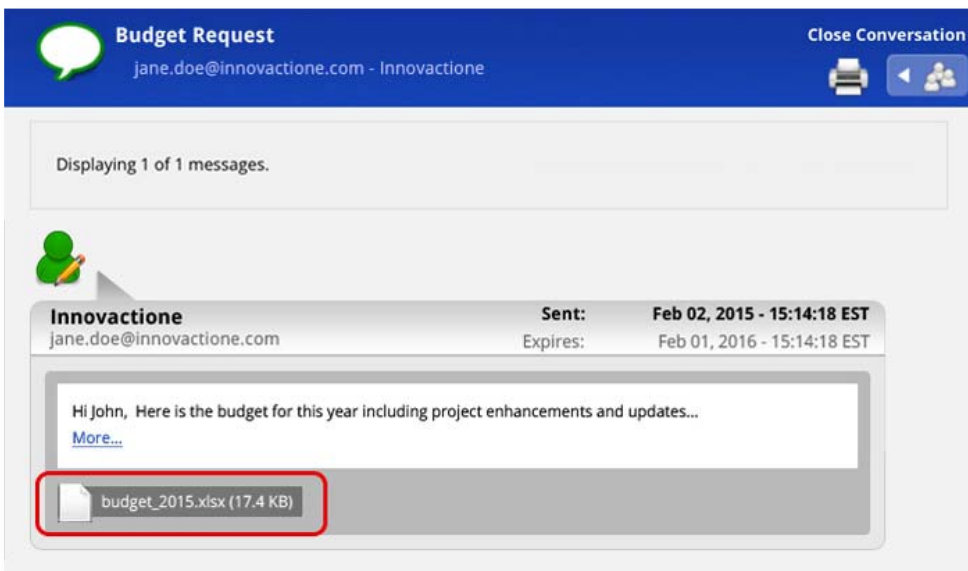
4. On the conversation slider pane, click the **Open** button on the envelope to display the message.



5. To reply to the message, click the **Post Message** button at the bottom of the conversation slider pane and follow steps 3 and 4 of the section *How do I post a message* on page 7.

How do I download an attachment?

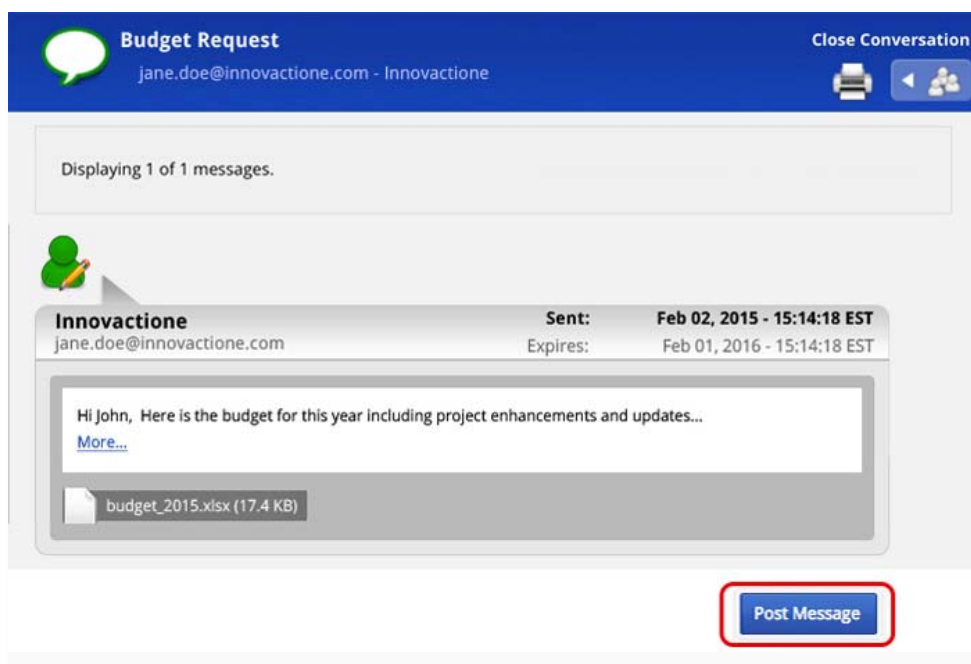
To download an attachment, simply click the attachment link displayed at the bottom of the message.



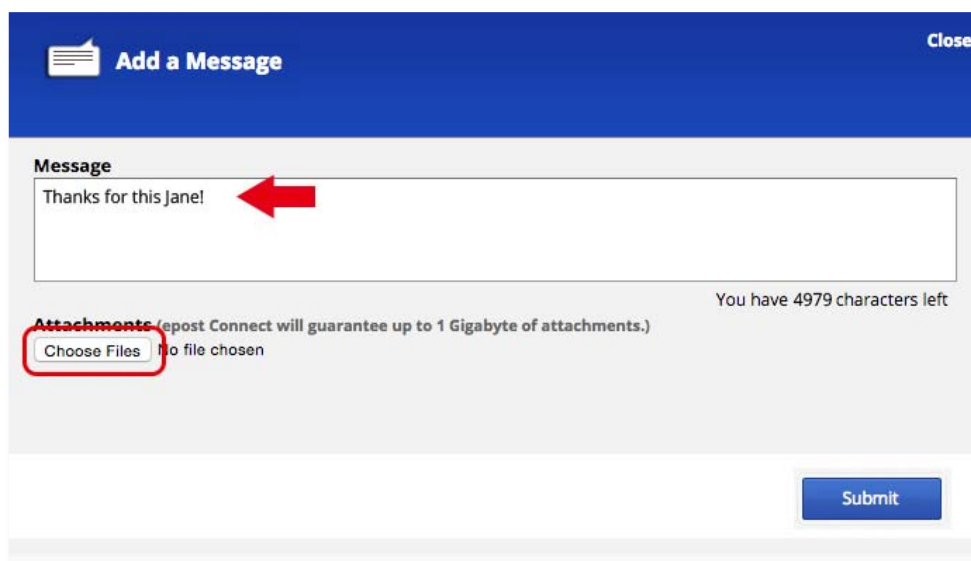
Note that some browsers, such as Safari™ and Chrome™, will download directly the attachment. Others, such as Firefox™, may prompt you to open or save the file.


How do I post a message?

1. On your Connect inbox, click the **name of the conversation** you want to post a message in.
2. On the conversation slider pane, click the **Post Message** button.

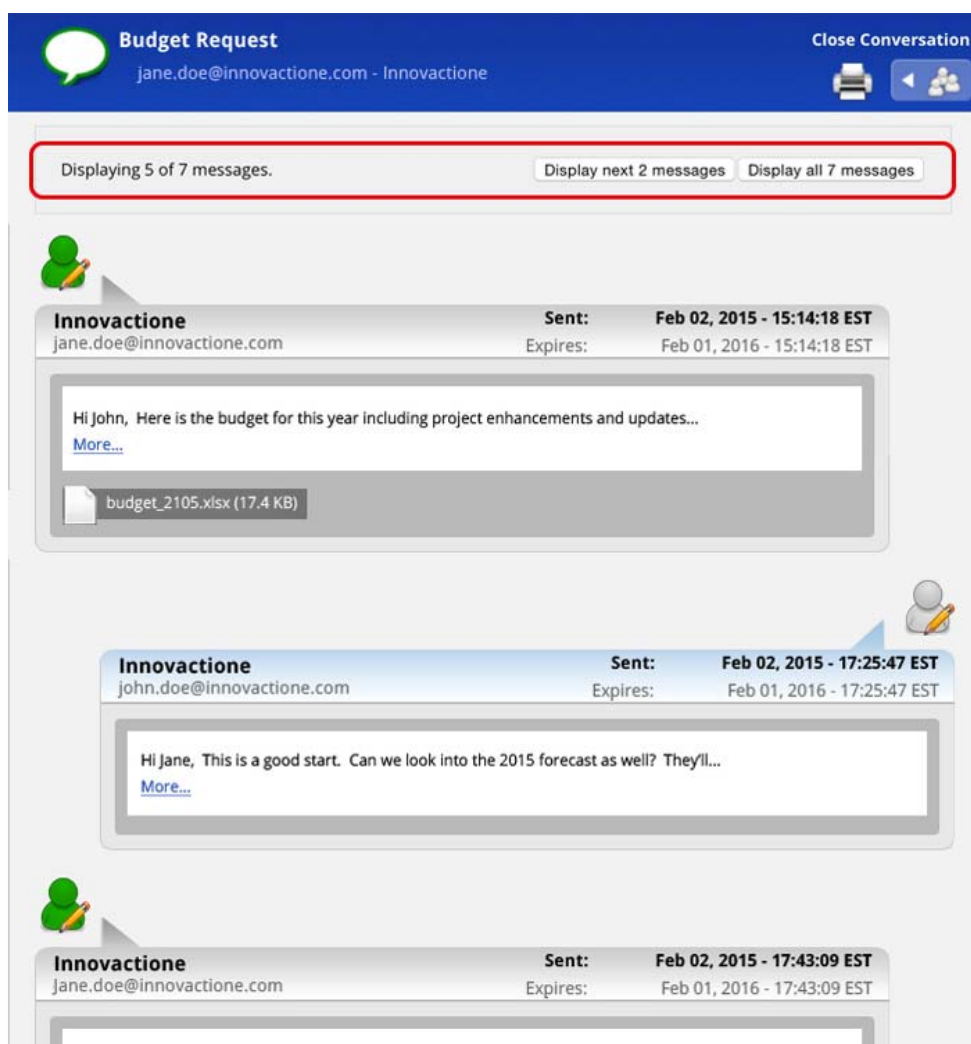


3. Type your message in the **Message** box of the Add a Message dialog box. If needed, include attachments by clicking the **Choose Files** button. epost Connect accepts up to 1 GB of attachments.
4. Click the **Submit** button.



The messages you post display the figurine icon  on the right-hand side. Messages posted by other participants display the figurine icon on the left-hand side. The most recent message appears at the bottom of the conversation slider pane.

The conversation slider pane will display up to five of the latest messages in the conversation. Use the **Display** buttons at the top of the window to navigate through a conversation with more than five messages.



Each message window indicates the owner of the conversation (e.g., Innovactione above), the owner of the message (jane.doe@innovactione.com), the sent date and time (Feb. 02, 2015 – 17:43:09 EST) and the expiry date of the message (Feb 01, 2016 – 17:43:09 EST).

If you experience technical difficulties with the epost Connect service, please contact epost Customer Service at 1-877-376-1212 (available 24 hours a day).

epost, epost Connect and epost Vault are trademarks of Canada Post Corporation. All other trademarks are the property of their respective owners.

Questions and answers
(1 to 80)
RFP (EN960-202683A)

Questions on how to submit your proposal

1. Can we submit the proposals via email?

Answer

No, you can however submit proposals electronically via the E-post Connect service described at Part 2 of the Bid Solicitation or also by fax at: (819) 997-9776

2. I would also like to know if the "Solicitation Documents" are the same as the RFP.

Answer: The Solicitation Documents are the same as the RFP documents which include all of the annexes.

3. What is the phone number for Bid Receiving - PWGSC?

Answer: Telephone number: 819-420-7200

4. What is the address of the Bid Receiving Unit

Answer, the Bid Receiving Unit address is:

Bid Receiving - PWGSC
11 Laurier St.
Place du Portage, Phase III
Core 0B2
Gatineau, Québec
K1A 0S5
Bid Fax: (819) 997-9776

5. To whom should the submission be sent to?

Answer

Please address your submission to Manon Payer and specify the solicitation number (EN960-202683/A). The submission have to be sent to the Bid receiving Unit.

6. Can we send a paper copy of our submission by mail?

Answer

Yes you can send a paper copy of your submission by mail to the following address:

Bid Receiving - PWGSC
11 Laurier St.
Place du Portage, Phase III
Core 0B2
Gatineau, Québec
K1A 0S5
Bid Fax: (819) 997-9776

Please refer to the [2003](#) (2019-03-04) Standard Instructions - Goods or Services - Competitive Requirements

05 (2019-03-04) Submission of bids

1. Canada requires that each bid, at solicitation closing date and time or upon request from the Contracting Authority, be signed by the Bidder or by an authorized representative of the Bidder. If a bid is submitted by a joint venture, it must be in accordance with section 17.
2. It is the Bidder's responsibility to:
 - a. obtain clarification of the requirements contained in the bid solicitation, if necessary, before submitting a bid;
 - b. prepare its bid in accordance with the instructions contained in the bid solicitation;
 - c. submit by solicitation closing date and time a complete bid;
 - d. send its bid only to the specified Bid Receiving Unit of Public Works and Government Services Canada (PWGSC) specified in the bid solicitation or, to the address specified in the bid solicitation, as applicable;
 - e. ensure that the Bidder's name, return address, bid solicitation number, and solicitation closing date and time are clearly visible on the bid; and,
 - f. provide a comprehensible and sufficiently detailed bid, including all requested pricing details, that will permit a complete evaluation in accordance with the criteria set out in the bid solicitation.
7. Does the first page of the solicitation with my signature go in the 1st or 2nd section into which my response is to be separated?

Answer

It can be in either section. We recommend you insert it with the Annex F.

8. Will new Interpreters entering the market receive an open contract?

Answer: Interpreters who did not participate in this request for proposal will not receive an open contract.

Questions regarding Annex B – Basis of payment

9. Can I submit one rate that includes broadcast fees for the Parliamentary Interpretation? For Parliamentary Interpretation, interpreters have always included 25% for broadcast or webcast in their daily rate, since otherwise it would be too complicated for Parliamentary Interpretation and for interpreters' invoicing. For this reason I wish to submit a regular rate for Conference Interpretation and a rate (with broadcast included) for Parliamentary Interpretation.

Answer

Under the new open contract, you are asked to provide your basic daily rate, not including broadcast charges for both Parliamentary and Conference Interpretation. For both services, the 25% premium is billable when the Work is broadcast. In the case of Parliamentary Interpretation assignments, the vast majority will be broadcast. You can include the 25% in your daily rate, but your rate will be compared with the median, which will not include the broadcast rate. As a result you risk exceeding the median by more than 20% and qualifying for a contract in Pool 2.

10. Is the calculation of the median based on a specific language combination?

Answer

This requirement is for interpretation of English to French or French to English only. The Median will be calculated on the bid prices provided for each service Conference and Parliamentary Interpretation

11. In the case of Parliamentary Interpretation, will the 25% broadcast fee apply automatically to a given day's work, no matter the duration of the broadcast portion (web or TV)?

Answer

Yes for Parliamentary Interpretation, the 25% broadcast fee will apply automatically to a given day's work.

12. In Toronto, interpreters have two conference service rates: one for the City of Toronto and one for eccentric assignments, which is intended to reflect the geographical scope of the Greater Toronto Area. Since the submission forms only provide for two boxes, one for the conference rate and the other for the parliamentary committee rate, does that mean that we will no longer receive an allowance for conferences in Etobicoke or Mississauga, for example? If so, it follows that we will have to submit our rate for eccentric assignments in order to avoid being penalized for any assignment outside the city of Toronto itself.

Answer

Travel beyond 16 km from the headquarters area - either the interpreter's home address or the professional domicile - will be eligible for an expense report under the National Joint Council's Travel Directive.

13. Currently, many of us have two rates: one for work in the City of Toronto, and one for assignments in the Greater Toronto area (often at hotels near Pearson airport). In my case, as someone who lives in the heart of the city, an assignment outside of Toronto (but not far enough to warrant a night in a hotel) means driving a round-trip distance of 50 to 75 kms, plus paying for parking at the hotel. If we are only able to submit one rate, will we be able to submit mileage and parking costs for such assignments? Or should we simply submit a rate that will take into account frequent trips outside of **Toronto** proper that require the use of a car (or for those who don't have a car, taking a taxi, which can easily cost well over \$100 for a round trip)?

Answer

When you are required to travel for the Bureau, you may submit eligible travel expenses, as defined in Annex B - Travel Expenses of the RFP document.

The new open contact process only allows for an interpreter to have 1 rate per service (Conferences and Parliamentary), as defined in Annex B

As per the commonly accepted practice in conference interpretation, Contractors may declare a professional domicile that is different from their residence. If Contractors declare a different address than their residence as their professional domicile, their travel costs will be calculated from city hall of the location they have selected. Contractors who elect to declare a professional domicile may change it only every six months and must do so in writing to the Project Authority.

For the calculation of your travel expenses, you may declare a professional domicile rather than use your residence. This will affect both your ability to charge travel costs (as opposed to travel time), and also the amount for which you are eligible, according to the NJC Travel Directive guidelines.

14. Base rate: base rate is usually higher in Toronto than somewhere else. That might affect the median?

Answer

We did exercises with current rates to make sure very few suppliers are part of pool #2

15. Does the travel time supplement apply to both the travel time TO and the travel time FROM the assignment? In other words, if it takes me 4 hours to reach the destination where the conference is taking place and 4 hours to return home, do I charge two half-day rates for travel?

Answer

Yes, travel time applies traveling both to and from your event as defined in Annex B - Travel Expenses of the RFP document. You are able to request travel time based on the total time to and from the assignment (this does not take into account exceptional circumstances such as snow storms, traffic) as such if it takes 4 hours to travel on the day of the assignment and 4 hours back the next day you are entitled to 2X half daily rate if it's over 5 hours in 1 day you get 1 full daily rate.

16. Extension of Work: is the half rate for an extension under 60 minutes to be shared by the team or is it per interpreter?

Answer

In the Annex B – Basis of Payment, the rate applies per interpreter, who will include the amount in their invoice.

17. What happens to the interpreter who works on the same day at the Conference Interpretation Services and Parliamentary Interpretation Services? How do you bill for the day's work in a case like this? Are they one or two task authorizations? It can be assumed that its rate is not the same for both services and that the 25% surcharge would apply to the Parliamentary Interpretation Services, but not necessarily to the Conference Interpretation Services.

Answer

When an interpreter works on both services on the same day, two task authorizations will be provided to the interpreter. If the 25% rate for broadcasting applies, it will be paid. You would send an invoice for each TA.

18. Can companies from Outside Canada apply and can we perform the tasks (related to RFP) outside Canada? (like, from India or USA)

Answer: The requirement is solely limited to Canadian suppliers. The interpretation services for this requirement are solely performed in Canada.

19. Do we need to come over to Gatineau for meetings?

Answer: If a meeting is required, the format will be determined in the invitation.

Questions on median

20. The example of median is coercive.

Answer: It is just an example, the Government does not want to tell suppliers what to bid.

21. Calculation of the median - will there be a national median or regional?

Answer: There will be one national median per type of service.

22. Will there be one median for both services?

Answer: No, there will be one median for each of the separate services.

23. I just printed the document in PDF. Which pages are we supposed to submit and can we do it electronically? I would need to scan all the pages to email them as I have to fill out the document by hand.

Answer

You will find the Bidder's Instructions at Part 2 of the RFP document. You must not submit the bid by email but you can submit electronically with the epost Connect service through Canada Post or by fax. Other than the first page of the RFP, the submission forms are in Word and may be filled out electronically.

Questions on Buy and Sell site are the online forms

24. Where on the Buy and Sell site is the link to the online form provided for interpreters to register for the open contract?

There are many links that lead us to all kinds of related information, but I haven't seen anything like a form to register for the open contract so that they can be accessed directly?

Answer: From the main page of the bid solicitation, you can scroll down to the bottom section of the page to find all related documents under the "Attachments" section.


25. How do I know if an amendment is posted and where is the Email notification on buy and sell?

Answer

In order to receive an email notification for new amendments, you can follow the instructions on Buyandsell.gc.ca, they offer a free simple to use email notification service.

On the main page of the RFP there is an option for email notifications which is located under Activity – Tender notice updates.

This service delivers email directly to your inbox when amendments or changes in status are made to a tender notice of interest. The process is as follows:

- Search for the opportunity that you want to follow.
- On the page of the tender notice of interest, select the email notification service icon  to fill out the subscription form to receive email notifications from Buyandsell.gc.ca. You can customize the title of the emails you will receive

Questions on Annex E

26. Substitution (replacement of personnel): The RFP mention only a few reasons (death, etc.).

Answer

Please refer to Annex E - clause 3.2.1 Status And Availability of Resources for full clause definition: For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default. If this situation occurs, a decisions will be made on a case by case basis.

27. I only bid for unclassified conferences. I therefore understand that I do not need to complete all security forms, including page 4 (list of directors of the company), even if I am incorporated and am the sole director. But since I'm not asking for security clearance contracts, I don't need to complete all of this...That's what I understand. Is that right?

Answer

To be awarded a contract, you are required to complete the form "Integrity Provisions - List of Names" in Annex E.

28. Please confirm if Annex E should be filled and signed?

Answer

Yes, you need to fill out the Annex E and include your signature in the first section:

I have read and understand the instructions:
Signature: _____

29. Under **Annex E** – in the section 3.1.2 entitled "Integrity Provisions" – List of Names, do we have to put our name under "Board of Directors" if we are a sole proprietorship or do we just leave this blank?

Answer: Yes, you need to indicate your name.

30. In Annex E, I am asked if I am a "former public servant in receipt of a pension". However, I was a fixed-term employee for two years in Parliament from 2001 to 2003. I chose at the time to receive my pension only at retirement age, so I did not receive a lump sum, and I am not receiving a pension right now and not until about 2030. My understanding is that I must check "no" without completing anything or providing any other information. Did I understand correctly?

Answer: Yes, the answer was understood correctly, you must check "no".

Questions on Security

31. In Annex E under the heading "Security Certificate Number" do we give our company code (xxxxx-00) or our personal security code (95xxxxxx)?

Answer: Please provide the Personal Security Certificate number

32. Which Security Certificate Number should I provide?

Answer: The security certificate number of the resource

33. Where can I find the security certificate number?

Answer: On your certification form

34. Who do we email to obtain our security certificate number?

Answer

For additional information on security requirements, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada website (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>).

35. For Parliamentary services – what is the level of security - secret or top secret?

Answer: Secret

Questions on Annex F

36. Annex F - I was going to fill out everything on my computer, but under the offences section, I can't actually place my X in the No box. Is it all right if I place it next to the box?

Answer: Yes, you can place the X next to the box.

37. Please confirm that we only put pages 42 and 43 under Annex F - Protected B -Declaration of Convicted Offences Form.

Answer

This declaration form must be submitted as part of the bidding process only if you have been convicted.

If you have been convicted, please complete and submit in a sealed envelope labelled "Protected" to the attention of Integrity, Departmental Oversight Branch, PWGSC, 11 Laurier Street, Place du Portage, Phase III, Tower A, 10A1, Room 108, Gatineau, Quebec, Canada K1A 0S5. Include the sealed envelope with your bid submission. This form is considered "Protected B" when completed.

38. Are the two duly completed annexes E and F the only documents to be sent to Bid Receiving Unit. Also which form needs to be provided in two copies?

Answer

In PART 3 - BID PREPARATION INSTRUCTIONS, it list the documents to be provided.

3.1 Bid Preparation Instructions

If the Bidder chooses to submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.

The bid must be gathered per section and separated as follows:

Section I: Technical Bid
Section II: Financial Bid
Section III: Certifications

If the Bidder chooses to submit its bid in hard copies, Canada requests that the Bidder submits its bid in separately bound sections as follows:

Section I: Technical Bid (2 hard copies)
Section II: Financial Bid (1 hard copy)
Section III: Certifications (1 hard copy)

39. Which pages need filling?

Answer

Please follow the instructions in Part 3 – Bid Preparation Instructions. It is not necessary to send all the pages of the RFP. The bid proposal should include at a minimum:

- 1st page of RFP completed and signed.
- Annex E and F completed and signed

40. Please clarify the meaning of "separately bound sections".

Answer

In order for the technical proposals are kept separate from the financial proposals as they are not evaluated by the same group. In this case it means that Annex E is separated from Annex F. They can still be in the same bid envelope.

41. What is your preferred method to keep Annexes E and F separate? Do we place both annexes in separate envelopes, or can we send 2 hard copies of section 1 and 1 hard copy of section 2 in one single package and you will do the separating?

Answer: One single package is fine.

42. Integrity: do we need to complete the form Declaration of Convicted Offences?

Answer: Only if it's applicable.

43. On Annex F, does the submission date correspond to the date I complete the form or the date of publication on the website?

Answer

In Annex F – Integrity Declaration Form, we ask for the Date of Bid, this is the date that you submit your bid.

44. Annex F –Declaration of Convicted Offences on page 19 of the 1st document, how can it be in a sealed envelope if we're bidding via fax or epost?

Answer

If you are submitting electronically, please disregard this instruction. Also it is **not** mandatory to fill out the Declaration of Convicted Offences Form.

3.1.1 Integrity Provisions - Declaration of Convicted Offences

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

45. I was a public servant with the PIS section of PWGSC until 2009. By 2010-11, I resigned completely from my position. I did not receive any lump sum, and opted for a deferred pension upon my severance from the public service upon resignation. However, it is likely payment for things such as unused leave or other entitlements may have been paid. Can I safely answer "no" to the last question on page 7 of annex F? Will your department do a follow up? Will I be penalized, if in any way my answer is inadvertently incorrect?

Answer: Yes you should enter "no". There will be no penalty if there is a mistake.

46. What do the words 'Delivery Offered' mean on page 1 of the RFP, which we are meant to complete?

Answer

That is automatically generated by our ABE software. It is for goods when the vendor would like to propose an alternate delivery option. **You don't have to fill this box.** All you need to fill out on the first page is the following highlighted areas:

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

47. At the bottom of the form of Annex F, I am not sure what to put for my 'position' and 'company name Bidder', should I put 'sole proprietorship' for position and my own name for 'company name Bidder' as I am not incorporated?

☐ I, (name) _____, (position) _____, of (company name Bidder) _____ authorize PWGSC to collect and use the information provided, in addition to any other information that may be required to make a determination of ineligibility and to publicly disseminate the results.

Answer

Yes you should write 'sole proprietorship' for position and your own name for 'company name Bidder' as you are not incorporated?

Epost Connect

48. What are the ways to submit our quote? There are 4 ways to submit submissions (E-Post, e-mail, in person and facsimile). I don't quite understand how epost works.

Answer

You can download the Epost Connect Participant Guide in the attachment section.

Instructions for epost connect are in Part 2.2 Submission of Bids of the RFP.

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

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

tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

Note: Bids will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions [2003](#), or to send bids through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

49. You mention double-sided printing for the forms, is that compulsory?

Answer: It's not compulsory but we strongly recommended to assist Canada in reaching its objectives of the Policy on Green Procurement.

50. In the document it refers to Additional Information. What are you asking?

Answer

Some bidders often supply extra information about their company, this would be an example of additional information. It is not required to have additional information.

Questions on Travel

51. I found nothing in the document that says that airline tickets purchased that are not refundable for interpreting at a conference once the offer is confirmed were refunded in the event of a conference cancellation. At present, in the event of cancellation, the Translation Bureau asks me to invoice the flight ticket and fees if I do not have other assignments for the same dates.

Answer

You will be able to invoice for any non-refundable accommodations already booked in accordance with the NJC travel directive. As for travel time, if the travel has started, you will be able to invoice travel time as agreed upon in your TA, if travel has not started, you are to invoice loss of earnings as you did not travel.

52. If I go to work in Guelph from home (also my professional home), I have to drive for about an hour. It doesn't count for travel time, but I should be able to bill for mileage according to NJC guidelines, right? And from how many kilometres do these directives come into force? I do not see this information anywhere, either on the CNM website or in the online documents of the open contract.

Answer

Yes, while one hour of travel is not eligible for travel time, any travel beyond 16 km does allow for a mileage claim based on the NJC.

53. Is it worth submitting a bid for parliamentary if your domicile is not Ottawa?

Answer: Yes

54. Is there a specific distance that triggers the ability to charge mileage (travel costs), according to the NJC guidelines?

For the calculation of your travel expenses, you may declare a professional domicile rather than use your residence. This will affect both your ability to charge travel costs (as opposed to travel time), and also the amount for which you are eligible, according to the NJC guidelines.

I have heard that the interpreter may charge mileage if the location of the conference is over 15 kilometers from his/her professional domicile (or residence, if the interpreter prefers that option). Is this correct? This would clarify whether or not any travel costs may be added to the invoice when the interpreter works at a conference relatively far from their professional domicile or residential address, but that does not require an overnight stay at a hotel.

Answer

Travel more than 16 km triggers eligibility for travel costs. Interpreters who must travel more than 16 km from their residence or their professional domicile (whichever they selected upon bidding) may claim travel expenses, as laid out in the NJC Travel Directive. Under section 3.1 Directive (Travel within headquarters area), travel less than 16 km is considered regular commuting. When interpreters are required to travel more than 16 km from headquarters area (your residential address or professional domicile) section 3.2 of the Directive (Travel outside headquarters area) applies.

Please note:

- Details on travel arrangements and claims will be contained in the Freelance Interpreter Handbook.
- The Directive applies to both employees and contractors, and distinguishes between both, so clauses referring to employees do NOT apply to contractors, who are referred to as travellers rather than employees.
- Under section 1.5.2, it is stated clearly that it is your responsibility to (a) become familiar with the provisions of this directive; (b) consult and obtain authorization [...] to travel in accordance with the directive; [...] (d) complete and submit travel expense claims with necessary supporting documentation as soon as possible after the completion of the travel. [...]; and (e) be responsible for cancelling reservations as required [...].

55. Professional domicile vs residence: what is it?

Answer

Interpreters can choose one of the two. Here is an excerpt from Annex B – Basis of Payment (Travel Expenses):

“As per the commonly accepted practice in conference interpretation, Contractors may declare a professional domicile that is different from their residence. If Contractors declare a different address than their residence as their professional domicile, their travel costs will be calculated from city hall of the location they have selected. Contractors who elect to declare a professional domicile may change it only every six months and must do so in writing to the Project Authority.”

56. Do I choose between “Address” and “Professional Domicile”? That is, do I fill out one or the other? Example, if I live in a suburb of Montreal (Beaconsfield), do I need to make my professional domicile Montreal, and calculate all my mileage from Montreal City Hall if I want Montreal to be deemed my location, or can I keep my own home address because I live in Beaconsfield which is on the Island of Montreal? (Same question from an interpreter in Longueuil.)

Answer

Yes, you must either choose to use your residence address or declare a professional domicile. If you choose a professional domicile, the Translation Bureau will calculate your travel claims based on the city hall for the city you have chosen, rather than your residential address. If you choose your residence, then all of your travel claims will be based on that location.

57. Do I have to make 2 submissions for the period of the contract, one for Conference and one for the Parliamentary interpretation service? What happens with the current contract in place?

Answer

The Bidder can submit a bid on one or both services. Canada requests that the Bidder clearly identifies in the first pages of its bid which services it is bidding on.

As operations continue while the RFP is open and bids are being evaluated, the Parliamentary and Conference Interpretation Services assign work with a TA under the current process until the RFP is completed and new open contracts are awarded. The new contracts will start July 1st, 2020 until June 30th, 2021.

58. Will contracts awarded in response to the Tender Notice combine both Conference and Parliamentary Interpretation streams in one and the same contract in the case of interpreters bidding for both streams?

Answer: Yes.

59. What is the period during which a former public servant cannot work for the Translation Bureau again – Federal Government? Where is the provision in the Open Contract in this regard?

Answer

There are many factors that come into play. The RFP only requires the forms to be filled out but does not go into the details of the various Acts that govern this issue.

60. Will our bid be refused or rejected if we do not use the 30% recycled paper (see 3.1 Bid Preparation Instructions)?

Answer

There will be no penalty for not using the recommended type of paper and your bid will not be rejected. It is recommended to assist Canada in reaching its objectives of the Policy on Green Procurement.

61. Do we sign page 1 of the Request for Proposal or page 1 of the Solicitation Amendment?

Answer

We require the signature on the main RFP document. The amendment documents do not necessarily need to be signed.

62. And is an electronic signature acceptable?

Answer: Yes an electronic signature acceptable.

63. Electronic calendar? When to expect?

Answer

This is a project in development and the Translation Bureau does not have a fixed schedule.

64. Notifying the Translation Bureau of availability: suggesting google calendar.

Answer

To be discussed with the procurement working group.

65. What is meant by Legal Name? (If an interpreter is not incorporated, is their own name deemed to be a Legal Name?)

Answer: Yes

66. What is a resource? (Make clear whether a sole proprietorship needs to list his/her name in the table that asks for Resource Name)

Answer

Yes, if the bidder is a sole proprietor the name of the bidder is considered the name of the resource.

67. Outside-of-Ottawa interpreters have asked if they should apply for Parliamentary Interpretation given that in recent years they have been offered work with House and Senate Committees when these have criss-crossed the country. They want to be eligible for this work and think that to be eligible they should offer their services for Parliamentary. (This needs to be clarified during the WEBEX.)

Answer

Interpreters outside the National Capital Region may apply for a Parliamentary Interpretation open contract, and they may be offered work on occasion, either when Parliamentary Committees travel across Canada, or if the Translation Bureau cannot fulfill a demand with local interpreters in Ottawa. All travel

provisions from the National Joint Council Travel Directive will apply if Task Authorizations are issued to Contractors outside the National Capital Region.

68. If I make a mistake when I fill out my forms, will my bid be discarded/rejected?

Answer

It depends in what type of mistake; the bidders must accept the terms and conditions of the RFP and meet the mandatory technical requirement. However, you will not be penalized for missing the administrative information as any missing information will be sought before awarding a contract. We also expect you to sign the first page of the Solicitation.

69. Is there a required format for invoices? Can they be emailed in?

Answer

Instructions for invoicing will not change. For more information on invoices, please refer to Section 7.8 Invoicing Instructions.

70. Please clarify the notion of "minimum work guarantee". Expressed in %, days? If so, how many?

Answer

As per clause 7.1.5, the minimum guarantee represents 1% of the total contract value. ie: If the contract is valued at \$100,000.00 then the minimum revenue the Contractor will receive is \$1,000.00.

In the event that Canada does not request Work in the amount of the Minimum Contract Value during the period of the Contract, Canada must pay the Contractor the difference between the Minimum Contract Value and the cost of the Work requested.

71. What happens when a given contract is awarded and it has reached the maximum dollar value including taxes, is the contract automatically renewed/extended, as long as the interpreter remains in good standing?

Answer

No, the contract is not automatically renewed/extended. As indicated in the RFP, the contract is for one year from July 1st, 2020 to June 31st, 2021. If for some reason there is an extension to the contract end date you will be advised by the contracting authority and a contract amendment will be sent for your signature.

72. Does the maximum value of the contracts to be awarded (\$xxx,xxx) include travel and accommodation and other related expenses, as well as applicable taxes?

Answer

Yes the contract includes travel, accommodation, other related expenses and applicable taxes.

73. Please clarify the meaning of total liability. Where will it be specified?

Answer

Total liability is the total maximum contract liability that can be charged for work performed by the Contractor.

Total liability is specified in Part 7 resulting Contract clause under Section 7.7.1 Basis of payment – TA subject to a Limitation of Expenditure

7.7.1 Basis of payment - TA subject to a Limitation of Expenditure

The Contractor will be paid for its costs reasonably and properly incurred in the performance of the Work specified in the authorized TA in accordance with the basis of payment in Annex B to the limitation of expenditure specified in the authorized TA.

Canada's total liability to the Contractor under the authorized TA must not exceed the limitation of expenditure specified in the authorized TA. Customs duties are included and Applicable Taxes are extra. No increase in the liability of Canada or in the price of the Work specified in the authorized TA resulting from any design changes, modifications or interpretations of the Work specified in the authorized TA will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the TA Authority before their incorporation into the Work specified in the authorized TA. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written authorization of the TA Authority. The Contractor must notify the TA Authority in writing as to the adequacy of this sum:

- a) when it is 75 percent committed, or
- b) four (4) months before the final delivery date specified in the authorized TA, or
- c) as soon as the Contractor considers that the authorized TA funds are inadequate for the completion of the Work specified in the authorized TA,

whichever comes first.

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

74. Letters of accreditations - do we need to submit the letters as part of our bid?

Answer

No. As indicated in 1.0 Mandatory Technical Criteria. Just fill out the Anne E- Response form.

The technical bid must meet all mandatory technical criteria specified in the table below. The Bidder must provide the necessary documentation to demonstrate compliance. Any Bid which fails to meet any of the mandatory technical criteria will be declared non-responsive.

Number	Mandatory Technical Evaluation Criterion
MT1	<p>Each resource proposed by the Bidder must hold Translation Bureau accreditation.</p> <p>The Bidder must provide the name of each proposed resource for verification with the Translation Bureau's database of accredited interpreters using Annex E – Response form, article 2.1 – List of proposed resources.</p> <p><u>Note to Bidder:</u></p> <ul style="list-style-type: none"> a) The resources proposed may be employees of the bidder or of a subcontractor. They may also be independent contractors to whom the bidder would assign part of the work; b) The same resource cannot be proposed by more than one bidder.

75. Prices are set for how long?

Answer: From July 1st, 2020 to June 30, 2021 (one year).

76. What is the TA distribution process?

Answer

If there are more than one available interpreter, a TA will be issued based on a rotational basis. Please refer to PART 7 – **RESULTING CONTRACT CLAUSES**, Sections 7.1.2 Task Authorization Process and 7.1.3 Task Authorization – Allocation of work

77. Please address what the rotational list is based on?

Answer

The rotational list was proposed by the interpreter community as a method to attribute work if and when all other considerations were met and equal. For example, if for a given event, requiring one English booth for a meeting requiring Secret clearance in Montreal there were still 3 candidates available and qualified, the interpreter at the top of the rotational list would be selected and then he or she would go to

the bottom of the rotational list. It was felt to be the fairest and most transparent method to make a selection.

78. The rotational list: is it one National list?

Answer: Yes.

79. What is the number of freelancers right now?

Answer: This is confidential information, we cannot answer that question.

80. What are the criteria for work assignment?

Answer

The work will be attributed according to the language profile, security clearance, location, availability, detailed in the TA and the quality index detailed below. For exceptional circumstances, the Project Authority reserves the right to attribute work for events based on specific experience or knowledge, or dealing with a specific subject or client. If no contractor can perform the task, Canada reserves the right to acquire the required Work by other means.