

Questions and Answers for RFP 20200150

Question #	RFP/ Solicitation Reference	Questions Received from Bidders	Responses to Bidders	Date / Time Question Received
1	20200150	This bidding is just for English to French correct?	No. This RFP is for both English to French and French to English. There was an error in the French RFP – please see amendment #1 to RFP #20200150.	Thu 11/06/2020 1:58 AM
2	20200150	At M1 and M2: Do you require actual copies of diplomas, or can we simply provide the details in the résumés?	Details in the resumes will suffice. We may request official copies at a later date.	Thu 18/06/2020 10:55 AM
3	20200150	At M3, M4 and R3, R4: Will the length of the samples (in terms of word count) play a role in the evaluation?	Yes. Samples must be a minimum of 400 words to a maximum of 800 words in length. Please see amendment #1 to RFP #202000150.	Thu 18/06/2020 10:55 AM
4	20200150	At M7: Please confirm that we can simply provide a detailed description of our tools and licenses. Do you require additional “proof”?	A detailed description will suffice.	Thu 18/06/2020 10:55 AM
5	20200150	Could OSFI please provide an estimate of the percentage of the work that could be classified as Protected B?	We would estimate approximately 15-20% of the work could be classified Protected B.	Thu 18/06/2020 10:55 AM
6	20200150	Regarding mandatory criteria M3 and M4, it is an industry standard that all documents must be kept in strict confidentiality, and nearly all clients rightly insist that provisions to that effect be included in any agreement with a translation supplier, especially in the business areas that are contemplated by the RFP. Indeed, had the work been done for OSFI under this contract, a supplier would be barred from furnishing any samples under subsection 6.18(a) of the Resulting Contract Clauses, which are typical of any contract for professional translation services. Therefore, we request that criteria M3 and M4 be replaced by translation tests or any other means chosen by OSFI that would not ask suppliers to breach their duty of confidentiality towards their clients, and would not in effect favour companies that take liberties with their client’s information to the detriment of those who faithfully abide by their contractual obligations and ethical duties.	OSFI has revised the evaluation criteria – please see amendment #4 to RFP #20200150.	Thu 25/06/202 4:29 PM
7	20200150	M1 and M2 asks Bidders to state the relationship between themselves and the resource. This suggest that Bidders can submit names of external freelancers with whom they work closely. As it pertains to the security requirements: - Does OSFI allow Protected B material to be handled remotely, meaning that documents would	OSFI does allow for Protected B remotely; however, the winning bidder must at all times during the performance of the Contract hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of PROTECTED B, as well as hold a valid/approved Document Safeguarding	Fri 26/06/2020 1:47 PM

		<p>remain on the Protected B-approved supplier network but sent to external resources for translation?</p> <ul style="list-style-type: none"> o If the answer is NO, please specify how a contractor can work with external resources under this contract. Is it that only non-protected work could be sent to those resources, yet they still need the clearance? 	<p>Capability (DSC) at the level of PROTECTED B, issued by the Canadian Industrial Security Directorate, Public Works and Government Services Canada.</p> <p>Additionally, Contractor personnel providing translation services to OSFI (including external/internal resources), will be provided an OSFI issued laptop, which must be used for processing, storing and sending/receiving electronic Protected information.</p>	
8	20200150	Will OSFI sponsor the winning bidder to allow some of its proposed resources to obtain the proper clearance (with the understanding that clearances must be linked directly to a contract in order to be approved)?	Yes.	Fri 26/06/2020 1:47 PM
9	20200150	Please confirm that individual security clearances must not necessarily be met at bid closing, but rather prior to award.	Correct. However, 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	Fri 26/06/2020 1:47 PM
10	20200150	Requirements R3 and R4 state that we should be submitting a total of four samples in M3 and M4. By our count, we should be submitting three samples under M3 and two samples under M4 (one for each resource). Can you please confirm the amount of samples to be submitted?	OSFI has revised the evaluation criteria – please see amendment #4 to RFP #20200150.	Fri 10/07/2020 2:44 PM
11	20200150	Can the bid closing date be postponed?	Yes, the closing date has been extended until August 21st, 2020, at 2PM EDT – please see amendment #3 to RFP #20200150.	Mon 13/07/2020 11:36 AM
12	20200150	Section 6.2.1, Security Requirements, states that Contractor personnel requiring access to PROTECTED information, assets or work site(s) of Her Majesty must each hold a valid personnel security screening at the requisite level. Does that mean all proposed translators must have Reliability status clearance (Protected B)? Would a professional a Reliability status clearance comply with the above-mentioned security requirement? If not, what score would the holder of a Reliability security clearance certificate be given?	Correct – all resources working under this contract must have a valid Reliability clearance. No score is given for having a valid security clearance, as this is a mandatory requirement that the winning bidder must meet in order for the resulting contract to be awarded.	Tue 14/07/2020 1:58 PM
13	20200150	In Attachment 1 to Part 4 – Technical Evaluation, Mandatory Technical Criteria, the list of Mandatory Requirements under M1 includes: <i>a. A minimum of a bachelor degree with specialization in translation.</i> Would a candidate holding a professional designation as a Certified Translator from a Canadian professional order or association such as l'Ordre des traducteurs, terminologues	OSFI will accept a professional designation as a Certified Translator from a Canadian or Provincially recognized professional order or association. M1 has been revised to reflect this change. Please see amendment #4 to RFP #20200150.	Tue 14/07/2020 1:58 PM

		et interprètes agréés du Québec (OTTIAQ) or the Association of Translators and Interpreters of Ontario (ATIO) comply with such mandatory requirement or the professional designation deemed as an equivalent to a bachelor degree with specialization in translation? If not, what score would the holder of a professional designation as a certified translator with bachelor degree that does not include a specialization in translation be given?		
14	20200150	Will all suppliers receive the tests at the same time? Point 3.2.1 informs us that we need to send the annexed at least five (5) business days in advance of the bid closing date, in order to receive the documents to be translated. Will the tests be sent to us as per point 3.2.1 which mention that tests will be received or should we retrieve it via Merx? If the tests will be sent to us, can you please confirm to which email address will the tests be sent so that we can ensure follow-up. Can we know the date when the tests will be received so that we can ensure the resources on our proposal are present on that day.	Not all suppliers will receive the tests at the same time. As per clause "3.2.1 Confidential Information for Bidding" inserted in amendment #4 to RFP #20200150, Suppliers must sign and submit ATTACHMENT 1 TO PART 3, CONFIDENTIALITY AGREEMENT (found in amendment #4) to OSFI (Contracting@osfi-bsif.gc.ca) in order to receive the translation tests. Upon receipt of a signed confidentiality agreement (the signed confidentiality agreement must be received five business days in advance of the RFP closing date), the OSFI contracting authority will send the sample documents for translation within 48 hours Unless another e-mail is specified for the translation tests to be sent, the sample documents for translation will be sent to the same vendor e-mail address the confidentiality agreement was received from.	Thu 13/08/2020 3:11 PM
15	20200150	Can we know the average length of the two sample tests that would be sent to each resource proposed in our bid?	Yes. To confirm, there will be a total of three (3) samples requiring translation. The samples range between 491 and 880 words in length.	Thu 13/08/2020 3:11 PM
16	20200150	Can we ask questions on the tests while they are in process by the translators (if translators have questions relevant to their sample tests.	Yes. However, please note that all questions posed will need to be posted publically in the official question and answer document. As such, it may be a couple of days before an answer is provided.	Thu 13/08/2020 3:11 PM
17	20200150	Will a glossary be provided for the test? <i>"The Contractor must use the terminology in the OSFI Glossary (to be provided at contract award) as well as the terminology in any reference documents transmitted to ensure consistency and standardization."</i>	The glossary will not be provided for the test. The test is to assess skills, not specific knowledge of OSFI terminology. Points will not be deducted for incorrect OSFI terminology.	Fri 14/08/2020 7:25 AM
18	20200150	For R1 and R2, can you clarify what is expected as demonstration? List of clients, examples of similar jobs?	Bidders are required to demonstrate, through résumé content, how their proposed resource(s) meet the requirements at R1 and R2. It is not sufficient to only state that the qualifications are met, or to provide a	Fri 14/08/2020 11:14 AM

			listing of current or past responsibilities. Rather, you must clearly demonstrate how, when and where the qualification was met through substantiation by examples.	
19	20200150	For the " FRENCH TO ENGLISH TRANSLATION {R4} ": Is the title " UN SEUL BUREAU – RESTEZ BRANCHÉ " a recurring publication title with an existing English name? If so, would you mind providing it? If not, we will propose an English title in our translation.	Per response to question #17, the test is to assess skills, not specific knowledge of OSFI terminology. Points will not be deducted for incorrect OSFI terminology. You should propose an English title in your translation.	Mon 24/08/2020 7:14 AM
20	20200150	For the " FRENCH TO ENGLISH TRANSLATION {R4} ": Based on our research, the following terms all appear to be internal to OSFI. If there are already English equivalents for these terms, can you please provide them? If not, can you confirm whether we can use the proposed translations below or whether the terms should remain in French only? In addition, could you please briefly explain what the Café OSFI-BSIF is exactly? It appears to be a private chat group, but having more context will help us provide an accurate translation. a) Centre de services = Help Desk b) CAFÉS-RENCONTRES DU BSIF = OSFI COFFEE CHATS c) La Semaine du BSIF = OSFI Week d) Café OSFI-BSIF = OSFI-BSIF café	Per response to question #17, the test is to assess skills, not specific knowledge of OSFI terminology. Points will not be deducted for incorrect OSFI terminology. French terminology should be translated to English. The "Café OSFI-BSIF" is a place on twitter and yammer where OSFI employees can connect with each other.	Mon 24/08/2020 7:14 AM
21	20200150	For the " FRENCH TO ENGLISH TRANSLATION {R4} ": In the sentence " N'hésitez pas à communiquer avec MM ou CB, " are the highlighted letters individuals' initials? If so, can you confirm that we should leave them as is in the translation? If they stand for something else, could you please let us know what they stand for in full and provide us with the English equivalent if one already exists?	Yes, they are individuals' initials and should be left as is for translation purposes.	Mon 24/08/2020 7:14 AM
22	20200150	For the " FRENCH TO ENGLISH TRANSLATION {R4} ": For the keyboard shortcuts (e.g., Ctrl-Alt-Suppr.), given that people may have English or French keyboards (in Quebec, English speakers are required to have French keyboards in the workplace, to my knowledge), we suggest using the English shortcut first, followed by the French keyboard equivalent in square brackets. Can you confirm if you agree	Per response to question #17, the test is to assess skills in translation. Points will not be deducted based on approach used to present the information.	Mon 24/08/2020 7:14 AM

		<p>with that approach? If none of your English-speaking employees are located in Quebec, it may be safe to assume they'd only need the English shortcut, but please confirm your preference. As a side note, we believe the hyphens should probably be replaced by plus signs between the keys in the French shortcut.</p>		
23	20200150	<p>For the "FRENCH TO ENGLISH TRANSLATION (R4)":</p> <p>Last but not least, for the sentence "À titre de rappel, vous pouvez échanger par téléphone ou par Skype; nous vous recommandons néanmoins d'éviter la fonction vidéo," can you confirm that this is indeed the intended meaning? It may very well be the case that the organization discourages the use of video for various technical and security reasons, but there's a possibility this could be an error, since one might think you'd encourage face-to-face interaction during such informal chats.</p>	<p>There is no error. What is written is the intended meaning.</p>	<p>Mon 24/08/2020 7:14 AM</p>