



Question # 1

In regard to the above-mentioned RFP, we would like to submit the following question:

1. Can you please explain how the Pricing Score will be calculated?
 - a. Are we to add the Regular and Urgent rates to get one total rate for the period?
 - b. Will you then be adding up the four "TOTAL" lines to come to one grand total?

Answer # 1

1. The pricing score is calculated using the cumulative total of the contract and option periods.
 - a. Please separate the regular and urgent rates.
 - b. The total of the lines will be added up.

Question # 2

Please help me with the following questions:

1. Can companies from outside of Canada apply for this (e.g. Indian or American companies)?
2. Do we need to be on location for meetings?
3. Can we perform the tasks (related to the RFP) from outside of Canada (e.g. from India or the USA)?
4. Can we submit the proposals via email?

Answer # 2

1. Companies outside of Canada can apply for this RFP. However, they must have an office located in Canada as outlined in Mandatory Technical Criteria #6 of Attachment 1 to Part 4.
2. Meetings can be conducted virtually. There is no requirement for in-person meetings.
3. The translators must be located in Canada and the tasks must be completed within Canada as outlined in Mandatory Technical Criteria #6 of Attachment 1 to Part 4.
4. Proposals must be submitted via email as outlined in section 2.2 Submission of Bids.

Question # 3

Appendix B – Basis of Payment (Page 26 of the RFP)

1. What is expected in the cells? Is the regular rate supposed to be 500,000 words x price per word and the urgent rate also 500,000 words x price per word?
How will the total contract period be accounted for: Is the total of the regular rate supposed to be 500,000 words x price per word and the urgent rate also 500,000 words x price per word?
2. Can you also please confirm how delivery of work will be done? Will it be mostly by email or through the Protected B channel versus delivery by courier? What is your estimation of courier services that is the number of times we will need them for the total number of words? Will it need to be delivered only to Gatineau or to other parts of Canada as well?
3. What is the format of the documents that will need our services? Is it mainly Word and Excel? As per the word count in point 4 of the section Description of Work of the RFP, it is mentioned that it is possible that some software do not have a word count function, so what other software can be expected? There is only a rate for translation. Will CRTC consider additional formatting fees for complex formatting of documents on top of their translation fees?
4. Who is your current supplier?

Answer # 3

1. It is expected that the bidders will input their regular rate per word and their urgent rate per word in Appendix B, Basis of Payment. The 500,000 words is an annual average of words the CRTC requires translated as outlined in the Overview of the Work in Appendix A, Statement of Work. However, this is an estimate, and not a confirmation of the number of words the CRTC will need translated year after year. Unfortunately, the CRTC does not have a percentage breakdown of the frequency it requests a regular translation in relation to an urgent translation. The total



contract period will be 1 year from the contract award and there are 3 option periods of 1 year each.

2. The work will be done electronically. As outlined in Appendix C, SRCL and Appendix D, IT Security Requirements. There will be no requirement for delivery by courier.
3. The documents to be translated will mostly be provided in Word. [I'm not sure that I understand the question on software, but they will need a CAT tool to serve us better] There won't be any formatting to do as we do this in-house. They will have to follow the source document format though.
4. The current supplier is Lionbridge.