

PR 1000222776 Interpretation services

Amendment 3 to the Request for Proposal is raised to:

- 1- Modify the Technical Evaluation
- 2- Modify the Basis of Payment;
- 3- And correct only for the English Version items i) and k) at the paragraph 3.2 Specifications and Standards of Annex A Statement of Work:

1. Item 4.1.1.1 Mandatory Technical Criteria is deleted in its entirety and replaced with:

Bidders must use the evaluation grid below to reference supporting documentation, including but not limited to CVs with detailed descriptions of tasks/activities performed, Diplomas, and/or Degrees, which clearly demonstrates compliance with each of the stated mandatory and rated criteria.

The Bidder and all proposed resources must meet the minimum requirements outlined below for the bid to be considered compliant.

The bid must meet the mandatory technical criteria specified below. The Bidders must provide the necessary documentation to support compliance with this requirement. Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately. In cases where more than one resource is bid for a resource category each resource must fully meet the specific criteria.

Proposals which fail to meet the Mandatory Requirements will be deemed non-compliant and given no further consideration.

Mandatory Technical Criteria (MT)			
For the purpose of the mandatory technical criteria specified below, the experience of the Bidder and its subcontractors, affiliates and suppliers will be considered.			
#	Mandatory Technical Criterion	Met: Yes/No	Page Reference In The Bidder's Proposal
M1	The bidder must demonstrate they that can provide immediate service on a 24/7/365 basis		
M2	The bidder must provide a valid 1-800 telephone number within their proposal for requesting their		

Mandatory Technical Criteria (MT)			
For the purpose of the mandatory technical criteria specified below, the experience of the Bidder and its subcontractors, affiliates and suppliers will be considered.			
#	Mandatory Technical Criterion	Met: Yes/No	Page Reference In The Bidder's Proposal
	services.		
M3	The Bidder must demonstrate that they are able to answer all PHAC calls by live agent within 20 seconds		
M4	The bidder must demonstrate that they are able to create and produce reports as requested by PHAC in regards to: <ul style="list-style-type: none"> - Implementing a system to allow rapid access to the appropriate interpreters. - A detailed schedule for the number of interpreters that can respond to requests and the languages for which interpretation services are available. - Compiling the interpretation requests completed in a spreadsheet submitted to the Project Authority (serves as evidence of service rendered). 		

2. Delete the section 6.7.1 Basis of Payment – Firm Hourly Rates and replace with the following:

6.7.1 Revised Basis of Payment - Firm hourly rates

Contractor will be paid firm **per minute rates** as follows, for work performed in accordance with the Contract. Customs duties are excluded and Applicable Taxes are extra.

Initial Period	Services	Per Minute Rate (A)	Estimated Level of Effort per minute (hours) (B)	Period of Contract (Months) (C)	Total estimated contract value (A) X (B) X (C) (D)
Contract award to March 31 2021	Interpretation services	\$	Up to 15,000	3	\$

Option period #1	Services	Per Minute Rate (A1)	Estimated Level of Effort per month (hours) (B1)	Period of Contract (Months) (C1)	Total estimated contract value (D1) (A1) X (B1) X (C1)
April 1 to July 31 2021	Interpretation services	\$	Up to 15,000	4	\$

Option period #2	Services	Per Minute Rate (A2)	Estimated Level of Effort per month (hours) (B2)	Period of Contract (Months) (C2)	Total estimated contract value (D2) (A2) X (B2) X (C2)
August 1 to November 30 2021	Interpretation services	\$	Up to 15,000	4	\$

Total Evaluated Contract Price: D + D1 + D2 = _____

3. In Annex A Statement of Work, delete in its entirety the items i) and k) at paragraph 3.2 Specifications and Standards and replace with:

- i) Privacy Act: <https://laws-lois.justice.gc.ca/eng/acts/P-21/FullTet.html>
- k) Information Management Policy: <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12742>