



**Return Bids to :**  
Natural Resources Canada

[nrcan.ontariobid-  
soumissionontario.rncan@canada.ca](mailto:nrcan.ontariobid-soumissionontario.rncan@canada.ca)

**Retourner Les Soumissions à :**  
Ressources Naturelles Canada

[nrcan.ontariobid-  
soumissionontario.rncan@canada.ca](mailto:nrcan.ontariobid-soumissionontario.rncan@canada.ca)

**Request for Standing Offer  
Demande d'offre à commandes**

Canada, as represented by the Minister of Natural Resources Canada, hereby requests a Standing Offer on behalf of the client identified herein.

Le Canada, représenté par le ministre des Ressources naturelles Canada, autorise par la présente, une offre à commandes au nom de client identifié ci-après

**Comments – Commentaires**

**Issuing Office – Bureau de distribution**

Finance and Procurement Branch/  
Services liés aux finances et à  
l'approvisionnement  
Natural Resources Canada/  
Ressources Naturelles Canada  
183 Longwood Road South,  
Hamilton, Ontario  
L8P 0A5

<b>Title – Sujet</b> Request for Standing Offers (RFSO's) for NRCan's Translation and Comparative editing Services	
<b>Solicitation No. – No de l'invitation</b> NRCan-5000056254 AMD 3	<b>Date</b> January 7, 2021
<b>Client Reference No. - N° de reference du client</b> 158347	
<b>Requisition Reference No. - N° de la demande</b> 5000056254	
<b>Solicitation Closes – L'invitation prend fin</b> at – à January 18, 2021 on – le 03 00 PM EST	
<b>Address Enquiries to: - Adresse toutes questions à:</b> Len Pizzi <a href="mailto:Len.Pizzi@Canada.ca">Len.Pizzi@Canada.ca</a>	<b>Buyer ID – Id de l'acheteur</b> A79
<b>Telephone No. – No de telephone</b> (905) 645-0676	<b>Fax No. – No. de Fax</b> (905) 645-0831
<b>Security – Sécurité</b>  This Standing Offer has a security requirement Cette d'offre à commandes comporte une exigence de sécurité	
<b>Destination – of Goods, Services and Construction:</b> <b>Destination – des biens, services et construction:</b>  Ressources Naturelles Canada/ Natural Resources Canada 555 rue Booth Street Ottawa, ON K1A 0G1	
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>    <b>Telephone No.:- No. de téléphone:</b> _____ <b>Facsimile No.:- No. de télécopieur:</b> _____ <b>Email :- Courriel :</b> _____	
<b>Name and Title of person authorized to sign on behalf of Vendor/Firm (type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
_____ Signature	_____ Date



**In 4.1.1.1 Mandatory Technical Criteria**

**Delete:**

	Description	Proposal Page #
<p><b>M1</b></p>	<p><b>Firm:</b> The Offeror must clearly identify each stream to which it is applying for below.</p> <p><b>M1.2 Streams:</b></p> <p><input type="checkbox"/> <b>M1.2.1 General</b></p> <p><input type="checkbox"/> <b>M1.2.2 Technical</b></p> <p><input type="checkbox"/> <b>M1.2.3 Specialized</b></p> <p><input type="checkbox"/> <b>M1.2.4 Indigenous Translations</b></p>	
<p><b>M2</b></p>	<p>The Offeror <b>MUST</b> provide two (2) client references. The references <b>MUST</b> be current, within the last five (5) years and <b>MUST</b> include up to date contact information.</p>	
<p><b>M3</b></p>	<p><b>Accreditation 1:</b></p> <p>The Offeror <b>MUST</b> have ISO 17100 accreditation at the time of bid closing.</p> <p>This accreditation must be maintained throughout the duration of the RFSO or the Offer risks being removed from the Standing Offer listing.</p> <p>The Offeror will submit a link or proof in the form of documentation to verify ISO 17100 accreditation</p>	
<p><b>M4</b></p>	<p><b>Offerors Electronic Procurement Capabilities:</b></p> <p>3.1 The Offeror must demonstrate its level of technical ability to all of the following:</p> <ul style="list-style-type: none"> <li>▪ Accept electronic orders</li> <li>▪ Send electronic confirmations</li> <li>▪ Provide electronic status updates</li> <li>▪ Provide electronic account statements</li> <li>▪ Work in a variety of electronic formats as described in section SW4.7 in the Statement of Work.</li> </ul> <p>3.2 The Offeror must provide the e-mail address of its single point e-mail ordering process. If the Offer has an electronic website describing its company and services, it must provide its URL address as well.</p>	
<p><b>M5</b></p>	<p><b>Certifications 1:</b></p> <p>The Offeror <b>MUST</b> complete, sign and date Page 1 of the RFSO.</p> <p>It is requested that all of the following be included: the name of the submitting organization, the name of the authorized signing person, appropriate addresses, telephone and facsimile numbers, and the business contact.</p>	



<b>M6</b>	<p><b>Certification 2:</b></p> <p>The Offeror <b>MUST</b> have CGSB 131.10 <a href="https://www.scc.ca/en/standardsdb/standards/28935">https://www.scc.ca/en/standardsdb/standards/28935</a>) certification at the time of bid closing.</p> <p>This certification must be maintained throughout the duration of the RFSO or the Offer risks being removed from the Standing Offer listing.</p> <p>The Offeror will submit a link or proof in the form of documentation to verify CGSB 131.1017100</p>	
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**Insert:**

	Description	Proposal Page #
<b>M1</b>	<p><b>Firm:</b></p> <p>The Offeror must clearly identify each stream to which it is applying for below.</p> <p><b>M1.2 Streams:</b></p> <p><input type="checkbox"/> <b>M1.2.1 General</b></p> <p><input type="checkbox"/> <b>M1.2.2 Technical</b></p> <p><input type="checkbox"/> <b>M1.2.3 Specialized</b></p> <p><input type="checkbox"/> <b>M1.2.4 Indigenous Translations</b></p>	
<b>M2</b>	<p>The Offeror <b>MUST</b> provide two (2) client references. The references <b>MUST</b> be current, within the last five (5) years and <b>MUST</b> include up to date contact information.</p>	
<b>M3</b>	<p><b>FOR STREAMS 1 through 3 only</b></p> <p><b>Accreditation 1:</b></p> <p>The Offeror <b>MUST</b> have ISO 17100 accreditation at the time of bid closing.</p> <p>This accreditation must be maintained throughout the duration of the RFSO or the Offer risks being removed from the Standing Offer listing.</p> <p>The Offeror will submit a link or proof in the form of documentation to verify ISO 17100 accreditation</p>	
<b>M4</b>	<p><b>Offerors Electronic Procurement Capabilities:</b></p> <p>3.3 The Offeror must demonstrate its level of technical ability to all of the following:</p> <ul style="list-style-type: none"> <li>▪ Accept electronic orders</li> <li>▪ Send electronic confirmations</li> <li>▪ Provide electronic status updates</li> </ul>	



	<ul style="list-style-type: none"> <li>▪ Provide electronic account statements</li> <li>▪ Work in a variety of electronic formats as described in section SW4.7 in the Statement of Work.</li> </ul> <p>3.4 The Offeror must provide the e-mail address of its single point e-mail ordering process. If the Offer has an electronic website describing its company and services, it must provide its URL address as well.</p>	
<b>M5</b>	<p><b>Certifications 1:</b></p> <p>The Offeror <b>MUST</b> complete, sign and date Page 1 of the RFSO.</p> <p>It is requested that all of the following be included: the name of the submitting organization, the name of the authorized signing person, appropriate addresses, telephone and facsimile numbers, and the business contact.</p>	
<b>M6</b>	<p><b>FOR STREAMS 1 through 3 only</b></p> <p><b>Accreditation 2:</b></p> <p>The Offeror <b>MUST</b> have ISO 18587 accreditation at the time of bid closing.</p> <p>This accreditation must be maintained throughout the duration of the RFSO or the Offer risks being removed from the Standing Offer listing.</p> <p>The Offeror will submit a link or proof in the form of documentation to verify ISO 18587 accreditation</p>	
<b>M7</b>	<p><b>FOR STREAMS 1 through 3 only</b></p> <p><b>Certification 2:</b></p> <p>The Offeror <b>MUST</b> have CGSB 131.10 <a href="https://www.scc.ca/en/standardsdb/standards/28935">https://www.scc.ca/en/standardsdb/standards/28935</a> certification at the time of bid closing.</p> <p>This certification must be maintained throughout the duration of the RFSO or the Offer risks being removed from the Standing Offer listing.</p> <p>The Offeror will submit a link or proof in the form of documentation to verify CGSB 131.10</p>	
<b>M8</b>	<p>The Offeror must propose two (2) resources for evaluation per stream. Each of the proposed resources must have a minimum of 5 years of experience within the last 10 years of the date of closing of the RFSO. In the event the bidder proposes more than two resources, Canada will only evaluate the first two (2) in the order they are presented in the Offeror's offer.</p>	

**In 4.1.1.2 Point Rated Technical Criteria**

**Delete:**



Criteria Number	Rated Requirements	Maximum available points	Offer Page #
R1	<p><b>Firm</b></p> <ul style="list-style-type: none"> <li>The Offeror must clearly identify the process and procedures that will be used to ensure that Quality Control is ensured with each and every deliverable.</li> </ul> <p>Points to be allocated as follows:</p> <p>Description outlines that Quality Control will be part of the process to handle each requirement and the procedures that will be followed. Process includes Quality Control being performed by a different resource than who performed the translation service. (30 points)</p> <p>Description outlines that Quality Control will be part of the process to handle each requirement and the procedures that will be followed. However, there is no mention of a different resource performing this task. (15 points)</p> <p>Description minimally addresses Quality Control as being a part of the process, but provides no outline of procedures or mention of alternate resource performing this task. (10 points)</p>	30 points	
R2	<p><b>Resources:</b></p> <p><b>2.1 Resources are considered to be those performing the Service and performing Quality Control.</b></p> <ul style="list-style-type: none"> <li>The proposed resource(s) has demonstrated experience <b>providing translation Service</b> in within the last fifteen (15) years of the closing date of the RFSO. Resource is defined as those performing the Service of Translation and those providing the service of Quality Control.</li> </ul> <p><b>Experience within the last 8 years from the date of bid closing = 2 points per year to a maximum of 16 points.</b></p> <p><b>Experience over and above the last 8 years from the date of bid closing = 1 point per year to a maximum of 4 points</b></p> <p><b>For a maximum of 20 points.</b></p> <hr/> <ul style="list-style-type: none"> <li>The proposed resource(s) has demonstrated experience within <b>the stream(s)</b> applied for within the last ten (10) years of the closing date of the RFSO.</li> </ul> <p><b>1 point to a maximum of 10 points.</b></p>	30points	



Criteria Number	Rated Requirements	Maximum available points	Offer Page #
	<p><b>2.2</b> Both references provided in M2 must be able to attest to the quality and success of the work undertaken by the Bidder by providing the following responses:</p> <p>On a scale from one to five (five being the best), how would you rate Bidder's overall performance on the following:</p> <ul style="list-style-type: none"> <li>○ <b>Question#1:</b> The Bidder's ability to meet timelines.</li> <li>○ <b>Question#2:</b> The quality of the deliveries for services requested.</li> </ul> <p>Evaluated based on a maximum of 5 points per reference response to each question using the rating scale below.            5 points = Excellent            3 points = Good            0-2 point = Poor/Unsatisfactory</p> <p><b>Maximum of 20 points (10 points per reference check)</b></p>	<b>20 points</b>	
<b>R3</b>	<p><b>Vendors Electronic Procurement Capabilities:</b></p> <p>3.1 The Bidder must demonstrate its level of technical ability to (max. 1 page):</p> <ul style="list-style-type: none"> <li>▪ Accept electronic orders</li> <li>▪ Send electronic confirmations</li> <li>▪ Provide electronic status updates</li> <li>▪ Provide electronic account statements</li> <li>▪ Work in a variety of electronic formats, as described in section SW4.7 in the Statement of Work.</li> </ul> <p><b>Maximum of 1 point per area demonstrated fully</b></p>	<b>5 points</b>	
<b>R4</b>	<p>Some documents sent to Offerors for translation and/or Comparative editing may only require translation or editing for designated passages.</p> <p>Please indicate your ability to accept pre-translated text and charge only for the portion of work which requires translation</p> <p><input type="checkbox"/> The bidder will <b>Accept Pre-translated text and charge only for the portion of work which requires translation (10 points)</b></p> <p><input type="checkbox"/> The bidder will <b>Not Accept Pre-translated text (0 points)</b></p>	<b>10 points</b>	
<b>Total Available Points</b>		95 points	
<b>Total points required to be considered Compliant (60%)</b>		57points	



Insert:

Criteria Number	Rated Requirements	Maximum available points	Offer Page #
R1	<p><b>Firm</b></p> <ul style="list-style-type: none"> <li>The Offeror must clearly identify the process and procedures that will be used to ensure that Quality Control is ensured with each and every deliverable.</li> </ul> <p>Points to be allocated as follows:</p> <p>Description outlines that Quality Control will be part of the process to handle each requirement and the procedures that will be followed. Process includes Quality Control being performed by a different resource than who performed the translation service. (30 points)</p> <p>Description outlines that Quality Control will be part of the process to handle each requirement and the procedures that will be followed. However, there is no mention of a different resource performing this task. (15 points)</p> <p>Description minimally addresses Quality Control as being a part of the process, but provides no outline of procedures or mention of alternate resource performing this task. (10 points)</p>	30 points	
R2	<p><b>Vendors Electronic Procurement Capabilities:</b></p> <p>3.1 The Bidder must demonstrate its level of technical ability to (max. 1 page):</p> <ul style="list-style-type: none"> <li>Accept electronic orders</li> <li>Send electronic confirmations</li> <li>Provide electronic status updates</li> <li>Provide electronic account statements</li> <li>Work in a variety of electronic formats, as described in section SW4.7 in the Statement of Work.</li> </ul> <p><b>Maximum of 1 point per area demonstrated fully</b></p>	5 points	
R3	<p>Some documents sent to Offerors for translation and/or Comparative editing may only require translation or editing for designated passages.</p> <p>Please indicate your ability to accept pre-translated text and charge only for the portion of work which requires translation</p> <p><input type="checkbox"/> The bidder will <b>Accept Pre-translated text and charge only for the portion of work which requires translation (10 points)</b></p> <p><input type="checkbox"/> The bidder will <b>Not Accept Pre-translated text (0 points)</b></p>	10 points	
<b>Total Available Points</b>		45 points	



Criteria Number	Rated Requirements	Maximum available points	Offer Page #
<b>Total points required to be considered Compliant (60%)</b>		27points	

#### In 4.2 Basis of Selection

**Delete:**

***Evaluation Process***

Basis of Selection - Minimum Point Rating

1. To be declared responsive, an offer must:
  - a. comply with all the requirements of the Request for Standing Offers (RFSO); and
  - b. meet all mandatory technical evaluation criteria; and
  - c. obtain the required minimum of 57 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 95 points

**Insert:**

***Evaluation Process***

Basis of Selection - Minimum Point Rating

1. To be declared responsive, an offer must:
  - a. comply with all the requirements of the Request for Standing Offers (RFSO); and
  - b. meet all mandatory technical evaluation criteria; and
  - c. obtain the required minimum of 27 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 45 points

**At Statement of Work (Annex A) SW3 Scope of Work Delete in its entirety**

**Insert:**

**SW3 Scope of Work**

Standing Offer Holders will be expected to provide translation services as per the schedule shown in Table 2 herein. The expected delivery time is estimated per type of services, i.e. regular or urgent. The estimated delivery time provided in Table 2 herein can be lengthened by the Call-up Authority upon review of the graphical complexity/format of the original document.





**Table 2: Delivery Times**

- Notes:**
1. Hours/Days means business hours/days, as defined in section 4.2.
  2. Delivery times for formats other than standard word processing and spreadsheets will be negotiated case by case.
  3. Alternate delivery times may be negotiated with the Call-up Authority.
  4. Delivery times for all Indigenous translations will ne negotiated with the Call-Up Authority upon review of the complexity/format of the original document.

Type of Service	Less than 1,000 words	1,001 – 2,500 words	2,501 – 5,000 words	5,001 – 10,000 words	Over 10,000 words
<b>REGULAR</b>	up to 1 day	up to 2 days	up to 4 days	up to 6 days	Negotiable
<b>Urgent</b>	up to 3 hrs	up to 1 day	up to 2 days	up to 4 days	Negotiable

Some translation service may require a team of resources working evenings or weekends. Some examples of translation services required on an urgent basis include external communications products dealing with natural resources (press releases, speeches, brochures, manuals, forms, publicity, etc.).

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME**