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**RETOURNER LES SOUMISSIONS À:**

Bid Receiving - PWGSC / Réception des  
soumissions - TPSGC  
11 Laurier St. / 11, rue Laurier  
Place du Portage, Phase III  
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Gatineau  
Québec  
K1A 0S5  
Bid Fax: (819) 997-9776

**LETTER OF INTEREST  
LETTRE D'INTÉRÊT**

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

<b>Title - Sujet</b> RFI - Interpretation Services in OL REQUEST FOR INFORMATION (RFI) FOR INTERPRETATION SERVICES IN OFFICIAL LANGUAGES	
<b>Solicitation No. - N° de l'invitation</b> EN960-212323/A	<b>Date</b> 2021-02-05
<b>Client Reference No. - N° de référence du client</b> 20212323	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$ZF-526-39021
<b>File No. - N° de dossier</b> 526zf.EN960-212323	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Eastern Standard Time EST <b>on - le 2021-02-19</b> Heure Normale du l'Est HNE	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Gratton, Isabelle	<b>Buyer Id - Id de l'acheteur</b> 526zf
<b>Telephone No. - N° de téléphone</b> (873) 355-9751 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>  Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

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



Public Services and  
Procurement Canada

Services publics et  
Approvisionnement Canada

Canada



Serving  
GOVERNMENT,  
serving  
CANADIANS.

## **PUBLIC SERVICES AND PROCUREMENT CANADA (PSPC)**

# **REQUEST FOR INFORMATION (RFI) REGARDING PARLIAMENTARY AND CONFERENCE INTERPRETATION SERVICES IN OFFICIAL LANGUAGES FOR THE TRANSLATION BUREAU**

## Table of Contents

1.....	INTRODUCTION	3
2.....	OBJECTIVES OF THE RFI	3
3.....	ANALYSIS AND FEEDBACK OF THIS RFI	3
4.....	CONTENTS OF THIS RFI	3
5.....	NOTE TO RESPONDENTS	4
6.....	FORMAT OF RESPONSES	4
7.....	RESPONSE COSTS	4
8.....	TREATMENT OF RESPONSES	4
9.....	INDUSTRY INFORMATION DAY	5
10.....	SUBMISSION OF RESPONSES	6
11.....	LANGUAGE OF RESPONSE	6
12.....	ENQUIRIES	6
ANNEX A – DEFINITIONS AND ACRONYMS.....		1

## 1. Introduction

Public Services and Procurement Canada (PSPC), on behalf of the Translation Bureau (The Bureau), is in the process of identifying the capabilities and requirements to acquire official languages Interpretation Services in order to meet the needs of The Bureau, to support its various programs, operational needs and projects.

## 2. Objectives of the RFI

This RFI seeks to obtain Industry comments and information on:

- a) Attachment A - The draft Request for Proposals (RFP), the resulting contract terms. These terms are based on the terms used in the recent PSPC Interpretation Services procurement process ([EN960-202683/A](#));
- b) Attachment B – Questions to Industry;
- c) Attachment C – Proposed costing model
- d) Ideas related to the proposed procurement that might result in improvements and efficiencies to Canadians;
- e) Industry interest and readiness; and
- f) Understanding the impacts that this procurement may have on industry.

## 3. Analysis and Feedback of this RFI

The feedback received in the RFI will first be analyzed for further consideration by the Stakeholders and any pertinent recommendations, answers to questions will be provided at the Industry Information Day (see section 9 for more information). PSPC welcomes suppliers to send questions in advance of the Industry Information Day to: [TPSGC.PAOutillInterpretation-APToolInterpretation.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.PAOutillInterpretation-APToolInterpretation.PWGSC@tpsgc-pwgsc.gc.ca), prior February 12<sup>th</sup>, 2021, before 16:00 pm EDT.

## 4. Contents of this RFI

- a) Attachment A – Draft Request for proposals (RFP) and contract resulting clauses;
- b) Attachment A1 – Summary Table of changes to the RFP
- c) Attachment B – Questions to Industry;
- d) Attachment C – Pricing Models Information;
- e) Attachment D – Notice for the Interpretation Services Industry Day;
- f) Attachment E – Registration Form for Interpretation Services Industry Day; and
- g) Annex A – Definitions and Acronyms.

Canada reserves the right to define the terms and conditions of any contract awarded under the proposed RFP following industry consultations.

## 5. Note to Respondents

This is not a bid solicitation. This RFI will not result in the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI, nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

## 6. Format of Responses

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any material presented in this RFI. Respondents should explain any assumptions they make in their responses.

Only pertinent information in response to this request shall be submitted. The inclusion of general marketing or technical manuals is discouraged, unless they provide specific information that has been requested in this document.

- a) **Title page:** A title page must be included with the response. If the response includes multiple volumes, respondents are requested to include a title page for each volume. The title page must include the following information:
  - a. the title of the respondent's response;
  - b. the name and address of the respondent;
  - c. the name, address and telephone number of the respondent's contact;
  - d. the date; and
  - e. the Solicitation number.
- b) **Numbering system:** Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.
- c) **Number of copies:** Canada requests that respondents submit their response electronically to the Contracting Authority identified herein at section 11, Enquiries.
- d) **Financial information:** Any pricing models information provided by Respondents must be provided in a separate document. The financial document must not include any information identifying the Respondent.

## 7. Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI, included but not limited to, expenses incurred for participating in any post submission meetings.

## 8. Treatment of Responses

- a) **Use of responses:** Responses will not be formally evaluated. However, the responses received may be used by the Government of Canada to develop or modify procurement strategies.

- b) **Review team:** A review team comprised of PSPC and The Bureau representatives will review the responses. Canada reserves the right to hire any independent consultant, or use any government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.
- c) **Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the Access to Information Act.
- d) **Clarifications:** Canada may, at its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response. Request for clarification will be submitted in writing (by email) to the respondent and a response will be requested within three (3) working days of the transmission of the clarification questions.

## 9. Industry Information Day

In addition to written responses from suppliers, PSPC, in collaboration with The Bureau, will hold an Information Industry Day with regards to the Interpretation Services RFP. The main objectives of this Industry Day information session are as follows:

- a) To brief the industry on the Bureau's needs and requirements for interpretation services;
- b) To develop a common understanding of the procurement process and the need to improve the procurement process;
- c) To provide the industry with an overview of the changes in the new RFP for Interpretation Services;
- d) To provide a platform for suppliers to make recommendations or suggestions to improve the proposed RFP; and
- e) To identify potential solutions that will benefit both the industry and Canada.

All information and questions regarding Information Industry Day will be managed and sent by the Contracting Authority.

The Industry Information Day will be held, on Wednesday, February 17<sup>th</sup>, at 5:00 p.m. hrs EST, via teleconference and videoconference following the closure of the RFI's posting period. Registered participants will be forwarded the details of the meeting via email.

Suppliers interested in participating in this Industry Information Day are asked to read the **Attachment D - Notice for the Interpretation Services Industry Day**, and to complete the **Attachment E - Registration Form for Suppliers** and return it by email to the Contracting Authority identified at section 12, Enquiries, by February 12<sup>th</sup>, 16:00 pm EDT.

Please note that:

- Participation in this session is not mandatory. Non-participating suppliers in this briefing will not be prevented from submitting a proposal in response to any future tenders; and
- Media cannot participate in the Information Industry Day Meeting.

The feedback received at the Information Industry Day meeting will first be analyzed for further consideration by the Stakeholders and any pertinent recommendations, questions and answers will be provided through an amendment to the RFI, and will not directly or indirectly attribute questions, comments or recommendations to any particular Respondent.

## 10. Submission of Responses

- a) **Time and place for submission of responses:** Suppliers interested in providing a response should email their response to the Contracting Authority identified above by the time and date indicated on page 1 of this document.
- b) **Responsibility for timely delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.
- c) **Identification of Response:** Each respondent should ensure that its name and return address, the solicitation number and the closing date appear legibly on the outside of the response. The pricing models response should be included as a separate document with no identifying information.

## 11. Language of Response

Responses may be tabled in English or French at the preference of the Respondent.

## 12. Enquiries

Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to:

Contracting Authority: Isabelle Gratton  
E-Mail Address: [TPSGC.PAOutillInterpretation-APTToolInterpretation.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.PAOutillInterpretation-APTToolInterpretation.PWGSC@tpsgc-pwgsc.gc.ca)  
Telephone: (873) 355-9751

N° de l'invitation - Solicitation No.  
EN960-212323/A  
N° de réf. du client - Client Ref. No.  
EN960-212323

N° de la modif - Amd. No.  
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526zf. EN960-212323

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

## ANNEX A – Definitions and Acronyms

Acronym / Term	Definition
<b>Interpretation for Conference Events</b>	This refers to conference interpretation services from English to French or French to English at the following events: international summits, bilateral or multilateral exchanges between heads of state and the government, intradepartmental or interdepartmental conferences, meetings between federal ministers and their provincial or territorial counterparts, and meetings of other federal organizations, as required.
<b>Contracting Authority</b>	Means the person designated as such in the contract, or in a notice to the contractor, to represent Canada in the administration of the contract.
<b>GC</b>	Government of Canada
<b>Official Languages</b>	The Official Languages Act (the Act) stipulates that the Constitution provides that French and English are the official languages of Canada and that they have equal status and equal rights and privileges as to their use in the institutions of the Parliament and Government of Canada.
<b>Interpretation for Parliamentary Events</b>	This refers to interpretation services from English to French or French to English to the Parliament of Canada in House of Commons, Senate and Cabinet debates and Cabinet committees, press conferences or events involving the work of Parliamentary associations. Resources regularly accompany senators and MPs who belong to Parliamentary committees when they travel in Canada and abroad.
<b>PSPC</b>	Means the Department of Public Services and Procurement Canada, as set out in the Department of Public Works and Government Services Act.
<b>RFI</b>	Request for Information
<b>Translation Bureau</b>	Refers to the department or agency for which the work is performed.

## ATTACHMENT A – Draft Request for Proposals (RFP)

### TABLE OF CONTENTS

<b>PART 1 - GENERAL INFORMATION .....</b>	<b>11</b>
1.1 INTRODUCTION.....	11
1.2 SUMMARY .....	11
1.3 OVERVIEW OF THE BID EVALUATION PROCESS.....	12
1.4 PERIOD OF THE CONTRACT.....	12
1.5 TRADE AGREEMENTS .....	12
1.6 SECURITY REQUIREMENTS .....	12
1.7 CANADIAN CONTENT .....	12
1.8 COMPREHENSIVE LAND CLAIMS AGREEMENT .....	13
1.9 EPOST CONNECT.....	13
1.10 BIDDERS' CONFERENCE.....	13
1.11 DEBRIEFINGS .....	13
<b>PART 2 – BIDDER INSTRUCTIONS.....</b>	<b>14</b>
2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS .....	14
2.1.1 BID VALIDITY PERIOD .....	14
2.2 SUBMISSION OF BIDS.....	14
2.2.1 REQUIREMENTS PRIOR TO BIDDING.....	15
2.2.2 OBTAINING A PBN THROUGH THE SRI SYSTEM.....	15
2.3 FORMER PUBLIC SERVANT.....	15
2.4 ENQUIRIES – BID SOLICITATION .....	15
2.5 APPLICABLE LAWS.....	16
2.6 BIDDERS' CONFERENCE.....	16
2.7 BASIS OF CANADA'S OWNERSHIP OF INTELLECTUAL PROPERTY.....	16
2.8 BID CHALLENGE AND RECOURSE MECHANISMS.....	16
<b>PART 3 – BID PREPARATION INSTRUCTIONS .....</b>	<b>17</b>
3.1 BID PREPARATION INSTRUCTIONS .....	17
3.1.1 ELECTRONIC PAYMENT OF INVOICES – BID .....	17
3.2 SUBMISSION OF ONLY ONE BID.....	17
<b>PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION .....</b>	<b>19</b>
4.1 EVALUATION PROCEDURES.....	19
4.1.1 TECHNICAL EVALUATION .....	19
4.1.1.1 MANDATORY TECHNICAL CRITERIA.....	19
4.1.2 FINANCIAL EVALUATION.....	19
4.2 BASIS OF SELECTION.....	20
4.3 DEFINITION OF POOLS .....	20
4.4 DEBRIEFINGS .....	20
<b>PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION .....</b>	<b>21</b>
<b>PART 6 – SECURITY REQUIREMENTS.....</b>	<b>22</b>

---

6.1	SECURITY REQUIREMENTS .....	22
<b>PART 7 – RESULTING CONTRACT CLAUSES .....</b>		<b>23</b>
7.1	STATEMENT OF WORK.....	23
7.1.1	TASK AUTHORIZATION .....	23
7.1.2	TASK AUTHORIZATION PROCESS .....	23
7.1.3	TASK AUTHORIZATION – ATTRIBUTION OF WORK.....	23
7.1.3.1	REQUEST FOR AVAILABILITY .....	24
7.1.4	QUALITY INDEX.....	24
7.1.5	LIMIT OF TASK AUTHORIZATIONS .....	25
7.1.6	MINIMUM WORK GUARANTEE – ALL THE WORK – TASK AUTHORIZATION .....	25
7.2	STANDARD CLAUSES AND CONDITIONS.....	25
7.2.1	GENERAL CONDITIONS.....	25
7.2.2	SUPPLEMENTAL GENERAL CONDITIONS .....	26
7.3	SECURITY REQUIREMENTS .....	26
7.3.1	MANDATORY TECHNICAL CRITERIA.....	26
7.3.2	RELIABILITY.....	26
7.3.3	SECRET.....	26
7.3.4	TOP SECRET :.....	27
7.4	TERM OF CONTRACT .....	27
7.4.1	PERIOD OF THE CONTRACT.....	27
7.4.2	OPTION TO EXTEND THE CONTRACT .....	27
7.5	AUTHORITIES .....	28
7.5.1	CONTRACTING AUTHORITY .....	28
7.5.2	PROJECT AUTHORITY .....	28
7.5.3	CONTRACTOR'S REPRESENTATIVE .....	28
7.6	PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS .....	29
7.7	PAYMENT .....	29
7.7.1	BASIS OF PAYMENT - TA SUBJECT TO A LIMITATION OF EXPENDITURE .....	29
7.7.2	LIMITATION OF EXPENDITURE - CUMULATIVE TOTAL OF ALL TASK AUTHORIZATIONS.....	29
7.7.3	METHOD OF PAYMENT.....	30
7.7.3.1	SINGLE PAYMENT .....	30
7.7.4	ELECTRONIC PAYMENT OF INVOICES – CONTRACT.....	30
7.7.5	TIME VERIFICATION .....	30
7.8	INVOICING INSTRUCTIONS .....	30
7.9	CERTIFICATIONS AND ADDITIONAL INFORMATION.....	31
7.9.1	COMPLIANCE.....	31
7.10	DISCRETIONARY AUDIT .....	31
7.11	APPLICABLE LAWS.....	32
7.12	HOURS OF WORK .....	32
7.12.1	AVAILABILITY HOURS.....	32
7.12.2	INTERPRETING HOURS .....	32
7.12.3	NON-INTERPRETING HOURS .....	33
7.13	EXTENSION OF WORK .....	33
7.14	CANCELLATION / REASSIGNMENT .....	33
7.14.1	CANCELLATION OR REASSIGNMENT BEFORE THE START OF THE EVENT OR EVENTS .....	33
7.14.2	CANCELLATION OR REASSIGNMENT DURING THE EVENT OR EVENTS .....	33
7.14.3	CANCELLATION OF PARLIAMENTARY INTERPRETATION TASK AUTHORIZATION DUE TO PROROGATION 34	
7.14.4	REFUSAL OF REASSIGNMENT OR ADDITIONAL ASSIGNMENT(S) .....	34
7.15	SUSPENSION.....	34
7.16	PRIORITY OF DOCUMENTS .....	34

N° de l'invitation - Solicitation No.  
EN960-212323/A  
N° de réf. du client - Client Ref. No.  
EN960-212323

N° de la modif - Amd. No.  
File No. - N° du dossier  
526zf. EN960-212323

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

---

7.17 INSURANCE .....	34
<b>ANNEX A .....</b>	<b>35</b>
<b>STATEMENT OF WORK.....</b>	<b>35</b>
<b>ANNEX B .....</b>	<b>42</b>
<b>BASIS OF PAYMENT .....</b>	<b>42</b>
<b>ANNEX C .....</b>	<b>46</b>
<b>SECURITY REQUIREMENTS CHECK LIST (TBD) .....</b>	<b>46</b>
<b>ANNEX D .....</b>	<b>47</b>
<b>TASK AUTHORIZATION FORM .....</b>	<b>47</b>
<b><u>ANNEXE E .....</u></b>	<b><u>48</u></b>
<b>TECHNICAL EVALUATION.....</b>	<b>48</b>
<b>ANNEXE F .....</b>	<b>50</b>
<b>CERTIFICATIONS .....</b>	<b>50</b>
<b>ANNEX G .....</b>	<b>53</b>
<b>ELECTRONIC PAYMENT INSTRUMENTS.....</b>	<b>53</b>
<b>ANNEX H .....</b>	<b>54</b>
<b>BID SUBMISSION CHECKLIST .....</b>	<b>54</b>
<b>ANNEX I.....</b>	<b>55</b>
<b>BIDDERS CONFERENCE REGISTRATION FORM (TBD) .....</b>	<b>55</b>

## **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.

#### **List of Annexes :**

Annex A – Statement of Work  
Annex B – Basis of Payment  
Annex C – Security Requirement Check List  
Annex D – Task Authorization Form  
Annex E – Technical Evaluation  
Annex F – Certifications  
Annex G – Electronic Payment Instruments  
Annex H – Bidder's file checklist  
Annex I – Bidders' Conference Registration Form

### **1.2 Summary**

Public Services and Procurement Canada (PSPC), on behalf of the Translation Bureau (the Bureau), is issuing this Request for Proposal (RFP) to meet its needs for in-person and distance interpretation services on an "as and when required" basis and to support its various operational requirements for parliamentary and conference interpretation in both official languages.

The Bureau is a Special Operating Agency (SOA) within Public Services and Procurement Canada (PSPC). The Bureau is responsible for supporting the Government of Canada in its efforts to serve and inform Canadians in the official language of their choice.

### 1.3 Overview of the Bid Evaluation Process

Official Languages Interpretation Services is comprised of two streams. In order to best meet the needs of the Government of Canada and to manage the volume of bids received in response to this RFP, the process for evaluating supplier bids under each stream will be as follows:

**Stream 1 - Conference Interpretation Services:** will include bids from Suppliers demonstrating their ability to provide conference interpretation services for general events that may attract media coverage, involve high-ranking personalities in Canada or abroad, or be of a technical or complex nature for each language combination (French to English or English to French).

**Stream 2 - Parliamentary Interpretation Services:** will include bids from suppliers demonstrating their ability to provide parliamentary interpretation services for events involving the Parliament of Canada for each language combination (French to English or English to French).

**A Language:** the language (French or English) for which the interpreter has a native speaker's skill in both oral expression and comprehension. In other words, the A language is the interpreter's mother tongue (or another language strictly equivalent to a mother tongue), into which they work from the other official language, in the two main modes of interpretation: simultaneous and consecutive interpretation. For broadcast assignments, an interpreter normally works only into their A-language.

**B Language:** a language (English or French) other than the mother tongue, for which the interpreter has full functional competence in both oral expression and comprehension. Although it is not their mother tongue, the interpreter has a perfect command of this language into which they work from their A language (i.e. the other official language).

Providers may qualify in one or both streams.

### 1.4 Period of the Contract

The period of the contract will be from July 1, 2021 to June 20, 2022, with a 1 year irrevocable option period that allows Canada to extend the contract period.

### 1.5 Trade Agreements

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

### 1.6 Security Requirements

There are 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 Services and Procurement Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website".

### 1.7 Canadian Content

The requirement is limited to Canadian services.

Bid solicitations for requirements resulting from a contract will be awarded to Canadian services as defined in paragraph 4 of the SACC Manual, section [A3050T](#).

N° de l'invitation - Solicitation No.  
EN960-212323/A  
N° de réf. du client - Client Ref. No.  
EN960-212323

N° de la modif - Amd. No.  
File No. - N° du dossier  
526zf. EN960-212323

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

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Miscellaneous Services: For requirements consisting of more than one service, at least 80 percent of the total bid price must be for services provided by individuals based in Canada.

### **1.8 Comprehensive Land Claims Agreement**

The resulting contract is not to be used for deliveries to be made in a region covered by a comprehensive land claim agreement. All deliveries to be made in that area must be submitted to PSPC for separate processing.

### **1.9 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.

### **1.10 Bidders' Conference**

There will be a Bidders' conference on \_\_\_\_\_ (date to be determined). Consult Part 2 – Bidder instructions for additional information.

### **1.11 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-andguidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-andguidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Services and Procurement 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** (2020-05-28) 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

#### **2.1.1 Bid Validity Period**

Bids will be valid for a minimum of 180 days from the bid closing date unless otherwise specified. Canada reserves the right to request an extension of this period in writing to all bidders submitting responsive bids, at least 3 days prior to the end of the bid validity period. If this extension is not accepted by all responsive bidders, Canada, at its sole and absolute discretion, will continue to evaluate the bids of those bidders who have accepted the extension or will cancel the bid solicitation.

### **2.2 Submission of Bids**

- a) Bidders must obtain the RFP document posted on the Government Electronic Tendering Service (GETS), also known as [buyandsell.gc.ca](https://buyandsell.gc.ca), and read it in its entirety. Bidders are responsible for uploading all amendments to the RFP as they may contain questions and answers and may also change the requirements of the RFSA.
- b) Bids must only be submitted to the Bid Receiving Unit of Public Services and Procurement Canada no later than the date, time and place indicated on the first page of the RFP.
- c) Bidders must submit their Bids using epost Connect for Bid Closing at the Bid Receiving Unit. In the National Capital Region, the email address is:  
  
[tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca)
- d) Submissions will not be accepted if sent directly to this email address. This email address must be used to initiate an epost Connect conversation as outlined in the **2008** Standard Instructions or to send Submissions using an epost Connect message if the bidder is using their own epost Connect user licence.

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

### 2.2.1 Requirements Prior to Bidding

Bidders must have a Procurement Business Number (PBN) that is registered with the Supplier Registration Information (SRI) system.

### 2.2.2 Obtaining a PBN through the SRI System

- a) Bidders must obtain a PBN that is registered with the SRI system. To obtain a PBN, bidders can visit the following Website and register online:

<https://srisupplier.contractsCanada.gc.ca/>

Here is the contact information of the SRI system:

Tel.: 1-800-811-1148

Email: [BPMEclient.OSMEclient@tpsgc-pwgsc.gc.ca](mailto:BPMEclient.OSMEclient@tpsgc-pwgsc.gc.ca)

- b) In the case of a new bidder submitting a bid as a joint venture, a single PBN representing the legal entity of the joint venture must be created in SRI and used to submit a bid. The Business Number of the lead firm (i.e. the first nine digits of the PBN) is used to create a new PBN (i.e. account) for the joint venture.
- c) All members of the joint venture must have their own PBN and the joint venture name field must include the names of all companies involved in the joint venture. The entry of a joint venture account must be made by contacting an SRI system agent.

### 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 at Annex F – Certifications 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 F – Certifications, 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 \_\_\_\_\_ (*insert date*). The conference will run from \_\_\_\_\_ to \_\_\_\_\_. The scope of the requirement outlined in the bid solicitation will be reviewed during the conference and questions will be answered. It is recommended that bidders who intend to submit a bid attend or send a representative.

Bidders are requested to complete the registration form for the bidders' conference at Annex I and submit to the Contracting Authority before \_\_\_\_\_ (*insert date*) to confirm attendance.

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 of Canada's Ownership of Intellectual Property

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

1. National security; and
2. Where the Foreground IP consists of material subject to copyright, with the exception of computer software and all documentation pertaining to that software.

## 2.8 Bid Challenge and Recourse Mechanisms

- a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.
- b) Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:
  - Office of the Procurement Ombudsman (OPO)
  - Canadian International Trade Tribunal (CITT)
- c) Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

## **PART 3 – BID PREPARATION INSTRUCTIONS**

### **3.1 Bid Preparation Instructions**

The Bidder must submit their 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**

#### **Section I: Technical Bid**

In their bids, bidders must demonstrate that they meet each requirement contained in the RFP, provide all requested information and submit their technical bid in accordance with Annex "E", Technical Evaluation. For Interpretation Services in Official Languages, contractors may bid for one or two streams.

#### **Section II: Financial Bid**

**Pricing:** Bidders must submit their financial bid in accordance with the basis of payment in Annex "B". Bidders must include a single firm daily rate for Conference or Parliamentary Interpretation Services, in Canadian funds, in each of the boxes to be completed on the pricing tables.

##### **3.1.1 Electronic Payment of Invoices – Bid**

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "G" Electronic Payment Instruments, to identify which ones are accepted. If Annex "G" 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.

#### **Section III: Certifications**

Bidders must submit the certifications and additional information required under Part 5 by completing Annex F – Certifications.

### **3.2 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.

N° de l'invitation - Solicitation No.  
EN960-212323/A  
N° de réf. du client - Client Ref. No.  
EN960-212323

N° de la modif - Amd. No.  
File No. - N° du dossier  
526zf. EN960-212323

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

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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

## **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**

Each submission will be reviewed for compliance with the mandatory requirements of the solicitation. Bids that do not meet each of the mandatory requirements will be declared non-responsive and rejected. The mandatory technical criteria are described in Annex "E", Technical Evaluation.

#### **4.1.2 Financial Evaluation**

The Bidder shall submit prices in accordance with Annex "B", Basis of Payment, in Canadian dollars.

- 4.1.2.1** For bid evaluation and selection purposes only, the total evaluated price will be for the initial contract period and the one-year option period, as set out in Annex "B", Basis of Payment.
- 4.1.2.2** Rates will be evaluated in Canadian dollars, excluding applicable taxes, FOB destination, including Canadian customs duties and excise taxes.
- 4.1.2.3** No separate financial evaluation will be conducted for each stream of work. The firm daily rate to be submitted by the bidder will be the rate provided for interpretation services.
- 4.1.2.4** The total evaluated price will then be compared to a median to determine the pool to which suppliers will be assigned for the period of the contract (Initial Period and Option Period). There will be only one median for price evaluation.

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

- Step 1** The total evaluated price will be for the initial period of the contract and the one-year option period, set out in Annex "B", Basis of Payment.
- 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.

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				

#### 4.2 Basis of Selection

- 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.
- 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.

#### 4.3 Definition of Pools

- Pool #1:** If their rates are within 20% of the established median, freelancers will be placed in Pool #1, which is the first pool to be considered for attributing work.
- Pool #2:** If their rates are not within 20% over or under the established median, freelancers will be placed in Pool #2, which is the second pool to be considered for attributing work.

#### 4.4 Debriefings

Bidders may request a debriefing on the results of the bid solicitation. Bidders should request this from the Contracting Authority within 10 working days of receiving the results of the bid solicitation process.

N° de l'invitation - Solicitation No.  
EN960-212323/A  
N° de réf. du client - Client Ref. No.  
EN960-212323

N° de la modif - Amd. No.  
File No. - N° du dossier  
526zf. EN960-212323

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

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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 completing Annex E – Certifications.

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 REQUIREMENTS**

### **6.1 Security Requirements**

1. At the date of bid closing, 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. 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 Services and Procurement Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.
3. 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.

## **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 or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

#### **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 – Attribution of Work**

Multiple contracts were awarded as a result of PSPC's bid solicitation No. EN960-202683. The work will be attributed accorded to the following best fit criteria:

1. Language profile;
2. Security clearance;
3. Professional domicile and location of work;
4. Availability; and
5. Quality index.



In exceptional circumstances, the Project Authority reserves the right to award work for events based on specific experience or knowledge, or dealing with a specific subject or client.

The Translation Bureau applies the initial criteria to pool# 1 and, if no interpreters correspond to the criteria, it applies the same criteria to pool#2.

The Translation Bureau will use a rotation system if, after applying the work attribution model, it must choose between several contractors. After being selected through the rotation system, the contractors will be placed at the bottom of the list.

If no contractor can perform the task, Canada reserves the right to acquire the required work by other means.

#### 7.1.3.1 Request for Availability

Request for availability can be done in the form of an advanced availability call-out where we ask Contractors to provide their availability up to 8 weeks ahead or can be in the form of assignment offers weeks or days before an assignment. Contractors can amend declared availability at any time before having received written confirmation that their services are retained.

#### 7.1.4 Quality Index

The quality index is represented by a colour (green, yellow or red) and is based on the Interpretation Technique Requirements in Annex A.

Translation Bureau accreditation confirms that a Contractor meets the Interpretation Technique Requirements and therefore all contractors who meet the technique requirements (Translation Bureau accreditation) are qualified and begin with a green quality rating.

During the contract period, an evaluator from the Translation Bureau will conduct a technical evaluation to determine if the contractor continues to meet the Interpretation Technique Requirements and award them a quality index that reflects the performance of the contractor in terms of the interpretation technique

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standards. Contractors with a green rating will receive work offers on a priority basis with respect to contractors whose rating is yellow or red.

### 7.1.5 Limit of task authorizations

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

A copy of each task authorization must be sent to the Contracting Authority at:  
[TPSGC.PAOutillInterpretation-APTollInterpretation.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.PAOutillInterpretation-APTollInterpretation.PWGSC@tpsgc-pwgsc.gc.ca).

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

### 7.1.6 Minimum Work Guarantee – All the Work – Task Authorization

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 Services and Procurement Canada.

### 7.2.1 General Conditions

**2035** (2020-05-28), 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 Mandatory Technical Criteria

There is a security requirement applicable to the Contract:

- a) For parliamentary interpretation services, the Contractor must hold a valid security clearance at the level of SECRET or TOP SECRET.

### 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 Services and Procurement Canada (PSPC).
- 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/PSPC.
- 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/PSPC.
- 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/msiism/msi-ism-eng.html>).

### 7.3.3 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 Services and Procurement Canada (PSPC).
- 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/PSPC.

- 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 CISD/PSPC.
- 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/msiism/msiism-eng.html>).

#### 7.3.4 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 (CISD), Public Services and Procurement Canada (PSPC).
- 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 CISD/PSPC.
- 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 CISD/PSPC.
- 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/msiism/>)

#### 7.4 Term of Contract

##### 7.4.1 Period of the Contract

The Work is to be performed from July 1, 2021 to June 30, 2022.

##### 7.4.2 Option to Extend the Contract

The Contractor grants Canada the irrevocable option to extend the term of the Contract by up to one additional one year period under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

N° de l'invitation - Solicitation No.  
EN960-212323/A  
N° de réf. du client - Client Ref. No.  
EN960-212323

N° de la modif - Amd. No.  
File No. - N° du dossier  
526zf. EN960-212323

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

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Canada may exercise this option at any time by sending a written notice to the Contractor at least 60 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

## 7.5 Authorities

### 7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

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

Telephone : 873-355-9751  
E-mail address: [isabelle.graton@tpsgc-pwgsc.gc.ca](mailto:isabelle.graton@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: \_\_\_\_\_

N° de l'invitation - Solicitation No.  
EN960-212323/A  
N° de réf. du client - Client Ref. No.  
EN960-212323

N° de la modif - Amd. No.  
File No. - N° du dossier  
526zf. EN960-212323

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

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**

#### **7.7.3.1 Single Payment**

Canada will pay the Contractor upon completion and delivery of the Work in accordance with the payment provisions of the Contract if:

1. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
2. all such documents have been verified by Canada;
3. the Work delivered has been accepted by Canada.

#### **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

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- 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.BTCAINTFactures-TBPCINTInvoicing.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.BTCAINTFactures-TBPCINTInvoicing.PWGSC@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 Discretionary Audit

1. The following are subject to government audit before or after payment is made:
  - a. The amount claimed under the Contract, as computed in accordance with the Basis of Payment, including time charged.
  - b. The accuracy of the Contractor's time recording system.
  - c. The estimated amount of profit in any firm-priced element, firm time rate, firm overhead rate, or firm salary multiplier, for which the Contractor has provided the appropriate certification. The purpose of the audit is to determine whether the actual profit earned on a single contract if only one exists, or the aggregate of actual profit earned by the Contractor on a series of negotiated contracts containing one or more of the prices, time rates or multipliers mentioned above, during a particular period selected, is reasonable and justifiable based on the estimated amount of profit included in earlier price or rate certification(s).
  - d. Any firm-priced element, firm time rate, firm overhead rate, or firm salary multiplier for which the Contractor has provided a "most favoured customer" certification. The purpose of such audit is to determine whether the Contractor has charged anyone else, including the Contractor's most favoured customer, lower prices, rates or multipliers, for like quality and quantity of goods or services.
2. Any payments made pending completion of the audit must be regarded as interim payments only and must be adjusted to the extent necessary to reflect the results of the said audit. If there has been any overpayment, the Contractor must repay Canada the amount found to be in excess.

## 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. When possible, the Bureau could implement morning or evening shifts specified on the TAs for Parliamentary Interpretation, with specific availability hours.

### 7.12.2 Interpreting Hours

Interpreting hours refers to the time that the Contractor spends interpreting on any given day. Interpreting hours vary depending on the mode of interpretation as follows:

a. In-Person Interpretation :

One interpreter	Up to 40 minutes
Team of 2 interpreters	Up to 4 hours
Team of 3 interpreters	Up to 6 hours
Team of 4 interpreters	More than 6 hours

b. Distance Interpretation :

Over-the-Telephone (OTI) Interpreting	Team of 2 interpreters	Up to 2 hours
Distance Interpreting	Team of 2 interpreters (the Bureau will make every effort not to assign a team of 2 to a broadcast event)	Up to 3 hours
	Team of 3 interpreters	Up to 4 hours

Depending on the needs of the Translation Bureau, Hours of interpretation may be consecutive (in one assignment) or spread between several assignments.

Occasionally, events may take place on weekends or holidays. A "statutory holiday" means the following holidays observed by the federal government: New Year's Day, Good Friday, Easter Monday, Victoria Day, Saint-Jean-Baptiste Day in Quebec, Canada Day, the first Monday in August (in all provinces except Quebec), Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day and Boxing Day.

### **7.12.3 Non-Interpreting Hours**

The Contractor's daily fee must include one hour on-site of non-interpreting time in the Hours of Work, which includes sound tests and/or time waiting for delays without interpretation, in cases where committees may start late due to technical reasons or a filibuster, after which the Contractor is entitled to invoice for extension of work.

The Contractor must arrive on site 30 minutes before the event to conduct sound tests. Sound tests are included in the one hour on-site of non-interpreting time.

### **7.13 Extension of Work**

Exceptionally, the Work may be extended beyond the hours set out in the Task Authorization. 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.

### **7.14 Cancellation / Reassignment**

#### **7.14.1 Cancellation or Reassignment before the Start of the Event or Events**

If an event (or events) is (are) cancelled 60 calendar days or more before the beginning date of the event (or events) specified in the Task Authorization, the Task Authorization will be cancelled and the Contractor will not be compensated.

If an event (or events) is (are) cancelled within 60 calendar days before the event start date (or the start date of the events) specified in the Task Authorization, the Bureau may reassign the Contractors to an event (or events), if needed, while respecting the criteria (linguistic profile, security clearance (if applicable), professional address, length of the event (in days) and the mode of interpretation) of the original event. In the interest of including the details pertaining to the new assignment, the Bureau will provide an amendment to the Task Authorization before the start of the event (or events).

If an event (or events) is (are) cancelled within 60 calendar days before the event start date (or the start date of the events) specified in the Task Authorization, and the Bureau does not require the services of the Contractor for reassignment, the Contractor will be compensated as indicated in the Task Authorization.

#### **7.14.2 Cancellation or Reassignment during the Event or Events**

If all or part of an event (or events) is (are) cancelled once the event (or events) has (have) begun, the Bureau may reassign the Contractors to an event (or events), if needed, while respecting the Work assignment criteria (linguistic profile, security clearance (if applicable), professional address, length of the event (in days) and mode of interpretation) of the original assignment. In the interest of including the details pertaining to the new assignment, the Bureau will provide an amendment to the Task Authorization before the start of the event (or events).

If all or part of an event (or events) is (are) cancelled once the event (or events) has (have) begun, and if the Bureau does not require the services of the Contractor for reassignment, the Contractor will be compensated as indicated in the Task Authorization.

### 7.14.3 Cancellation of Parliamentary Interpretation Task Authorization due to Prorogation

If Parliament is prorogued, the Translation Bureau will cancel the task authorizations after 7 calendar days from the prorogation. Contractors will be paid for the work days scheduled during the intervening 7 calendar days.

### 7.14.4 Refusal of Reassignment or Additional Assignment(s)

The Contractor may not refuse reassignment by the Bureau to an event (or events), unless the event (or events) does (do) not respect the assignment criteria of the original assignment (linguistic profile, security clearance (if applicable), location, length of the event (in days)). For example: if the reassignment is longer (in days) than what is indicated in the Task Authorization, and if the Contractor is unable to provide service for the event (or events) on the additional days and refuses the reassignment (or reassignments) for this reason, the Contractor will not be penalized for their refusal. The Contractor will be entitled to full compensation as specified in the Task Authorization.

The Contractor may not refuse an additional assignment on a day for which the Contractor's services have been reserved, as long as both assignments fall within the Hours of work (7.12) and the Availability Hours (7.12.1).

### 7.15 Suspension

Contractors may be suspended for breach of Quality Standards on Professional Conduct. The Quality Standards on Professional Conduct are contained in clause 6.2 of Annex A – Statement of Work.

If a Contractor is suspended during an event, they will be compensated for days worked and will not be compensated for the days on which they were suspended.

### 7.16 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list below, the wording of the document that first appears on the list has priority over the wording of any document that appears subsequently 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 (2020-05-28) 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)*

### 7.17 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 Services and Procurement Canada 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 services for various Government of Canada events. Parliamentary Interpretation Service (PIS) offers simultaneous and consecutive interpretation services to Parliament of Canada.

#### 2. Terminology

**Interpreter:**

A conference interpreter accredited by the Translation Bureau.

**Contractor:**

Third party with whom the Government of Canada has entered into a contract for the performance of work.

**Event:**

Activity described in a task authorization (TA) (see Annex D).

**Consecutive Interpreting (CI):**

The interpreter is in the same room as the speaker and listens while taking notes, rendering the speech after the speaker stops or pauses.

**Short Consecutive Interpreting:**

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 Interpreting:**

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.

**Simultaneous Interpreting (SI):**

In standard simultaneous mode, the interpreter sits in a booth with a clear view of the meeting room and the speaker. He or she listens to and simultaneously interprets the speech into a target language. Standard simultaneous interpreting requires a booth (fixed or mobile) that meets ISO/IEC standards for sound insulation, dimensions, air quality and accessibility as well as for the appropriate equipment (headphones, microphones).

**Whispering:**

Whispering is an interpreting mode whereby the interpreter is seated next to one or two meeting participants and whispers the interpretation of the speech. This mode is used mainly when only very few people need interpretation. This interpreting mode is also commonly known by its classic French name, chuchotage.

**Distance interpreting:**

Information and communications technology (ICT)-enabled interpreting where the interpreter is in a different location than the majority of participants at a given event.

**Over the Telephone Interpreting (OTI):**

Over-the-telephone interpreting (OTI) is the provision of interpreting for telephone audio-conferences. The Bureau makes every effort to avoid over the telephone simultaneous interpreting, but allows over the telephone consecutive interpreting.

**3. Requirement**

- 3.1** The Contractor must perform conference and/or parliamentary interpretation in both official languages (French and English), on an “as and when” required basis. The Contractor must provide both in-person interpretation and distance interpretation.

The following services might be required under the Contract:

- Simultaneous Interpretation;
- Short consecutive interpretation or whispered interpretation; and
- Long consecutive interpretation.

Details regarding the required services for any given event are specified in the TA.

- 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

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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, teams shall be composed according to the mode of interpretation as indicated in Article 7.12.2 of the Contract.

## **5. Information Documentation**

- 5.1** 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.
- 5.2** 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. It is the Contractor's responsibility to print the documentation required to perform the work if the Contractor wishes to work from paper documents.
- 5.3** Briefing material must be handled as indicated in the TA.
- 5.4** During the work, the Contractor must be equipped with an electronic device in order to receive last-minute documentation in electronic format.

## **6. Quality Standards and Requirements**

### **6.1. Interpretation Technique Requirements**

The Contractor must meet the following requirements:

- 6.1.1** 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;
- 6.1.2** Ensure that the meaning conveyed by gestures, body language and tone of voice is not lost;
- 6.1.3** Ensure that the interpretation is consistent with grammar and syntax rules, and with usage and speaking conventions;
- 6.1.4** Ensure that the interpretation is clear, concise, consistent and tailored to the audience, and that constructions are idiomatic and natural;
- 6.1.5** 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;
- 6.1.6** Use clear and accurate diction;
- 6.1.7** Respect the tone, level of language and the style of the speaker;
- 6.1.8** Follow the established protocols and procedures;
- 6.1.9** Perform the tasks as discreetly as possible, avoiding superfluous sounds such as coughing,

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typing or background noise that may distract the recipient of interpretation services from content; and

- 6.1.10** Notify the Project Authority of any specific requests or information from the recipient of interpretation services that could affect the delivery of services.

## **6.2 Quality Standards for Professional Conduct**

The Contractor must meet the following quality standards:

- 6.2.1** 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.
- 6.2.2** Contractors must be present at the event, or connect to the event in the case of remote interpretation, before the event begins to prepare and conduct sound tests. Contractors must also arrive at the assignment early enough to allow for security or building access procedures. When Contractors are unfamiliar with the work location, they must inform the Project Authority of this beforehand 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.
- 6.2.3** The Contractor must refrain from deriving any personal gain from information they may have acquired in the course of the Work.
- 6.2.4** 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.
- 6.2.5** In the course of the Work, the Contractor must refrain from any act which might bring the Translation Bureau into disrepute.
- 6.2.6** The Contractor must follow the established or agreed upon protocols, terms and conditions and procedures as laid out in the [Freelance Interpreters' Handbook](#).
- 6.2.7** 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.
- 6.2.8** The Contractor must not perform any duties except for the Work described in the TA during the meeting for which they have been contracted.
- 6.2.9** The Contractor must interact in a professional manner with clients and must refrain from self-promotion.
- 6.2.10** 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.

## **7. Contractor Performance Management**

### **7.1 Evaluations**

The Bureau will assess contractor performance using technical evaluations and sampling.

### 7.1.1 Technical Evaluations

In a technical evaluation, the Contractor's performance is assessed in detail and compared with the original speech, the goal being to evaluate the Contractor's technical skills. The evaluation takes into account the level of difficulty of the assignment or turn (subject, speed, density and style, accent, and prosody) and is performed in person or using a recording, depending on operational requirements. Ideally, three turns are assessed (20 or 30 minutes of interpretation per turn).

The Translation Bureau acknowledges that technical evaluations are best performed in person, as this allows the evaluator to experience the working environment, including documentation available and the audio-visual technical environment. However, with the written permission from the Contractor, the Translation Bureau will conduct technical evaluations based on a recording. Every effort will be made by the Translation Bureau to assess the conditions of work.

Technical evaluations determine whether the Contractor continues to meet the Interpretation Technique Requirements. A quality index is assigned to reflect the Contractor's performance relative to the requirements. The Contractor will be informed of the result of the evaluation as soon as possible.

### 7.1.2 Sampling

Sampling (also called spot check) is a brief (five-minute) assessment of the Contractor's performance, conducted in person or using a recording, in order to determine whether the quality is adequate. An unsatisfactory sampling may lead to a technical evaluation outside of the customary timeframe. It will not affect the Contractor's quality index.

Sampling is part of ongoing Bureau quality control measures and feedback process with the Contractor. The Contractor will be informed of the result of the evaluation as soon as possible

## 7.2 Quality Index

The quality index is a rating represented by a colour (green, yellow or red). It is assigned to the Contractor following a technical evaluation by a Translation Bureau evaluator and is based on the quality of their interpretation work.

The new quality index comes into force immediately after the Contractor is informed of the result of the technical evaluation and remains in force until the next technical evaluation.

### Rating Descriptions

EXCELLENT	The interpretation is as precise and exhaustive as possible. Unnecessary or repetitive content is ignored and the interpreter uses synthesis and reformulation to clearly and faithfully communicate the speaker's ideas in the target language. There can be a few inaccuracies or omissions but they have no significant impact on meaning. The level of language is elegant and meticulous, with no errors. The performance meets all the Interpretation Technique Requirements, to the extent that conditions allow.
GOOD	There may be some inaccuracies and omissions, but they are minor and do not greatly affect meaning or listener trust. There may be some awkward uses of language. In this category, the weaknesses of the interpretation are balanced out by the strengths. Almost all of the Interpretation Technique Requirements are met, to the extent that conditions allow.

MOYEN	The interpretation contains many inaccuracies or omissions OR the inaccuracies and omissions are more serious and affect the meaning OR linguistic mistakes and clumsiness are serious or frequent enough to distract the listener. The performance does not meet some or all of the Interpretation Technique Requirements.
FAIBLE	There are many serious inaccuracies or omissions that affect the meaning and are frequent enough that the speaker's message is no longer intelligible OR the issues with expression and communication are so serious that they undermine listener trust, make listening unpleasant or hinder communication OR the overall grade in one of the categories assessed (substance, style and technique) is zero.

### 7.3 Failure to Meet Interpretation Technique Requirements

The Translation Bureau will carry out technical evaluations in order to determine whether the Contractor continues to meet the Interpretation Technique Requirements. Only technical evaluations have an impact on the quality index (as opposed to sampling).

If the Contractor does not meet with the Interpretation Technique Requirements as set out in Annex "A", they may see their quality rating reduced to yellow or red. If the Contractor receives a red quality rating, they will receive a written warning.

**7.3.1** If the Contractor does not meet the requirements during a technical evaluation, they will receive a written warning and may request a second technical evaluation. The Bureau will have 30 working days (or more, depending on the Contractor's region) to carry out a second evaluation.

- a. If, following the second evaluation, the Contractor meets the Interpretation Technique Requirements, the written warning will not be placed in the Contractor's file and their quality rating will not be reduced.
- b. If, following the second evaluation, the Contractor still does not meet the Interpretation Technique Requirements, their contract will be terminated for default of the general conditions under Section 2035 29 and may be subject to a Vendor Performance Corrective Measure (VPCM) evaluation.

**7.3.2** If a complaint regarding the Contractor's technical skills is lodged by a colleague or client, the Bureau must evaluate the complaint and determine whether it is well-founded by communicating with members of the team, the person who lodged the complaint, and the Contractor in question in order to understand the context and conditions, including the level of difficulty and the technical and physical conditions. All communications regarding the complaint will be confidentially retained in written form.

- a. If the Bureau determines that the complaint is **well-founded**, a technical evaluation will be carried out and the result of this evaluation will determine whether the Contractor will receive a written warning and have their quality index reduced.
- b. If the Bureau determines that the complaint is **not well-founded**, the Contractor will not receive a written warning or have their quality index reduced.

**7.3.3** The Contractor may challenge a written warning under section 5, Dispute Mechanism.

### 7.4 Breach of Professional Conduct Standards

If the Contractor does not meet the professional conduct standards laid out in section 6.2 of Annex A, they may be suspended or have their contract terminated, depending on the nature of the violation.

**7.4.1** If a complaint is lodged regarding the Contractor's professional conduct, the Bureau must determine whether it is well-founded by communicating with members of the team, the person who lodged the complaint, and the Contractor in question in order to understand the context of the complaint. All communications regarding the complaint will be confidentially retained in written form.

- a. If the complaint is **well-founded** and concerns a **minor** violation of professional conduct standards (lateness, lack of solidarity with colleagues, lack of tact with clients, etc.), the Contractor will receive a written warning. After two written warnings, the Contracting Authority may suspend the Contractor for a period of 90 days.
- b. If the complaint is **well-founded** and concerns a **major** violation of professional conduct standards (breach of confidentiality, workplace harassment, incivility, etc.), the Contracting Authority may terminate the Contractor's contract.
- c. If the complaint is **not well-founded**, the Contractor will not receive a written warning and will not have the complaint placed in their file.

## **7.5 Challenge Mechanism**

From the date on the written warning, the Contractor has 10 working days to object, failing which the Contractor shall be deemed to accept the written warning.

**7.5.1** The challenge request must be sent to the Project Authority by email and must include the following items:

- a. Name of the Contractor;
- b. Contract number;
- c. Name of Project Authority;
- d. Written warning;
- e. Reasons the Contractor is challenging the written warning; and
- f. Evidence to show the written warning was unwarranted.

**7.5.2** From the date indicated on the challenge request, the Project Authority has 30 business days to evaluate the challenge request and determine whether or not the written warning is upheld. If the Project Authority upholds the written warning, the Contractor may appeal to the Contracting Authority. The challenge request sent to the Contracting Authority must include the Project Authority's response.

**7.5.3** From the date on the challenge request to the Contracting Authority, the Contracting Authority will then have 30 working days to notify the Contractor whether or not the written warning is upheld. The Contracting Authority's response is final.

**ANNEX B**

**BASIS OF PAYMENT**

**1. Rate**

The Contractor will be compensated for services rendered in accordance with the compensation tables below. Rates are in Canadian dollars, excluding applicable taxes, FOB destination, including Canadian customs duties and excise taxes.

<b>STREAM(S)</b>	<input type="checkbox"/> <b>Stream 1 – Conference Interpretation Services</b> <input type="checkbox"/> <b>Stream 2 – Parliamentary Interpretation Services</b>		
<b>Description</b>	<b>RATE</b>		
	<b>Initial Period (July 1, 2021 to June, 30 2022)</b>	<b>Option Period (July 1, 2022 to June, 30 2023)</b>	<b>TOTAL EVALUATED PRICE</b>
<b>Basic daily rate for interpretation services</b>  <b>For contractors providing interpretation services in the two streams, one single rate for both streams must be provided.</b>	<b>(A)</b>	<b>(B)</b>	<b>(C) = (A) + (B)</b>
	\$	\$	\$
<b>Escalator for short consecutive interpretation or whispered interpretation.</b>	<b>25% of basic daily rate</b>		
<b>Escalator for long consecutive interpretation</b>	<b>50% of basic daily rate</b>		
<b>Escalator for broadcast</b>	<b>25% of basic daily rate</b>		
The above rates are in Canadian dollars, excluding applicable taxes, FOB destination, including Canadian customs duties and excise taxes.			

**1.2 Pool**

Based on the median below, the Contractor is part of Pool # \_\_\_\_\_ *(To be inserted at contract award)*

Median	<b>\$TBD</b>
Median (-20%)	<b>\$TBD</b>
Median (+20%)	<b>\$TBD</b>

## 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:

Type of interpretation	Team strength	Interpretation time	Extention of wok	Rate per interpreter
In-person	1 interpreter	Max. 40 min	S/O	S/O
	2 interpreters	Up to 4 hours	60 minutes or less	Half a daily rate
			61 minutes or more	One full daily rate
	3 interpreters	Up to 6 hours	90 minutes or less	Half a daily rate
91 minutes or more			One full daily rate	
4 interpreters	Up to 8 hours	S/O	S/O	
Telephone interpreting	2 interpreters	Up to 2 hours	30 minutes or less	Half a daily rate
			31 minutes or more	One full daily rate
Distance interpreting	2 interpreters	Up to 3 hours	45 minutes or less	Half a daily rate
			46 minutes or more	One full daily rate
	3 interpreters	4 hours	60 minutes or less	Half a daily rate
			61 minutes or more	One full daily rate

## 3. Travel Time

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

Travel Time	Compensation
Less than 90 minutes	N/A
91 minutes to 5 hours	Half of daily rate
More than 5 hours	Full daily rate

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

- a) **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).

- b) **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.

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

### 3.2.1 Exceptions

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.

N° de l'invitation - Sollicitation No.  
EN960-212323/A  
N° de réf. du client - Client Ref. No.  
EN960-212323

N° de la modif - Amd. No.  
File No. - N° du dossier  
526zf. EN960-212323

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

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 3). 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.

#### **5. Compensation for Public Broadcast**

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. Professional Domicile**

As per the commonly accepted practice in conference interpretation, Contractors may declare a professional domicile that is different from their residence. If provided, the Contractor's professional domicile will be listed in clause 6.1 of this annex (if applicable).

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.

##### **6.1 Address (city and province) of the Contractor's professional domicile (if applicable):**

City: \_\_\_\_\_ *(To be inserted at contract award)*  
Province: \_\_\_\_\_ *(To be inserted at contract award)*

#### **7. Travel and Living Expenses - National Joint Council Travel Directive**

The Contractor will be reimbursed their 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

N° de l'invitation - Solicitation No.  
EN960-212323/A  
N° de réf. du client - Client Ref. No.  
EN960-212323

N° de la modif - Amd. No.  
File No. - N° du dossier  
526zf. EN960-212323

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

---

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.

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

Email: [TPSGC.BTCONFERENCES-TBCONFERENCES.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.BTCONFERENCES-TBCONFERENCES.PWGSC@tpsgc-pwgsc.gc.ca)

N° de l'invitation - Solicitation No.  
EN960-212323/A  
N° de réf. du client - Client Ref. No.  
EN960-212323

N° de la modif - Amd. No.  
File No. - N° du dossier  
526zf. EN960-212323

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

---

## **ANNEX C**

### **SECURITY REQUIREMENTS CHECK LIST (TBD)**

N° de l'invitation - Solicitation No.  
EN960-212323/A  
N° de réf. du client - Client Ref. No.  
EN960-212323

N° de la modif - Amd. No.  
File No. - N° du dossier  
526zf. EN960-212323

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

## ANNEX D

### TASK AUTHORIZATION FORM

ANNEX D – Task Authorization - OL/ANNEXE D – Autorisation de tâches						
<input checked="" type="checkbox"/> New request / Nouvelle <input type="checkbox"/> Modification <input type="checkbox"/> Re-assignment / Réaffectation						
Contractor name/Nom de l'entrepreneur		Bidder				
Contract number/Numéro de contrat		Numéro de contrat				
TA Sheet Number/Numéro de la feuille AT		Date of issue / Date d'émission		Service:	Conference / Conférence	
PARLIAMENTARY SERVICE/SERVICE PARLEMENTAIRE - <input type="checkbox"/> Description of the Work required/Description du travail demandé						
CONFERENCE SERVICE/SERVICE DES CONFÉRENCES - <input checked="" type="checkbox"/> Description of the Work required/Description du travail demandé						
Assignment details/Détails sur l'affectation						
Event title / Titre de l'événement				Organization / Organisation		
Event number / Numéro de l'événement	Mode	SIM		Will the event be broadcast to the public? / L'événement sera-t-il diffusé au grand public?	<input type="checkbox"/> Yes/Oui <input type="checkbox"/> No/Non	
Start date / Date de début	End date / Date de fin			Total number of days / Durée totale (en)		
Event Address / Adresse de l'événement				Documentation time / Temps de documentation	<input type="checkbox"/> Yes/Oui <input type="checkbox"/> No/Non	If yes, days / Si oui, nombre de jours
Travel details/Détails de voyage						
Total travel cost / Coût total du voyage				Travel time or loss of earning / Temps de déplacement ou perte de	<input type="checkbox"/> Yes/Oui <input type="checkbox"/> No/Non	
Dates of travel / Dates de voyage		and/et		Total days of travel / Nombre total de jours de déplacement		
Security Requirements/Exigences en matière de sécurité						
This task includes security requirements / Cette tâche comporte des exigences de sécurité <input type="checkbox"/> Not applicable / Aucune <input type="checkbox"/> Enhanced / Fiabilité <input type="checkbox"/> Secret <input type="checkbox"/> Top Secret / Très secret						
See Security Requirements Checklist (SRCL) in Annex E of the contract/Voir la liste de vérification des exigences relatives à la sécurité (LVERS) à l'Annexe E du contrat						
AMENDMENT/MODIFICATION <input type="checkbox"/> Yes/Oui <input checked="" type="checkbox"/> No/Non						
RE-ASSIGNMENT <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4						
FINANCIALS/DÉTAILS FINANCIERS						
Daily rate/Tarif journalier	Additional costs/Coûts supplémentaires			Total		
				Number of days / Nombre de jours		
Conference Price	Professional Fees / Honoraires			0	#VALUE!	
	Broadcast 25% / Diffusion 25%			0	#VALUE!	
	Short consec. 25% / Petite conséc. 25%				#VALUE!	
	Long consec. 50% / Longue conséc. 50%				#VALUE!	
	Travel cost / Coût du voyage				0.00 \$	
	Travel time or loss of earnings / Temps de déplacement ou perte de revenu			0	#VALUE!	
	Other (Documentation) / Autre (documentation)			0	#VALUE!	
	Amendment / Modification				0.00 \$	
Total estimated cost of the Task Authorization or Task Authorization Amendment / Estimation du coût total de l'autorisation de tâches ou Modification de l'autorisation de tâches					#VALUE!	
Special instructions/Instructions spéciales						
Other details of the service to be performed/Autres détails sur le travail à effectuer						

**ANNEX E**

**TECHNICAL EVALUATION**

**1. 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 the mandatory technical criteria will be declared non-responsive.

Mandatory Technical Criteria	Supporting documentation
<p>Each resource proposed by the bidder must :</p> <ul style="list-style-type: none"> <li>• Be accredited by the Translation Bureau.</li> </ul> <p><u>Note for bidders:</u></p> <p>Above mandatory technical criteria applies to both streams:</p> <p>Stream 1 – Conferences Interpretation Services            Stream 2 – Parliamentary Interpretation Services</p>	<p>To meet this criteria, the bidder must :</p> <ol style="list-style-type: none"> <li>Provide the name of each proposed resource for verification against the TB Directory of accredited freelancers by filling out the table at section 2 (below);</li> </ol> <p><u>Note for bidders:</u></p> <ul style="list-style-type: none"> <li>Proposed resource may be employed by the bidder or a subcontractor. They may also be independant contractors to whom the offerer would assign a portion of the work.</li> <li>The same resource cannot be proposed by more than one bidder.</li> </ul> <p><b>AND</b></p> <ol style="list-style-type: none"> <li>provide a curriculum vitae for each proposed resource.</li> </ol> <p><u>Note for bidders:</u></p> <p>The curriculum vitae should include, at a minimum, the field of study and level of education, professional credentials, and experience and skills of each proposed resource.</p>

N° de l'invitation - Solicitation No.  
 EN960-212323/A  
 N° de réf. du client - Client Ref. No.  
 EN960-212323

N° de la modif - Amd. No.  
 File No. - N° du dossier  
 526zf. EN960-212323

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

**2. List of proposed resources**

<b>Bidder Information</b>				
Legal Name				
Procurement Business Number (PBN) :				
Address :				
Professional Domicile: (if Bidder prefers to use a professional domicile for travel calculations)				
Email Address :				
Telephone Number(s) :				
<b>Proposed Resources</b>				
Resource Name	Interpretation Type (conference and/or parliamentary)	A language	Security Level (Nil, Reliability, Secret or Top Secret)	Security Certificate Number
	<input type="checkbox"/> Conference <input type="checkbox"/> Parliamentary			
	<input type="checkbox"/> Conference <input type="checkbox"/> Parliamentary			
	<input type="checkbox"/> Conference <input type="checkbox"/> Parliamentary			
	<input type="checkbox"/> Conference <input type="checkbox"/> Parliamentary			
	<input type="checkbox"/> Conference <input type="checkbox"/> Parliamentary			
	<input type="checkbox"/> Conference <input type="checkbox"/> Parliamentary			

**ANNEXE F**  
**CERTIFICATIONS**

**1. Certifications Required with the Bid**

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

**2. 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.

**2.1 Integrity Provisions – List of Names**

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

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### 3. 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 nonresponsive.

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

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**Signature of Contractor's Authorized Signatory**

### 4. 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*

N° de l'invitation - Solicitation No.  
EN960-212323/A  
N° de réf. du client - Client Ref. No.  
EN960-212323

N° de la modif - Amd. No.  
File No. - N° du dossier  
526zf. EN960-212323

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

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: 2019-01 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.

### 5. Certification – Applicable Laws

The contract must be interpreted and governed by the laws in force in \_\_\_\_\_ (*insert province or territory*) and the relations between the parties will be determined by these laws.

### 6. Canadian Content Certification

This procurement is limited to Canadian services.

The Bidder certifies that:

( ) the service offered is a Canadian service as defined in paragraph 2 of clause A3050T.

N° de l'invitation - Solicitation No.  
EN960-212323/A  
N° de réf. du client - Client Ref. No.  
EN960-212323

N° de la modif - Amd. No.  
File No. - N° du dossier  
526zf. EN960-212323

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

---

## **ANNEX G**

### **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)

## ANNEX H

### BID SUBMISSION CHECKLIST

The following table is a checklist for self-assessment. Notwithstanding the requirements for deliverables identified elsewhere in this solicitation and its associated technical specifications, the following are the only mandatory deliverables that must be submitted with the solicitation documents:

<b>Documents Required at Bid Closing Time:</b>			
<b>Document number</b>	<b>Part</b>	<b>Description</b>	<b>Document included</b>
1.	Cover page	Cover page of the completed and signed Request for Proposal (RFP)	<input type="checkbox"/>
<b>Section I – Technical Bid</b>			
2.	Annex « E »	List of proposed resources	<input type="checkbox"/>
3.	Annex « E »	Supporting documentation (curriculum vitae)	<input type="checkbox"/>
<b>Section II – Financial Bid</b>			
4.	Annex « B »	Duly completed basis of payment table	<input type="checkbox"/>
5.	Annex « H »	Electronic Payment Instrument(s)	<input type="checkbox"/>
<b>Section III – Attestation</b>			
6.	Annex « F »	Completed certification	<input type="checkbox"/>
7.	Part 6 of the RFP	The Contractor must provide security clearance certification for all proposed resources.	<input type="checkbox"/>

N° de l'invitation - Solicitation No.  
EN960-212323/A  
N° de réf. du client - Client Ref. No.  
EN960-212323

N° de la modif - Amd. No.  
File No. - N° du dossier  
526zf. EN960-212323

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

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**ANNEX I**

**BIDDERS CONFERENCE REGISTRATION FORM (TBD)**

**ATTACHMENT A1 – Summary Table of changes to the Request for Propositions (RFP)**

<b>COMPARATIVE TABLE</b>		
<b>Article Number</b> RFP EN960-202683/A <a href="https://buyandsell.gc.ca/procurement-data/tender-notice/PW-ZF-526-37471">https://buyandsell.gc.ca/procurement-data/tender-notice/PW-ZF-526-37471</a>	<b>Article Number</b> RFP EN960-212323/A	<b>Summary of Changes</b>
<b>PART 1 – GENERAL INFORMATION</b>		
1.2 Summary (p.3)	1.2 Summary	<ul style="list-style-type: none"> <li>• Change to the requirement to add remote interpretation</li> <li>• The description of interpretation services is now under article 1.3 Overview of the Evaluation Process</li> <li>• The contract period is now under article 1.4 Period of the Contract</li> <li>• No change</li> </ul>
1.2.1 Trade Agreements (p. 3)	Now article 1.5	• No change
1.2.2 Epost Connect (p.4)	Now article 1.9	• No change
1.2.3 Bidders' Conference (p.4)	Now article 1.10	• New date for the bidders' conference
1.3 Security Requirements (p.4)	Now article 1.6	• Public Works Government Services Canada changed to Public Services Procurement Canada
1.4 Debriefings (p.4)	Now article 1.11	• Text changed to add that the debriefing can also be by videoconference
	***New article***	• Description of interpretation services and the streams for which bidders may qualify. A
	1.3 Overview of the Bid Evaluation Process	
	***New article***	• The period of the contract will be July 1, 2021 to June 30, 2022, plus one (1) one-year irrevocable option allowing Canada to extend the term of the contract
	1.4 Period of the Contract	
	***New article***	• Information regarding Canadian content
	1.7 Canadian Content	
	***New article***	• The resulting Contract is not to be used for deliveries within a Comprehensive Land Claims Settlement Area (CLCSA). All requirements for delivery within a CLCSA are to be submitted to PSPC for individual processing.
	1.8 Comprehensive Land Claim Agreements	
<b>PART 2 – BIDDER INSTRUCTIONS</b>		
2.1 Standard Instructions, Clauses and Conditions (p. 5)	2.1 Standard Instructions, Clauses and Conditions	• Updated date of 2003 Standard Instructions - Goods or Services - Competitive Requirements

	<p>***New article*** 2.1 Bid Validity Period</p>	<ul style="list-style-type: none"> <li>Information regarding the bid validity period and how Canada will proceed with extending the validity period, if applicable</li> </ul>
2.2 Submission of Bids (p.5)	2.2 Submission of Bids	<ul style="list-style-type: none"> <li>Change in the submission of bids. Bids must now be submitted electronically (Epost Connect)</li> </ul>
	<p>***New article*** 2.1 Requirements Prior to Bidding</p>	
	<p>***New article*** 2.2 Obtaining a PBN through the SRI system</p>	<ul style="list-style-type: none"> <li>Information regarding the requirement to have a Procurement Business Number (PBN)</li> <li>Instructions for obtaining a PBN</li> </ul>
2.3 Former Public Servant (p.5)	2.3 Former Public Servant	
2.4 Enquiries – Bid Solicitation (p.5)	2.4 Enquiries – Bid Solicitation	<ul style="list-style-type: none"> <li>Text changed to include the new annex</li> <li>Minor changes to the text</li> </ul>
2.5 Applicable Laws (p.6)	2.5 Applicable Laws	<ul style="list-style-type: none"> <li>Text changed to include the new annex</li> </ul>
2.6 Bidders' Conference (p.6)	2.6 Bidders' Conference	<ul style="list-style-type: none"> <li>Minor changes to the text</li> <li>Date and time of the bidders' conference to come</li> <li>Last paragraph changed to reflect the latest version of the standard High Complexity Bid Solicitation and Resulting Contract Template</li> <li>Added the national security exclusion</li> </ul>
2.7 Basis for Canada's Ownership of Intellectual Property (p.6)	2.7 Basis for Canada's Ownership of Intellectual Property	
	<p>***New article*** 2.8 Bid Challenge and Recourse Mechanisms</p>	<ul style="list-style-type: none"> <li>Article added to reflect the latest version of the standard High Complexity Bid Solicitation and Resulting Contract Template</li> </ul>
<b>PART 3 – BID PREPARATION INSTRUCTIONS</b>		
3.1 Bid Preparation Instructions (p.7)	3.1 Bid Preparation Instructions	<ul style="list-style-type: none"> <li>Article 3.1 was rewritten to state that bidders must only submit their bids electronically. Sections I and II, previously under article 3.3, are now under this section. The text was also changed to include the new annexes</li> </ul>
3.2 Electronic Payment of Invoices - Bid (p.8)	Now article 3.1.1	<ul style="list-style-type: none"> <li>Section III, previously under article 3.3, is now under this section. The text was also changed to include the new annex</li> </ul>
3.3 Submission of only one bid (p.8)	Now article 3.2	<ul style="list-style-type: none"> <li>Sections I, II and III are now under articles 3.1 and 3.1.1</li> </ul>
Attachment 1 to Part 3 – Pricing Schedule (p.10)		<ul style="list-style-type: none"> <li>This attachment was removed. Bidders will now be required to submit their financial bid in accordance with the basis of payment shown in Annex B, Basis of Payment.</li> </ul>
Attachment 2 to Part 3 – Electronic Payment Instruments (p.11)	Now Annex G	<ul style="list-style-type: none"> <li>No change</li> </ul>

**PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION**

4.1 Evaluation Procedures (p.12)	4.1 Evaluation Procedures	• No change
4.1.1 Technical Evaluation (p.12)	4.1.1 Technical Evaluation	• No change
4.1.1.1 Mandatory Technical Criteria (p.12)	4.1.1.1 Mandatory Technical Criteria	• No change regarding mandatory criteria. The mandatory criteria are now found under Annex E, Technical Evaluation
4.1.2 Financial Evaluation (p.12)	4.1.2 Financial Evaluation	• Bidders must submit prices in accordance with Annex B, Basis of Payment, instead of Attachment 1 to Part 3
	***New article*** 4.1.2.1	• Definition of the total evaluated price, which will correspond to the initial contract period and the one year option period
	***New article*** 4.1.2.2	• Information regarding rates and what they should include (prices will be evaluated in Canadian dollars, applicable taxes excluded, FOB destination, Canadian customs duties and excise taxes included)
	***New article*** 4.1.2.3	• No separate financial evaluation will be conducted for each workstream
	***New article*** 4.1.2.4	• Change to the median. There is now only one median instead of one median per type of service.
4.2 Basis of Selection (p.13)	4.2 Basis of Selection	• The steps for determining the median price range are explained. • The basis of selection has been changed to indicate that all responsive bids will be assigned to Pool #1 or Pool #2
	***New article*** 4.3 Definition of Pools	• Definition of pools and impacts on allocation of work
	***New article*** 4.4 Debriefings	• Added to reflect the latest version of the standard High Complexity Bid Solicitation and Resulting Contract Template
Attachment 1 to Part 4 – Technical Evaluation (p.14)		• Attachment 1 to Part 4 – Technical Evaluation (p. 14) of RFP EN960-202683 now under Annex E, Technical Evaluation

**PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION**

No article number (p.15)	No article number	• Text changed to include the new annex
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**PART 6 – SECURITY REQUIREMENTS**

Note to Bidder and article 6.1 Security Requirements (p.16)	6.1 Security Requirements	• Score was removed as bidders are now required to have their security clearance at bid closing. • The article on security requirements has been changed to reflect the latest version of the standard High Complexity Bid Solicitation and Resulting Contract Template
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		regarding the requirements to have a security clearance at bid closing.
6.2 Insurance Requirements (p.16)		<ul style="list-style-type: none"> <li>Requests for sponsorship paragraph modified</li> <li>Moved to Part 7</li> </ul>
<b>PART 7 – RESULTING CONTRACT CLAUSES</b>		
7.1 Statement of Work (p.17)	7.1 Statement of Work	<ul style="list-style-type: none"> <li>No change</li> </ul>
7.1.1 Task Authorization (p.17)	7.1.1 Task Authorization	<ul style="list-style-type: none"> <li>No change</li> </ul>
7.1.2 Task Authorization Process (p.17)	7.1.2 Task Authorization Process	<ul style="list-style-type: none"> <li>No change</li> </ul>
7.1.3 Task Authorization – Allocation of Work (p.17)	7.1.3 Task Authorization – Attribution of Work	<ul style="list-style-type: none"> <li>Change in the “professional domicile” criterion for the allocation of work. It is now called “professional domicile and location of work”.</li> <li>Added a table showing the allocation of work process</li> <li>The quality index paragraph is now under its own article (7.1.4)</li> <li>Added a clause informing bidders that the Bureau may request the contractor’s availability for up to 8 weeks ahead</li> <li>Former paragraph on quality index that was under 7.1.3 Task Authorization – Allocation of work under RFP EN960-202683</li> </ul>
	***New article*** 7.1.3.1 Request for Availability	<ul style="list-style-type: none"> <li>Added a paragraph for sending a copy of each TA to the contracting authority</li> </ul>
	***New article*** 7.1.4 Quality Index	<ul style="list-style-type: none"> <li>No change</li> </ul>
7.1.4 Task Authorization Limit (p.18)	Now article 7.1.5 Now article 7.1.6	
7.1.5 Minimum Work Guarantee – All the Work – Task Authorization (p.18)		
7.2 Standard Clauses and Conditions (p.18)	7.2 Standard Clauses and Conditions	<ul style="list-style-type: none"> <li>Public Works Government Services Canada changed to Public Services Procurement Canada</li> </ul>
7.2.1 General Conditions (p.18)	7.2.1 General Conditions	<ul style="list-style-type: none"> <li>Date of the general conditions updated</li> </ul>
7.2.2 Supplemental General Conditions (p.19)	7.2.2 Supplemental General Conditions	<ul style="list-style-type: none"> <li>No change</li> </ul>
7.3 Security Requirements (p.19)	7.3 Security Requirements	<ul style="list-style-type: none"> <li>No change</li> <li>Note that the new security clauses have not yet been provided by the Canadian Industrial Security Directorate (CISD). As such, there may be changes to the security requirements at the time the RFP is issued</li> </ul>
7.3.1 (p.19)	7.3.1	<ul style="list-style-type: none"> <li>Added minimum security requirements for Parliamentary Interpretation Services</li> </ul>
7.3.2 Reliability (p.19)	7.3.2 Reliability	<ul style="list-style-type: none"> <li>To be determined</li> </ul>
7.3.2 Secret (p.19)	7.3.2 Secret	<ul style="list-style-type: none"> <li>To be determined</li> </ul>
7.3.2 Top Secret (p.20)	7.3.2 Top Secret	<ul style="list-style-type: none"> <li>To be determined</li> </ul>

7.4 Term of Contract (p.20)	7.4 Term of Contract	• No change
7.4.1 Period of the contract (p.20)	7.4.1 Period of the Contract	• Dates changed to July 1, 2021 to June 30, 2022
	***New article***	• Standard Acquisition Clauses and Conditions Manual clause A9009C now includes the option to extend the contract (one-year period from July 1, 2022 to June 30, 2023)
	7.4.2 Option to Extend the Contract	• No change
	7.5 Authorities (p.20)	• Contracting authority changed from Manon Payer to Isabelle Gratton
	7.5.1 Contracting Authority (p.20)	• No change
	7.5.2 Project Authority (p.21)	• No change
	7.5.3 Contractor's Representative (p.21)	• No change
	7.6 Proactive Disclosure of Contracts with Former Public Servants (p.22)	• No change
	7.7 Payment (p.22)	• No change
	7.7.1 Basis of Payment – TA subject to a Limitation of Expenditure (p.22)	• No change
	7.7.2 Limitation of Expenditure – Cumulative Total of all Task Authorizations (p.22)	• No change
	7.7.3 Method of Payment (p.23)	• Clause H1008C (Monthly Payment) removed and clause H1000C (Single Payment) now under its own article (7.7.3.1)
	***New article***	• Added full text of clause H1000C for single payment
	7.7.3.1 Single Payment	• No change
	7.7.4 Electronic Payment of Invoices – Contract (p.23)	• No change
	7.7.5 Time Verification (p.23)	• No change
	7.8 Invoicing Instructions (p.23)	• New email address for submitting invoices
	7.9 Certifications and Additional Information (p.24)	• No change
	7.9.1 Compliance (p.24)	• No change
	7.10 SACC Manual Clauses (p.24)	• Clause A9117C (T1204 – Direct Request by Customer Department) removed as the clause is not applicable
	7.11 Applicable Laws (p.24)	• Added full text of clause C0705C (Discretionary Audit)
		• No change

7.12 Hours of Work (p.24)	7.12 Hours of Work	• No change
7.12.1 Availability Hours (p.24)	7.12.1 Interpreting Hours	• Added the possibility of morning or evening time slots on TAs for parliamentary interpretation
7.12.2 Hours of Interpretation (p.24)	7.12.2 Interpreting Hours	• Added hours of interpretation for remote interpretation • Clarification regarding hours of interpretation that may be consecutive or spread over more than one assignment • Added a paragraph regarding preparation time and sound checks (30 minutes) and that this time does not count as interpretation time. • Added a paragraph stating that contractors' fees are to include one hour on-site without interpretation in case events start late due to technical reasons or obstruction • Added a paragraph to indicate that events can take place on weekends and holidays
	***New article*** 7.12.3 Non-Interpreting Hours	• New article about non-interpreting time. The Contractor's daily fee must now include one hour on-site of non-interpreting time in the Hours of Work, which includes sound tests and/or time waiting for delays without interpretation
7.13 Suspension (p.24)	Maintenant l'article 7.15	• Contractors can only be suspended for breach of standards of professional conduct. For breaches of quality standards on interpretive technique, contractors will be required to undergo a technical evaluation. The contractor's contract will be terminated after two failed technical evaluations. • Contractors will be able to challenge written warnings for breaches of standards of professional conduct, but not suspensions. • More information on breaches of Technical Interpretation Standards and Standards of Professional Conduct in Article 7. Contractor Performance Management in Annex A, Statement of Requirements. • No change in contractor payment for days worked prior to suspension
7.13.1 Suspension for Technical Interpretation Standards (p.24)		• Article removed • More information on breaches of Technical Interpretation Standards and Standards of Professional Conduct in Article 7. Contractor Performance Management in Annex A, Statement of Requirements
7.13.2 Suspension for Breach of Standards for Professional Conduct (p.25)		• Article removed • More information on breaches of Technical Interpretation Standards and Standards of Professional Conduct in Article 7. Contractor Performance Management in Annex A, Statement of Requirements
	***New article*** 7.13 Extension of Work	• Description of the procedure to follow in case of extension of work

7.14 Cancellation / Reassignment (p.25)	7.14 Cancellation / Reassignment	
7.14.1 Cancellation before the Start of the Event (p.25)	7.14.1 Cancellation or Reassignment before the Start of the Event or Events	<ul style="list-style-type: none"> <li>• No change</li> <li>• Article was rewritten for clarity</li> <li>• "60 calendar days" instead of "60 days"</li> <li>• Information regarding an amendment to the TA of article 7.14.4 of RFP EN960-202683 was added to this article</li> </ul>
7.14.2 Cancellation during the Event (p.25)	7.14.2 Cancellation or Reassignment during the Event or Events	<ul style="list-style-type: none"> <li>• Article was rewritten for clarity</li> <li>• Information regarding an amendment to the TA of article 7.14.4 of RFP EN960-202683 was added to this article</li> </ul>
7.14.3 Cancellation of Parliamentary Interpretation Task Authorization due to Prorogation (p.25)	7.14.3 Cancellation of Parliamentary Interpretation Task Authorization due to Prorogation	<ul style="list-style-type: none"> <li>• No change</li> </ul>
7.14.4 Reassignment (p.25)		<ul style="list-style-type: none"> <li>• Article removed</li> <li>• Information from article 7.14.4 was added to articles 7.14.1 and 7.14.2</li> </ul>
7.14.5 Refusal of Reassignment (p.25)	Now article 7.14.4 Refusal of Reassignment or Additional Assignment(s)	<ul style="list-style-type: none"> <li>• Clarification regarding the right to refuse reassignment for contractors (7.14.4.1).</li> <li>• New paragraph (7.14.4.2) regarding the inability to refuse additional assignment(s) for days on which the contractor's services have been booked (provided the assignments are within the hours of interpretation and availability hours specified in the contract)</li> </ul>
7.14.6 Reassignment to a Longer Event (p.26)		<ul style="list-style-type: none"> <li>• Article removed</li> <li>• Now combined under article 7.14.4</li> </ul>
7.14.7 Reassignment to an Event with a Different Mode of Interpretation (p.26)		<ul style="list-style-type: none"> <li>• Article removed</li> <li>• Now combined under article 7.14.4</li> </ul>
7.15 Priority of Documents (p.26)	Now article 7.16	<ul style="list-style-type: none"> <li>• Updated date of General Conditions 2035</li> </ul>
7.16 Insurance (p.26)	Now article 7.17	<ul style="list-style-type: none"> <li>• No change</li> </ul>
<b>ANNEX A, STATEMENT OF WORK</b>		
1. Background (p.27)	1. Background	<ul style="list-style-type: none"> <li>• No change</li> </ul>
2. Terminology (p.27)	2. Terminology	<ul style="list-style-type: none"> <li>• No change to the definitions of interpreter, contractor, event, short consecutive interpreting and long consecutive interpreting</li> <li>• New definitions: consecutive interpretation, simultaneous interpretation, whispered interpretation, remote interpretation and over-the-telephone interpretation (OTI)</li> </ul>
3. Requirement (p.27)	3. Requirement	<ul style="list-style-type: none"> <li>• Paragraph 3.1 amended to include the requirements for remote interpretation and</li> </ul>

		<ul style="list-style-type: none"> <li>services required in Article 7. Services Required in Annex A of RFP EN960-202683</li> <li>No change to paragraph 3.2, 3.3, 3.4 or 3.5</li> </ul>
4. Teamwork (p.28)	4. Teamwork	<ul style="list-style-type: none"> <li>Last sentence removed from paragraph 4.1. No impact</li> <li>Paragraph 4.2 changed. Bidders are referred to Article 7.12.2 of the contract for the composition of teams depending on the mode of interpretation.</li> <li>No change</li> </ul>
5. Quality Standards and Requirements (p.28)	Now article 6	
5.1 Quality Standards for Professional Conduct (p.28)	Now article 6.2	<ul style="list-style-type: none"> <li>No change to quality standards except a link was added to obtain a copy of the Interpreters' Handbook</li> </ul>
6. Interpretation Technique Requirements (p.29)	Now article 6.1	<ul style="list-style-type: none"> <li>Paragraph 6.10 (now 6.1.10) changed to remove the paragraph on technical evaluations and breaches of quality standards. This information is now under Article 7. Contractor Performance Management</li> </ul>
7. Services Required (p.30)		<ul style="list-style-type: none"> <li>Article removed</li> <li>The information was combined with paragraph 3.1 in Article 3. Requirement</li> </ul>
8. Briefing Material (p.30)	Now article 5. Information Documentation	<ul style="list-style-type: none"> <li>Sentence added to paragraph 8.2 (now 5.2) regarding the Contractor's responsibility to print briefing material for the work</li> <li>New paragraph regarding electronic devices during the work</li> </ul>
9. Schedule (p.30)		<ul style="list-style-type: none"> <li>Article removed</li> <li>Information combined with section 7.12 of contract clauses</li> <li>Title only</li> </ul>
	***New article*** 7. Contractor Performance Management	
	***New article*** 7.1 Evaluations	<ul style="list-style-type: none"> <li>Brief description of how the Bureau will evaluate the contractor's performance</li> </ul>
	***New article*** 7.1.1 Technical Evaluations	<ul style="list-style-type: none"> <li>Description of the technical evaluation</li> </ul>
	***New article*** 7.1.2 Sampling	<ul style="list-style-type: none"> <li>Description of sampling</li> </ul>
	***New article*** 7.2 Quality Index	<ul style="list-style-type: none"> <li>Quality index description and rating definitions</li> </ul>
	***New article*** 7.3 Failure to Meet Interpretation Technique Requirements	<ul style="list-style-type: none"> <li>Description of the technical evaluation process</li> <li>After two failed technical evaluations, the contractor's contract will be terminated for default and may be subject to a Vendor Performance Corrective Measure (VPCM) assessment</li> </ul>

		<ul style="list-style-type: none"> <li>Description of the process in the case of a complaint about a contractor's technical qualifications from a fellow interpreter or a client</li> <li>Description of the process in the case of a complaint about a contractor's professional conduct</li> <li>Added a dispute mechanism when a contractor receives a written warning</li> </ul>
	<p>***New article*** 7.4 Breach of Professional Conduct Standards</p> <p>***New article*** 7.5 Dispute Mechanism</p>	
<b>ANNEX B, BASIS OF PAYMENT</b>		
1. Daily Rate (p.31)	1. Rate	<ul style="list-style-type: none"> <li>Changes to the rates table</li> <li>Bidders will be required to provide a single daily rate for interpretation (conference and parliamentary)</li> <li>Bidders will be required to provide a daily rate for the initial contract period and a rate for the option period. The Evaluated Price will be the sum of the rates for the Initial Period and the Option Period.</li> <li>No change to compensation for consecutive interpretation</li> <li>Rates provided by bidders must be in Canadian dollars, applicable taxes excluded, FOB destination, Canadian customs duties and excise taxes included.</li> <li>Article added to indicate the supplier's pool depending on the median.</li> <li>Note that there will no longer be pool #1 or pool #2 per stream. There will only be one pool #1 and one pool #2 for both streams combined.</li> <li>Added rates for extension time for telephone and remote interpretation</li> <li>The section has been divided into three subsections but no change to the text</li> <li>No change</li> <li>"Webcast" removed from title</li> <li>The item on travel insurance was removed as this is already covered by Article 7.17</li> <li>Contract insurance</li> <li>Items relating to business class travel and hotel expenses are covered in Article 7.</li> <li>Travel and Living Expenses - National Joint Council Travel Directive of Annex B, Basis of Payment</li> <li>The Translation Bureau email address and links to the PWGSC Accommodation and Car Rental Directory and the National Joint Council Travel Directive were moved to Article 7.</li> </ul>
	<p>***New article*** 1.2 Pool</p> <p>2. Extension of Work</p> <p>3. Travel Time</p> <p>4. Loss of Earnings</p> <p>5. Compensation for Public Broadcast</p> <p>6. Professional Domicile</p>	

<p>7. Travel and Living Expenses – National Joint Council Travel Directive (p.33)</p>	<p>7. Travel and Living Expenses – National Joint Council Travel Directive</p>	<ul style="list-style-type: none"> <li>• Added a new article to indicate professional domicile address if applicable</li> <li>• Added the Translation Bureau email address and links to the PWGSC Accommodation and Car Rental Directory and the National Joint Council Travel Directive, which used to be in the preceding article</li> </ul>
<p><b>ANNEX C, SECURITY REQUIREMENTS CHECK LIST</b></p>		
<p>Annex C, Security Requirements Check List (p.34)</p>	<p>Annex C, Security Requirements Check List</p>	<ul style="list-style-type: none"> <li>• New signed SRCLs to come, but no major change anticipated to security clauses (specified in article 7.3 of the contract)</li> </ul>
<p><b>ANNEX D, TASK AUTHORIZATION FORMS</b></p>		
<p>Annex D, Example of Task Authorization Forms (p.35)</p>	<p>Annex D, Task Authorization Form</p>	<ul style="list-style-type: none"> <li>• There is one TA form for conference interpretation and one for parliamentary interpretation</li> </ul>
<p><b>ANNEX E, TECHNICAL EVALUATION</b></p>		
<p>Annex E, Response Form (p.36)</p>	<p>Annex E, Technical Evaluation</p>	<ul style="list-style-type: none"> <li>• The bidder instructions table was removed</li> <li>• Attachment 1 to Part 4 – Technical Evaluation (p. 14) of RFP EN960-202683 now in Annex E.</li> <li>• In order to meet the mandatory criterion (to be accredited by the Translation Bureau), bidders will now be required to provide, in addition to the name and accreditation number of each proposed resource, the CV of each proposed resource.</li> <li>• Two columns for the choice of interpretation type and language A have been added to the table in Article 2 of the Annex. The completed table should be included in the bid.</li> <li>• Section 3.0 Certifications of RFP EN960-202683 is now a new annex (Annex F)</li> </ul>
<p><b>ANNEX F, CERTIFICATIONS</b></p>		
<p>Annex F, Integrity Declaration Form (p.42)</p>		<ul style="list-style-type: none"> <li>• Replaced by Annex F, Certifications</li> <li>• The Integrity Declaration Form is now available at the web link to Article 2, Integrity Provisions - Declaration of Convicted Offences in Annex F, Certifications</li> </ul>
	<p>***New annex*** Annex F, Certifications</p>	<ul style="list-style-type: none"> <li>• Former Public Servant certification updated</li> <li>• Canadian content certification added</li> </ul>
<p><b>ANNEX G, ELECTRONIC PAYMENT INSTRUMENTS</b></p>		
	<p>***New annex*** Annex G, Electronic Payment Instruments</p>	<ul style="list-style-type: none"> <li>• Attachment 2 to Part 3 – Electronic Payment Instruments (p. 11) of RFP EN960-202683 now in this annex</li> <li>• No change to text</li> </ul>

N° de l'invitation - Solicitation No.  
EN960-212323/A  
N° de réf. du client - Client Ref. No.  
EN960-212323

N° de la modif. - Amd. No.  
526zI  
File No. - N° du dossier  
526zf: EN960-212323

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

**ANNEX H, BID SUBMISSION CHECK LIST**

***New annex*** Annex H, Bid Submission Check List	• A check list to help bidders ensure that their bid submission is complete
<b>ANNEX I, BIDDERS' CONFERENCE REGISTRATION FORM</b>	
***New annex*** Annex I, Bidders' Conference Registration Form	• The form will be added if PSPC decides to hold a bidders' conference once the RFP is posted

## ATTACHMENT B – Questions to Industry

**Note to Suppliers:** Some of the questions below are based on the **Attachment A – Draft Requests for Proposals (RFP)** document. The Attachment A can be found on [buyandsell.gc.ca](http://buyandsell.gc.ca), in the “Solicitation Documents” and “Attachments” sections of the page dedicated to this RFI.

GENERAL QUESTIONS	
<b>Q1</b>	<b>What type of structure does your organization have?</b>
<input type="radio"/>	Sole proprietorship
<input type="radio"/>	Registered name
<input type="radio"/>	Limited company
<input type="radio"/>	Incorporated company
<input type="radio"/>	Joint stock company
<input type="radio"/>	Other (specify) _____
<b>Q2</b>	<b>Which stream of interpretation services do you offer to the Translation Bureau in official languages?</b>
<input type="radio"/>	Conference interpretation services
<input type="radio"/>	Parliamentary interpretation services
<input type="radio"/>	Both types of services
<input type="radio"/>	None at the present time
<b>Q3</b>	<b>Are you currently accredited for official languages interpretation services by the Translation Bureau?</b>
<input type="radio"/>	Yes, I am accredited and I currently provide services to the Translation Bureau
<input type="radio"/>	Yes, I am accredited, but I currently do not provide services to the Translation Bureau
<input type="radio"/>	Yes, I am accredited, I do not currently provide services, but I intend to provide services to the Translation Bureau in the future
<input type="radio"/>	No, I am not accredited by the Translation Bureau
<input type="radio"/>	I am interested to become accredited by the Translation Bureau and would like to receive information

### WORK STREAMS

**Q1 Do you have any comments or suggestions to make about Stream 1 – Conference events? (Article 1.3)**

Comments:

**Q2 Do you have any comments or suggestions to make about Stream 2 – Parliamentary events? (Article 1.3)**

Comments:

**Q3 Do you have any comments or suggestions to make about the work Streams in general?**

Comments:

### FINANCIAL EVALUATION AND BASIS OF SELECTION

**Q1 Do you have any comments or suggestions to make about the method used for evaluation of financial submissions? (Article 4.1.2)**

Comments:

**Q2 Do you have any comments or suggestions to make about the method of selection? (Article 4.2)**

Comments:

**Q3 Do you have any comments or suggestions to the definitions of Pool 1 and Pool 2? (Article 4.3)**

Comments:

**Q4 Do you have any comments or suggestions to make about the financial Evaluation for Interpretation Services?**

Comments:

### PART 7 – RESULTING CONTRACT CLAUSES – TASK AUTHORIZATIONS

**Q1 Do you have any comments or suggestions to make about the Task Authorizations Process for the attribution of work? (Article 4.3)**

Comments:

**Q2 Do you have any other suggestions to make about the Task Authorizations Process for the attribution of work?**

Comments:

### PART 7 – RESULTING CONTRACT CLAUSES – CONTRACTORS' AVAILABILITY FOR WORK

**Q1 Do you have any comments or suggestions on the deadline requested by the Translation Bureau to verify the contractor's availability? (Article 7.1.3.1)**

Comments:

**Q2 Do you have any other suggestions to make about the Contractor's availability for work?**

Comments:

**PART 7 – RESULTING CONTRACT CLAUSES – QUALITY INDEX AND  
ANNEX A – QUALITY STANDARDS**

**Q1 Do you have any comments or suggestions to make on the requirements to determine the Contractor's Quality Index? (Article 7.1.4)**

Comments:

**Q2 Do you have any other suggestions to make about the process to determine the Contractor's Quality Index?**

Comments:

**Q3 Do you have any comments or suggestions to make about the quality standards? (Annexe A – Article 6)**

Comments:

**Q4 Do you have any suggestions to make about improving quality standards?**

Comments:

**PART 7 – RESULTING CONTRACT CLAUSES – HOURS OF INTERPRETATION**

**Q1 Do you have any comments or suggestions about the composition of teams and hours of interpretation for the work performed in-person? (Article 7.12.2)**

Comments:

**Q2 Do you have any comments or suggestions about the composition of teams and hours of interpretation for the work performed remotely? (Article 7.12.2)**

Comments:

**PART 7 – RESULTING CONTRACT CLAUSES – CANCELLATION / REASSIGNMENT (Article 7.14)**

**Q1 Do you have any comments to make about the cancellation or amendment of a call-up clause?**

Comments:

**PART 7 – RESULTING CONTRACT CLAUSES – REFUSAL OF WORK AND  
ADDITIONAL ASSIGNMENTS (Article 7.14.4)**

**Q1 Do you have any comments or suggestion about the refusal of work for additional assignments?**

Comments:

**INFORMATION ON TRAVEL AND LIVING EXPENSES**

**Q1 Do you have any comments or suggestion about the calculation used for travel and living expenses? (Annex B)**

Comments:

**ANNEX A - STATEMENT OF WORK**

**Q1 Do you have any comments to make about the definitions of simultaneous interpretation, consecutive interpretation, whispered or distance interpretation?**

Comments:

**Q2 Do you have any comments to make about the Quality standards for professional conduct?**

Comments:

**Q3 Do you have any comments to make about the Contractor's performance management?**

Comments:

N° de l'invitation - Solicitation No.  
EN960-212323/A  
N° de réf. du client - Client Ref. No.  
EN960-212323

N° de la modif - Amd. No.  
File No. - N° du dossier  
526zf. EN960-212323

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

#### ANNEX B - BASIS OF PAYMENT

**Q1 Do you have any comments to make about providing a single rate for Conference Events and/or Parliamentary Events?**

Comments:

**Q2 Do you have any concerns about providing a rate for an optional contract period (i.e. from July 1<sup>st</sup>, 2022 to June 30<sup>th</sup>, 2023) for Conference Events and/or Parliamentary Events?**

Comments:

**Q3 Do you have any comments to make about the calculation method used to establish the fees paid to Contractors when an event extends beyond the working hours?**

Comments:

**Q4 Do you have comments to make about the compensation given to Contractor's for the extension of work?**

Comments:

**Q5 Do you have any other suggestions to make about the Annex B – Basis of Payment?**

Comments:

#### ANNEX E - MANDATORY TECHNICAL EVALUATION CRITERIA

**Q1 Do you think you can meet the mandatory technical evaluation criteria to qualify under Stream A – Conference events and/or Stream B – Parliamentary events?**

Yes

No

**Q2 Do you have any comments or suggestions to make about the mandatory criteria?**

Comments:

#### OTHER COMMENTS OR SUGGESTIONS

**Q1 Do you have any other comments or suggestions to make about the draft RFP?**

Comments:

## ATTACHMENT C – Pricing Models Information

**PLEASE PROVIDE PRICING MODELS INFORMATION AS A SEPARATE DOCUMENT THAT DOES NOT INCLUDE ANY COMPANY INFORMATION OR IDENTIFIERS. ANY DOCUMENTS WHICH INCLUDE FINANCIAL PRICING INFORMATION ALONG WITH COMPANY IDENTIFIERS WILL NOT BE ACCEPTED.**

### **Pricing Models**

**Column A:** please indicate your pricing model for regular interpretation hours; and  
**Column B:** Please indicate your pricing model for the extension of the work.

<b>Column A</b>	<b>Column B</b>
<b>Interpretation Services Price Model</b> (rate per diem, per hour, per package, other (please specify))	<b>Interpretation Services Price Model</b> <b>applied when an event extends beyond</b> <b>the agreed interpretation hours</b> <b>(overtime)</b> (rate per diem, per hour, per percentage, per minute, other (please specify))

N° de l'invitation - Solicitation No.  
EN960-212323/A  
N° de réf. du client - Client Ref. No.  
EN960-212323

N° de la modif - Amd. No.  
File No. - N° du dossier  
526zf. EN960-212323

Id de l'acheteur - Buyer ID  
526zf  
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## **ATTACHMENT D – INDUSTRY INFORMATION DAY NOTICE**

**FOR CONFERENCE AND PARLIAMENTARY  
INTERPRETATION SERVICES IN OFFICIAL LANGUAGES  
PUBLIC SERVICE AND PROCUREMENT CANADA (PSPC)**

**FOR  
THE TRANSLATION BUREAU (THE BUREAU)**

## Table of Contents

<b>1. INTERPRETATION SERVICES RFP INDUSTRY INFORMATION DAY OBJECTIVES</b>	74
<b>2. IMPORTANT LOGISTICAL INFORMATION</b>	74
<b>3. PROCUREMENT PROCESS OVERVIEW</b>	75
<b>3.1 PROCUREMENT PHASES</b>	75
<b>3.1.1 REQUEST FOR INFORMATION (RFI)</b>	75
<b>3.1.2 REQUEST FOR PROPOSALS (RFP)</b>	75
<b>4. LOGISTICAL DETAILS</b>	75
<b>4.1 FORMAT</b>	75
<b>4.2 REGISTRATION</b>	75
<b>4.2.1 INDUSTRY INFORMATION DAY REGISTRATION FOR INDUSTRY SUPPLIERS</b>	75
<b>4.2.2 UPDATES TO REGISTRATIONS</b>	76
<b>4.2.3 REGISTRATION CONFIRMATION</b>	76
<b>4.2.4 EXPENSES FOR INDUSTRY INFORMATION EVENTS</b>	76
<b>4.2.5 PARTICIPATION IN INDUSTRY INFORMATION EVENTS</b>	76
<b>4.3 INDUSTRY INFORMATION DAY LOGISTICS</b>	76
<b>4.4 INDUSTRY INFORMATION DAY SCHEDULE – FEBRUARY 17<sup>TH</sup>, 2021.</b>	76
<b>4.5 ADDITIONAL INFORMATION</b>	76
<b>ANNEX A: AGENDA</b>	77

## 1. Interpretation Services RFP Industry Information Day Objectives

Public Services and Procurement Canada (PSPC) and The Translation Bureau (The Bureau) will hold an Industry Information Day, by teleconference and by videoconference on February 17<sup>th</sup>, 2021:

- f) To brief the industry on the Bureau's needs and requirements for interpretation services;
- g) To develop a common understanding of the procurement process and the need to improve the procurement process;
- h) To provide the industry with an overview of the changes in the new RFP for Interpretation Services;
- i) To provide a platform for suppliers to make recommendations or suggestions to improve the proposed RFP; and
- j) To identify potential solutions that will benefit both the industry and Canada.

## 2. Important Logistical Information

**Format:** Three-hour Industry Information Day session, videoconference and teleconference. (See section 4.1 for more information).

**Audience:** Interpretation Services Providers and Freelance interpreters (see section 4.2 for more information).

**When:** Wednesday, February 17<sup>th</sup>, 2021 from 5 p.m. to 8 p.m. EST.

**How:** The Industry Information Day session can be attended by telephone, or via videoconference. (see section 4.3 for more information).

**Attendance Limits:** There is no limit to the number of participants who may attend the virtual Industry Information Day session. (See section 4.2.1 for more information).

**Registration Forms:** See Attachment E - Registration Form for Suppliers.

**Registration Deadline:** February 12<sup>th</sup>, 2021, 16:00 p.m. EST is the deadline to register for the Industry Information Day session (see section 4.2 for more information).

**Confirmation:** PSPC will send an e-mail confirmation upon receipt of registration (see section 4.2.3 for more information).

### 3. Procurement Process Overview

The procurement of the Interpretation Services RFP will be conducted separately, each via the same sequential process presented below.

#### 3.1 Procurement Phases

##### 3.1.1 Request for Information (RFI)

A Request for Information (RFI) (EN960-212323 /A) was issued in February 2021. This RFI aimed to gather feedback in order to finalize the requirements for the RFP. PSPC will incorporate feedback from the industry in simplifying contract terms and conditions. PSPC also welcomes suppliers to send responses to the RFI.

##### 3.1.2 Request for Proposals (RFP)

Following the RFI, an Interpretation Services RFP will be issued in March 2021. In the RFP phase, PSPC may issue Contracts. Once all Interpretation Services RFP requirements are met, Contracts will be issued to Suppliers.

### 4. Logistical Details

#### 4.1 Format

The Interpretation Services RFP Industry Information Day is a three-hour event and is open to interested suppliers. Suppliers are cordially invited to attend either via teleconference or videoconference.

An overview of the key components of the Interpretation Services RFP outcomes, requirements and considerations for future service provisioning, as well as the expected procurement will be presented.

Registrants will be provided with the following:

- Teleconference numbers via the Internet and a videoconference link; and
- French and English presentation decks;

#### 4.2 Registration

##### 4.2.1 Industry Information Day Registration for Industry Suppliers

Suppliers interested in participating in this Industry Information Day are asked to read Attachment D - Notice for the Interpretation Services Industry Day, and to complete Attachment E - Registration Form for Suppliers and return it by email to the Contracting Authority at: [TPSGC.PAOutillInterpretation-APTollInterpretation.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.PAOutillInterpretation-APTollInterpretation.PWGSC@tpsgc-pwgsc.gc.ca), by February 12<sup>th</sup>, 16:00 pm EST.

By providing the information on Attachment E – Registration Form for Interpretation Services, each respective party acknowledges and consents to the release of this information to the public, which may include any resulting recordings such as, but not limited to, videoconference.

PSPC welcomes industry participants unable to attend via telephone or videoconference to send questions in advance of the Industry Information Day to: [TPSGC.PAOutillInterpretation-APTollInterpretation.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.PAOutillInterpretation-APTollInterpretation.PWGSC@tpsgc-pwgsc.gc.ca), prior February 12<sup>th</sup>, 2021 16:00 pm EDS.

The feedback received at the Industry Information Day session will first be analyzed for further consideration by the Stakeholders and any pertinent recommendation, question and answer may be provided through an amendment to the RFI. Questions, comments or recommendations will not directly or indirectly be attributed to any particular Respondent.

#### **4.2.2 Updates to Registrations**

Changes to registration requests can be made by sending a request to [TPSGC.PAOutillInterpretation-APTToolInterpretation.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.PAOutillInterpretation-APTToolInterpretation.PWGSC@tpsgc-pwgsc.gc.ca) no later than 12:00 p.m. EST on February 15<sup>th</sup>, 2021; this includes substitutions of pre-registered participant(s) with other person(s).

#### **4.2.3 Registration Confirmation**

PSPC will confirm registration or any changes to Industry Information Day registration requests, via email, to each registrant no later than 12 p.m. EST on February 15<sup>th</sup>, 2021. The presentation deck (French and English) will be sent to confirmed participants via this email.

#### **4.2.4 Expenses for Industry Information Events**

PSPC will not reimburse any attendee for expenses incurred in participating and/or responding to any part of these industry information activities.

#### **4.2.5 Participation in Industry Information Events**

Participation in these Industry Information events is not mandatory. Failure to attend these sessions/meetings will not preclude suppliers from participating in the procurement process.

### **4.3 Industry Information Day Logistics**

**Date:** February 17<sup>th</sup>, 2021, from 5:00 p.m. to 8 p.m. EST

#### **• Remote Attendance – Regional Participants**

Teleconference and videoconference information will be sent to participants via email prior to the date of the event.

### **4.4 Industry Information Day Schedule – February 17<sup>th</sup>, 2021.**

See Annex A for more details.

#### **4.5 Additional Information**

This event is open to all Interpretation Services Providers and Freelance Interpreters. The event is not open to media representatives. All media enquiries should be directed to PSPC Media Relations Office at 819-420-5501.

The information provided in this notice is for information purposes only and PSPC reserves the right to modify any of the content, including dates. Please check [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca) for the latest information on the Interpretations Services RFP procurement information.

Industry is invited to provide comments regarding the information included in this Industry Information Day notice. Comments should be sent to: [TPSGC.PAOutillInterpretation-APTToolInterpretation.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.PAOutillInterpretation-APTToolInterpretation.PWGSC@tpsgc-pwgsc.gc.ca).

## ANNEX A: AGENDA

**Interpretation Services Industry Information Day  
Teleconference and Videoconference  
From 5:00 p.m. to 8:00 p.m.  
February 17<sup>th</sup>, 2021**

Item	Time	Length	Description and Objectives	Presenter
1	5:00 to 5:15	15 min	<b>Introduction and welcoming remarks</b>	Nathalie Lépine, Manager, Linguistic Services Division, Procurement Directorate (PSPC*)
2	5:15 to 5:20	5 min	<b>Industry Day objectives</b>  - Presentation of the Agenda	Tania Boyer, Supply Specialist, Linguistic Services Division, Procurement Directorate (PSPC*)
3	5:20 to 5:40	20 min	<b>Procurement strategy and industry engagement Presentation</b>  - How to Participate in the Interpretation Services RFI  - Procurement Overview  - RFP Goals and Objectives	Tania Boyer, Supply Specialist, Linguistic Services Division, Procurement Directorate (PSPC*)

4	5:40 to 6:10	30 min	<p><b>Major changes to the RFP and Contract Resulting Clauses</b></p>	<p>Tania Boyer, Supply Specialist, Linguistic Services Division, Procurement Directorate (PSPC*)</p> <p>Matthew Ball, Justine Bret, Caroline Corneau, Nathalie Laliberté, Marc Laviolette, (The Bureau**)</p>
5	6:10 to 6:40	30 min	<p><b>Questions and Answers</b></p> <ul style="list-style-type: none"> <li>- Questions received from suppliers prior and during the Industry Information Day</li> </ul>	<p>Tania Boyer, Supply Specialist, Linguistic Services Division, Procurement Directorate (PSPC*)</p> <p>Matthew Ball, Justine Bret, Caroline Corneau, Nathalie Laliberté, Marc Laviolette, (The Bureau**)</p>
6	6:40 to 7:10	30 min	<p><b>Recommendations to improve the proposed procurement application process</b></p> <ul style="list-style-type: none"> <li>- Description of any issue with the proposed procurement application process and recommended mitigation measures</li> </ul>	<p>Industry</p>

N° de l'invitation - Solicitation No.  
EN960-212323/A  
N° de réf. du client - Client Ref. No.  
EN960-212323

N° de la modif - Amd. No.  
File No. - N° du dossier  
526zf. EN960-212323

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

7	7:10 to 7:15	5 min	<b>Closing remarks</b>	Tania Boyer, Supply Specialist, Linguistic Services Division, Procurement Directorate (PSPC*)  Matthew Ball, Justine Bret, Caroline Corneau, Nathalie Laliberté, Marc Laviolette, (The Bureau**)
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\* Public Services and Procurement Canada (PSPC)

\*\* The Translation Bureau (The Bureau)

## ATTACHMENT E – Registration Form for Suppliers

Interpretation Services RFP Industry Information Day

Teleconference and Videoconference

February 17<sup>th</sup>, 2021

From 5:00 p.m. to 8:00 p.m.

**(DEADLINE FOR REGISTRATION IS FEBRUARY 12<sup>th</sup>, 2021, 16:00 P.M. EDT)**

<b>Instructions</b>			
<p>1. <b>Please note that this form <u>must be completed electronically and submitted via e-mail</u>. Hand-written and/or scanned forms will not be accepted.</b></p> <p>2. Entering data in this form:</p> <ul style="list-style-type: none"> <li>a. Press Tab to move from field to field;</li> <li>b. All fields will expand as you enter characters;</li> <li>c. A drop-down list of possible answers will appear by double-clicking on the field and using the arrow to select your answer; and,</li> <li>d. The Corporate E-mail address, as provided by you below, will be used to advise you of confirmations and other messages.</li> </ul> <p>3. Participation guidelines:</p> <ul style="list-style-type: none"> <li>a. There is no limit of registration per company;</li> </ul> <p>4. Upon completion of this form please return it via Email to: <a href="mailto:TPSGC.PAOutillInterpretation-APTToolInterpretation.PWGSC@tpsgc-pwgsc.gc.ca">TPSGC.PAOutillInterpretation-APTToolInterpretation.PWGSC@tpsgc-pwgsc.gc.ca</a></p>			
<b>Company - INFORMATION</b>			
Company Name: Primary line of business (e.g. Interpretation Service Provider): Interpreter Number of attendees: 1    Type of Service                      Size of Company: Small		Today's Date (YYYY/MM/DD): Name of Person Completing this Form : Corporate E-mail:                      Telephone: For all communications relating to this form please contact: <a href="mailto:TPSGC.PAOutillInterpretation-APTToolInterpretation.PWGSC@tpsgc-pwgsc.gc.ca">TPSGC.PAOutillInterpretation-APTToolInterpretation.PWGSC@tpsgc-pwgsc.gc.ca</a>	
<b>Registration INFORMATION</b>			
<b>REGISTRANT # 1</b>			
Last Name:		First:	Language Pref: English
Office Address Street:		City:	Prov.:
Email :		Office Phone:	Cell Phone no:
<b>Attendance Preference:</b> Teleconference			
<b>REGISTRANT # 2</b>			
Last Name:		First:	Language Pref: English
Office Address Street:		City:	Prov.:
Email :		Office Phone no.:	Cell Phone no.:
<b>Attendance Preference:</b> Teleconference			
<b>Please note the following information</b>			
Note:			
<ul style="list-style-type: none"> <li>1. Applicants will be advised via e-mail.</li> <li>2. The teleconference and videoconference information will be provided by email prior the event.</li> </ul>			