

Q&A#1 – W6369-20-X022– RFSO – Transcription Services

Questions/Answers/Amendments	
Q&A Number	Questions/Answers
Question #1	Can companies from outside of Canada apply for this?
Answer #1	As per PART 1 – GENERAL INFORMATION, Clause 1.2.3 of the RFSO, any company located in the countries covered by the applicable trade agreements may submit an offer in response to the solicitation.
Question #2	Do we need to come over to Canada for meetings?
Answer #2	There will be no requirement to attend meetings.
Question #3	Can we perform tasks (related to the RFSO) outside of Canada?
Answer #3	Yes, the work identified in ANNEX A, STATEMENT OF WORK can be performed outside of Canada. Bidders are to note that the Delivery Timeframes identified in Section 4.6 of ANNEX A, STATEMENT OF WORK must be adhered to.
Question #4	Can we submit proposals via email?
Answer #4	Offers are to be submitted via e-mail to DSvcsC4Contracting-DCSvcs4Contrats@forces.gc.ca
Question #5	Can DND provide historical data confirming the percentage of English transcription versus French transcription?
Answer #5	DND does not possess that historical data. It is estimated that the language distribution of the transcriptions are 85% are English, and 15% French.
Question #6	Can DND provide historical data confirming the percentage of transcription required on one day, 2 day, and 5 day delivery?
Answer #6	DND does not possess that data. The estimation is 90% of the transcriptions within the 5-day delivery period, 5% for 2-day delivery, and 5% for 1-day delivery.
Question #7	Can you please confirm if the proposed transcribers must be bilingual, or how many English or French are required at a minimum?
Answer #7	Transcription is required in either both official languages, French and English.
Question #8	Can you please confirm if all projects for the experience section in the mandatory criteria must be English and French, or are unilingual projects acceptable?
Answer #8	The experience required in the offer must include a combination of at least one project in French and one project in English. Preferably, the experience demonstrated in the offer will be in both official languages.

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Question #9	The pandemic affected our industry and projects were lower this year than in previous years. Would DND consider extending the period of the time for projects in the mandatory criteria to the last three years for MT3 and two years for MT4?
Answer #9	Please see Amendment #2.
Question #10	For the transcript format in the Statement of Work, section 4.2, are there any requirements for the treatment of quotes or exhibits?
Answer #10	There are no requirements for the treatment of quotes and exhibits.
Question #11	Also for the transcript format in the Statement of Work, section 4.2, is Q&A acceptable, or should speakers always be identified by name?
Answer #11	Speakers must be identified by name.
Question #12	Is bilingualism a mandatory requirement? Or is it possible to simply bid on the English transcription portion?
Answer #12	No. The offer must demonstrate proficiency and the capability to transcribe in both official languages.
Question #13	Would there be any openness or interest to entertain a bid that speaks to the added provision of ASI/LSQ Sign Language services or CART services?
Question #13	Offers that include the added provision of ASL/LSQ Sign Language services or CART services are applicable, but not required.
Question #14	The revised lower number of pages (23,750) was applied to the Mandatory Criteria section and not the Offer Preparation Instructions section (it still reads 43,750 pages). Please clarify.
Answer #14	Please see Amendment #2
Question #15	The Mandatory Criteria section reads "Offeror must demonstrate "; whereas the Offer Preparation Instructions section reads " confirmation that the Offeror is capable". Should the preparation instructions be in accord with the mandatory criteria?
Answer #15	The Offer Preparation Instructions for Mandatory Criteria MT4 have been reviewed and will remain unchanged.
Amendment Number	Amendment
Amendment #1	<p>(a) PART 7B – RESULTING CONTRACT CLAUSES is hereby amended as follows:</p> <p><u>INSERT</u> the following at Clause 7.9, Section B:</p> <p>7.9 Foreign Nationals</p> <p>SACC Manual clause A2001C (2006-06-16), Foreign Nationals (Foreign Contractor)</p>

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OR

SACC Manual clause A2000C (2006-06-16), Foreign Nationals (Canadian Contractor)

(b) PART 4, Section 4.1.1 is hereby amended as follows:

DELETE MT4 in its entirety and INSERT the following:

#	Mandatory Criteria	Met / Not Met	Offer Preparation Instructions
MT4	<p>The Offeror must clearly demonstrate all of the following capabilities:</p> <ul style="list-style-type: none"> - The capability to complete a minimum of 10 projects per year; - The capability to provide a minimum of 3 transcribers per project; and - The capability to transcribe a minimum of 23,750 pages per year. <p>*For the purpose of the evaluation, a project is defined as transcribing 5-10 interviews that are an hour long each (between 5 to 10 hours of interviews in total).</p>		<p>In its offer, the Offeror must provide all of the following:</p> <ul style="list-style-type: none"> - The number of projects that were completed in the past year, as well as a description that demonstrates that each identified project meets the definition of "project" as defined in MT4; - The number of transcribers currently available; and - Written confirmation that the Offeror is capable of providing transcription services of at least 43,750 pages per year.

(c) ANNEX A, Statement of Work is hereby amended as follows:

DELETE Section 2.1, Subsection 2.2.1 only and INSERT the following:

2.2 Background

2.2.2 DSEI and the AISC historically oversee on average forty-five (45) investigations per year that require transcription services. Statistically, the average page count for DSEI is **150** pages (approximately 25 investigations per year) and **1,000** pages for AISC (approximately 20 investigations per year) or approximately **23,750** pages per year.

DELETE Section 4.1, Transcript Production in its entirety and INSERT the following:

4.1 Transcript Production

Produce one (1) electronic copy of transcript(s) in PDF format, fully searchable, on a CD-ROM as defined in paragraph 4.2. The Offeror must

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ensure that the information stored on the electronic file copy is identical to the Transcript Format and is provided in an accessible format (PDF or an alternative format approved by the Technical Authority). The Offeror must identify the CD-ROM with a red security label Classified, Confidential or Secret and the applicable reference number as specified by the Technical Authority or by the contact identified in the Call-Up against the Standing Offer.

Amendment #2

(a) PART 4, Section 4.1.1 is hereby amended as follows:
DELETE MT3 and MT4 only and INSERT the following:

#	Mandatory Criteria	Met / Not Met	Offer Preparation Instructions
MT3	The Offeror must clearly demonstrate that it has a minimum of one (1) year of experience within the last three (3) years providing transcription services in both English and French		In its offer, the Offeror must provide complete details as to where, when (month and year) and how (through which activities/responsibilities), the stated qualifications and experience was obtained.
MT4	<p>The Offeror must clearly demonstrate all of the following capabilities:</p> <ul style="list-style-type: none"> - The capability to complete a minimum of 10 projects per year; - The capability to provide a minimum of 3 transcribers per project; and - The capability to transcribe a minimum of 23,750 pages per year. <p>*For the purpose of the evaluation, a project is defined as transcribing 5-10 interviews that are an hour long each (between 5 to 10 hours of interviews in total).</p>		<p>In its offer, the Offeror must provide all of the following:</p> <ul style="list-style-type: none"> - The number of projects that were completed in the past two (2) years, as well as a description that demonstrates that each identified project meets the definition of "project" as defined in MT4; - The number of transcribers currently available; and - Written confirmation that the Offeror is capable of providing transcription services of at least 23,750 pages per year.

(b) ANNEX A, Statement of Work is hereby amended as follows:
DELETE Section 4.1, Transcript Production in its entirety and INSERT the following:

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4.1 Transcript Production

Produce one (1) electronic copy of transcript(s) in PDF format, fully searchable, on a USB storage device as defined in paragraph 4.2. The Offeror must ensure that the information stored on the electronic file copy is identical to the Transcript Format and is provided in an accessible format (PDF or an alternative format approved by the Technical Authority). The Offeror must identify the USB storage device in a double envelope with a red security label of Classified, Confidential or Secret and the applicable reference number as specified by the Technical Authority or by the contact identified in the Call-Up against the Standing Offer.

DELETE Section 4.2, part o. only and INSERT the following:

4.2 Transcript Production

All transcriptions must meet the following specifications:

- o. A covering letter must accompany the USB storage device with a signed statement confirming that the Transcriber certifies the accuracy of the transcript submitted on the electronic copy such as “I certify that the transcript is true and accurate to the best of my skill and ability as submitted to the Technical Authority in its original format”; and

DELETE Section 4.3, CD-ROM in its entirety and INSERT the following:

4.3 Format

- 4.3.1 The Offeror must produce all electronic files in PDF format for all transcripts on a USB storage device. The Offeror must ensure that the information stored on the electronic file copy is identical to the paper copy.