



**REQUEST FOR SUPPLIER QUALIFICATION ADDENDUM #1 RFSQ DC-2021-CD-03 FRENCH AND ENGLISH TRANSLATION SERVICES**

---

**RFSQ #DC-2021-CD-03**

**Close Date/Time:**

May 6, 2021  
14:00 hours  
Pacific Time

**Issue Date:** April 29, 2021

**From:** CTC Procurement

**To:** All Vendors

**E-mail:** procurement@destinationcanada.com

---

**Below are answers to question(s) submitted in regards to the above noted RFSQ as of April 22, 2021.**

Q1. Les pigistes travaillant selon le principe du « premier arrivé, premier servi », seront-ils pénalisés d'une façon quelconque s'ils ne peuvent pas accepter un projet lors d'une journée donnée parce qu'ils sont déjà occupés?

Answer: Non. Toutefois, on s'attend à ce que les pigistes puissent accepter des mandats de manière régulière.

Q2. Est-ce qu'un autre logiciel que Logiterm est possible, comme Trados?

Answer: Destination Canada utilise Logiterm. Cependant, nous sommes en mesure de fournir certains fichiers compatibles avec différents logiciels (fichiers. tmx).

Q3. Fichiers « srt » : Je n'ai pas le logiciel pour les ouvrir, mais je travaille souvent avec des documents Word qui sont tirés de ce logiciel (des documents qui affichent donc les codes de temps). Est-ce que ça peut fonctionner quand même?

Answer: Si Destination Canada envoie à un fournisseur un fichier à traduire en format .srt, nous nous attendons à recevoir la traduction dans le même format.

Q4. Do you accept proposals from the vendors from the USA, and award the contract if we will provide the translation in Canadian French language pairs?

Answer: Yes, Destination Canada will accept proposals from USA vendors. Suppliers must be able to provide a two (2) hour response time during the supplier's regular business hours, acknowledging receipt of the request. However, Destination Canada will consider the suppliers location when requesting work.

Q5. What are the prices of the incumbent vendors?

Answer: Destination Canada will not share the pricing of incumbent contractors.

Q6. For Section D: Mandatory Criteria Questionnaire, please confirm that proponents are only required to answer YES or NO.

Answer: Correct for Section D Mandatory Criteria Questionnaire, proponents are only required to answer Yes or No.

Q7. For Appendix 1: Proponent Information, can proponents provide a reference from Destination Canada?

Answer: No, proponents should provide references from other clients.

Q8. We are a translations company registered in the European Union (Greece). I would like to enquire if we are eligible to participate in the RFSQ?

Answer: Yes, Destination Canada will accept proposals from European Union vendors. Suppliers must be able to provide a two (2) hour response time during the supplier's regular business hours, acknowledging receipt of the request. However, Destination Canada will consider the suppliers location when requesting work.

Q9. Pouvez-vous m'en dire davantage sur vos prochains mandats de traduction ?

Answer: Les mandats de Destination Canada sont variés et la nature de ceux-ci n'est pas toujours prévisible. Veuillez consulter section C.1 de la DDQ afin de prendre connaissance des documents dont Destination Canada doit faire traduire sur une base continue.

Q10. Quelle sera la taille des projets de traduction (nombre de mots par semaine ou par mois) ?

Answer: DC is unable to provide the average size of possible projects as the number of words is quite variable. Destination Canada ne garantit pas à ses fournisseurs un certain nombre de mots à traduire par semaine ou par mois. Destination Canada peut prendre en considération la capacité du fournisseur relativement au nombre de mots qu'il peut accepter sur une base mensuelle ou hebdomadaire lorsqu'elle lui attribue des mandats.

Q11. Sera-il possible de collaborer avec Destination Canada avec l'aide de Trados Studio 2014, ou bien faudra-il absolument détenir Logiterm ?

Answer: Destination Canada utilise Logiterm. Cependant, nous sommes en mesure de fournir certains fichiers compatibles avec différents logiciels (fichiers. tmx).

Q12. On demande d'indiquer les tarifs au mot, mais le tableau qui suit est pour les tarifs horaires. Doit-on indiquer les tarifs au mot, les tarifs horaires ou les deux?

Answer: The proponent is expected to respond to the RFSQ as indicated in Section F; F.1.1 per word rates as indicated in the table, F.1.2 hourly rates as indicated in the table and F.1.3 hourly rates as indicated in the table. Please see the correction at the end of the Addendum.

Q13. Since our company typically does not quote hourly rates for the translation of documents (as set forth in Section F.1.2) can we instead simply include a reference to our per word pricing from Section F.1.1?

Answer: The proponent is expected to respond to the RFSQ as indicated in Section F. Should the proponent deviate from what was requested, the proponent may not receive the allocated weighting for that section. Proponents are welcome to provide other pricing strategies as indicated in Section F.3 Pricing Strategies.

Q14. Similarly, can we list per word rates for bilingual revision and proofreading, and per minute rates for transcription (as set forth in Section F.1.3)?

Answer: The proponent is expected to respond to the RFSQ as indicated in Section F. Should the proponent deviate from what was requested, the proponent may not receive the allocated weighting for that section. Proponents are welcome to provide other pricing strategies as indicated in Section F.3 Pricing Strategies.

Q15. Est-il possible de fournir des prestations de traducteur pigiste depuis un autre pays que le Canada?

Answer: Yes, Destination Canada will accept proposals from a country other than Canada. . Suppliers must be able to provide a two (2) hour response time during the supplier's regular business hours, acknowledging receipt of the request. However, Destination Canada will consider the suppliers location when requesting work.

Q16. Si la réponse à la question précédente est oui, les taxes (équivalentes à la TPS par exemple) en vigueur dans le pays du traducteur pigiste peuvent-elles être portées sur les factures du pigiste à DC, même si leur taux diffère des taux des provinces canadiennes?

Answer: Successful proponents from outside of Canada should be following their local regulations for tax application.

Q17. The RFSQ states just translation is needed from English to French or French to English however you have target markets with other languages such as China, France, Germany, Japan, Mexico so will there be need to translate into these languages at all as we can help with all? If no are there any particular reasons why?

Answer: The requirement in the RFSQ is for French and English services only, other languages are out of scope for this RFSQ. Translations into other languages are managed separately.

Q18. How many vendors are you going out to for this RFSQ?

Answer: The RFSQ is open to all proponents.

Q19. How many existing vendors do you currently have and are you able to share what rates they offer for English to French and French into English?

Answer: Destination Canada does not share this information.

Q20. What has prompted your decision to go out to RFP?

Answer: Destination Canada has a requirement for the services.

Q21. Are there business objectives you feel the current vendors were not able to meet and if so, can you share what these were?

Answer: Destination Canada values the timeliness of supplier responses, the quality of work provided, reasonable rates and the ability to accept translation work consistently.

Q22. How many companies will be shortlisted for the final evaluation?

Answer: Please refer to Section B.2.2 of the RFSQ document.

Q23. Are the current translation suppliers invited to participate in this?

Answer: The RFSQ is open to all proponents.

Q24. How are you handling the in-context review process for subtitles files?

Answer: Destination Canada provides the supplier with the specifications, the video file(s) and information about the intended audience and tone when requesting translation of subtitles.

Q25. Will you be needing any American Sign Language (ASL) support for accessibility purposes, or dubbing or closed captioning for video?

Answer: Closed captioning, either in French or in English, for video is required occasionally.

Q26. How are you managing digital campaigns for paid media?

Answer: This question is out of the scope of the RFSQ.

Q27. Is your team looking at ways to automate the passing of files back and forth?

Answer: Destination Canada is always working to gain efficiencies. The proponent may explain how they could automate this process in their answer to question E.1.3 in Section E – Desirable Criteria Questionnaire.

Q28. What current tech do you use for CMS?

Answer: This question is out of the scope of the RFSQ.

Q29. Do you have any backend systems like Adobe AEM or Sitecore that you would like to integrate into to drive efficiency and reduce time and effort involved in managing projects?

Answer: This question is out of the scope of the RFSQ.

Q30. What KPI or business metrics are you tracking with your translation program?

Answer: Destination Canada does not share this information with its translation suppliers.

Q31. How are you handling reporting against these KPIs, and how can we enable you to make data-driven decision for program management?

Answer: Destination Canada does not share this information with its translation suppliers.

Q32. Do you have a preferred office location in case of face to face meetings?

Answer: Face to face meetings are not a required for the provision of the services.

Q33. Are you looking to work with an ISO certified language service provider (LSP)?

Answer: ISO certification is not a requirement for the services. Should proponents have this certification they are welcome to provide this information in their response to either Question E.1.1 or E.2.1 in Section E – Desirable Criteria Questionnaire

Q34. Are there existing CTC glossaries, style guides, tone of voice that you are open to sharing?

Answer: Please refer to Section C.6 of the RFSQ document.

**Following is one amendments to the requirements of the above noted RFSQ.**

**SECTION F – PRICING**

The following is deleted:

F.1.3 Please indicate your per word rates for the following services.

Weighting: 5%

<b>Other Translation Services</b>	<b>Hourly rate (\$CA)</b>	<b>Rush hourly rate (\$CA)</b>
Bilingual Revision	\$___ per hour	\$___ per hour
Proofreading	\$___ per hour	\$___ per hour
Transcription	\$___ per hour	\$___ per hour

And is replaced with:

F.1.3 Please indicate your **hourly** rates for the following services.

Weighting: 5%

<b>Other Translation Services</b>	<b>Hourly rate (\$CA)</b>	<b>Rush hourly rate (\$CA)</b>
Bilingual Revision	\$___ per hour	\$___ per hour
Proofreading	\$___ per hour	\$___ per hour
Transcription	\$___ per hour	\$___ per hour