

RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Réception des soumissions - TPSGC / Bid Receiving - PWGSC

Voir dans le document/

See herein

NA

Québec

NA

Request For a Standing Offer Demande d'offre à commandes

National Master Standing Offer (NMSO)

Offre à commandes principale et nationale (OCPN)

Canada, as represented by the Minister of Public Works and Government Services Canada, hereby requests a Standing Offer on behalf of the Identified Users herein.

Le Canada, représenté par le ministre des Travaux Publics et Services Gouvernementaux Canada, autorise par la présente, une offre à commandes au nom des utilisateurs identifiés énumérés ci-après.

Comments - Commentaires

Vendor/Firm Name and Address**Raison sociale et adresse du fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

TPSGC/PWGSC

601-1550, Avenue d'Estimauville

Québec

Québec

G1J 0C7

Title - Sujet Linguistic Translation Services Linguistic Translation Services	
Solicitation No. - N° de l'invitation 21301-213424/B	Date 2021-06-30
Client Reference No. - N° de référence du client 21301-213424	GETS Ref. No. - N° de réf. de SEAG PW-\$QCL-054-18190
File No. - N° de dossier QCL-0-43143 (054)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Daylight Saving Time EDT on - le 2021-08-03 Heure Avancée de l'Est HAE	
Delivery Required - Livraison exigée Voir doc.	
Address Enquiries to: - Adresser toutes questions à: Boisclair, Daniel	Buyer Id - Id de l'acheteur qcl054
Telephone No. - N° de téléphone (418)571-8051 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: SERVICE CORRECTIONNEL DU CANADA Tous les établissements du Québec Québec Canada	
Security - Sécurité This request for a Standing Offer includes provisions for security. Cette Demande d'offre à commandes comprend des dispositions en matière de sécurité.	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address	
Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone	
Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)	
Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Solicitation No. - N° de l'invitation
21301-213424/B
Client Ref. No. - N° de réf. du client
QCL-0-43143

Amd. No. - N° de la modif.
File No. - N° du dossier
21301-213424

Buyer ID - Id de l'acheteur
QCL054
CCC No./N° CCC - FMS No./N° VME

NOTICE TO OFFERORS

This Request for Standing Offer is a set aside under the federal government's Procurement Strategy for Aboriginal Business. It is also part of a Request for Standing Offer process (21301-213424/A).

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PART 1 – GENERAL INFORMATION

1.1 Introduction

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- | | |
|--------|---|
| Part 1 | General Information: provides a general description of the requirement; |
| Part 2 | Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO; |
| Part 3 | Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified; |
| Part 4 | Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, 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 Insurance Requirements: includes specific requirements that must be addressed by offerors; and |
| Part 7 | 7A, Standing Offer, and 7B, Resulting Contract Clauses:

7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;

7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer. |

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirement Check list, the List of Units, the Periodic Usage Report, the Electronic Payment Instruments and any other annexes

1.2 Summary

1.2.1 Title

Linguistic Translation Services

1.2.2 Description of Requirement

Correctional Service Canada (CSC) is looking for a contractor capable of providing, on request, translation services, including terminological research, for various general and specialized documents of CSC – Quebec Region.

CSC estimates that the workload will be between 700,000 and 800,000 words per year. The documents are not expected to be longer than 4,000 words. If a document is more than 4,000 words, Canada and the Contractor will negotiate a mutually acceptable deadline.

The Contractor must be able to check the spelling, grammar and punctuation of texts in both official languages (English and French).

The Contractor must provide services in both official languages (English and French). About 90% of the work will consist in translating texts from French to English. The remaining 10% will be translation from English to French.

The Contractor must ensure that the terminology used in the various documents is consistent with the terminology approved by CSC. The Contractor is encouraged to visit the CSC website (<https://www.csc-scc.gc.ca/resources/005-0002-eng.shtml>) and become familiar with the terminology.

1.2.3 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from September 1, 2021 to June 30, 2024 inclusive with two (2) options to extend the Standing Offer by one (1) additional year each for a total possible duration till June 30, 2026.

1.2.4 Canadian Content

The requirement is limited to Canadian services.

1.2.5 Set-aside for Aboriginal Business

This procurement is set aside under the federal government Procurement Strategy for Aboriginal Business. For more information on Aboriginal business requirements of the Set-aside Program for Aboriginal Business, refer to [Annex 9.4](#) of the Supply Manual.

1.2.6 Trade Agreements

This procurement is set aside from the international trade agreements under the provision each has for measures with respect to Aboriginal peoples or for set-asides for small and minority businesses.”

Further to Article 800 of the Canadian Free Trade Agreement (CFTA), CFTA does not apply to this procurement

1.2.7 Funding

Part of the requirement could be issued to the Aboriginal business with the responsive bid with the highest combined rating of technical merit and price.

1.2.8 epost Connect

This RFSO allows offerors to use the epost Connect service provided by Canada Post Corporation to transmit their offers electronically. Offerors must refer to Part 2 of the RFSO entitled Offeror Instructions and Part 3 of the RFSO entitled Offer Preparation Instructions, for further information on using this method.

1.3 Security Requirements

There are security requirements associated with the requirement of the Standing Offer. For additional information, see Part 6 - Security, Financial and Insurance Requirements, and Part 7 - Standing Offer and Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, offerors should refer to the [Contract Security Program](#) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

1.4 Debriefings

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

1.5 Anticipated migration to an e-Procurement Solution (EPS)

Canada is currently developing an online EPS for faster and more convenient ordering of goods and services. In support of the anticipated transition to this system and how it may impact any resulting Standing Offer that is issued under this solicitation, refer to 7.15 Transition to an e-Procurement Solution (EPS).

The Government of Canada's [press release](#) provides additional information.

PART 2 – OFFEROR INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) 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 Works and Government Services Canada.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The [2006](#) (2020-05-28) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Subsection 5.4 of [2006](#), Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 90 days

2.2 Submission of Offers

Offers must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit specified below by the date and time indicated on page 1 of the Request for Standing Offers:

2.2.1 Epost Connect

Bidders choosing to submit using epost Connect must send an email requesting to open an epost Connect conversation to the following address:

TPSGC.RQReceptionSoumissions-QRSupplyTendersReception.PWGSC@tpsgc-pwgsc.gc.ca

Note: Offers will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instruction [2006](#), or to send offers through an epost Connect message if the Offeror is using its own licensing agreement for epost Connect.

It is the Offeror's responsibility to ensure the request for opening an epost Connect conversation is sent to the email address above at least six days before the Request for Standing Offers closing date.

Steps to follow for the Bid Submission to Bid Receiving Unit (BRU) using epost Connect (<https://buyandsell.gc.ca/steps-to-follow-for-the-bid-submission-to-bid-receiving-unit-bru-using-epost-connect>)

2.2.2 Facsimile

Facsimile number: 418-566-6168.

2.2.3 Offers transmitted by hardcopy to PWGSC will not be accepted.

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, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror 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 offer 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 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 Offeror a FPS in receipt of a pension?

Yes () No ()

If so, the Offeror must provide the following information, for all FPS 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, Offerors agree that the successful Offeror'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 Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive?

Yes () No ()

If so, the Offeror 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.

2.4 Enquiries - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority Daniel.Boisclair@tpsgc-pwgsc.gc.ca no later than seven (7) working days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by offerors 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 offerors do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all offerors. Enquiries not submitted in a form that can be distributed to all offerors may not be answered by Canada.

2.5 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Quebec.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, 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 offerors.

2.6 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential offerors to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages offerors 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) Offerors should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Offerors should therefore act quickly when they want to challenge any aspect of the procurement process.

PART 3 – OFFER PREPARATION INSTRUCTIONS

3.1 Offer Preparation Instructions

If the Offeror chooses to submit its offer electronically, Canada requests that the Offeror submits its offer in accordance with section 08 of the 2006 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.

The offer must be gathered per section and separated as follows:

Section I: Technical Offer
Section II: Financial Offer
Section III: Certifications
Section IV: Additional Information

Offers transmitted by hardcopy will not be accepted.

Prices must appear in the financial offer only. No prices must be indicated in any other section of the offer.

Section I: Technical Offer

In their technical offer, offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work. Offerors should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical offer consists of the following:

- i. All the information required to demonstrate its conformity with the Mandatory and Point Rated Technical Criteria described in *Attachment 1 to Part 4 – Technical Criteria*.
- ii. Each criterion should be addressed separately.

Section II: Financial Offer

Offerors must submit their financial offer in accordance with the *Attachment 1 to Part 3 – Pricing Schedule*. The total amount of applicable taxes must be shown separately. Unless otherwise indicated, offerors must include a single, all inclusive firm price per word quoted in Canadian dollars in each cell requiring an entry in the pricing schedule.

Offerors must submit their rates FOB destination; Canadian customs duties and excise taxes included, as applicable; and Applicable Taxes excluded.

When preparing their financial offer, Offerors should review clause 4.1.2, *Financial Evaluation*, of *Part 4 - Evaluation Procedures and Basis of Selection*.

All Costs to be Included: The financial offer must include all costs for the requirement described in this Request for Standing Offer for the entire period of the Standing Offer, including option years.

Blank Prices: Offerors are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Offeror leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Offeror confirm that the price is, in fact, "\$0.00". No offeror will be permitted to add or change a price as part of this confirmation. Any offeror who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

3.1.1 Electronic Payment of Invoices - Offer

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

If Annex "F" 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.

3.1.2 Exchange Rate Fluctuation

[C3011T](#) (2013-11-06), Exchange Rate Fluctuation

Section III: Certifications

Offerors must submit the certifications and additional information required under Part 5.

Section IV: Additional Information

3.1.3 Offeror's Proposed Sites or Premises Requiring Safeguarding Measures

- 3.1.3.1** As indicated in Part 6 under Security Requirements, the Offeror must provide the full addresses of the Offeror's and proposed individuals' sites or premises for which safeguarding measures are required for Work Performance:

*Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country*

- 3.1.3.2** The Company Security Officer must ensure through the [Contract Security Program](#) that the Offeror and proposed individual(s) hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.

ATTACHMENT 1 to PART 3 – PRICING SCHEDULE

1. The offeror should complete this pricing schedule (e.i. *Table 1*) and include it in its financial offer once completed. As a minimum, the offeror must respond to this pricing schedule by including in its financial offer, for each of the periods specified below, its quoted all inclusive firm price per word (in canadian dollars) for each types of documents identified. The all inclusive firm price per word should not include applicable taxes.
2. The volumetric data included in this pricing schedule are provided for the purposes of determining the evaluated price of each offer only. They are not to be considered as a contractual guarantee. Their inclusion in this pricing schedule does not represent a commitment by Canada that its future usage of the services described in the Request for Standing Offer will be consistent with these data.
3. The cumulative total of all types of documents will be calculated as follows:

Cumulative total for *General documents*
+
Cumulative total for *Specialized documents*
+
Cumulative total for *Documents identified as “urgent”*

Cumulative total of all types of documents

4. Total Offer Price for Evaluation Purposes = Cumulative total of all types of documents.

Each cumulative total by type of document will be calculated as follows:

$$g = (a \times b) + (a \times c) + (a \times d) + (a \times e) + (a \times f)$$

PRICING SCHEDULE
TABLE 1

Type of document	Level of effort	All-inclusive firm price per word					Cumulative total per document (g)
		From September 1 2021 to June 30 2022 (b)	From July 1 2022 to June 30 2023 (c)	From July 1 2023 to June 30 2024 (d)	From July 1 2024 to June 30 2025 (e)	From July 1 2025 to June 30 2026 (f)	
General documents	Estimated average annual level of effort (a) 150,000 words						$(g) = (a \times b) + (a \times c) + (a \times d) + (a \times e) + (a \times f)$ \$
Specialized documents	500,000 words						\$
Documents identified as “urgent”	150,000 words						\$
Total Offer Price for Evaluation Purposes							\$

PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.

4.1.1 Technical Evaluation

4.1.1.1 Offeror Experience

Except where expressly provided otherwise, the experience described in the offer must be the experience of one or more of the following:

- a) The Offeror itself (which includes the experience of any companies that formed the Offeror by way of a merger but does not include any experience acquired through a purchase of assets or an assignment of contract); or
- b) The Offeror's affiliates (i.e. parent, subsidiary or sister corporations, maximum of 2), provided the Offeror identifies and demonstrates the transfer of know-how, the use of toolsets and the use of key personnel from the affiliate for the applicable criteria; or
- c) The Offeror's subcontractors, provided the Offeror includes a copy of the teaming agreements and identifies the roles and responsibilities of all parties under the agreement and how their work will be integrated.

The experience of the Offeror's suppliers will not be considered.

4.1.1.2 Mandatory Technical Criteria

Refer to *Attachment 1 to Part 4 – Technical Criteria*.

4.1.1.3 Point Rated Technical Criteria

Refer to *Attachment 1 to Part 4 – Technical Criteria*. Point-rated technical criteria not addressed will be given a score of zero.

4.1.2 Financial Evaluation

- 4.1.2.1 For offer evaluation and Offeror selection purposes only, the evaluated price of an offer will be determined in accordance with the pricing schedule detailed in *Attachment 1 to Part 3 – Pricing Schedule*.

4.1.2.2 Mandatory Financial Criteria

Offerors must submit their financial offer in accordance with *Section II: Financial Offer of Part 3 – Offer Preparation Instructions*.

4.2 Basis of Selection

4.2.1 Basis of Selection - Highest Combined Rating of Technical Merit (60%) and Price (40%)

4.2.1.1 To be declared responsive, an offer must:

- (a) comply with all the requirements of the Request for Standing Offer; and
- (b) meet all mandatory criteria; and
- (c) obtain the required minimum of 15 points overall for the technical evaluation criteria which are subject to point rating.

The rating is performed on a scale of 50 points.

4.2.1.2 Offers not meeting 4.2.1.1 (a) or (b) or (c) will be declared non-responsive.

4.2.1.3 The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40 % for the price.

4.2.1.4 To establish the technical merit score, the overall technical score for each responsive offer will be determined as follows:

total number of points obtained / maximum number of points available multiplied by the ratio of 60 %.

4.2.1.5 To establish the pricing score, each responsive offer will be prorated against the lowest evaluated price and the ratio of 40 %.

4.2.1.6 For each responsive offer, the technical merit score and the pricing score will be added to determine its combined rating.

4.2.1.7 Neither the responsive offer obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive offer with the highest combined rating of technical merit and price will be recommended for award of a contract.

4.2.1.8 Part of the requirement could be issued to the Aboriginal business with the responsive bid with the highest combined rating of technical merit and price.

The table below illustrates an example where all three offers are responsive and the selection of the Offeror is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 50 and the lowest evaluated price is \$500,000.00.

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Buyer ID - Id de l'acheteur
QCL054
CCC No./N° CCC - FMS No./N° VME

Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)

		OFFEROR 1	OFFEROR 2	OFFEROR 3
Overall Technical Score		40 / 50	25 / 50	50 / 50
Offer Evaluated Price		550,000.00 \$	500,000.00 \$	600,000.00 \$
Calculations	Technical Merit Score	(40 / 50) x 60 =	(25 / 50) x 60 =	(50 / 50) x 60 =
		48.00	30.00	60.00
	Pricing Score	500,000.00 \$ / 550,000.00 \$ x 40 =	500,000.00 \$ / 500,000.00 \$ x 40 =	500,000.00 \$ / 600,000.00 \$ x 40 =
		36.36	40.00	33.33
Combined Rating		84.36	70.00	93.33
Overall Rating		2 nd	3 rd	1 st

ATTACHMENT 1 TO PART 4 – TECHNICAL CRITERIA

For additional information, see *Section I: Technical Offer of Part 3 – Offer Preparation Instructions*.

1. MANDATORY TECHNICAL CRITERIA

- a) The offer must meet the mandatory technical criteria specified below. The Offeror must provide the necessary documentation to support compliance with this requirement.
- b) Offers which fail to meet the mandatory technical criteria will be declared non-responsive.
- c) Each mandatory technical criterion should be addressed separately.

Criteria	Description	Yes	No
MTC-1	<p>The Offeror must have the capacity to offer document translation services in <u>all</u> of the language pairs and time categories mentioned below.</p> <p>To demonstrate compliance with this criterion, the Offeror should explain in its offer how it intends to meet this criterion or could also check the appropriate box (es) in the following sections illustrating their ability to offer document translation services:</p> <p>a) Language pairs:</p> <p><i>(considering the majority of the work will consist of translating texts from French to English in about 90% of cases. The other 10% will be translating texts from English to French)</i></p> <p><input type="checkbox"/> From French to English (90%)</p> <p><input type="checkbox"/> From English to French (10%)</p> <p>b) Time Categories:</p> <p><i>(considering that the contractor must translate the documents and send them to the managers of the center within the following deadlines, taking into account that the normal working hours are from 8 a.m. to 4 p.m.; the counting therefore begins on the day and on the hour receipt of the document to be translated)</i></p> <p><input type="checkbox"/> General documents → five (5) working days</p> <p><input type="checkbox"/> Specialized documents → four (4) working days</p> <p><input type="checkbox"/> Documents identified as "urgent" → within 48 hours</p>		

2. POINT-RATED TECHNICAL CRITERIA

- a) Offers that meet all mandatory technical criteria will be evaluated and scored in accordance with the evaluation criteria below.
- b) For the point-rated technical criteria, no points will be awarded if compliance with the criteria is not sufficiently demonstrated.
- c) Offers that fail to obtain the required minimum number of points specified will be declared non-responsive.
- d) Each point-rated technical criterion should be addressed separately.

Criteria	Description	Rating Scale	Min	Max
RTC-1	<p>The Offeror must demonstrate that they have completed two (2) annual document translation projects. These projects must have been started and completed within the last five (5) years preceding the closing date of this Request for Standing Offer.</p> <ol style="list-style-type: none"> Project 1 must have a minimum of 1 million words translated in total. Project 2 must have a minimum of 500,000 words translated in total. The Offeror may also provide one (1) third annual document translation project (Project 3) which will be used to determine, among all eligible Offerors, the annual project with the highest volume of words translated. The Offeror who obtains the project with the highest volume of words translated will be awarded 10 additional points to their final score. This project must be different from Project 1 and Project 2, and will be used exclusively to evaluate point 3. <p>To demonstrate compliance with this criterion:</p> <ol style="list-style-type: none"> The Offeror should provide proof of these projects by supporting documents * summarizing each project, including: <ol style="list-style-type: none"> The number of words to translate; the project period (start and end date; MM/YYYY format); and Client References - name, address, phone numbers and email address of job level contacts. References can be checked, if necessary. <p>*Supporting documents are letters from clients confirming the execution of translation services or invoices showing the number of words translated.</p>	<p>25 points: One (1) project of at least one (1) million words translated</p> <p>15 points: One (1) project of at least 500,000 words translated</p> <p>10 points: Project having obtained the highest volume of words translated among the responsive Offerors who provided a 3rd project.</p>	15	50

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional information to be issued a standing offer.

The certifications provided by offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority will render the offer non-responsive, result in the setting aside of the Standing Offer or constitute a default under the Contract.

5.1 Certifications Required with the Offer

Offerors must submit the following duly completed certifications as part of their offer.

5.1.1 Integrity Provisions – Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all offerors must provide with their offer, **if applicable**, the 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.

5.1.2 Additional Certifications Required with the Offer

5.1.2.1 Set-aside for Aboriginal Business

1. This procurement is set aside under the federal government Procurement Strategy for Aboriginal Business. For more information on Aboriginal business requirements of the Set-aside Program for Aboriginal Business, see [Annex 9.4](#) of the *Supply Manual*.
2. The Offeror:
 - i. certifies that it meets, and will continue to meet throughout the duration of the Offer, the requirements described in the above-mentioned annex.
 - ii. agrees that any subcontractor it engages under the Offer must satisfy the requirements described in the above-mentioned annex.
 - iii. agrees to provide to Canada, immediately upon request, evidence supporting any subcontractor's compliance with the requirements described in the above-mentioned annex.
3. The Offeror must check the applicable box below:
 - i. () The Offeror is an Aboriginal business that is a sole proprietorship, band, limited company, co-operative, partnership or not-for-profit organization.

OR

 - ii. () The Offeror is either a joint venture consisting of two or more Aboriginal businesses or a joint venture between an Aboriginal business and a non-Aboriginal business.

4. The Offeror must check the applicable box below:

- i. ☐ The Aboriginal business has fewer than six full-time employees.

OR

- ii. ☐ The Aboriginal business has six or more full-time employees.

5. The Offeror must, upon request by Canada, provide all information and evidence supporting this certification. The Offeror must ensure that this evidence will be available for audit during normal business hours by a representative of Canada, who may make copies and take extracts from the evidence. The Offeror must provide all reasonably required facilities for any audits.

6. By submitting an offer, the Offeror certifies that the information submitted by the Offeror in response to the above requirements is accurate and complete.

5.1.2.2 Owner/Employee Certification - Set-aside for Aboriginal Business

If requested by the Standing Offer Authority, the Offeror must provide the following certification for each owner and employee who is Aboriginal:

1. I am _____ (*insert "an owner" and/or "a full-time employee"*) of _____ (*insert name of business*), and an Aboriginal person, as defined in [Annex 9.4](#) of the *Supply Manual* entitled "Requirements for the Set-Aside Program for Aboriginal Business".
2. I certify that the above statement is true and consent to its verification upon request by Canada.

Printed name of owner and/or employee

Signature of owner and/or employee

Date

5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information

The certifications and additional information listed below should be submitted with the offer, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Standing Offer Authority will inform the Offeror of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the offer non-responsive.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Offeror must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Federal Contractors Program for Employment Equity – Standing Offer Certification

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list) available at the bottom of the page of the [Employment and Social Development Canada-Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#s4) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#s4>).

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

5.2.3 Additional Certifications Precedent to Issuance of a Standing Offer

5.2.3.1 Canadian Content Certification

This procurement is limited to Canadian services.

The Offeror certifies that:

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

5.2.3.1.1 SACC Manual clause [A3050T](#) (2020-07-01) Canadian Content Definition

5.2.3.2 Language skills

The Offeror certify that he have the language skill required to execute the work stated in the Statement of Work.

Signature

Date

Certification

By submitting an offer, the Offeror certifies that the information submitted by the Offeror in response to the above requirements is accurate and complete.

PART 6 – SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

6.1 Security Requirements

1. Before issuance of a standing offer, the following conditions must be met:
 - (a) the Offeror must hold a valid organization security clearance as indicated in Part 7A - Standing Offer;
 - (b) the Offeror's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7A - Standing Offer;
 - (c) the Offeror must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
 - (d) the Offeror's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7A - Standing Offer;
 - (e) the Offeror must provide the addresses of proposed sites or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.
2. Offerors are reminded to obtain the required security clearance promptly. Any delay in the issuance of a standing offer to allow the successful Offeror to obtain the required clearance will be at the entire discretion of the Standing Offer Authority.
3. For additional information on security requirements, offerors should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

PART 7 – STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

7.1 Offer

- 7.1.1 The Offeror offers to fulfill the requirement in accordance with the Statement of Work at Annex "A".

7.2 Security Requirements

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a **valid Designated Organization Screening (DOS)** with approved Document Safeguarding at the level of **PROTECTED B**, issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to **PROTECTED** information, assets or site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by the CSP, PWGSC.
3. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store **PROTECTED** information until the CSP, PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of **PROTECTED B**.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex "C";
 - (b) Industrial Security Manual (Latest Edition).

- 7.2.1 The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Standing Offer.

7.2.2 Offeror's Sites or Premises Requiring Safeguarding

- 7.2.2.1 Where safeguarding measures are required in the performance of the Work, the Offeror must diligently maintain up-to-date the information related to the Offeror's and proposed individuals' sites or premises for the following addresses:

*Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country*

- 7.2.2.2 The Company Security Officer must ensure through the Contract Security Program that the Offeror and individual(s) hold a valid security clearance at the required level.

7.3 Standard Clauses and Conditions

All clauses and conditions identified in the Standing Offer and resulting contract(s) 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 Works and Government Services Canada.

7.3.1 General Conditions

[2005](#) (2017-06-21) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

7.3.2 Standing Offers Reporting

The Offeror must compile and maintain records on its provision of goods and services to Canada under contracts resulting from the Standing Offer. This data must include all purchases done by Canada, including those acquired and paid for by Canada acquisition cards.

The Offeror must provide this data in accordance with the reporting requirements detailed in annex "E". If some data is not available, the reason must be indicated in the report. If no goods or services is provided during a given period, the Offeror must provide a "nil" report.

The data must be submitted to the Standing Offer Authority upon request.

The data must be submitted to the Standing Offer Authority no later than 15 calendar days after the end of the reporting period.

7.4 Term of Standing Offer

7.4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from September 1, 2021 to June 30, 2024.

7.4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for up to two (2) additional periods of one (1) year each, from July 1, 2024 until June 30, 2025 for the first period and from July 1, 2025 until June 30, 2026 for the second period, under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority thirty (30) days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

7.4.3 Comprehensive Land Claims Agreements (CLCAs)

The Standing Offer (SO) is for the delivery of the requirement detailed in the SO to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the standing offer.

7.5 Authorities

7.5.1 Standing Offer Authority

The Standing Offer Authority is:

Name: Daniel Boisclair
Title: Supply Specialist
Public Works and Government Services Canada
Address: 1550 D'Estimauville Ave., Quebec, QC, G1J 0C7
Telephone: 418-571-8051
Facsimile: 418-648-2209
E-mail address: Daniel.Boisclair@tpsgc-pwgsc.gc.ca

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

7.5.2 Project Authority

The Project Authority for the Standing Offer is identified in the call-up against the Standing Offer.

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up against the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

7.5.3 Offeror's Representative

Name: _____
Title: _____
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: 2019-01](#) of the Treasury Board Secretariat of Canada.

7.7 Identified Users

The Identified User authorized to make call-ups against the Standing Offer is: Correctional Service of Canada, Quebec region. See list at Annex "D".

7.8 Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using the duly completed forms or their equivalents as identified in paragraphs 2 and 3 below, or by using Canada acquisition cards (Visa or MasterCard) for low dollar value requirements.

1. Call-ups must be made by Identified Users' authorized representatives under the Standing Offer and must be for goods or services or combination of goods and services included in the Standing Offer at the prices and in accordance with the terms and conditions specified in the Standing Offer.
2. Any of the following forms could be used which are available through [PWGSC Forms Catalogue](#) website:
 - PWGSC-TPSGC 942 Call-up Against a Standing Offeror

3. An equivalent form or electronic call-up document which contains at a minimum the following information:
 - standing offer number;
 - statement that incorporates the terms and conditions of the Standing Offer;
 - description and unit price for each line item;
 - total value of the call-up;
 - confirmation that funds are available under section 32 of the Financial Administration Act;
 - confirmation that the user is an Identified User under the Standing Offer with authority to enter into a contract.

7.9 Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$100,000.00 (Applicable Taxes included).

7.10 Financial Limitation

The total cost to Canada resulting from call ups against the Standing Offer must not exceed the sum of \$_____ (*Will be determined at the issue of the Standing Offer*) (Applicable Taxes excluded) unless otherwise authorized in writing by the Standing Offer Authority. The Offeror must not perform any work or services or supply any articles in response to call ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized.

The Offeror must notify the Standing Offer Authority as to the adequacy of this sum when 75 percent of this amount has been committed, or four (4) months before the expiry date of the Standing Offer, whichever comes first. However, if at any time, the Offeror considers that the said sum may be exceeded, the Offeror must promptly notify the Standing Offer Authority.

7.11 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions 2005 (2017-06-21), General Conditions - Standing Offers - Goods or Services;
- d) the general conditions 2035 (2020-05-28), General Conditions - Higher Complexity – Services;
- e) Annex A, Statement of Work;
- f) Annex B, Basis of Payment;
- g) Annex C, Security Requirements Check List;
- h) Annex D, List of Units;
- i) Annex E, Periodic Usage Report;
- j) Annex F, Electronic Payment Instruments;
- k) the Offeror's offer dated _____ (*insert date of offer*), or as amended on _____ (*insert date(s) of clarification(s) or amendment(s) if applicable*).

7.12 Certifications and Additional Information

7.12.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

7.12.3 SACC Manual Clauses

M3060C (2021-05-20), Canadian Content Certification

7.13 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Quebec.

7.14 Transition to an e-Procurement Solution (EPS)

During the period of the Standing Offer, Canada may transition to an EPS for more efficient processing and management of individual call-ups for any or all of the SO's applicable goods and services. Canada reserves the right, at its sole discretion, to make the use of the new e-procurement solution mandatory.

Canada agrees to provide the Offeror with at least a three-month notice to allow for any measures necessary for the integration of the Offer into the EPS. The notice will include a detailed information package indicating the requirements, as well as any applicable guidance and support.

If the Offeror chooses not to offer their goods or services through the e-procurement solution, the Standing Offer may be set aside by Canada.

B. RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

7.1 Statement of Work

The Contractor must perform the Work described in the call-up against the Standing Offer.

7.2 Standard Clauses and Conditions

7.2.1 General Conditions

[2035](#) (2020-05-28), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

Section 17, Interest on Overdue Accounts, of 2035, (2020-05-28), General Conditions - Higher Complexity – Services, does not apply to payments made by credit cards.

7.2.2 SACC Manual Clauses

[A9113C](#) (2014-11-27), Handling of Personal Information

7.3 Term of Contract

7.3.1 Period of the Contract

The Work is to be performed during the period specified in the call-up against the Standing Offer.

7.3.2 Delivery Date

Delivery must be completed in accordance with the call-up against the Standing Offer.

7.4 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: 2019-01](#) of the Treasury Board Secretariat of Canada.

7.5 Payment

7.5.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm unit prices, as specified in Annex "B" for a total cost indicated in each call-up against the Standing Offer. Customs duties are included and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

7.5.2 Terms of Payment

SACC Manual Clauses [H1008C](#) (2008-05-12), Monthly Payment

7.5.3 SACC Manual Clauses

[A9117C](#) (2007-11-30), T1204 - Direct Request by Customer Department

7.5.4 Electronic Payment of Invoices – Call-up

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).

7.6 Invoicing Instructions

1. 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.
2. Invoices must be distributed as follows:
 - a. The original and one (1) copy must be forwarded to the following address for certification and payment.
Regional Manager, Administration
Correctional Service of Canada (CSC)
Regional Headquarters, Quebec
Place Laval, Suite 400
Laval (Quebec) H7N 5Y3
 - b. A copy of the translation request shall also be sent to the requester.
Annex "D" contains a list of the different units.
3. The invoice must indicate the following information: name of the requestor, financial coding of the operational unit (301, 325, 37009...), date of sending to the requester, title of the document (name and FPS of inmate in such case), number of pages, number of words translated and the cost.

7.7 Insurance or Insurance Requirements

SACC Manual clause [G1005C](#) (2016-01-28) Insurance – No Specific Requirement

7.8 SACC Manual clause

[A3000C](#) (2014-11-27), Aboriginal Business Certification

7.9 Dispute Resolution

- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "Dispute Resolution".

ANNEX "A"

STATEMENT OF WORK

1. PURPOSE

Correctional Service Canada (CSC) is looking for a contractor capable of providing, on request, translation services, including terminological research, for various general and specialized documents of CSC – Quebec Region.

2. BACKGROUND

CSC estimates that the workload will be between 700,000 and 800,000 words per year. The documents are not expected to be longer than 4,000 words. If a document is more than 4,000 words, Canada and the Contractor will negotiate a mutually acceptable deadline.

3. DESCRIPTION OF REQUIRED SERVICES

The Contractor must be able to check the spelling, grammar and punctuation of texts in both official languages (English and French).

The Contractor must provide services in both official languages (English and French). About 90% of the work will consist in translating texts from French to English. The remaining 10% will be translation from English to French.

The Contractor must ensure that the terminology used in the various documents is consistent with the terminology approved by CSC. The Contractor is encouraged to visit the CSC website (<https://www.csc-scc.gc.ca/resources/005-0002-eng.shtml>) and become familiar with the terminology.

4. DELIVERABLES

Information received by the Contractor and information delivered to CSC must be protected in accordance with Government of Canada standards for the protection of information. The Contractor must not use software that is incompatible with CSC's software and must follow the format, layout and font used in the source documents.

The Contractor must translate the documents and return them to the centre's officers within the following time frames, bearing in mind that regular working hours are from 8 a.m. to 4 p.m.; the clock starts at the time the documents to be translated are received:

(1)	General documents	five (5) working days
(2)	Specialized documents	four (4) working days
(3)	Documents identified as urgent	48 hours

General documents are administrative documents or any document not related to offender case management. They may make up about **20%** of the work required under this contract.

Specialized documents are all documents related to case management, i.e., all documents related to offenders. They may make up about **80%** of the work required under this contract.

Documents (general or specialized) **identified as urgent** by CSC (about **10%** of the work) must be completed within 48 working hours of receipt of the request, at the same price per word as for regular service.

The deliverable (the final translated document) must be compatible with CSC's technology environment, which is currently MS Office 2016 (version 16.0.5110.1000) and must keep up with changes in compatibility during the term of the contract.

Documents must be transmitted electronically between Canada and the Contractor in a secure manner, in accordance with GOVERNMENT OF CANADA STANDARDS FOR THE PROTECTION OF INFORMATION (<https://www.canada.ca/en/treasury-board-secretariat/services/access-information-privacy.html>). Consequently, all final documents (deliverables) must be securely protected and transmitted using software that is compatible with CSC's technology environment (Entrust Entelligence version 4.9.00086 (2004-2020)).

Because the documents to be translated are confidential, the Contractor must not keep any document for more than five (5) working days after delivering the reports to CSC's satisfaction.

Approval is required from the Project Authority (Regional Manager, IMAS) for the translation of any **highly technical document** requiring more time-consuming research.

CSC will assess the quality of the work. If CSC determines that all or part of the work is not of good quality, the Contractor must redo the work at its own expense. In such cases, errors will be identified and the translation returned to the Contractor. The corrections must be made and the translation returned to CSC within 24 working hours.

The Project Authority (or designate) is responsible for the technical content as regards requirements, and for acceptance and approval of deliverables.

The translator's initials must appear on a routing sheet (CSC document) accompanying the documents that are to be translated or have been translated.

5. PLACE OF WORK

The premises proposed by the Contractor for performing the work and storing Protected information must meet the physical security requirements described in the Public Works and Government Services (PWGSC) Industrial Security Manual (latest version).

6. TRAVEL REQUIREMENT

No travel is expected to be required to perform the work under this contract.

7. LANGUAGE OF WORK

The Contractor must provide services in both official languages (English and French) (see the second paragraph of section 3 above).

ADDITIONAL PROVISIONS

8. PROTECTED C

None of the work under this contract will involve PROTECTED C information.

9. TRANSMISSION COSTS

The Contractor will be responsible for the costs of transmitting documents back to CSC.

QUALITY ASSURANCE/QUALITY CONTROL

The Contractor must follow quality assurance/quality control procedures as indicated in the SACC (General Conditions 2005, Articles 04 and 13, and 2035, Articles 05 and 29). Quality assurance/ quality control indicators must be explicitly noted in the work plan and in the reports and other deliverables produced by the Contractor. Failure to follow the procedures or perform the work as prescribed in the Standing Offer or in a call-up may result in the setting aside of the Standing Offer or the taking of vendor performance corrective measures.

PWGSC will have service quality monitoring measures in place:

- Implementation of the [Vendor Performance Corrective Measure Policy](#).

10. MEETING

The Contractor will meet with the regional Project Authority (Regional Manager, Administration (RMA)) when the latter deems it necessary. Meeting arrangements will be negotiated between the Project Authority and the Contractor. Each party will be responsible for its own living expenses for such meetings.

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ANNEX "B"

BASIS OF PAYMENT

Type of document	All-inclusive firm price per word				
	Initial Period of the Standing Offer			Option Period	
	From September 1 2021 to June 30 2022	From July 1 2022 to June 30 2023	From July 1 2023 to June 30 2024	From July 1 2024 to June 30 2025	From July 1 2025 to June 30 2026
General documents	\$/word	\$/word	\$/word	\$/word	\$/word
Specialized documents	\$/word	\$/word	\$/word	\$/word	\$/word
Documents identified as “urgent”	\$/word	\$/word	\$/word	\$/word	\$/word

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ANNEX "C"

SECURITY REQUIREMENTS CHECK LIST

The *Security Requirements Check List* (SRCL) attached to this document is to be inserted at this point and forms part of this document.



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

21301-21-3424628

Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

ARQ.

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		Service correctionnel Canada		2. Branch or Directorate / Direction générale ou Direction		Communications & Serv. Hawk Direct	
3. a) Subcontract Number / Numéro du contrat de sous-traitance				3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant			
4. Brief Description of Work / Brève description du travail TRADUCTION DES DOCUMENTS DE TRAVAIL							
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?						<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?						<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis							
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)						<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.						<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?						<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès							
Canada <input checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>		Foreign / Étranger <input type="checkbox"/>			
7. b) Release restrictions / Restrictions relatives à la diffusion							
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>		No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>			
Not releasable À ne pas diffuser <input type="checkbox"/>							
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>			
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:			
7. c) Level of information / Niveau d'information							
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>		NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>		PROTECTED A PROTÉGÉ A <input type="checkbox"/>			
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>		NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>		PROTECTED B PROTÉGÉ B <input type="checkbox"/>			
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>		PROTECTED C PROTÉGÉ C <input type="checkbox"/>			
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>		CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>			
SECRET SECRET <input type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>		SECRET SECRET <input type="checkbox"/>			
TOP SECRET TRÈS SECRET <input type="checkbox"/>				TOP SECRET TRÈS SECRET <input type="checkbox"/>			
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>				TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>			



PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No / Non ☐ Yes / Oui
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :
9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No / Non ☐ Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

- | | | | |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |

Special comments:

Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No / Non ☐ Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? ☐ No / Non ☐ Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? ☐ No / Non ☒ Yes / Oui
11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? ☒ No / Non ☐ Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? ☒ No / Non ☐ Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☐ No / Non ☒ Yes / Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☒ No / Non ☐ Yes / Oui



PART C - (continued) / PARTIE C - (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
				CONFIDENTIEL		TRÈS SECRET	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL		COSMIC TRÈS SECRET	A	B	C	CONFIDENTIEL		TRÈS SECRET
Information / Assets Renseignements / Biens Production	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>														
IT Media / Support TI	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>														
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non

☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non

☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

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ANNEX "D"

LIST OF UNITS

The *List of Units* attached to this document is to be inserted at this point and forms part of this document.



Service correctionnel
Canada

Correctional Service
Canada

Région du Québec

Quebec Region

ANNEX "D"
INSTITUTIONS LISTING
QUEBEC REGION

Institutions

Donnacona Institution 1537, Highway 138 Donnacona (Quebec) G3M 1C9 Tel. : 418-285-2455 Fax : 418-285-2027	Port-Cartier Institution 1, chemin de l'Aéroport, P.O. Box 7070 Port-Cartier (Quebec) G5B 2W2 Tel. : 418-766-7070 Fax : 418-766-6258	Cowansville Institution 400, Fordyce Avenue, P.O. Box 5000 Cowansville (Quebec) J2K 3N7 Tel. : 450-263-3073 Fax : 450-263-0325
Archambault Institution (minimum) 244, Gibson Boulevard Sainte-Anne-des-Plaines (Quebec) J5N 1V8 Tel. : 450-478-5933 Fax : 450-478-7077	Archambault Institution (medium) 242, Gibson Boulevard Sainte-Anne-des-Plaines (Quebec) J5N 1V8 Tel. : 450-478-5960 Fax : 450-478-7655	Regional Reception Centre 246, Gibson Boulevard Sainte-Anne-des-Plaines (Quebec) J5N 1V8 Tel. : 450-478-5977 Fax : 450-478-7661
Regional Mental Health Centre 242, Gibson Boulevard Sainte-Anne-des-Plaines (Quebec) J5N 1V8 Tel. : 450-478-5960 Fax : 450-478-0035	Drummond Institution 2025, Jean-de-Brébeuf Boulevard Drummondville (Quebec) J2B 7Z6 Tel. : 819-477-5112 Fax : 819-477-9893	Joliette Institution 400, Marsolais Street Joliette (Quebec) J6E 8V4 Tel. : 450-752-5257 Fax : 450-752-2823
La Macaza Institution 321, Chemin de l'Aéroport La Macaza (Quebec) J0T 1R0 Tel. : 819-275-2315 Fax : 819-275-3079	Federal Training Centre (site 6099) 6099, Lévesque Boulevard East Laval (Quebec) H7C 1P1 Tel. : 450-661-7786 Fax : 450-661-9485	Federal Training Centre (site 600) 600, Montée Saint-François Laval (Quebec) H7C 1S6 Tel. : 450-661-9620 Fax : 450-661-7449
Correctional Learning & Development Centre 5500 Lévesque Boulevard East Laval (Quebec) H7C 1N7 Tel.: 450-661-9550 Fax : 450-664-6610	Regional Services Centre 250, Montée St-François Laval (Quebec) H7C 1S5 Tel.: 450-661-9950 Fax : 450-664-6626	Waseskun Healing Center 1, Waseskun Street, P.O. Box. 1159 St-Alphonse-Rodriguez (Quebec) J0K 1W0 Tel.: 450-883-2034 Fax : 450-883-3631



ANNEX "D"
INSTITUTIONS LISTING
QUEBEC REGION

Metropolitan Montreal District
Parole Offices and Community Correctional Centres (CCC)

Administrative Office		
Metropolitan Montreal District 305, René-Lévesque West, Suite 102 Montreal (Quebec) H2Z 1X1 Tel. : 514-283-1776 Fax: 514-283-1783		
Rive-Sud Area Office		
Longueuil Parole Office 550, Chemin Chambly, Suite 280 Longueuil (Quebec) J4H 3L8 Tel. : 450-928-4311 Fax: 450-928-4306	Granby Parole Office 180, Principale Street, 2 nd floor Granby (Quebec) J2G 2V6 Tel. : 450-372-5861 Fax: 450-372-4754	Estrie Parole Office 1650, King Street West, Suite 201 Sherbrooke (Quebec) J1J 2C3 Tel.: 819-564-4235 Fax: 819-564-5721
Ville-Marie Area Office		
Ville-Marie Parole Office 5151, de la Savane Street, Suite 200 Montréal (Quebec) H4P 1V1 Tel. : 514-283-1210 Fax: 514-496-1752		
Maisonneuve Area Office		
Maisonneuve Parole Office 2030, Pie-IX Boulevard, Suite 420 Montreal (Quebec) H1V 2C8 Tel. : 514-283-1424 Fax: 514-496-6798	Ogilvy CCC 435, Ogilvy Street Montreal (Quebec) H3N 1M3 Tel. : 514-273-5246 Fax: 514-273-0628	Sherbrooke CCC 2190, Sherbrooke Street East Montreal (Quebec) H2K 1C7 Tel. : 514-283-1789 Fax: 514-283-3975
Hochelaga CCC 6905, Hochelaga Street Montreal (Quebec) H1N 1Y9 Tel. : 514-496-4417 Fax: 514-496-4416	Martineau CCC – Community Mental Health Unit 10 345, St-Laurent Boulevard Montreal (Quebec) H3L 2P1 Tel. : 514-383-1673 Fax: 514-383-1282	



ANNEX "D"
INSTITUTIONS LISTING
QUEBEC REGION

Parole Offices and Community Correctional Centres (CCC)

Administrative Office		
East-West Quebec District		
100, Ducharme Boulevard, Suite 240 Sainte-Thérèse (Quebec) J7E 4R6 Tel. : 450-435-3932 Fax : 450-435-7600		
Quebec Area Office		
Quebec Parole Office 1125, Lebourgneuf Boulevard Quebec (Quebec) G2K 0J2 Tel. : 418-266-8627 Fax : 418-623-9739	Marcel-Caron CCC 825, Kirouac Street Quebec (Quebec) G1N 2J7 Tel. : 418-648-3838 Fax: 418-649-6306	Rimouski Parole Office 180, Cathédrale avenue, Suite 230 Rimouski (Quebec) G5L 5H9 Tel. : 418-722-3288 Fax: 418-722-3330
Chicoutimi Parole Office 255, Racine Street East, Suite 400 Chicoutimi (Quebec) G7H 7L2 Tel. : 418-698-5656 Fax: 418-698-5588		
Trois-Rivières Area Office		
Trois-Rivières Parole Office 25, Des Forges Street, Suite 150 Trois-Rivières (Quebec) G9A 6A7 Tel. : 819-371-5201 Fax: 819-371-5206	Lanaudière Parole Office 3, Papineau, Suite 107 Joliette (Quebec) J6W 2K3 Tel. : 450-756-1117 Fax: 450-756-1059	
Laval Area Office		
Laval Parole Office 3131, de la Concorde Boulevard East, Suite 512, Laval (Quebec) H7E 4W4 Tel. : 450-661-8610 Fax: 450-661-0415	Outaouais Parole Office 15, Gamelin Street, Suite 102 Gatineau (Quebec) J8Y 1V4 Tel. : 819-997-2662 Fax: 819-953-9490	
Laurentides Area Office		
Laurentides Parole Office 955, Michèle-Bohec Boulevard, Suite C Blainville (Quebec) J7C 5J6 Tel. : 450-430-0794 Fax: 450-430-1709	Laferrière CCC 202, St-Georges Street St-Jérôme (Quebec) J7Z 4Z9 Tel.: 450-432-2141 Fax: 450-432-8657	Rouyn-Noranda Parole Office 151, Du Lac avenue, 2 nd Floor, Suite 200 Rouyn-Noranda (Quebec) J9X 4N6 Tel. : 819-762-3543 Fax: 819-797-9598

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ANNEX "E"

PERIODIC USAGE REPORT

(See the Excel document)

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ANNEX "F"

ELECTRONIC PAYMENT INSTRUMENTS

The Offeror 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).