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NA

Ontario

Revision to a Request for a Standing Offer

Révision à une demande d'offre à commandes

Regional Individual Standing Offer (RISO)

Offre à commandes individuelle régionale (OCIR)

The referenced document is hereby revised; unless
otherwise indicated, all other terms and conditions of
the Offer remain the same.

Ce document est par la présente révisé; sauf
indication contraire, les modalités de l'offre demeurent
les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Public Works and Government Services Canada
Ontario Region
10th Floor, 4900 Yonge Street
Toronto
Ontario
M2N 6A6

Title - Sujet Bilingual Services Des services bilingues	
Solicitation No. - N° de l'invitation W8160-200056/A	Date 2021-07-09
Client Reference No. - N° de référence du client W8160-200056	Amendment No. - N° modif. 005
File No. - N° de dossier TOR-1-44015 (014)	CCC No./N° CCC - FMS No./N° VME
GETS Reference No. - N° de référence de SEAG PW-\$TOR-014-8063	
Date of Original Request for Standing Offer 2021-06-10 Date de la demande de l'offre à commandes originale	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Daylight Saving Time EDT on - le 2021-07-16 Heure Avancée de l'Est HAE	
Address Enquiries to: - Adresser toutes questions à: Vandonk, Tyler	Buyer Id - Id de l'acheteur tor014
Telephone No. - N° de téléphone (905) 301-5477 ()	FAX No. - N° de FAX () -
Delivery Required - Livraison exigée	
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	
Security - Sécurité This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.	

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required Accusé de réception requis	Yes - Oui <input type="checkbox"/>	No - Non <input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
For the Minister - Pour le Ministre		

Amendment 005 to Solicitation W8160-200056/A is raised for the following reasons:

1. Amend the RFP at Annex A - Statement of Work as a result of the answers to the Q&A.
2. Amend the RFP at Part 4 – Evaluation Procedures and Basis of Selection under 4.1.1.1 Mandatory Technical Criteria.
3. Provide answers to questions that were raised during the solicitation period.

1) Amendment to the RFP at Annex A – Statement of Work, Revision 1

At Annex A – Statement of Work, Revision 1:

Delete: In its entirety.

Replace with: Annex A – Statement of Work, Revision 2 attached herein.

2) Amendment to the RFP at Part 4 – Evaluation Procedures and Basis of Selection under 4.1.1.1 Mandatory Technical Criteria

At Part 4 – Evaluation Procedures and Basis of Selection under 4.1.1.1 Mandatory Technical Criteria:

Delete: In its entirety.

Replace with: Part 4 – Evaluation Procedures and Basis of Selection under 4.1.1.1 Mandatory Technical Criteria, Revision 1 attached herein.

3) Provide answers to the questions that were raised during the solicitation period.

Q1. The subtitling process is more complex and costly than the transcription process. Is it then the understanding that pricing would be based on the full subtitling process (transcription, translation, DTP of PPT) and then apply to all requests in this category?

R1. The cost is for the finished solution.

Q2. The deadlines outlined in Section 7 of the SOW are very aggressive. With the understanding that the winning bidder will aim to meet DND's needs, will there be room to negotiate the deadlines of each project, based on the scope, and industry standards for the tasks at hand?

R2. Please refer to RFP at Annex A – Statement of Work.

Q3. Could there be a situation where multiple voices are required within a video? This is another example of an element that could greatly impact the costs and turnaround for a specific project (hence the importance of having a flexible SOW).

R3. Please refer to RFP at Annex A – Statement of Work.

Q4. Does DND foresee that on-screen text or animations could need to be reproduced? This would normally be quoted separately, as it represents another service.

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R4. There is no requirement for this service.

Q5. Given that there are no security requirements, is it understood that portions of this work could be performed outside of Canada?

R5. As per the RFSO this procurement is limited to Canadian Services under the Canadian Content policy, see SACC Manual Clause A3050T (2020-07-01) - Canadian Content Definition.

Q6. The only evaluation criterion (other than price) relates to the qualifications of the proposed translators. Given the scope, translation is just a portion of this work. Is it understood that any work related to transcription, voice over, multimedia production, and other tasks, would be done by other resources, not necessarily having the same qualifications as identified in M1?

R6. Please refer to RFP at Annex A – Statement of Work.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED

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**Annex A - Statement of Work
Revision 2
(see attached)**

ANNEX "A"

Statement of Work – Revision 2

1. TITLE

- 1.1.** Post production of videos and audio recordings into bilingually accessible (English to French and French to English) formats.

2. BACKGROUND

- 2.1.** The Canadian Forces College (CFC) delivers graduate-level professional military education and professional development programmes to selected senior military officers and members of the national security community. Annual student enrolment is in the order of 600-700, ranging from full time programmes (450 students – annual) to short duration seminars (200 attendees - 2 days to 2 weeks duration). The programmes delivered include but are not limited to the Joint Command and Staff Programme (JCSP), the National Security Programme (NSP), the Joint Staff Operations Programme (JSOP), the Canadian Security Studies Programme (CSSP) as well as workshops and symposia.
- 2.2.** Programmes continue to rely significantly on the ability to deliver remotely through a virtual campus. As a consequence, there will be a great reliance on pre-recorded presentations by university level presenters. In instances where presenters and presentations are unilingual we endeavor to make course content as equitably accessible as practicable relative to Canadian Official Languages (English and French).
- 2.3.** During Academic Year (AY) 19/20, CFC conducted upwards of 300 lectures/presentations, for which 75% (225) could conceivably be delivered through pre-recorded video-audio during successive AYs, representing an estimated usage of over 10,000 minutes per academic year.

3. REQUIREMENT

- 3.1.** CFC requires a service provider to generate bilingually accessible versions of pre-recorded videos and audio recordings (Presentations) - from English to French or French to English. Individual presentations are estimated at 15-60 minutes each; though some could be as short as 5 minutes. Some video products are also

accompanied by electronic/digital slide presentations (power point) that require translation.

3.2. The Service Provider is to provide translation services for CFC pre-recorded (video/audio) product, and slide deck material. The translation shall be done using a style and level of language that is consistent with the nature of the document to be translated.

3.3. The rate/volume of request for service will vary based on curriculum development cycles. Routine service is likely to include as many as 10 tasks (separate recordings of varying length) over the course of one week. The Service Provider is to deliver the material to CFC 5 business days from time of receipt for each translation request. The estimate of cumulative processing is 200-300 minutes per week.

3.4. The Translator must be competent to perform the services and must have the necessary licences and qualifications including the knowledge, skill and ability to perform the Services.

3.4.1. The Service Provider must demonstrate that translator(s) employed under any resulting contract will have appropriate accreditation and/or academic training. The Service Provider on request must provide a valid proof of one of the following:

1. Hold a valid accreditation from The Association of Translators and Interpreters of Ontario (ATIO), or;
2. Accreditation from an equivalent provincial association such as Ordre des traducteurs terminologues et interprètes agréés du Québec (OTTIAQ), or;
3. Accreditation from a national body such as the Canadian Translators, Terminologists and Interpreters Council (CTTIC), or;
4. A certificate achieved from successfully passing a provincially-recognized interpretation/translation assessment such as the the Interpreter Language & Skills Assessment Tool (ILSAT), or
5. A BA degree from a certified university in language, translation, education or an associated field.

4. PERIOD OF THE CONTRACT

- 4.1.** The period of the contract is from Date of issuance to one year later inclusive with two (2) one year options.

5. WORK ENVIRONMENT

- 5.1.** CFC regular business hours of operation are Monday to Friday 0800 to 1600 EDT.

6. TASKS

- 6.1.** Generate, from the original presentation, an English to French or French to English translation either as Voice Over audio (video or audio requests) or Subtitles (video requests) and return the material in the format requested as directed by the Project Authority.
- 6.2.** Original and final products will be in a Canadian Official Language, either:
- 6.2.1. English to French; or
 - 6.2.2. French to English.
- 6.3.** The service provider is expected to receive and deliver services, during regular business hours which are Monday-Friday from 0800 to 1600 EST, with all business affairs being conducted through common corporate IT capabilities (video calls / telephone / email / web based data exchange).
- 6.4.** The Service Provider is to respond promptly to any enquiries from the Project Authority (within four (4) business hours) to any concerns, during the translation services and after to address any quality of finished products.

7. TRANSLATION SERVICES

The Service Provider's finished products must meet, at a minimum, industry standards in the quality of audio clarity and volume, pacing, vocal tone and inflection and pronunciation and enunciation. Multiple voices may be required for some projects. The format will be determined at time of Call-up.

- 7.1. Regular Business Hours for Audio/Visual to Subtitles – Translation**
services for translation of audio/visual into subtitles are to be delivered within 5 business days of initial request. Audio/visual in the range of 15-60 minutes long, but

as short as 5 minutes. It can also be expected that there will be 30-300 minutes of audio/visual translation every week. A video file (MP4) will be provided for translation. At a minimum, the finished product should be a video (MP4) embedded with second language subtitles, or a finished product may be a translated written transcript that includes time stamps following of the original presentation, in a PDF or Word format. An estimate of 10000 minutes of translation is expected in an academic year.

7.2. Regular Business Hours for Audio/Visual to Voiceover – Translations services for translation of audio/visual into voiceover are to be delivered within 5 business days of initial request. Audio/visual in the range of 15-60 minutes long, but as short as 5 minutes. It can also be expected that there will be 30-300 minutes of audio/visual translation every week. A video file (MP4) or an audio file (MP3) will be provided for translation. At a minimum, the finished product should be an audio voiceover track for a video (MP4) or an audio voiceover for a podcast (MP3). An estimate of 10000 minutes of translation is expected in an academic year.

7.3. Rush Hours for Audio/Visual to subtitles - In the event that CFC requests a rush translation to subtitles the audio/visual material is to be delivered within 2.5 business days after initial request, the service provider will be paid at the rush rate with the expectation from CFC that work may be done outside of regular business hours to provide that fastest reasonably possible delivery. Audio/visual in the range of 15-60 minutes long, but as short as 5 minutes. A video file (MP4) will be provided for translation. At a minimum, the finished product should be a video (MP4) embedded with second language subtitles, or a finished product may be a translated written transcript that includes time stamps following of the original presentation, in a PDF or Word format. An estimate of 500 minutes of rush translation is expected in an academic year.

7.4. Rush Hours for Audio/Visual to Voiceover - In the event that CFC requests a rush translation to voiceover the audio/visual material is to be delivered within 2.5 business days after initial request, the service provider will be paid at the rush rate with the expectation from CFC that work may be done outside of regular business hours to provide that fastest reasonably possible delivery. Audio/visual in the range of 15-60 minutes long, but as short as 5 minutes. A video file (MP4) or an audio file (MP3) will be provided for translation. At a minimum, the finished product should be an audio voiceover track for a video (MP4) or an audio voiceover for a podcast (MP3). 500 minutes of rush translation is expected in an academic year.

8. LANGUAGE OF WORK

8.1. The language of work is English and French.

9. TRAVEL REQUIREMENT

9.1. Not applicable.

10. WORK LOCATION

10.1. Service Provider's location.

11. CLIENT SUPPORT

11.1. Project Authority, identified at time of request.

11.2. CFC will provide a glossary of military terms/acronyms (referenced in Appendix A) to assist in interpretation. Any questions regarded translation should be referenced by to the project authority that submitted the translation request.

12. GOVERNMENT FURNISHED EQUIPMENT

12.1. None will be provided.

13. Quality Assurance

CFC Project Authority will notify the Service Provider of any errors or omissions, the service provide must rectify any errs or omissions with within 5 business days of notification.

13.1 Word Count

- a. When a material for translation is sent to the Contractor electronically, the word count will be done electronically from the source material using the same software and version used for the source material. In this case the Project Authority will inform the Contractor of the word count in the call-up form the Contractor shall confirm the word count with the Project Authority, and any disputes shall be resolved prior to the start of the Work.

13.2 Linguistic quality and terminology uniformity

- a. The quality of the Work delivered under the Contract must meet the following and be to the satisfaction of the Project Authority. The Contractor must:
- b. Use an administrative style and appropriate language which accurately renders the message of the source material.

- c. Ensure the Work contains standardized and consistent terminology when using the services of more than one translator.
- d. Deliver Work that is absent of errors. Errors include but are not limited to:

13.3 Accuracy

- a. Mistranslation;
- b. Shift in meaning;
- c. Unwarranted omission;
- d. Unwarranted addition;
- e. Ambiguity;
- f. Illogical rendering;
- g. Lack of clarity;
- h. Improper use of terminology.

13.4 Language

- a. Syntax [improper sentence construction];
- b. Calque [expression adopted by one language from another in a more or less literally translated form], c. Under / over translation;
- c. Improper use of: prepositions, conjunctions, adverbs, pronouns;
- d. Grammar (lack of agreement, improper verb use);
- e. Usage, including:
 - f. 1) Faulty usage;
 - g. 2) Anglicism [words or phrases borrowed from English];
 - h. 3) Incorrect collocation;
 - i. 4) Barbarism (language error where a non-standard or an incorrect word is used);
 - j. 5) Improper choice of words and expressions;
- k. g. Typography (failure to comply with typographical conventions, punctuation and capitalization rules;
- l. typos, errors in figures).

13.5 Style and Adaptation

- a. Awkward rendering;
- b. Poor formulation;
- c. Word for word translation;
- d. Non-idiomatic rendering [whose meaning is not rendered in a natural, native-speaker style];
- e. Incorrect adaptation of any of the following with respect to the end user: tone, conciseness and level of language.

13.6 Official Titles and Terminology

Incorrect use of the following:

- a. Official titles;
- b. Acronyms;
- c. Terminology;
- d. Client usage;
- e. Lack of consistency.

13.7 **FORMATTING**

Problems concerning the following:

- a. Layout;
- b. Alignment of paragraphs and titles;
- c. Translation does not mirror the original of any of the following: tables, charts, table of contents, bibliography;
- d. Hypertext links are incorrect;
- e. Consistency.

13.8 **Technicalities**

- a. Deliver the Work in the application, format, style and layout of the source document that is used by the Project Authority unless otherwise requested in the approved call-up. In addition, the following conditions must be adhered to:
- b. No conversions will be accepted in any form. Consequently, it will not be possible to convert from one type of system to another (for example, from a Macintosh to an IBM-compatible), or to save files in an earlier or later version of the application(s) of the source document.
- c. The Contractor shall use virus detection and elimination systems and agrees to take the necessary measures to ensure the delivery of its translations on electronic media or systems free of viruses.
- d. The Contractor shall not use unauthorized codes in word processing, tables, etc.
- e. The Contractor must return, to the Unit, all form of documentation supplied.

13.9 **Format and layout**

- a. The Contractor shall not apply any publicity or distinctive markings (stamps, business cards, stickers, notes, etc.) to either the translations returned, in hard copy or electronic format, to any source material, previously translated material, reference documentation, diskettes, etc., however supplied to the Contractor by the Project Authority.
- b. A5.4.2. All Work must be delivered without any hand written corrections and must respect the format, pagination, layout and specific characteristics of the source material so that the Project Authority can use the Work as is.
- c. A5.4.3. For any Work interrupted or left unfinished as a result of directives from the Project Authority, the word count corresponding to the final written form of the Work completed shall be the final word count.

13.10 **Certification of quality control**

- a. For each deliverable, the Contractor shall return the approved call-up form to the Project Authority and provide the name of the Reviser(s) who performed the quality control, as well as his/her/their professional certification number(s) certifying the quality of the Work, where indicated on the call-up form. All Work performed shall be dated and certified by the Reviser(s) prior to delivery to the Project Authority

13.11 **Language Challenges**

When Canada receives an official language challenge from the Language Ombudsman, pertaining to the Contractor's translation, the Contractor must provide all information required by Canada to defend or correct their translation at no extra cost to Canada.

APPENDIX "A" - GLOSSARY OF MILITARY ACRONYMS & TERMS

3B RELEASE – Medical Release from the Canadian Armed Forces
AD – Accidental Dismemberment
ADIP – Accidental Dismemberment Insurance Plan
ALOA – Allowance in Lieu of Operational Allowance
AR/MEL – Administrative Review - Medical Employment Limitations
ASU – Area Support Unit
ATOC – Army Tactical Operations Course
BMOQ – Basic Military Officer Qualification
BMQ – Basic Military Qualification
BOI – Board of Inquiry
CAF – Canadian Armed Forces
CAR – Coverage After Release
CDA – Canadian Defence Academy
CDS – Chief of the Defence Staff
CFAO – Canadian Forces Administrative Orders
CF GROUP RSP – Canadian Forces Group Retirement Savings Plan
CFHS – Canadian Forces Health Services
CFIRP – Canadian Forces Integrated Relocation Program
CFIS – Canadian Forces Income Support
CFMAP – Canadian Forces Member Assistance Program
CFMVRCA – Canadian Forces Member and Veterans Re-establishment and Compensation Act
CFMWS – Canadian Forces Morale and Welfare Services
CFRTW – Canadian Forces Return to Work Program
CFS – Canadian Forces Station
CFSA – Canadian Forces Superannuation Act
CFSU – Canadian Forces Support Unit
CMPC – Commander Military Personnel Command
CO – Commanding Officer
CPI – Consumer Price Index
CPP – Canada Pension Plan
CRA – Canada Revenue Agency
CT – Career Transition
CTS – Career Transition Services
CTAB – Canadian Technology Accreditation Board
CTAP – Career Transition Assistance Programs

CTCC – Combined Arms Team Commanders Course
CVVRS – Canadian Veterans Vocational Rehabilitation Services
DAOD – Defence Administration Orders and Directives
DCFPS – Director Canadian Forces Pension Services
DCSM – Director Casualty Support Management
DDCP – Dependants Dental Care Plan
DGHS – Director General Health Services
DL – Dependant Life Insurance
DMCA – Director Military Careers Administration
DMED POL – Director Medical Policy
DMPAP – Director Military Pay and Allowances Processing
DND – Department of National Defence
DPSP – Director Pensions and Social Programs
EAS – Employee Assistance Services
ER – Education Reimbursement
ESDC – Employment and Social Development Canada
FIL – Family Information Line
FSNA – Federal Superannuates National Association (now National Association of Federal Retirees)
GAPDA – Garnishment, Attachment and Pension Diversion Act
GECA – Government Employees Compensation Act
GOC – Government of Canada
HOPE – Helping our Peers by Providing Empathy
HQ – Headquarters
ILP – Individual Learning Plan
INA – Insurance Needs Analysis
IPC – Incentive Pay Category
IPSC – Integrated Personnel Support Centre
IRM – Insurance for Released Members
ISN – Injured Soldier Network
JPSU – Joint Personnel Support Unit
JPSU HQ – Joint Personnel Support Unit Headquarters
LPF – Last Post Fund
LTD – Long Term Disability
LWOP – Leave without Pay
MAM – Managing Angry Moments
MBR – Member
MCTAP – Military Civilian Training Accreditation Program
MEL – Medical Employment Limitations
MET – Military Employment Transition
MFRC – Military Family Resource Centre

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MFS – Military Family Services
MFSA – Mental Fitness and Suicide Awareness
MFSP – Military Family Services Program
MO – Medical Officer
NDHQ – National Defence Headquarters
NOK – Next of Kin
NPP – Non-Public Property
NVC – New Veterans Charter
OGTI – Optional Group Term Insurance
OP – Operation
OSI – Operational Stress Injury
OSISS – Operational Stress Injury Social Support
PA – Pension Act
PCAT – Permanent Category
PDSP – Pensioners Dental Services Plan
PER – Performance Evaluation Report
PLQ – Primary Leadership Qualification
PMV – Private Motor Vehicle
POC – Point of Contact
POE – Prince's Operation Entrepreneur
POP – Pastoral Outreach Program
PSC – Public Service Commission
PSEA – Public Service Employment Act
PSER – Public Service Employment Regulations
PSHCP – Public Service Health Care Plan
PSP – Personnel Support Programs
PSTC – Peace Support Training Centre
PSU – Personnel Support Unit
PTSD – Post-Traumatic Stress Disorder
R2CL – Road to Civilian Life
R2MR – Road to Mental Readiness
RCL – Royal Canadian Legion
RCMP – Royal Canadian Mounted Police
RDCP – Reserve Dental Care Plan
RET – Retired
RFC – Reserve Force Compensation
RRIF – Registered Retirement Income Fund
RRSP – Registered Retirement Savings Plan
RTIP – Reserve Term Insurance Plan
RTW – Return to Work
SCAN – Second Career Assistance Network

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SCP – Skills Completion Program
SDA – Special Duty Area
SDO – Special Duty Operation
SDP – Spousal Disability Plan
SDS – Special Duty Service
SI – Serious Injury/Illness
SISIP FS – Service Income Security Insurance Plan Financial Services
SPHL – Service Personnel Holding List
TCAT – Temporary Category
T.I.P.S. – Tax Information Phone Service
TLD – Third Location Decompression
UN – United Nations
UNMO – United Nations Military Observer
VAC – Veterans Affairs Canada
VIP – Veterans Independence Program
VPOP – Veterans Pastoral Assistance Program
VRAB – Veterans Review and Appeal Board
VRP – Vocational Rehabilitation Program
VRPSM – Vocational Rehabilitation Program for Serving Members
VSI – Very Serious Injury/Illness
WCB – Workers Compensation Board
YMPE – Year's Maximum Pensionable Earnings

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION -

REVISION 1

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 Mandatory Technical Criteria

The Offer must comply with the mandatory technical criteria specified below. The Offeror must provide in their proposal the necessary documentation to support and demonstrate compliance with the mandatory technical criteria.

Offers which fail to meet the mandatory technical criteria will be declared non-responsive and will receive no further evaluation. Each mandatory technical criteria must be addressed separately.

	Mandatory Technical Criteria
M1	<p>The Bidder must be competent to perform the Services and must have the necessary licences and qualifications including the knowledge, skill and ability to perform the Services. The Bidder must demonstrate that 2 (two) translator(s) employed under any resulting contract will have appropriate accreditation and/or academic training. To demonstrate this, the Bidder must provide one of the following:</p> <ol style="list-style-type: none">1. Bidder must indicate that translators have accreditation from The Association of Translators and Interpreters of Ontario (ATIO), or;2. Accreditation from an equivalent provincial association such as Ordre des traducteurs terminologues et interprètes agréés du Québec (OTTIAQ), or;3. Accreditation from a national body such as the Canadian Translators, Terminologists and Interpreters Council (CTTIC), or;4. A certificate achieved from successfully passing a provincially-recognized interpretation/translation assessment such as the the Interpreter Language & Skills Assessment Tool (ILSAT), or5. A BA degree from a certified university in language, translation, education or an associated field. <p>If the above certification and licensing information for the translator(s) are not provided with the bid at the time of bid closing, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the requested information within the time frame provided will render the proposal non-responsive.</p>