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Bid Receiving Public Works and Government  
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instructions sur la présentation  
d'une soumission

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

<b>Title - Sujet</b> Bilingual Services Des services bilingues	
<b>Solicitation No. - N° de l'invitation</b> W8160-200056/A	<b>Date</b> 2021-08-06
<b>Client Reference No. - N° de référence du client</b> W8160-200056	<b>Amendment No. - N° modif.</b> 007
<b>File No. - N° de dossier</b> TOR-1-44015 (014)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$TOR-014-8063	
<b>Date of Original Request for Standing Offer</b> 2021-06-10 <b>Date de la demande de l'offre à commandes originale</b>	
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Eastern Daylight Saving Time EDT <b>on - le 2021-08-18</b> Heure Avancée de l'Est HAE	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Vandonk, Tyler	<b>Buyer Id - Id de l'acheteur</b> tor014
<b>Telephone No. - N° de téléphone</b> (905) 301-5477 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Delivery Required - Livraison exigée</b>	
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	
<b>Security - Sécurité</b> 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**

<b>Acknowledgement copy required</b>	<b>Yes - Oui</b>	<b>No - Non</b>
<b>Accusé de réception requis</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <b>Le proposant constate, par la présente, cette révision à son offre.</b>		
<b>Signature</b>	<b>Date</b>	
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)		
<b>For the Minister - Pour le Ministre</b>		

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Amendment 007 to Solicitation W8160-200056/A is raised for the following reasons:

1. Amend the RFP at Annex A - Statement of Work in response to questions;
2. Amend the RFP at Annex B - Basis of Payment in response to questions; and
3. Extension of Time.

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

**At Annex A – Statement of Work:**

**Delete:** In its entirety.

**Replace with:** Annex A – Statement of Work, Revision 3 attached herein.

**2) Amendment to the RFP at Annex B – Basis of Payment**

**At Annex B – Basis of Payment:**

**Delete:** In its entirety.

**Replace with:** Annex B – Basis of Payment Revision 2 attached herein.

**3) Extension of Time**

Notice is hereby given that the closing date for the reception of tenders is extended to Wednesday, August 18, 2021 at 2:00 p.m. EDT.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**

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**Annex A - Statement of Work  
Revision 3  
(see attached)**

## **ANNEX "A"**

### **Statement of Work – Revision 3**

#### **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 a potential estimated usage/demand of approximately 10,000 minutes per academic year (45-60 minute lectures).

#### **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. This requested service is similar to Simultaneous Interpretation,

which deals with the translation of spoken word or intent, as opposed to a Translation service which deal with the written word. Individual presentations, whether audio or video (with audio track) range from 15 to 60 minutes each; though some could be as short as 5 minutes.

- 3.2.** The Service Provider is to provide interpretation services for CFC pre-recorded (video/audio) products. The interpretation shall be done using a style and level of language that is consistent with the nature of the original language product.....voice / tempo / clarity / meaning.
- 3.3.** The rate/volume of request for service will vary based on CFC's curriculum development cycles. Routine service could include as many as 10 tasks (separate recordings of varying length) over the course of one week, but likely to be in the order of 3-5 per week. The Service Provider is to deliver the material to CFC 5 business days from time of receipt for each interpretation 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 audio track interpretation otherwise understood to be Voice Over Video/Audio for either pre-recorded video or audio presentations, 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 voice over video/audio services and after to address any quality of finished products.

#### **7. VOICE OVER VIDEO/AUDIO 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. It is preferred that the gender of voice match the original, but not essential, and multiple voices may be required for some projects. The format will be determined at time of Call-up.

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## **7.1. Regular Business Hours for Voice Over Audio/Visual** – services for 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 work each week from August to April/May with a lower demand rate during June and July. A video file (MP4) or an audio file (MP3) will be provided for voice over processing. 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.

## **7.2. Rush Hours for Voice Over Audio/Visual** - In the event that CFC requests a rush

for voiceover services 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 voice over processing. 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.

#### **13.2 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 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 service provider.
- 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 that are not common in spoken French, and vice versa];
- 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.

### **13.8 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 or electronic files supplied.

### **13.9 Format and layout**

- a. The Contractor shall not apply any publicity or distinctive markings (stamps, business cards, stickers, notes, watermarks or electronic banners, etc.) to the electronic format or source material, or reference documentation, 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 electronic format, 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 minutes of video/audio corresponding to the final written form of the Work completed shall be the final minutes of video/audio.

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### **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**

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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

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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

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**Annex B – Basis of Payment  
Revision 2  
(see attached)**

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**ANNEX "B"**

**BASIS OF PAYMENT – REVISION 2**

All prices are firm all-inclusive prices in Canadian funds, including Canadian customs duties and excise taxes, FOB destination(s) indicated, as applicable. HST is not included in pricing and must be shown as a separate item on invoices.

**Estimated Usage:**

The estimated usages provided are for the sole purpose of establishing an evaluation tool and are based only on best estimate and in no way reflect the actual usages expected or any commitment on the part of the Crown. The quantities as stated herein reflect the expected usage for one year and are an estimate of the requirement made in good faith. The Standing Offer will be limited to the actual goods ordered.

*[Note to Offerors: The text above and the Estimated Usage columns will be removed from the resulting Standing Offer(s)]*

**Pricing Periods**

1<sup>st</sup> period: Date of issuance to one year later inclusive *[Canada will insert dates at time of issuance]*

2<sup>nd</sup> period (option): *[Full Calendar Year following end of 1<sup>st</sup> period - Canada will insert dates at time of issuance]*

3<sup>rd</sup> period (option): *[Full Calendar Year following end of 2<sup>nd</sup> period - Canada will insert dates at time of issuance]*

**1. Regular Service**

**A. Regular Business Hours Voice Over for Audio/Visual (English to French and French to English)**

Item	Period	Offeror's Cost per minute Column (A)	Estimated Usage Column (B)	Total Columns (AxB)
1.	1 <sup>st</sup> Period	\$	10,000 minutes	\$.....
2.	2 <sup>nd</sup> Period	\$	10,000 minutes	\$.....
3.	3 <sup>rd</sup> Period	\$	10,000 minutes	\$.....

**Total Cost for 1. Regular Services (A)** \$.....

**2. Rush Service**

**B. Rush Translation for Voice Over Audio/Visual (English to French and French to English)**

Item	Period	Offeror's Cost per minute Column (A)	Estimated Usage Column (B)	Total Columns (AxB)
4.	1 <sup>st</sup> Period	\$	500 minutes	\$.....
5.	2 <sup>nd</sup> Period	\$	500 minutes	\$.....
6.	3 <sup>rd</sup> Period	\$	500 minutes	\$.....

**Total Cost for 2. Rush Services (B)**

\$.....

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**TOTAL COST OF SERVICES FOR EVALUATION PURPOSES**

Total Cost for 1. Regular Services (A) \$.....

Total Cost for 2. Rush Services (B) + \$.....

Total Evaluated Cost (1.Regular Services and 2. Rush Services) \$.....

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