



RETURN BIDS TO:

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Bid Receiving - PWGSC / Réception des soumissions -
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Core 0B2 / Noyau 0B2

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

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

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

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Linguistic Services Division / Division des services
linguistiques

Les Terrasses de la Chaudière

10, rue Wellington, 5e étage

Gatineau

Québec

K1A 0S5

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| Title - Sujet RFP Translation, review , modificat RFP for Translation, review and modification | |
| Solicitation No. - N° de l'invitation 60074-191894/A | Amendment No. - N° modif. 003 |
| Client Reference No. - N° de référence du client 60074-191894 | Date 2021-08-10 |
| GETS Reference No. - N° de référence de SEAG PW-\$\$ZF-503-39781 | |
| File No. - N° de dossier 503zf.60074-191894 | 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 2021-08-31 Heure Avancée de l'Est HAE | |
| F.O.B. - F.A.B. | |
| Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/> | |
| Address Enquiries to: - Adresser toutes questions à: Hakizimana, Christophe | Buyer Id - Id de l'acheteur 503zf |
| Telephone No. - N° de téléphone (873) 354-7592 () | FAX No. - N° de FAX () - |
| Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: | |

Instructions: See Herein

Instructions: Voir aux présentes

| | |
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| Delivery Required - Livraison exigée | Delivery Offered - Livraison proposée |
| 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 |

This amendment 003 is issued to provide answers to bidders' questions:

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| Question 1 | Can you please explain how the Pricing Score will be calculated? We understand that the Basis of Selection is lowest evaluated price per point, but can you please confirm how you will be adding up the pricing tables in Attachment 1 to Part 3? |
| Answer 1 | For the evaluation purposes, the total will be based on firm all-inclusive rates indicated in the table in accordance with the firm all-inclusive price for all streams (1, 2 and 3). Please refer to Amendment 002 of the RFP for clarification - ATTACHMENT 1 TO PART 3, PRICING SCHEDULE. |

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| Question 2 | It is our understanding that when the Federal Budget is sent for translation you have to have an approved Secret room with a minimum capacity of 8 people at one time to meet the required turnaround times of the urgent requests. Should this not be a mandatory requirement? |
| Answer 2 | The Contractor's IT media and physical location must be cleared to the Secret level by the PSPC Contractor Security Division. As long as the Contractor has the required clearances, there is no specific requirement regarding a room. Protected documents are transmitted through encrypted email, while classified documents are transmitted on a secure USB. The Department does not have the ability to share classified documents electronically. The Contractor must process all classified documents at their approved location. |

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| Question 3 | We notice that the RFP is asking for a total of five translators in Streams 1 and 2. However, the Statement of Work states that Streams 1 and 2 will require 3,480,000 words translated per year. Should more translators be required to meet the translation requirements? |
| Answer 3 | <p>The yearly estimated volume of the requirement has been reduced to 2,760,000 words as per Amendment 002 of the Request for Proposal (RFP).</p> <p>Therefore, the Statement of work will be revised as follows.</p> <p>DELETE: Section A6 – REQUIRED CAPACITY of the Statement of work</p> <p>REPLACE:</p> <p>A6 REQUIRED CAPACITY</p> <p>Stream 1:</p> <p>The Contractor must be capable of translating up to 14,000 words per day and each translator must be capable of translating up to 2,000 words per day. For the purpose of clarity, Canada is using 7.5 hours, lunch period excluded, as "a day".</p> <p>Stream 2:</p> <p>The Contractor must be capable of translating up to 14,000 words per day and each translator must be capable of translating up to 2,000 words per day. For the purpose of clarity, Canada is using 7.5 hours, lunch period excluded, as "a day".</p> <p>Stream 2: Surge Capacity</p> <p>Translation work for Stream 2 is typically high and sustained around budget time or during the preparation of economic and fiscal updates. The preparation of a budget normally requires from six to eight weeks, at which time the Contractor must have the capacity to translate up to 45,000 words per day. This may require</p> |

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| | <p>additional translators to meet increased demand on an “as and required basis” under the approved Task Authorization (TA).</p> <p>Stream 3:</p> <p>The translator must be capable of translating up to 2,000 words per day and capable of performing review and modification on up to 3,500 words per day. For the purpose of clarity, Canada is using 7.5 hours, lunch period excluded, as "a day".</p> <p>Stream 3: Surge Capacity</p> <p>Work may occasionally be required to be done outside regular hours. During budget time or special projects undertaken by the Department of Finance, the volume of work may be considerably higher and could increase up to 5,000 words per day. In view of the specialized nature of the work, the Contractor must be able to respond to the higher volume of Work of up to 5,000 words per day when the Department of Finance requires such. This may require additional translators to meet increased demand on an “as and required basis” under the approved Task Authorization (TA).</p> <p>The majority of the volume will be for work on the government's site, about ninety-five percent (95%). These operational requirements are not guaranteed and may vary with the requirements of the federal government. The requests for translation work for regular hours and outside regular hours are subject to definitions described in Article A3.</p> |
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| Question 4 | In the case of Secret documents, the expected productivity decreases, since linguists do not have access to the same tools. Furthermore, additional time must be considered to allow for the exchange of the documents. Please provide comments to show that this is being considered. |
| Answer 4 | This concern will be considered at Task Authorization (TA) process. |

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| Question 5 | As it pertains to a single translator’s productivity, industry standards range from 1,500 to 2,000 words per day (at the most, and especially as it pertains to legal translation). Please explain the justification for requesting a productivity of 3,000 words per day per translator. |
| Answer 5 | The yearly estimated volume of the requirement has been reduced to 2,760,000 words as per Amendment 002 of this Request for Proposal (RFP). |

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| Question 6 | Can contractors propose resources who are not full-time employees? |
| Answer 6 | The process of hiring the appropriate resources for this requirement is the responsibility of the bidders. |

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| Question 7 | <p>Additional clarification is required for stream 3, on-site services:</p> <p>7.1 While stating that a resource would be required to go on-site, there is no mention of the on-going pandemic. What initiatives are in place to ensure a safe and healthy working environment? Will any restrictions, not mentioned in this RFP, be in place?</p> <p>7.2 Language Service Providers have many tools at their disposal, which help their linguists provide quality work within expected timelines. Presumably, these tools won’t be available at the client site. Why is it considered essential to have a resource on-site, especially since remote work has proven to be very effective?</p> <p>7.3 Please be more specific in explaining how time and remuneration will work when on-site:</p> |
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| | <p>a) The pricing should be hourly, as opposed to per word. Is it fair to assume that resources would be paid full-time when on-site, not just per word?</p> <p>b) Would resources be asked to remain on-site for specific periods of time (i.e. number of days or weeks)?</p> <p>c) Please describe how this arrangement has worked with the incumbent over the past few years (before the pandemic). In two years (prior to the pandemic) how many days was a resource on-site?</p> |
| Answer 7 | <p>7.1 Any personnel representing the Government of Canada are required to comply with Public Health Agency of Canada (PHAC) and Provincial protocols to related to COVID 19. Should further safety requirements be requested by the contractor, written procedures will be provided at the Task Authorization stage.</p> <p>7.2 While remote work has proven to be effective in a number of areas, it has proven to be a significant challenge for the drafting and preparation of tax legislation. This process is highly collaborative and requires specialized software which is available on-site. While accommodations have been made during the pandemic, the bulk of the documents to be translated have a “secret” classification and according to normal government policies must be stored on the secret network at work.</p> <p>7.3 a) The resource is compensated on an hourly basis when making edits, corrections, revisions and reviewing documents and source texts. The resource is compensated on a per word basis when translating documents.</p> <p>b) While COVID protocols would need to be respected and the return-to-work path is yet to be finalized, in the past a translator has been on-site during normal business hours from Monday to Friday, plus additional time during busy periods (e.g., leading up to the Federal Budget and prior to the tabling of bills and major releases of draft legislation).</p> <p>c) Before the pandemic, the resource was on-site 5 days a week.</p> |
| Question 8 | <p>The RFP specifies that for Streams 1 and 2 each translator must be able to translate 3,000 words per day. Industry standard translation rates for translators are 1,800 words per day (federal government/translation bureau), and up to 2,250 words per day in agencies depending on the seniority of the translator and the subject matter. With higher volumes the translations are often rushed and may not meet quality standards.</p> <p>Could you please explain the rationale for these required volumes that are well above industry standards?</p> |
| Answer 8 | The yearly estimated volume of the requirement has been reduced to 2,760,000 words as per Amendment 002 of this Request for Proposal (RFP). |
| Question 9 | Could PSPC please consider extending the closing date to the end of August to allow Bidders to fully evaluate this requirement, along with the forthcoming Q&A? |
| Answer 9 | The closing time of this RFP changed to August 31, 2021 at: 02:00 PM Eastern Daylight Saving Time (EDT) |

All other terms and conditions remain unchanged.