



LETTER OF INTEREST (LOI)

April 12, 2022

Call number: D312022001

Letter of Interest – To identify potential providers for a traditional competitive procurement process

The Canadian Transportation Agency (Agency) invites you to submit a written response to this Letter of Interest (LOI):

The purpose of this LOI is to find a source of qualified providers who are able and willing to bid on a need by the Agency to obtain American Sign Language (ASL) and Langue des signes québécoise (LSQ) simultaneous interpretation services (English/French) / Communication Access Realtime Translation (English/French) (CART) services as described below.

If you wish to express your interest, you must send your written response to this LOI at the email address below in time for us to receive it no later than **April 29, 2022**. The Agency may not consider all responses, some of which may be returned unopened to the respondent.

Response address:

otc.soumission-bid.cta@otc-cta.gc.ca

Responses submitted by fax or other electronic means of transmission, as well as oral responses, will not be accepted. However, amendments to responses may be submitted by email if received before the response closing date and time.

Inquiries

All inquiries regarding this LOI are to be addressed to the contracting authority identified below:

Nancy Trépanier
Canadian Transportation Agency
15 Eddy St., 17th floor
Gatineau, Quebec Canada
Telephone: 873-455-5986
E-mail: nancy.trepanier@otc-cta.gc.ca

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1. This Letter of Interest (LOI) consists of the following components:

COMPONENT	DESCRIPTION
Part 1: Letter of interest	Contains a description of the Agency's purpose, objectives and timetable with respect to this LOI.
Part 2: Response template	Provides a detailed description of the information the Agency is seeking.

2. Respondents are asked to clearly identify the following in their response package:
 - **Call number: D312022001**
 - **Project name: Letter of interest**
 - **Closing date and time: April 29, 2022 (2:00 pm EST)**
 - **Respondent's name and address**
3. Responses received after the closing date for this LOI may not be considered since the Agency's timeline and schedule may not allow enough time. Responses received after the closing date will not be considered by the Agency.
4. Questions concerning the LOI **must** be in writing, and may only be addressed to the contract officer named in the LOI. The closing date for the receipt of written questions from respondents is **April 26, 2022**. The Agency may provide written answers to all questions received on or before this date by means of an addendum or a Questions & Answers document distributed via the Buy and Sell website to those respondents who received a copy of the LOI.
5. Respondents may draft their responses in either official language of Canada.
6. Respondents may amend or withdraw their responses at any time prior to the stated closing date, and may do so in writing by fax or email.
7. Inasmuch as possible, the information requested in this LOI should be presented in the order indicated in **Part 2: Response template**.
8. The Agency assumes no responsibility whatsoever for any response that has been improperly addressed.
9. All requirements and conditions in this LOI are for the Agency's purposes, and are not to be taken as undertakings or obligations on the part of the Agency to follow-up.

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10. All responses received and assessed by the Agency will be kept strictly confidential and will be retained to support the further development of internal planning documents and decisions.
11. Unless specifically requested, responses received and assessed in relation to this LOI will not be returned to respondents by the Agency.
12. The Agency will not be responsible for any costs incurred by respondents for the preparation and submission of responses to this LOI.
13. The Agency is seeking information via this LOI solely for its own benefit, and makes no commitment whatsoever that a resulting contract will be awarded to any respondent replying to this LOI.
14. Canada will not reimburse any respondent for expenses incurred in responding to this LOI.
- 15. This is not an offer or a call for bids.**
 - I. This LOI will not result in the awarding of any standing offer or contract or lead to any development funding initiative.
 - II. Potential providers of any goods described in this LOI should not reserve inventory based on the information contained in this LOI.
 - III. This LOI will not result in the creation of a providers' list.
 - IV. A potential provider's response to this LOI will not preclude them from participating in any future procurement.
 - V. Procurement of any of the goods described in this LOI will not necessarily be in accordance with this LOI.
 - VI. This LOI is simply intended to obtain feedback from the industry with respect to the matters described herein.

16. Nature of and requested responses

Use of responses: Responses will not be formally assessed. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this LOI. Canada will review all responses received by the LOI closing date. Canada may, at its discretion, review responses received after the LOI closing date.

Review team: A review team composed of representatives of Canada will review the responses. Canada reserves the right to hire any independent consultant or use any government resources that it deems necessary to review any response.

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Confidentiality: Respondents should mark any portion of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the *Access to Information Act*.

Follow-up activity: Canada may, at its discretion, meet with respondents who indicate in their responses that they wish to participate in a follow-up meeting. This follow-up activity, if conducted, may include one-on-one meetings or conferences. Canada may, at its discretion, contact any respondent to follow up with additional questions, for clarification of any aspect of a response or to arrange an instrument demonstration.

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PART 1: LETTER OF INTEREST (LOI)

1. BACKGROUND

The Canadian Transportation Agency (Agency) is responsible for ensuring that undue barriers to the mobility of persons with disabilities are eliminated within the national transportation system. Means of communicating with partners, stakeholders and the public must be barrier-free and accessible. Since the start of the COVID-19 pandemic, virtual meetings have been widely used to support business continuity.

2. PURPOSE

The Agency has determined that a contract is required for the following reasons:

1. Consolidate resources for conducting virtual meetings.
2. Standardize the level and quality of services offered during virtual meetings.
3. Accommodate various accessibility needs, in all forms prescribed by Canadian legislation, in virtual meetings to meet our obligations.

Accessibility criteria:

The purpose of this contract is to meet the requirements prescribed by the [Accessible Canada Act](#), in particular subsection 5.1(2), and is consistent with the principles set out in section 6.

3. PURPOSE OF THIS LETTER OF INTEREST

The details provided herein enable potential providers to determine whether they are able and willing to bid on a requirement of this nature.

4. DELIVERABLES and SERVICE REQUIREMENTS

Technical criteria

- Interpreters are responsible for delivering the services in a best practices environment.
- ASL and LSQ interpreters are responsible for using the equipment and Internet connection to deliver video quality of at least 720p.

Qualified technician for virtual meetings

- The provider must supply a qualified technician. In particular, the technician must:
 - plan the technical configuration of the virtual meeting on request;
 - run the meeting, if required;
 - provide pre-meeting test sessions on request;
 - provide technical support to users;
 - monitor the sound;
 - solve technical and sound problems; and
 - adjust equipment positioning and sound levels as required.

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Simultaneous interpretation for virtual meetings

- The provider must be able to supply a simultaneous interpretation service on request, from English to French and from French to English.
- The provider must be able to supply qualified interpreters from English to French and from French to English.
- The interpretation system shall provide soundproofed interpretation booths.
- The system must comply with the [ISO 20109:2016](#) standard.
- The system must provide hearing protection for interpreters, either in an integrated manner, by means of a digital signal processor or by means of an external limiter, to dampen loud sounds, with a maximum output level of 94 dBA in sound pressure level for any duration greater than 100 minutes.
- The provider must be able to incorporate the interpretation service into a virtual meeting system (Software: Zoom, Microsoft Teams, Webex).

ASL interpretation for virtual meetings

- The American Sign Language (ASL) Deaf English interpreter should be a certified member of the Canadian Association of Sign Language Interpreters (CASLI) as an ASL interpreter. For mode advanced meeting, we could request ASL interpreters that have their English Certificate of Interpretation (COI holder) conferred by CASLI.
- We expect that ASL interpreters meet the standards of the CASLI code of ethics.
- The English-ASL translations must respect the grammatical rules and structure of the target language (ASL). The sequence of the original content may need to be reconfigured, without compromising message equivalency, to best respect and represent the linguistic features and discourse conventions of ASL.
- We expect that ASL interpreters follow the best practices in terms of background, lighting and accessories.
- We expect that ASL interpreters offer an open communication with the participant at all times (Zoom Chat or email).

LSQ interpretation for virtual meetings

- The Langue des signes québécoise (LSQ) Deaf French interpreter must be a certified member of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ).
- We expect that LSQ interpreters meet the code of conduct of the Association québécoise des interprètes en langue des signes (AQILS) or of the OTTIAQ.
- The French-LSQ interpretation must respect the grammatical rules and structure of the target language (LSQ). The sequence of the original content may need to be reconfigured, without compromising message equivalency, to best respect and represent the linguistic features and discourse conventions of LSQ.
- We expect that LSQ interpreters follow the best practices in terms of background, lighting and accessories.

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- We expect that LSQ interpreters offer an open communication with the participant at all times (Zoom Chat, Teams or email).

Production of ASL web content

- A qualified ASL Deaf English interpreter will provide English American Sign Language (ASL) services to be recorded on digital video.
- Preparation time includes: document review, rehearsal time and feedback from interpretation coach.
- Filming time for final interpretation of all documents provided.
- We expect that ASL interpreters meet the standards of the CASLI code of ethics.
- The English-ASL translations must respect the grammatical rules and structure of the target language (ASL). The sequence of the original content may need to be reconfigured, without compromising message equivalency, to best respect and represent the linguistic features and discourse conventions of ASL.
- We expect that ASL interpreters follow the best practices in terms of background, lighting and accessories.
- Interpreters must sign a talent release form granting copyright to the Canadian Transportation Agency on behalf of the Crown.

Production of LSQ web content

- The Langue des signes québécoise (LSQ) Deaf French interpreter must be a certified member of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ).
- Preparation time includes: document review, rehearsal time and feedback from interpretation coach.
- Filming time for final interpretation of all documents provided.
- We expect that LSQ interpreters meet the code of conduct of the Association québécoise des interprètes en langue des signes (AQILS) or of the OTTIAQ.
- The French-LSQ interpretation must respect the grammatical rules and structure of the target language (LSQ). The sequence of the original content may need to be reconfigured, without compromising message equivalency, to best respect and represent the linguistic features and discourse conventions of LSQ.
- We expect that LSQ interpreters follow the best practice in term of background, lighting and accessories.
- Interpreters must sign a talent release form granting copyright to the Canadian Transportation Agency on behalf of the Crown.

Realtime translation of English communications for virtual meetings (English)

- The provider must be able to deliver a CART service in English on request.
- The provider must provide CART interpreters certified by a Canadian institution or an international equivalent such as the National Court Reporters Association.

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- An uncertified interpreter with a precision level of more than 90% may be considered.

Realtime translation of French communications for virtual meetings (French)

- The provider must be able to deliver a CART service in French on request.
- The provider must provide CART interpreters certified by a Canadian institution or an international equivalent such as the Association professionnelle des sténographes officiels du Québec.
- An uncertified interpreter with a precision level of more than 90% may be considered.

5. Expected results/service

For virtual meetings

- Live interpretation using simultaneous translation services, ASL, LSQ and CART with Zoom, Microsoft Teams and Webex.
- If the circumstances so require, and in compliance with sanitary conditions, interpreters may be required to travel to a physical location, such as a studio or another physical location for example to a press conference.

For Web content

- ASL/LSQ videos must be prepared with CTA templates and optimized for 1080p webcast.

6. PROCUREMENT CALENDAR

Service requests will be made with a minimum notice of 10 working days.

7. SECURITY

There are no security requirements associated with this LOI, but these may be included in potential calls for bids.

8. CONFIDENTIALITY OF INFORMATION PROVIDED

Although the Agency asks respondents to respond to this LOI, it is understood that respondents may not be willing or able to provide all the information requested by the Agency.

Nevertheless, in order to encourage respondents to be as open as possible, it is understood that the Agency, during and after the period covered by the LOI, will treat all information as confidential and will not disclose any of the information identified by the respondent as “confidential” or “proprietary” in its response to this LOI unless so authorized in writing by the respondent.

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While the primary purpose of this LOI is to identify potential providers that the Agency will use for project planning purposes, the Agency will not directly attribute to a respondent any of the information identified as “confidential” or “proprietary” in respondents’ responses.

The Agency will also not impose any future obligations or commitments on respondents with respect to claims or cost information contained within their responses.

9. RESPONSE TEMPLATE

In order to enable the Agency to gain the greatest value from responses to this LOI, and to facilitate a consistent and structured assessment of the information provided within their responses, respondents are asked to structure their responses to match the order in which the questions are asked in **Part 2 – Response template** of this LOI.

In addition to any other expressed or implied rights, the Agency reserves the right to:

1. Cancel this LOI process at any time and/or issue a new LOI for the same or similar information.
2. Change the structure and timing of the LOI process.
3. Amend or postpone any date or time in this LOI at any time for such period as the Agency deems appropriate at its sole discretion.
4. Make changes, including substantial changes, to this LOI provided that those changes are issued by way of addenda in the manner set out in this LOI.
5. Provide additional information or clarification, or request written clarification or additional information from any or all respondents.
6. Contact any client or reference provided within a respondent’s submission as part of its assessment.
7. Not consider any response that contains information that the Agency (in its exclusive opinion) deems false, incorrect, doubtful or misleading.

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PART 2: RESPONSE TEMPLATE

In order for the Agency to gain the greatest value from responses to this LOI, and to facilitate a consistent and structured assessment of the information provided to the Agency, respondents are asked to structure their responses in accordance with the **following Response template**:

Respondents must answer the following questions:

1. Can your company provide and deliver the requested services?
 - I. If YES, please indicate which ones and proceed to the next question.
 - II. If NO, please describe the extent to which your company can meet the requirements. Please identify any gaps and list all assumptions.
2. Has your business ever provided services to the government?
 - I. If YES, please identify which ones and go to next question.
 - II. If NO, please explain why your company does not have any private-sector or government clients.
3. Is your company interested in submitting a bid?
 - I. If YES, please so indicate. Thank you.
 - II. If NO, please explain why you would not submit a bid. Please list all constraints and assumptions. Please include any questions or comments that have not already been raised during the period covered by the LOI.

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Protégé B / Protected B

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