

AMENDMENT 003

CSPS-RFP-22JP-0931/A

To all Bidders:

The purpose of this amendment is to give effect to the following:

Questions and Answers

Question # 7:

In Annex B, confirming that the cost calculation should be the average of A+B+C times D (and not average of A-E times F)?

Answer # 7:

Yes that is correct. It should say average of A to C times D. See Solicitation amendment 1.

Question # 8:

For section 3.1 in Annex B, what is the suggested method for calculating total estimated cost? Should we use our hourly rate multiplied by the average of 70-90 (i.e., 80) projects per month and the average of 60-90 mins (i.e., 75 mins) minute projects?

Answer # 8:

Total estimated cost will be inputted by CSPS at contract award.

Question # 9:

For Option Year 1 and Option Year 2, should our hourly rates be the same? If they can be different, do you want us to average the not to exceed costs to fill in that one blank not to exceed cost?

Answer # 9:

No, they do not need to be the same. You could have a different hourly rate for initial contract period, option 1 and option 2. All we need are your hourly rates for initial period, option 1 and option 2. The "not to exceed" cost will be inputted at contract award by CSPS.

Question # 10:

Amendment 002, answer 3 states that mp4. files are not required. Does this mean that open caption video files are not required to be delivered, only the open caption files in SRT/XML format?

Answer # 10:

For the purposes of assessment, mp4's with open captions will be required during the assessment process. In terms of the actual deliverables for the proposed contract, Open Captions are to be delivered as PNG sequences or separate .SRT files.

Question # 11:

Are we required to disclose that we are currently under contract with CSPA to provide accessibility services?

Answer # 11:

No

Question # 12:

Is it acceptable to include some recent accessibility samples of our work that we delivered to CSPA under our current contract?

Answer # 12:

Yes, as long as they fall within the parameters listed

Question # 13:

Are we required to disclose our previous or current work with other government clients?

Answer # 13:

Only if you are using this as part of your bid to meet the mandatory or point rated criteria

Question # 14:

Regarding the scoring of samples, are there any other criteria (other than the ones listed) that would factor into how points are allocated for assessing the quality of samples to provide?

Answer # 14:

There are no other criteria other than those listed.

Question # 15:

Where should the question from part 2 (2.3) be answered? Should they be answered in the technical proposal document or the certification proposal document?

Answer # 15:

This can be answered directly in the RFP at 2.3

Question # 16:

Confirming that Annex C and Annex D are sample documents.

Answer # 16:

Annex C is a sample document (template) of what will be used to issue task authorisations. Annex D is the security requirement which forms part of the contract.

Question # 17:

Are we required to address Section IV: Additional Requirements and provide security related information as outlined in section 3.1.4 and Part 6? Should this information be provided in a separate proposal document titled Section IV: Additional Information? Should we fill out the Security Requirements Check List (<https://www.tbs-sct.canada.ca/tbsf-fsct/350-103-nf.pdf>)?

Answer # 17:

This information is not required at bid closing, however it will be required before contract award by the winning bidder(s).

Question # 18:

In regard to MT2 - VIDEO PRODUCTION SAMPLES it states:

“The Bidder must provide a Digital Format demo (Electronically) containing five (5) samples from previous productions to demonstrate the bidder’s experience and ability to produce Accessibility files including Transcripts, Descriptive Transcripts, and Closed Captioning. The sample should include all previously stated files as well as a video example with Open Captioning for Language accessibility (subtitles).”

Question:

As these video files are fairly sizeable, is it possible to submit these specific files (along with the rest of our submission) via Dropbox to the email address solicitation-sollicitation@cspsefpc.gc.ca? If not, please advise how you would prefer we submit the video samples.

Answer # 18:

A Dropbox link will be sufficient.

Question # 19:

As multiple vendors will be selected, will the vendors be required to work together on projects, or will vendors be expected to complete all aspects of a single project?

Answer # 19:

Vendors will not be required to work together. Each vendor will be expected to complete all aspects of a single project.

Question # 20:

Will vendors be required to provide the Translation, Verbatim Transcription, Descriptive Transcription, Open Captioning and Closed Captioning for a single program, or will these services be split between the two successful vendors?

Answer # 20:

Vendors will be required to provide the Translation, Verbatim Transcription, Descriptive Transcription, Open Captioning and Closed Captioning for a single program

Question # 21:

Will the CSPS consider bids that only provide transcription or captioning service, but not translation, (for example) or are all features of the bid required?

Answer # 21:

Since the products are bilingual in nature, the vendor will need to be able to provide services in both official languages. Translation is one such service that the vendor will be required to have available.

Question # 22:

In Amendment 002, Answer #2, can you clarify if the volume cited is 70-90 programs per month, per year, or for the duration of the contract, including optional years (3 years total)?

Answer # 22:

The estimated total number of programs is 70-90 per year.

Question # 23:

Under *4.1.1.3 Accessibility Files Definitions and Examples*, Page 13 of the original solicitation, it says that "*The required filetype for Open Captioning is .mp4 video*", but in Amendment 002, Answer #3, you say that you "*do not require mp4 video*". Can you please clarify this apparent contradiction?

Answer # 23:

There is an error under *4.1.1.3 Accessibility Files Definitions and Examples*, Page 13. The required filetype for Open Captioning is .png sequence or a .tiff sequence timed correctly to overlay in Premiere Pro.. See Solicitation amendment 2.

Question # 24:

Can you clarify if the 5 day turn-around refers to 5 days, or 5 business days (exclusive of weekends or holidays)?

Answer # 24:

The 5 day turn-around refers to 5 business days (exclusive of weekends or holidays)

Question # 25:

Will you consider proposals that have experience in transcription, and captioning services outside of the listed dates for samples? Eg. Videos created after March 2022?

Answer # 25:

We will accept proposals that have experience in transcription, and captioning services outside of the listed dates if those dates are more recent than March 2022.

Solicitation Amendment 001

The purpose of Solicitation Amendment 001 is to amend Annex B – Basis of Payment

Therefore, Annex B – Basis of Payment is **DELETED IN ITS ENTIRETY** and replaced with the following:

ANNEX B - BASIS OF PAYMENT

1. Firm Price

The Contractor will be paid in accordance with the following Basis of Payment for Work performed in accordance with the Contract.

Note to Bidders:

Columns D and Column E are for evaluation purposes only. They will be deleted at Contract award.

2. Table 1 – Firm hourly Rates

Hourly rate in Canadian \$					
Level of Service	Initial Contract Year 1 From date of contract to 1 year from date of contract award	Option 1 From ___ to ___ (for an additional one-year period)	Option 2 From ___ to ___ (for an additional one-year period)	Number of hours*	Cost** (average of A to C times D)
	A	B	C	D	E
Accessibility Products	___\$/h	___\$/h	___\$/h	10	\$___

*Do not change the number of hours recorded in Column D. This data represents a portion of the volume of work to be expected. It will only be used for evaluation purposes and will be deleted upon Contract award.

** Average is calculated by adding A+B+C and dividing the sum by 3. That amount will then be multiplied by 10 to give us the cost which will be used for evaluation purposes.

Columns D and E will be deleted at contract award.

3. Total Estimated Cost

3.1 Initial Contract Period – From date of contract award to 1 year from date of contract award.

The Initial Contract Period Total Estimated Cost not to exceed \$_____ (*To be confirmed at contract award*) per year (per contract) excluding applicable taxes.

The Option Periods Total Estimated Cost, should they be exercised, not to exceed \$_____ (*To be confirmed at contract award*) (per contract) excluding applicable taxes, per 1 year option.

Solicitation Amendment 002

The purpose of Solicitation Amendment 002 is to amend section 4.1.1.3 - **Accessibility Files Definitions and Examples**

Therefore, section 4.1.1.3 is **DELETED IN ITS ENTIRETY** and replaced with the following:

4.1.1.3 Accessibility Files Definitions and Examples

Transcription: Creation of a "verbatim" text document from an original Audio/video source. This document will reflect the words spoken on the original source in any and all language originally spoken. The required filetype for this document is a Word Document (.docx) file.

Translation: "Translation" refers to transcripts that have been translated so to be the complete text, in one language, of the original source. Creation of "Translations" requires TWO documents, one fully English version of the transcript and one fully French version of the transcript. The required filetype for this document is a Word Document (.docx) file.

Descriptive Transcription: Translated Transcripts, one for each official language, that include descriptions of relevant visual information and Speaker Identification for the visually impaired. These transcripts will include description of information NOT available in the audio that is vital for understanding the context of the Original Media. It will not include extraneous information that is irrelevant to the context such as (but not limited to) description of participants clothing, description of animation for logos or text, etc. The required filetype for this document is a Word Document (.docx) file.

Example:

[Taki Sarantakis, President of the Canada School of Public Service speaks]

Taki Sarantakis: Hi, my name is Taki Sarantakis and I'm the president of the Canada School of Public Service. At the Canada School of Public Service we are obsessed with building a better public service and a better public servant for the future. And one of the reasons that we are obsessed with this is because our world is changing quickly. Our world is marked by disruption. And as a civil servant in Canada's public service, you need to understand that you live in a world that's marked by disruption. Please join me for a few minutes of kind of old man wisdom on what it means to live in the age of disruption.

[The title of the slide reads, "A few lessons for the Age of Disruption." The subtitle is "The only constant is change."]

Disruption just means change, but it's a particular type of change. It's a change that's so dramatic and so rapid that it dislodges the current equilibrium. And that's what we're living right now. And I want to illustrate this in a few different ways. So I'm going to show you some pictures of some things.

[An image of a VHS tape appears.]

So that's ... A lot of you might know what that is, but depending on your age, you might not know what that is.

[An image of a CD appears beside it.]

Probably you all know what this is.

[An image of an original iPod pops up.]

And some of you know what this is, some of you kind of thought at one point this was the greatest thing on Earth. And some of you are kind of scratching your heads going, "what is that thing?"

[The three images are replaced with a picture of an old device attached to a wood platform.]

This is a Morse code transmitter.

Open Captions: Text appearing on screen for language purposes as a subtitle that is permanently added to the video source. Open Captions will be created from the transcript and will display during sections of a video where another language is spoken. All CSPS products require an English version and a French version. For a bilingual product, the for the "English Version" all sections where French is spoken will require the text to display in English Open Captions and vice versa. If a video is a single language, only the other official language version will require Open Captions. E.g. A video with only English speakers will require the "French Version" to have Open Captions throughout. The required filetype for Open Captioning is .png sequence or a .tiff sequence timed correctly to overlay in Premiere Pro.

Closed Captions: Text appearing through a video player/interface that can be toggled on/off. Closed Captions are created from the translations and are required in each official language for the hearing impaired. The required filetype for Closed Captioning is both .SRT format and .XML