

AMENDMENT 004

CSPS-RFP-22JP-0296/A

To all Bidders:

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

Questions and Answers 6 to 14

Question # 6:

On page 24 of 27, item 11/ Cancellation: if I understand correctly, CSPS will cancel an event with 12 days notice and not at any time (such as 2-3 days before the event). Is this correct? Please clarify this point.

Answer # 6:

Yes, this is correct.

Question # 7:

Assuming you decide to cancel an event within 12 days, such as one week (7 days) prior to the event date, I assume you will pay the full amount of the quote as received? Please confirm.

Answer # 7:

Yes, if we cancel an event within 12 days, the total of the signed task authorization (TA) will be paid.

Question # 8:

On page 25 of 27, Appendix B, Table 1, you mention that you need 20 phone lines for the participants. Shouldn't there be only two lines, one for French and one for English? Please specify.

Answer # 8:

The number is for evaluation purposes only.

Question # 9:

In the same table 1 on page 25 of 27, you request one interpreter console. Due to the COVID-19 pandemic, the Translation Bureau still requires one console per interpreter. Can we include 2 consoles to meet this requirement?

Answer # 9:

The number is for evaluation purposes only. We are looking for an hourly rate per interpreter.

Question # 10:

On page 26 of 27, Table 2, you request 2 interpreters. This means that the maximum duration of each of your events should not exceed 3 hours, since two interpreters are required between 30 minutes and 3 hours inclusive. For more than 3 hours, more interpreters are required, and therefore, more equipment, depending on the period requested. Note that the amount of equipment varies according to the number of interpreters assigned.

Answer # 10:

The number is for evaluation purposes only. We are looking for an hourly rate per interpreter.

Question # 11:

For the 2 teleconference lines, do you agree that the cost of the minutes used by the participants for interpretation (\$x.xx/line) be added to the final invoice?

Answer # 11:

Please include these fees under *Phone lines for participants*.

Question # 12:

How many participants do you expect per event (100, 500, 1000 or more than 1000)? A precise number would allow us to adjust the limit on the phone lines.

Answer # 12:

We cannot provide an exact number. Depending on the topic, we attract between 100 and 5000 participants, and sometimes more. On average, out of more than 185 events in 2021-2022, we attracted just over 1000 participants per event, but this includes one event where we had over 16,000 participants. Of this number a varying percentage use interpretation services.

Question # 13:

For this RFP can you please clarify if the technician required is to be on-site in Ottawa? Or if the role of the qualified technician is to be present virtually at all meetings?

Answer # 13:

As per RFP, all tasks performed by technicians should be done remotely.

Question # 14:

Will the conference call events, or virtual meetings be managed and set-up by The production & webcasting team from the Translation Bureau? Will mediums such as Zoom, WebEx, MS Teams be used, or only the Government conference platform?

Answer # 14:

All events are managed by the Canada School of Public Service (CSPS) production and webcasting team. For such events, CSPS uses Zoom, MS Teams or other similar platforms. CSPS doesn't use the Government conference platform for events.