



RETURN BIDS TO :
Canada Revenue Agency

Proposal to: Canada Revenue Agency

We hereby offer to sell to His Majesty the King in right of Canada, in accordance with the terms and conditions set out herein, referred to herein and/or attached hereto, the goods and/or services listed herein and on any attached sheets at the price(s) set out therefor.

Bidder's Legal Name and Address (ensure the Bidder's complete legal name is properly set out)

Bidder is required to identify below the name and title of the individual authorized to sign on behalf of the Bidder

Signature of authorized representative

Date (yyyy-mm-dd)

Name of person authorized to sign (print)

Title of person authorized to sign (print)

(____) _____

Telephone No.

(____) _____

Fax No.

E-mail address

AMENDMENT TO REQUEST FOR PROPOSAL

Title Transcription Services	
Solicitation No. 1000430192	Date (yyyy-mm-dd) 2023-02-17
Amendment No. 001	
Solicitation closes on 2023-02-22 at 2:00 P.M.	Time zone EST Eastern Standard Time
Contracting Authority Name: Michael Yaehne E-mail address: michael.yaehne@cra-arc.gc.ca	
Telephone No. (613) 291-3146	
Destination See herein	
THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT.	



SOLICITATION AMENDMENT # 001

This solicitation amendment is raised to:

1. Address the following questions submitted during the solicitation period as per RFP; and
2. Amend the RFP.

1. QUESTIONS AND ANSWERS

Q1. Can you provide CRA’s historical monthly/annual English/French transcription volumes in recorded minutes, as well as the projected volumes.

A1. Regarding your question about the volume or historical monthly data of our transcription needs, please note that the size of our average transcription is highly variable. Transcription needs are on an “as and when requested” basis and in various regions, which could include several hundred hours of transcription at one time.

Q2. In Table B1 Transcription Services, underneath Appendix 3: Financial Proposal, there are the Categories Urgent, Rush, and Percentage increase (for rush transaction after regular business hours per recorded minute). Could you elaborate a little on the respective definitions of those Categories and about the exact distinction between them?

A2. Timelines for the services can be found in Appendix A: SOW

3.1 Expected Delivery Timeline

The Contractor shall provide **transcription** services in accordance with the following schedule.

**Table A1
Expected Delivery Time**

Type of services	< 1 hour recorded	1 hour – 2 hours recorded	> 2 hours recorded
Regular	4 days	6 days	7 days
Urgent	2 days	3 days	5 days
Rush	1 day	2 days	3 days

Days are business days.

The % increase would be additional to the rates provided for rush requirements to compensate for overtime, or weekend work in order to meet the timelines.



2. AMENDMENTS TO THE RFP

M1. On the front page of the RFP at Solicitation closes – L’invitation prend fin:

Delete:

on – le 2023-02-20
at – à 2:00 P.M. / 14 h

Insert:

on – le 2023-02-22
at – à 2:00 P.M. / 14 h

M2. At 4.2 Steps in the Evaluation Process

At Step 3 – Evaluation of Financial Proposals

Insert:

For the purposes of this evaluation process the **total weighted Firm price per recorded minute** will be calculated as shown in the example (Table E1). Bidders must complete the Financial Proposal as per Table B1 of ATTACHMENT 3: FINANCIAL PROPOSAL.

Table E1
(EXAMPLE)

CATEGORY	REGULAR Firm price per recorded minute	URGENT Firm price per recorded minute	RUSH Firm price per recorded minute	TOTAL weighted Firm price per recorded minute
1.Transcriptions services	\$1.00	\$1.10	\$1.15	
Weight	75%	15%	10%	
Weighted cost	\$0.75	\$0.165	\$0.115	<u>\$1.03</u>

Percentage Increase for services performed outside business hours

Percentage Increase: **XX %** (Percentage to be provided by the bidder)



Calculation of the Financial Score:

The financial proposals will be scored in accordance with the weighted factors outlined above. The total financial score will be calculated using the format shown in table E2

Table E2

Cost Factor	Weight
Total weighted Firm price per recorded minute	95%
Percentage Increase	5%

At: Step 4 – Basis of Selection

Delete:

Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	Pricing Score	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
Combined Rating		83.84	75.56	80.89
Overall Rating		1st	3rd	2nd

**Insert:**

The following example (Table E3) illustrates how the total cost points are determined using ratios established in table E2:

Table E3

	TOTAL weighted Firm price per recorded minute	Weight: 95% Converted into points	Percentage Increase as per proposal	Weight: 5% Converted into points	COST POINTS
Bidder	A	B	C	D	B+D
X	1.15	$1.03/1.15 * 95 = 85.09$	30%	1.66	86.75
Y	1.03*	$1.03/1.03 * 95 = 95$	70%	0.71	95.71
Z	1.06	$1.03/1.06 * 95 = 92.31$	10%**	5.00	97.31***

* Lowest total weighted Firm price per recorded minute

** Lowest Percentage Increase

*** Highest scoring price compliant proposal

The following example (Table E4) illustrates how the total combined rating is determined using a ratio of 60% technical and 40% cost points:

Table E4

	Technical Points	Technical Score Weight -60%	Cost Points (From Table E3)	Price Score Weight -40%	Total Combined Rating
Bidder	A	B	C	D	B + D
X	99	$99/100 \times 60 = 59.4^*$	86.75	$86.75/97.31 \times 40 = 35.66$	$59.4 + 35.66 = 95.06$
Y	89	$89/100 \times 60 = 53.4$	95.71	$95.71/97.31 \times 40 = 39.34$	$53.4 + 39.34 = 92.74$
Z	75	$75/100 \times 60 = 45$	97.31**	$97.31/97.31 \times 40 = 40.00$	$45 + 40 = 85$

* Highest scoring technically compliant proposal

** Highest scoring price compliant proposal

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED