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**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**

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Linguistic Services Division / Division des services  
linguistiques

Les Terrasses de la Chaudière

10, rue Wellington, 5e étage

Gatineau

Québec

K1A 0S5

<b>Title - Sujet</b> RFI Translation Services	
<b>Solicitation No. - N° de l'invitation</b> EN966-140305/M	<b>Amendment No. - N° modif.</b> 003
<b>Client Reference No. - N° de référence du client</b> 20140305	<b>Date</b> 2023-11-07
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZF-526-41490	
<b>File No. - N° de dossier</b> 526zf.EN966-140305	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Eastern Standard Time EST <b>on - le 2023-11-08</b> Heure Normale de l'Est HNE	
<b>F.O.B. - F.A.B.</b>	
<b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Gratton, Isabelle	<b>Buyer Id - Id de l'acheteur</b> 526zf
<b>Telephone No. - N° de téléphone</b> (873) 355-9751 ( )	<b>FAX No. - N° de FAX</b> ( ) -
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**Instructions: See Herein**

**Instructions: Voir aux présentes**

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<b>Signature</b>	<b>Date</b>

Amendment 003 to the Request for Information (RFI) is issued to answer questions received during the Contractor's Conference which was held on October 25<sup>th</sup>, 2023, and to share the PowerPoint presentation with the Industry.

## **PART A: QUESTIONS AND ANSWERS**

### **Question 1:**

I have two questions. The first has to do with fields of expertise, because sometimes, when we receive a request for proposals, the request specifies that the supplier must have experience in a government-related field, i.e. have worked for a specific department or have had experience with the Government of Canada, even though, for example, in our case, we have a lot of experience in legal translation, but not with the Government of Canada. So, that already excludes us from the process. This is also the case for other fields. So that's my first question. Are there any discussions around this challenge of including suppliers who may not have a lot of translation experience for the Government of Canada in certain fields?

And the second question is about rates. You put a lot of emphasis on the quality of the translation, but when we receive requests for proposals, the emphasis is also on the lowest rate. I don't know how to reconcile the two. The lowest rate, but you still want a very good translation, which sometimes requires, always in our case, a translator and a reviser. So, there are always three people, the project manager, three people who are involved at one level at a low rate, it's difficult. So those are my two questions.

### **Answer 1:**

The Translation Bureau recognizes that it is difficult to get experience in certain fields, such as parliamentary affairs. For this reason, the Bureau is looking into the possibility of setting up a training and accreditation program to accredit new suppliers, who can then use this certification to qualify in the field of "Spoken Language – Current Political Affairs and Parliamentary Documents" in one or both of the Requests for Supply Arrangements (RFSA) when they are amended to add this eligibility criterion. As part of the next update of the RFSA, Canada has decided to review the percentages used to calculate the combined score, with a view to placing greater emphasis on the technical score. Canada is also studying the possibility of using a median for the financial evaluation in order to eliminate financial bids that are too high or too low. These measures should have an impact on quality.

The Translation Bureau is looking to replenish its pool of suppliers with spoken-language translation skills, among others, and is looking for suppliers who can translate in multiple non-specialized fields, so-called "super generalists". It is therefore understood that new suppliers will have to be considered, and we will give them the chance to qualify through a training session followed by an accreditation exam.

### **Question 2:**

You seem to have two fields now: one is for the Spoken Language and the other is Parliamentary Documents. Do you put out contracts for one or the other? So, if one doesn't feel like staying up all night to translate Hansard, Parliamentary Documents sound like a relatively less hectic endeavour. So, is it possible to bid on just parliamentary contracts? And Parliamentary Documents do have tight deadlines, you said? So, in either field, you're saying we might have to work overnight? How long are the contracts that you give freelancers in either of these fields? Are they half the year or the whole year, September to

June? And I know you don't like talking about rates too much, but you know, if we are working overnight producing top quality translation, what's the market these days for that?

**Answer 2:**

New suppliers wishing to obtain a Supply Arrangement (SA) will be able to decide whether they wish to qualify in one or both fields. Once the qualification process has been completed and an SA has been awarded, suppliers will be invited to bid on subsequent tenders for the fields/tiers/language combinations for which they are qualified. Tenders may be for evening, daytime or weekend contracts, as appropriate. Suppliers are asked to familiarize themselves with the terms and conditions of subsequent calls for tender and determine whether or not they wish to submit a bid.

Suppliers with an existing SA who are qualified in the Parliamentary field will automatically be qualified in the two new fields, unless they do not wish to be.

The duration of contracts varies according to the needs of the Translation Bureau. In general, the initial contract period is from one to three years, with the possibility of extending contracts by one or two additional years.

Canada cannot answer the question concerning rates for translation services, as it has no control over translation market prices.

**Question 3:**

We are a supplier for the Translation Bureau, but not in the parliamentary field. You say that you train translators, and once we've passed the test, we're approved and certified, so we can bid on contracts. What would the volume be? Are we talking about Tier 1, Tier 2, Tier 3? Is it based on the number of translators who will be trained and who pass the test? Because I think that depending on what you're saying, which is important for a supplier, we often say to clients, if the volume is sustained, the team will stay the same so they can learn, acquire expertise, culture and terminology. When things go up and down, it's more difficult. Have you considered using artificial intelligence in your processes?

**Answer 3:**

Subsequent calls for tender may be issued at tier 1, 2 or 3, depending on the needs of the Translation Bureau. The Bureau's needs are not based on the number of translators who pass the exam, but on the volume of words to be translated. In that regard, it is always difficult to predict volumes, as the work of Parliament varies according to current events and the legislative program under consideration. The aim of training and accreditation is to enable new suppliers to familiarize themselves with the requirements of parliamentary translation and be qualified to offer their services.

As far as artificial intelligence is concerned, we are currently examining how it can be integrated into our operations, taking quality requirements and security considerations into account.

**Question 4:**

I had two questions. The first has to do with the priorities you mentioned earlier: priority 1, priority 2, and so on. I understand that your internal clients, priority 1, for example, could submit documents to you at 8 a.m. and you'd have to deliver 36 hours later, right? At what point during that timeframe do you contact a supplier, a freelancer, me, for example, to say, well, I've received this document, and how much time do we have during this 36-hour window? My other question concerns, as it happens, 2 or 3 people before me were talking about prices, pricing conditions, and in terms of suggestions, obviously you've been in this

business for a very long time, and so have your colleagues, I'd like to know, could you possibly offer a package, or work on a package basis? Is that something that could be considered?

**Answer 4:**

In the very specific context of the priorities outlined during the presentation, these deadlines are imposed on us by the client, based on the committees' requirements to carry out their work. Freelance work is assigned in accordance with the daily capacity stipulated in the supplier's contract to ensure that we can meet the deadline.

As to the possibility of offering a package, that is the kind of proposal we want to receive following our Request for information (RFI). We invite you to submit your ideas as to how you could offer your services so that we can meet our client's needs.

**Question 5:**

I am an old-timer in the Parliamentary Documents section so it's good to be back in this environment, it's kind of fun! I have a few specific questions. I have been a freelancer since the turn of the millennium, I would need training in Visio, GCLingua, GCCollab, file transfer protocol, the RTA, etc. Are you able to provide some kind of instruction, documentation, training, online support for the initial getting up to speed on those applications? Is that possible at all?

I have another question. I do not have wired Internet connection and I don't have a fax machine, which I gather, works on a landline. Is it possible to, how strict are those particular conditions for you people?

**Answer 5:**

Yes, there is certainly support that we can provide on the applications we are asking suppliers to use such as the RTA and GCLingua.

Fax machines are no longer used in our operations. As for the type of Internet to be used, section A4.6 of the draft SOW included in the RFI states that "the contractor must have high-speed Internet access for receiving and transmitting texts" and specifies that the contractor must use a recent version of Google Chrome, Mozilla Firefox or Microsoft Edge to connect to GCLingua. Article A4.6 also provides that "the contractor is responsible for ensuring the compatibility of his computer system with the RTA".

**Question 6:**

Actually, I have a two-part question. The first is that I'm based abroad, so I want to know if it's a problem to have suppliers who are abroad. The other is that, since you're the one looking for suppliers, I was wondering if the process had been simplified a bit. I tried to do translation by going through the whole process a few years ago, and it was so complicated that, after leaving my fingerprints behind after a trip and going quite far in the process, I gave up because it was really, really complicated.

**Answer 6:**

Calls for tenders subsequent to a SA may be subject to the Canadian Content Policy. When they are, bidders must certify that they meet the Canadian Content Policy for Canadian services. A Canadian service is defined as follows: *a Canadian service provided by an individual established in Canada is considered a Canadian service. When a requirement involves the purchase of just one service, which is provided by more than one individual, the service will be considered Canadian if at least 80% of the total*

*bid price for the service is provided by individuals established in Canada.* Therefore, a Canadian-based supplier living abroad temporarily satisfy the Canadian Content Policy.

It is important to note that there will be two procurement tools for official language translation services for parliamentary fields. RFSA EN966-140305 contains no security requirements, while RFSA EP745-230361 does. It is therefore possible to qualify under RFSA EN966-140305 if you do not wish to undertake the steps to meet the security requirements of RFSA EP745-230361. Although the process for obtaining security clearances is daunting, security screening is necessary to ensure that only trusted individuals and organizations with a need to know can access sensitive government information.

### **Question 7:**

My question is further to a comment that was made. You guys are looking for people and it made me think. A few years ago, the provincial government of Quebec had a test for English revisers, so they got everybody together, we wrote the test and those who passed, we went on with the story. I'm thinking, if you guys, rather than, it seems you are wasting a lot of time doing these calls to tender all the time, how about you just make a massive call, get everybody who is interested to write the test. Those of us who pass, then you can train that group of people. For the payment, yes, I know some people are on call at night and what not, but there is already a pay scale for various tasks. Determine a pay scale for us if you want to have top quality, then you can train us with whatever training we would need to get us up to speed or up to date, and then we can have a pool of people, you say okay, you guys are going to be on call for the next two weeks or late at night or rotate it among us so we don't have to spend that week worrying: will we be on call Tuesday or whatever? I'm just thinking that would be easier to manage. I imagine this would be easier for you, to have a pool of people instead of going through the tender process and then worrying about: oh, do we need an algorithm to eliminate the highest and the lowest bid. Just give us something that is reasonable that we can all agree on it. Or something that is fairly reasonable. Like everyone here probably has overlapping rates. Some are higher, some are lower. But also base it on experience and performance too. I'm just thinking less work for you, more reliability for us.

### **Answer 7:**

We invite you to fill out the questionnaire and propose ways to provide your services to help us meet the needs of our clients based on the working conditions that were explained at the beginning of the presentation.

### **Question 8:**

I have a question I think will be quick to answer and a comment. The question is whether the test that you are going to do to qualify suppliers in these fields will be split into the spoken language and parliamentary documents, because as you said, not everybody can, or people are going to be perhaps better at one than the other, and there are translators that are excellent at doing the spoken language and not so great maybe with the documents. So, will that be split into the two areas and could people qualify in either? And then, my next question is, if you really want to up the number of individuals that are working for you, because as you mention, most of us here are freelancers and the reason that we are here is because we don't qualify in other ways or are currently not under a contract with the Translation Bureau, because it's so, there are so many barriers for individual translators. Yet, I think this is where you might find some of the highest quality of translation, because there are so many people that have been doing, such as myself, government translation for a very long time, but always through agencies which now many of us are no longer open and willing to do because of all the cost-cutting. And so, part of my question was whether, cause I just went through the whole process with the Immigration field as well, and was really disappointed with, to have gone through the training, done the test, passed the test, got into the supply arrangement and then to see, kind of the first contract go to at the tier 3 level which there was only one

qualified supplier in all of Canada. So, it kinds of made me feel like, why did I spend that time to do the training, do the test, get all of the necessary documentation, I went through the whole process to the sensitive nature one, and now I feel like it was a waste of my time. And so I have a similar feeling with this. I am very interested, but I may not invest my time without knowing that you are truly open to implementing models that will allow you to work individually with freelancers and not only with companies that can only satisfy either tier 2 or tier 3 requirements such as basically a directory of qualified suppliers. Other levels of government do that. I have had contracts with the Government of Ontario, where they have a list of qualified suppliers at a certain rate and you sort of go through the list or an automatic assignment system or something like that.

**Answer 8:**

Yes, there will be two separate training and accreditation exams for the two specialties. The goal is to provide sufficient information on the work and quality requirements, then validate that the candidates possess the specific skills required to translate our documents.

The Bureau's requirements for translation services vary and can be satisfied with contracts at Tier level 1, 2 or 3. However, please note that most of the contracts awarded in the current parliamentary field are at the Tier 1 and 2 levels.

**Question 9:**

So, I've got a quick question about the process, because I've got the form in front of me, and so I wanted to know, just to be really clear, the part you have to fill in is from item A4.1 of the questionnaire, the description and scope of work? And then, will you contact us for the next steps? So, after this whole process, we'll have to go through the standard process again? What's the minimum number of words required? Do you have any idea?

**Answer 9:**

The questionnaire we invite the industry to complete can be found in Annex B of the main RFI document. The deadline for submitting the completed questionnaire is November 8, 2023, 2 pm EST. The responses received will then be analyzed by the Supply Arrangement (SA) authority and the project authority. This analysis will enable Canada to better define its needs and make changes to the Statement of work (SOW) if necessary. Once this has been done, Canada will publish an updated SOW on [CanadaBuys](#), which will include, among other things, proposed changes to the current parliamentary component, including the creation of two new fields, adding accreditation in the two new fields as a mandatory technical criterion, as well as other changes further to this RFI. Suppliers interested in qualifying will then be able to submit an arrangement during one of the bidding periods indicated in the RFI.

It is possible, however, to submit an arrangement now to qualify for the current parliamentary field. The bidder must demonstrate that he/she has the required qualifications and that he/she has translated a minimum of 400,000 words in the parliamentary field over the five years prior to the date of submission of the arrangement. For further details on the qualification process, please consult RFSA [EN966-140305/L](#) or contact the RFSA authority at [TPSGC.PAAMARepertoireBureau-APSADirectoryBureau.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.PAAMARepertoireBureau-APSADirectoryBureau.PWGSC@tpsgc-pwgsc.gc.ca). Please note that RFSA EP745-230361/A does not currently include the parliamentary component, but the new fields of Spoken language - Current Political Affairs and Parliamentary Documents will be added in the next SA update.

**Question 10:**

So, if I understand correctly, between now and November 1, we'll submit the form with our answers, and then what happens?

**Answer 10:**

See answer 9.

**Question 11:**

So, I have a few questions and a few suggestions. Our company has been working for the parliamentary sector for about 35 years. The main problem we've had over the years has been the fluctuating periods, as you mentioned earlier, fluctuating demand, and the problem is this. Once we have a team dedicated to this and working full-time on parliamentary texts, it's difficult to have completely dead periods, especially when there's an election and then things drop to zero. So, in that case, what happens, of course, is that we lose our team, so it's quite unfortunate. No matter how many new translators we train, there are still fluctuations in demand, and that's a problem. My suggestion and question is as follows: as a first step, would it be possible to make the dividing line between the Proceedings, what you call Spoken Language, and Parliamentary Documents less strict, so that when there is a quiet period on the proceedings side, the translators or suppliers, of which we are one, can be assigned parliamentary documents? As you can see, that's where the problem lies. It would be difficult to commit to working in both fields at the same time, as the demand would be particularly difficult to meet during certain periods when there are constant fluctuations. You see, that's why we're accredited in both fields, so it's not a problem. If, for example, there was a lack of work on the proceedings or spoken language side, you could assign us parliamentary documents, we'd have absolutely no problem with that. But if the dividing line between the two is very definite, we end up with nothing because when there's a drop in work on the proceedings side, we have nothing to do.

Look, it's not a problem since over the years, as I say in 35 years we've seen a lot, there's been quite a bit of change on the parliamentary side and I remember with nostalgia, in fact, a time when there was a lot more flexibility on the part of those in charge of the parliamentary sector in particular, but the people who were there before, in my opinion, at least, seemed to have more latitude in organizing the work. In other words, at a certain point in time, for example, we weren't bound by some sort of, how shall I put it, imperatives dictated by a software program that dictates, for example, that you've committed to doing so many words a day, even if you have the capacity and can do more, we can't send you more, we'd have to spread it out over time, but since that's not possible, we won't be able to use your services. This seems to me to be a great way of shooting yourself in the foot. If there were more latitude in this regard, there might be a way of simply coming to an amicable agreement on this sort of thing. Furthermore, given that we submit an offer of services within the framework of the SA, which often binds us for periods of up to five years, again, depending on the evolution of our team, there's no way of changing much in the terms of the contract. Would it be possible to allow greater flexibility such that, for example, let's say you have excess demand, we can take on more if we agree, of course, without it creating incredible administrative problems?

Furthermore, if I may go a little further, we're talking here about assigning a supplier work for proceedings and parliamentary documents. Now, could we dream a little more and wonder whether there might be a way of assigning work to a particular supplier in all the specialties in which the company or supplier is qualified? For example, let's say there's an election period, and for 18 months there's absolutely nothing happening on the parliamentary side, or almost nothing, as I've experienced before. Wouldn't it be a good idea to look elsewhere in the Translation Bureau and say, well, you are short-handed in such-and-such a field, but it just so happens that our supplier is qualified in those fields? That's an ideal, I realize.

Supply Arrangement No. - N° de l'arrangement  
EN966-140305/L

Amd. No. - N° de la modif.  
001

Buyer ID - Id de l'acheteur  
526zf

Client Ref. No. - N° de réf. du client  
20140305

File No. - N° du dossier  
526zf EN966-140305

CCC No./N° CCC - FMS No./N° VME

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### **Answer 11:**

Work performed under a particular contract must comply with the scope of work of the contract. In other words, for a contract in the Parliamentary Documents field, for example, the Translation Bureau can only assign the type of texts to be translated as stipulated in article A2.1 of the provisional SOW.

Unfortunately, the "dividing lines" between contracts are very definite. On the other hand, we have added an option in article A4.3 of the provisional SOW that will allow the Project Authority, if necessary and with the agreement of the contractor, to send "a greater daily capacity, provided that the increase does not exceed the maximum daily production capacity of the contract tier as defined in the SA."

### **PART B: PRESENTATION**

(see next page)



# PARLIAMENTARY TRANSLATION

Caroline Corneau, Director, Parliamentary Translation  
and Special Initiatives, Translation Bureau

October 25, 2023



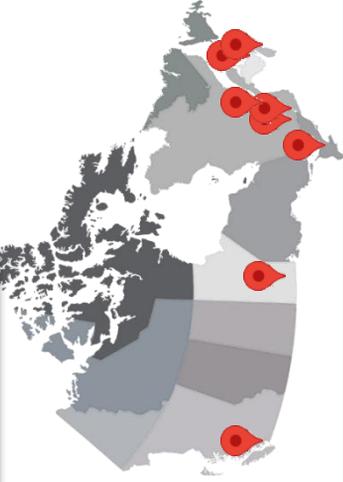
# BACKGROUND

## The Translation Bureau...

- Provides optional translation, interpretation and terminology services in official, Indigenous, foreign and sign languages.
- Serves Parliament, the judiciary and federal departments and agencies, mostly on a cost-recovery basis.
- Generated \$197M in revenues in 2022 and was ranked 16th largest language service provider in the world by CSA Research.
- Outsourced 47% of its translation volume and 43% of its interpretation volume in 2022-2023.

1,325

EMPLOYEES  
NATIONWIDE



31,000

HOURS OF INTERPRETATION IN  
2022-2023



380 M

WORDS TRANSLATED IN  
2022-2023



THE CANADIAN  
GOVERNMENT'S CENTRE OF  
EXCELLENCE IN LINGUISTIC  
SERVICES



Public Services and  
Procurement Canada

Services publics et  
Approvisionnement Canada

Canada

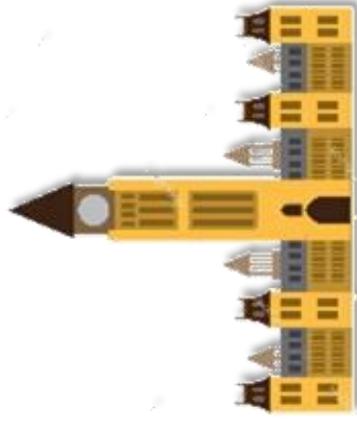
# A TWO-STREAM MODEL

## Departmental Stream

- Mostly on a cost-recovery basis
- Serves federal departments, agencies and courts

## Parliamentary Stream

- Funding through parliamentary appropriation
- Serves parliamentary entities



# PARLIAMENTARY STREAM

## Our main clients

House of Commons

Senate

Library of Parliament

Office of the Parliamentary Budget Officer

Office of the Conflict of Interest and Ethics Commissioner

## Our annual volume

50 million words over about 10 months

## Our deadlines

Can vary, generally very short and non-negotiable

## Our quality standards

Superior



# OPERATIONAL ENVIRONMENT

## Debates

Translating what MPs and senators say (interventions) in the House of Commons and the Senate

## Parliamentary Committee

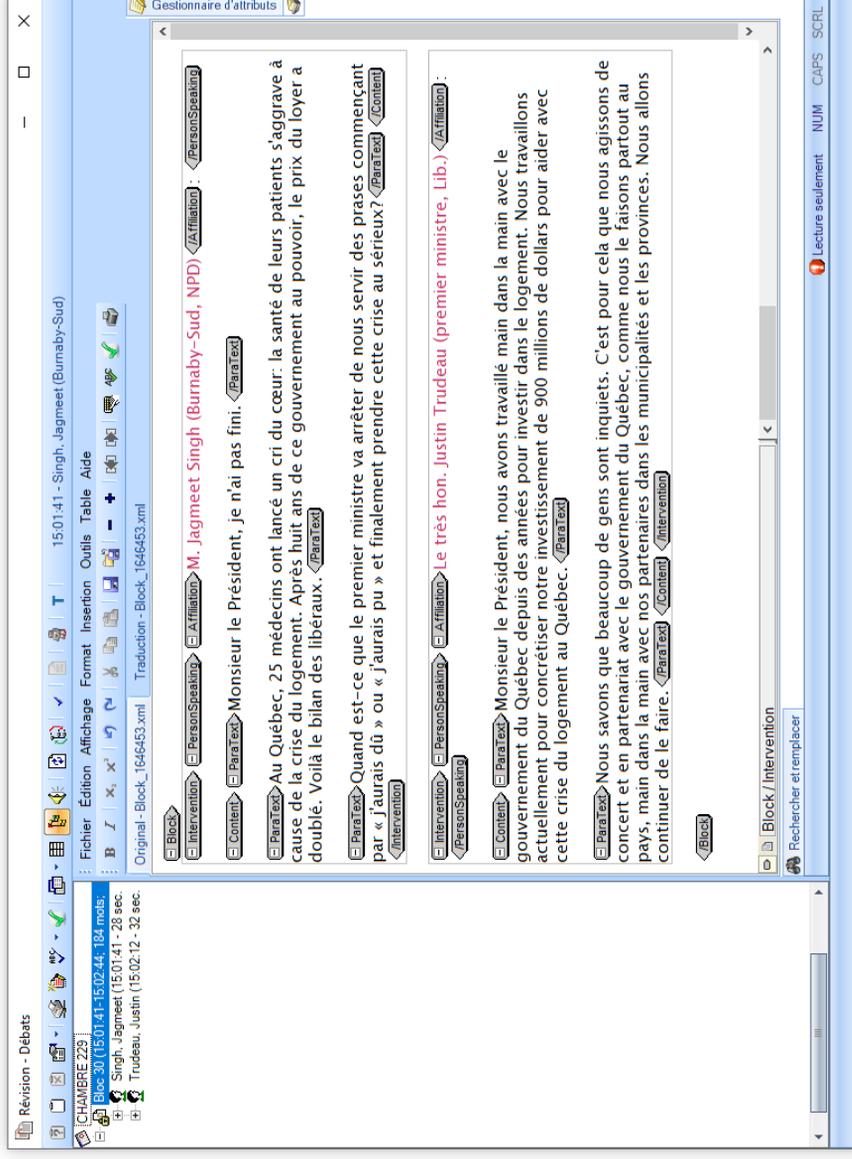
Translating what MPs, senators and witnesses say during the proceedings of House and Senate committees .

## Documents

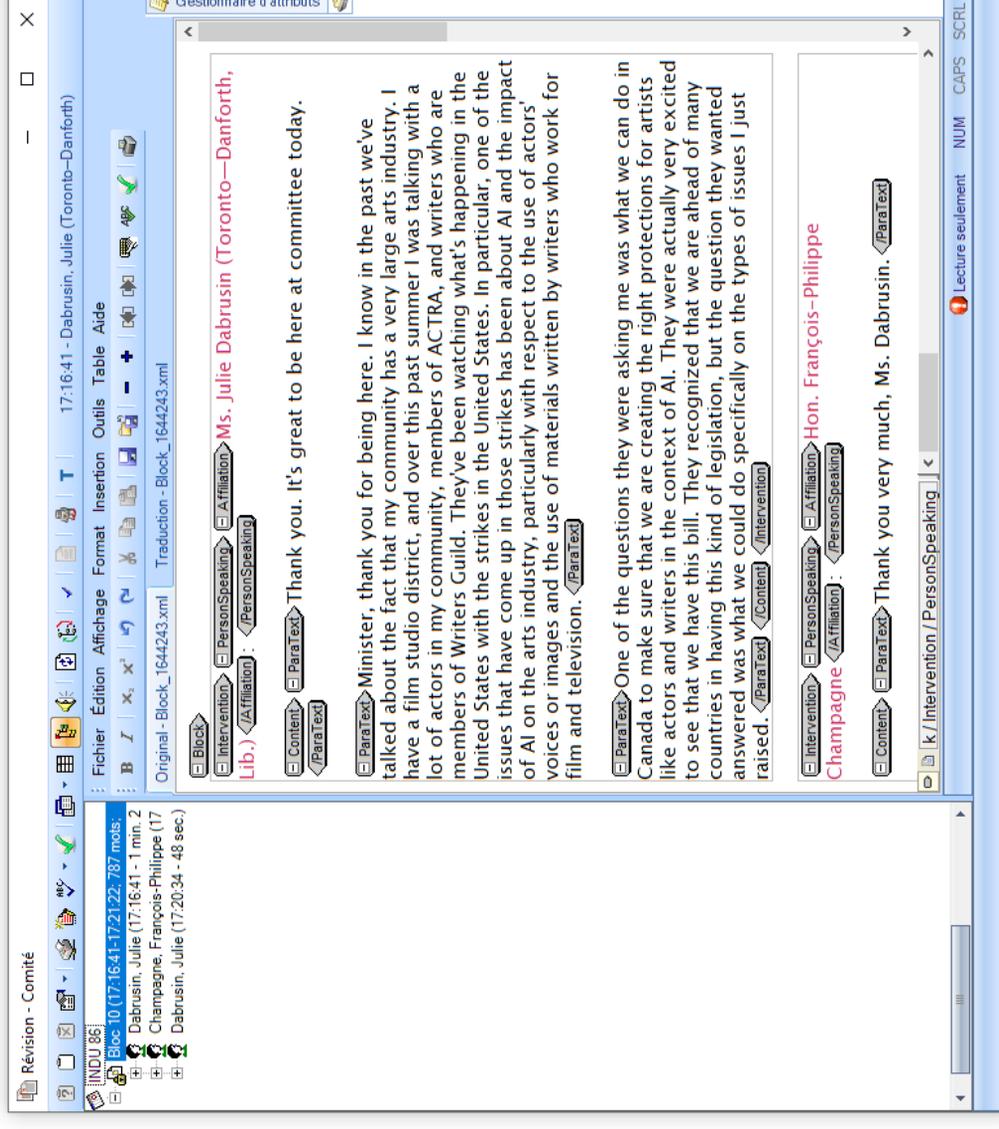
Translating written document support parliamentarians in their parliamentary duties and to support the work of House and Senate committees



# DEBATES: FROM INTERVENTION TO TRANSLATION



# COMMITTEES: FROM INTERVENTION TO TRANSLATION



# PARLIAMENTARY DOCUMENTS

Library of Parliament briefing notes

Parliamentary committee reports

Legislative summaries

Questions, motions and petitions brought forward in both houses

Householders

Administrative documents (policies, procedures, user guides, meeting minutes)

Briefs from witnesses and public consultation submissions



MEDICAL ASSISTANCE IN DYING IN CANADA: CHOICES FOR CANADIANS

Report of the Special Joint Committee on  
Medical Assistance in Dying

Hon. Marc Garneau and Hon. Yonah Martin  
Joint Chairs

FEBRUARY 2023  
44th PARLIAMENT, 1st SESSION

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Public Services and  
Procurement Canada

Services publics et  
Approvisionnement Canada

Canada

# WHAT WE WANT TO ACHIEVE

## WHAT

Greater flexibility to better deal with unexpected fluctuations in workload

Continued delivery of high-quality services essential to the proper functioning of Canadian democracy

## HOW

Create two new domains:

Spoken Language – Current Political Affairs  
Parliamentary Documents

Accredit new freelancers

Provide tools to our suppliers and maintain constructive business relationships with them

## WHY

The domains in the current Supply Arrangement do not reflect parliamentary reality well

We want to maximize the quality of services

We want to be in a better position to deal with the new reality



# THE FLOOR IS YOURS!



How can you help us?

What do you propose?

What do you bring to the table?

Questions? Fire away!





# CONTACT US

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