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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**

**Vendor/Firm Name and Address**  
**Raison sociale et adresse du**  
**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**  
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> Sign Language interpretation Interprétation en langue des signes	
<b>Solicitation No. - N° de l'invitation</b> E60ZS-241444/A	<b>Amendment No. - N° modif.</b> 003
<b>Client Reference No. - N° de référence du client</b> 20241444	<b>Date</b> 2024-03-28
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZF-500-41511	
<b>File No. - N° de dossier</b> 500zf.E60ZS-241444	<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 Daylight Saving Time EDT <b>on - le 2024-04-12</b> Heure Avancée de l'Est HAE	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Fall, Moctar	<b>Buyer Id - Id de l'acheteur</b> 500zf
<b>Telephone No. - N° de téléphone</b> (613) 858-7801 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**  
**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>



## **PUBLIC SERVICES AND PROCUREMENT CANADA (PSPC)**

### **AMENDMENT No. 003 TO THE REQUEST FOR PROPOSAL (RFP)**

### **FOR INTERPRETATION SERVICES IN SIGN LANGUAGE**

### **ON BEHALF OF TRANSLATION BUREAU**

**THIS AMENDMENT 003 IS RAISED TO:**

**1.0 Respond to questions received regarding the RFP, as detailed in Section 1.0, below;**

**NOTE:** Respondents' clarification questions are numerically sequenced upon arrival at PSPC. Respondents are hereby advised that questions and answers for this solicitation may be issued via CanadaBuys.ca out of sequence.

**2.0 Extend the closing date of the RFP;**

**3.0 Amend Clause 7.1.1.2 - Task Authorization Process.**

**1.0 Respond to questions regarding the RFP:**

**QUESTION no. 1**

Are the 30 ASL contracts per bidder, and a bidder may provide multiple interpreters, or does the 30 contracts refer to the number of individual interpreters that will be approved for the program? If it is the latter, will a successful bidder receive multiple contracts, or will all the individual interpreters be listed on the same contract?

**ANSWER**

Canada will be awarding up to a maximum of 30 contracts with an estimation of 1000 hrs per year per contract. Bidders may propose multiple resources, however, the individual interpreters will be listed on the same contract and the contractor will be responsible for assigning one resource to a specific Task.

**QUESTION no. 2**

Related to the previous question, how will the rotational assignment process work if a bidder has multiple qualified resources? Will they still only received 1/30 requests potentially, or will it be scaled according to the number of interpreters they have who are qualified?

**ANSWER**

Once Canada has established the rotational list of suppliers based on the basis of selection stipulated in the RFP, the Translation Bureau will provide the Contractor with a Task and the Contractor will be responsible for assigning one specific resource to a specific Task.

**QUESTION no. 3**

Will contractors be able to add individual interpreters during the term of the contract, or will a contractor only be permitted to substitute approved interpreters in accordance with the rules for substitutions identified in the contract? What is the process of adding additional resources?

**ANSWER**

Contractor will not be able to add additional resources once the RFP process is closed and the contract is awarded. The contractor will only be permitted to substitute an approved resource according to the substitution rules specified in the resulting contract.

#### QUESTION no. 4

Related to the previous question, should a bidder submit as many resources as they have who qualified for, and would potentially be used for fulfilling requests, or is there a minimum/maximum number of interpreters who should be proposed?

#### ANSWER

Bidders may submit as many resources as they want under the solicitation process, however, individual interpreters will be listed on the same contract and the contractor will be responsible for assigning one resource to a specific Task.

#### QUESTION no. 5

The technical criteria are based on individual resources. How will a bidder with multiple resources be evaluated? For example, if a bidder has 10 resources who score perfectly, and one resource who fails to qualify how would they be scored? If a bidder has a resource who scores perfectly and one who scores 80%, how will the bidder be scored?

#### ANSWER

If more than one resource is proposed, the score of each proposed resource will be added together and averaged to derive the total averaged score.

#### QUESTION no. 6

##### Resulting Contract Clause 7.1.1.2

If a bidder refuses a TA, are there any penalties? Is there a maximum number of refusals allowed over the course of the term of the agreement?

#### ANSWER

No, there is no penalty if a contractor refuses a TA. There is no maximum number of refusals that have been determined, however, if a contractor refuses multiple TAs, the minimum work guarantee will not be applicable and the contract may be terminated.

#### QUESTION no. 7

##### Resulting Contract Clause 7.1.1.5

Is the only method for distribution a rotation of all the contractors? If so:

1. Typically consumer preference is a major contributor to a successful interpretation – familiarity, continuity of services, suitability of the resource, comfort level with the interpreter are all factors typically considered when assigning a resource. Simply assigning resources through a rotation eliminates any discretion for consumer preference and could lead to poor results over time.

#### ANSWER

As indicated at the article 7.1.1.5 Task Authorization – Attribution of Work under the RFP, the work will be attributed on a rotational basis. In exceptional circumstances, the Project Authority reserves the right to award

work for events based on a specific subject or client as per the interpreter's experience, expertise and knowledge and to acquire the required work through other contractual means.

#### QUESTION no. 8

How is the value of each task factored into the rotational distribution of work. If the #1 ranked supplier is given a 30-minute assignment, and the #2 is given a 2-day conference, the assignment is not very fair, nor does it reflect the spirit of the initial RFP where the #1 ranked bidder should have the bulk of the work eventually assigned.

#### ANSWER

The Translation Bureau is estimating a high volume of interpretation requests and will make all efforts to ensure a more or less equal equitable distribution of the work.

#### QUESTION no. 9

If I add my name to a company's RFP, can I still work independently with the Translation Bureau?

#### ANSWER

If an Interpreter adds their name to a company, they cannot be awarded a contract for their own company. The Interpreter will still receive offers of work through other contracting mechanisms.

### 2.0 Extend the closing date of the RFP:

The new closing date will be April 12<sup>th</sup>, 2024 at 2 p.m. EDT

### 3.0 Amend Part 7.1.1.2 - Task Authorization Process:

**DELETE** clause 7.1.1.2 Task Authorization Process

**INSERT** clause 7.1.1.2 Task Authorization Process as follows:

#### 7.1.1.2 - Task Authorization Process

1. The Project Authority will provide the Contractor with a description of the task using the "Example of Task Authorization Email" form specified in Annex D .
2. The Task Authorization will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis(bases) and methods of payment as specified in the Contract.
3. The Contractor must provide the Project Authority within 24 hours of its receipt, the acceptance or refusal of the task.
4. The Contractor must not commence work until a TA authorized by the Project Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.
5. If the Contractor is unable to honour an assignment scheduled pursuant to an accepted authorized TA, the Contractor must arrange to be replaced by a Translation Bureau Accredited Interpreter registered in the Translation Bureau's Inventory and having the required security clearance. The link to the Suppliers who have been awarded an Open Contract and who should be considered for replacement will be provided upon contract award. The Contractor must

provide their replacement with all relevant information pertaining to the assignment and may, at their discretion, agree with their replacement upon a compensation different than the one provided for in the contract. However, the Contractor agrees to bind their replacement by the same conditions by which the Contractor is bound under the Contract. Prior to the start of the assignment, the Contractor must inform the Project Authority (or their representative) in writing of the Contractor's intention to be replaced in order to obtain the Project Authority's (or their representative's) consent.

**ALL OTHER TERMS AND CONDITIONS OF THE REQUEST FOR PROPOSALS REMAIN  
UNCHANGED.**