

## Question & Answer 4

RFP 5Z011-24-0076

### Question #1

Do we have to translate screenshots, scanned copies and images of the translation exam?

### Answer #1

Screenshots, scanned copies and images do not have to be translated. However, captions and alternative text need to be translated.

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### Question #2

Can we have an editable copy of the entire translation exam?

### Answer #2

The CanadaBuys system does not allow us to upload editable documents. If you require an editable copy of the translation exam, please send your request to [receptiondesoumission-bidreceiving@bac-lac.gc.ca](mailto:receptiondesoumission-bidreceiving@bac-lac.gc.ca)

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### Question #3

Is there a contact person who can answer questions from the translators while performing the translation exam?

### Answer #3

No, there is no contact person to answer questions from translators.

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### Question #4

What is the expected value of the resulting contract?

- Please provide an estimate number of words per year. We understand that this can be difficult to predict, and that there are no guarantees, but thank you for providing an estimate in good faith (we noticed the word counts in the pricing table, but they are very low and most likely only for evaluation purposes).

### Answer #4

Based on the numbers from last year, the estimated yearly word count in the English to French stream was approximately 120 000 words. This number is only an estimation and is highly susceptible to change from one year to another.

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**Question #5**

LAC underwent an RFP process in 2022. Is the purpose of this RFP to replace the existing supplier, or to add another supplier? If LAC intends to work with several suppliers, how would work be allocated?

**Answer #5**

The purpose of this RFP is to replace the existing contract that is ending October 31, 2023. Only one supplier will be performing the work.

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**Question #6**

Please provide an approximate breakdown of LAC needs in terms of requests:

- Percentage of work considered regular
- Percentage of work considered urgent
- Percentage of work to be required outside normal working hours

**Answer #6**

Note that the following percentages are approximations and could change from year to year.

- 85% of work considered regular
  - 10% of work considered urgent
  - 5% of work to be required outside normal working hours
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**Question #7**

4.1.1.1 Mandatory Technical Criteria: M2 Experience, education and certification of proposed translators requires that the bidder must propose three (3) translators ... to perform work under the contract, in compliance with Article 7, Required Capacity, of the Statement of Work.

Article 7 states "The contractor should have at least two translators available to accommodate a production rate of up to 3,000 translated words per day and at least two editors available to accommodate a production rate of up to 5,400 edited and comparative edited words per day, including receipt of the text to process, quality control and delivery of the work completed."

Could you please confirm the number of translators required is three (3) and if we need to provide details of editors available for the proposed contract?

**Answer #7**

The Mandatory Technical Criteria M2 (Experience, education and certification of proposed translators) applies to all three (3) translators proposed by the bidder. However, as stipulated in Section 7 (Required capacity) of Annex A (Statement of work), the bidder must ensure that at least two (2) translators and two (2) editors are available at all times to meet LAC requirements for translation throughout the year.

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**Question #8**

For table R2, we are asked for the contract numbers of the customers for whom we have provided translation services for the longest period of time. We have customers with whom we have been doing business for more than ten years, but we do not keep records of contract numbers that are more than seven years old. For one customer in particular, these are contract numbers that renew every four years, so we've only archived the numbers from the last two contracts (dating back to 2016). Do you absolutely need contract numbers from the start of our collaboration with these customers, or is there another way to demonstrate that we've been providing translation services to the same customer for a long time?

**Answer #8**

LAC has removed the contract number fields of TABLE R2 of Appendix 2 to Part 4. Please see amendment 1 to RFP 5Z011-24-0076.

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**Question #9**

In the Mandatory Technical Criteria (M1), the following is stated:

"The bidder must have at least four (4) years of experience in providing English-to-French translation services and editing and comparative editing services in French to at least two (2) departments, agencies or corporations of the Government of Canada, or provincial or municipal governments."

Can you please clarify if this means 4 years per each client, or 4 years in total for at least two departments (e.g., 2 years for client A, 2 years for client B).

**Answer #9**

It means providing French translation, editing and comparative editing services for a combined total of four (4) years, to at least two different clients (e.g., two (2) years for client A and two (2) years for client B).

**END OF Questions and Answers**