

Solicitation No. - N° de l'invitation

9F015-20210554

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

9F015-20210554

Amd. No. - N° de la modif.

File No. - N° du dossier

9F015-20210554

Buyer ID - Id de l'acheteur

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CCC No./N° CCC - FMS No./N° VME

REQUEST FOR STANDING OFFERS (RFSO)

Standing offers for simultaneous interpretation
and live closed captioning services

for the Canadian Space Agency (CSA)

Bid Submission Deadline:
January 25th, 2024 at 2:00 PM (EST)

Submit Bids to: Canada Post Corporation's (CPC) Connect service or by fax 819-997-9776

Reference: CSA File No. **9F015-20210554**

Note: Please read this Request for Proposal carefully for further details on the requirements and bid submission instructions.



December 15, 2023

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PART 1 - GENERAL INFORMATION

1.1 Introduction

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- | | |
|--------|---|
| Part 1 | General Information: provides a general description of the requirement; |
| Part 2 | Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO; |
| Part 3 | Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified; |
| Part 4 | Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection; |
| Part 5 | Certifications and Additional Information: includes the certifications and additional information to be provided; |
| Part 6 | Security, Financial and Insurance Requirements: includes specific requirements that must be addressed by offerors; and |
| Part 7 | 7A, Standing Offer, and 7B, Resulting Contract Clauses: |
| | 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions; |
| | 7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer. |

The Annexes include the Statement of Work, the Basis of Payment, the Integrity Form and Canada Post's Instructions.

1.2 Summary

The Canadian Space Agency (CSA) has a responsibility under the Official Languages Act (OLA) to ensure meetings are available in the official language of the meeting attendees' choice. Simultaneous interpretation and live closed captioning services ensures that CSA is fulfilling this need to by ensuring all attendees can share and connect in both Official Languages (French and English).

The Request for Standing Offer (RFSO) is for simultaneous interpretation services, from French to English or English to French, and live closed captioning (CC) services, on an 'as and when requested' basis.

It is anticipated that there will be up to three (3) Standing Offers, per region, awarded as a result of this Request for Standing Offer from March 1, 2024 to February 28, 2025 with the option to extend up to four (4) additional one (1) year periods. Work will be allocated using the right of first refusal method.

1.3 Security Requirements

There is no security requirement applicable to the Standing Offer.

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1.4 Debriefings

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Contracting Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

1.5 Offer

By submitting an Offer, the Offeror offers to provide and deliver the services described in the Standing Offer, in accordance with the pricing set out in the Standing Offer if and when the Authorized User requests such goods or services or combination of goods and services, in accordance with the conditions set out in the Standing Offer.

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PART 2 - OFFEROR INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

Offerors who submit an Offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The [2006 \(2023-06-08\)](#) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Subsection 03 of [2006](#), Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

Pursuant to the [Department of Public Works and Government Services Act](#) (S.C. 1996, c. 16), the instructions, clauses and conditions identified in the RFSO, standing offer and resulting contract(s) by number, date and title may be incorporated by reference into and if so will form part of the RFSO, standing offer and resulting contract(s) as though expressly set out in the RFSO, the standing offer and the resulting contract(s).

Subsection 5.4 of [2006](#), Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 120 days

2.2 Submission of Offer

This solicitation allows offerors to use the Connect service provided by Canada Post Corporation to transmit their offer electronically. Offerors must refer to Part 2 entitled Offerors Instructions, and Part 3 entitled Offer Preparation Instructions, of the solicitation, for further information.

Offers **must only** be submitted to:

- By Canada Post Corporation's (CPC) Connect service:

<https://www.canadapost-postescanada.ca/cpc/en/business/postal-services/digital-mail/connect.page>

Canada Post Corporation's (CPC) Connect service: Section 08 (2022-03-29) - Transmission by CPV Connect service of document 2003 (2022-03-29) – Standard Instructions - Goods or Services - Competitive Requirements
[Section 1.2003 - Standard Instructions - Goods or Services - Buyandsell.gc.ca](#)

Or

- By Fax 819-997-9776

at the date, time and place indicated on the front page of this solicitation.

DO NOT COPY THE CONTRACTING AUTHORITY

2.3 Enquiries - Request for Standing Offers

All enquiries must be submitted **by e-mail only** to the Contracting Authority **no later than seven (7) calendar days** before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

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Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by offerors to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that offerors do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all offerors. Enquiries not submitted in a form that can be distributed to all offerors may not be answered by Canada.

2.4 Applicable Laws

The Standing Offer and any resulting Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **Quebec**, Canada.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their Offer, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, the Offeror is deemed to have consented to the applicable laws as specified herein by Canada.

2.5 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential offerors to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages offerors to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:
 - Office of the Procurement Ombudsman (OPO)
 - Canadian International Trade Tribunal (CITT)
- (c) Offerors should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Offerors should therefore act quickly when they want to challenge any aspect of the procurement process.

2.6 Technical Difficulties of Bid Transmission

Despite anything to the contrary in (05), (06) or (08) of the Standard Instructions, where a Bidder has commenced transmission of its bid through an electronic submission method (such as facsimile or Canada Post Corporation's (CPC) Connect service, or other online service) in advance of the bid solicitation closing date and time, but due to technical difficulties, Canada was unable to receive or decode the entirety of the Bid by the deadline, Canada may nonetheless accept the entirety of the Bid received after the bid solicitation closing date and time, provided that the Bidder can demonstrate the following:

- (i) The bidder contacted Canada in advance of the bid solicitation closing date and time to attempt to resolve its technical difficulties; OR
- (ii) The electronic properties of the Bid documentation clearly indicate that all components of the Bid were prepared in advance of the bid solicitation closing date and time.

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2.7 Completeness of the Bid

After the closing date and time of this bid solicitation, Canada will examine the Bid to determine completeness. The review for completeness will be limited to identifying whether any information submitted as part of the bid can be accessed, opened, and/or decoded. This review does not constitute an evaluation of the content, will not assess whether the Bid meets any standard or is responsive to all solicitation requirements, but will be solely limited to assessing completeness. Canada will provide the Bidder with the opportunity to submit information found to be missing or incomplete in this review within two business days of notice.

Specifically, the bid will be reviewed and deemed to be complete when the following elements have been submitted by the bidder:

1. That certifications and securities required at bid closing are included.
2. That bids are properly signed, that the bidder is properly identified.
3. Acceptance of the terms and conditions of the bid solicitation and resulting contract.
4. That all documents created prior to bid closing but due to technical difficulties Canada was unable to receive them, have been properly submitted and received by Canada.
5. All certifications, declarations and proofs created prior to bid closing but due to technical difficulties Canada was unable to receive them, have been properly submitted and received by Canada.

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PART 3 - OFFER PREPARATION INSTRUCTIONS

3.1 Offer Preparation Instructions

Canada requests that the Offeror submits its offer in accordance with section 08 of the 2006 standard instructions, in separate sections as follows:

- Section I: Technical Offer
- Section II: Financial Offer
- Section III: Certifications
- Section IV: Additional Information

Prices must appear in the financial offer only. No prices must be indicated in any other section of the offer.

Canada requests that offerors follow the format instructions described below in the preparation of their offer:

- (a) 4 separate documents;
- (b) use 8.5 x 11 inch (216 mm x 279 mm) format;
- (c) use a numbering system that corresponds to the RFSO.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, Offerors should:

- 1) Include all environmental certification(s) relevant to your organization (e.g., ISO 14001, Leadership in Energy and Environmental Design (LEED), Carbon Disclosure Project, etc.)
- 2) Include all environmental certification(s) or Environmental Product Declaration(s) (EPD) specific to your product/service (e.g., Forest Stewardship Council (FSC), ENERGYSTAR, etc.)

Section I: Technical Offer

In their technical offer, offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

Section II: Financial Offer

Offerors must submit their financial offer in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

3.1.1 Exchange Rate Fluctuation

[C3011T](#) (2013-11-06), Exchange Rate Fluctuation

Section III: Certifications

Offerors must submit the certifications and additional information required under Part 5.

Section IV: Additional Information

In Section IV of their offer, offerors should provide:

- a. their legal name;
- b. their Procurement Business Number (PBN); and
- c. the name of the contact person (provide also this person's mailing address, phone number, and email address) authorized by the Offeror to enter into communications with Canada with regards to their offer, and any standing offer that may result from their offer.

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ATTACHMENT 1 TO PART 3 – PRICING SCHEDULE

The Offeror must complete this pricing schedule and include it in its financial bid. At a minimum, the offeror must respond to this pricing schedule by inserting in its financial bid for each of the periods specified below its quoted firm all-inclusive hourly rate (in CAD \$) for each of the categories of services identified. The Offeror may bid on any or all of the regions listed below.

- The Offeror must quote a firm all-inclusive rate for each region(s) for which it is bidding, in Canadian dollars, applicable taxes excluded, FOB destination, Canadian customs duties and excise taxes included.
- The Offeror must provide rates for the initial term of the Standing Offer, for each region(s) for which it is bidding, as well as rates for the four (4) one (1) year extension periods. If rates for the extension periods are not included, the offer would be deemed non-compliant.
- The rates proposed in the tables below include the total estimated cost of any travel and living expenses that may be incurred to satisfy the terms of the Standing Offer.
- The rates proposed in the tables below will be used for the financial evaluation. The proposed rates for each region will be evaluated separately.

Region 1 – British Columbia					
Firm All-Inclusive Hourly Rates	A Initial Contract Period (March 1, 2024 to Feb. 28, 2025)	B Extension Period #1 (March 1, 2025 to Feb. 28, 2026)	C Extension Period #2 (March 1, 2026 to Feb. 28, 2027)	D Extension Period #3 (March 1, 2027 to Feb. 29, 2028)	E Extension Period #4 (March 1, 2028 to Feb. 28, 2029)
In-person Simultaneous Interpretation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Virtual Simultaneous Interpretation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Closed Captioning	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Technician	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Total Price	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Region 1 - Total for Initial Period and Extension Periods (= A+B+C+D+E)					\$ _____

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Region 2 – Prairies (Alberta, Saskatchewan and Manitoba)					
Firm All-Inclusive Hourly Rates	A Initial Contract Period (March 1, 2024 to Feb. 28, 2025)	B Extension Period #1 (March 1, 2025 to Feb. 28, 2026)	C Extension Period #2 (March 1, 2026 to Feb. 28, 2027)	D Extension Period #3 (March 1, 2027 to Feb. 29, 2028)	E Extension Period #4 (March 1, 2028 to Feb. 28, 2029)
In-person Simultaneous Interpretation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Virtual Simultaneous Interpretation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Closed Captioning	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Technician	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Total Price	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Region 2 - Total for Initial Period and Extension Periods (= A+B+C+D+E)					\$ _____

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Region 3 – Ontario					
Firm All-Inclusive Hourly Rates	A Initial Contract Period (March 1, 2024 to Feb. 28, 2025)	B Extension Period #1 (March 1, 2025 to Feb. 28, 2026)	C Extension Period #2 (March 1, 2026 to Feb. 28, 2027)	D Extension Period #3 (March 1, 2027 to Feb. 29, 2028)	E Extension Period #3 (March 1, 2028 to Feb. 28, 2029)
In-person Simultaneous Interpretation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Virtual Simultaneous Interpretation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Closed Captioning	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Technician	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Total Price	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Region 3 - Total for Initial Period and Extension Periods (= A+B+C+D+E)					\$ _____

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Region 4 – Quebec					
Firm All-Inclusive Hourly Rates	A Initial Contract Period (March 1, 2024 to Feb. 28, 2025)	B Extension Period #1 (March 1, 2025 to Feb. 28, 2026)	C Extension Period #2 (March 1, 2026 to Feb. 28, 2027)	D Extension Period #3 (March 1, 2027 to Feb. 29, 2028)	E Extension Period #4 (March 1, 2028 to Feb. 28, 2029)
In-person Simultaneous Interpretation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Virtual Simultaneous Interpretation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Closed Captioning	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Technician	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Total Price	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Region 4 - Total for Initial Period and Extension Periods (= A+B+C+D+E)					\$ _____

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Region 5 – Maritimes (New Brunswick, Nova Scotia, Prince Edward Island and Newfoundland & Labrador)					
Firm All-Inclusive Hourly Rates	A Initial Contract Period (March 1, 2024 to Feb. 28, 2025)	B Extension Period #1 (March 1, 2025 to Feb. 28, 2026)	C Extension Period #2 (March 1, 2026 to Feb. 28, 2027)	D Extension Period #3 (March 1, 2027 to Feb. 29, 2028)	E Extension Period #4 (March 1, 2028 to Feb. 28, 2029)
In-person Simultaneous Interpretation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Virtual Simultaneous Interpretation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Closed Captioning	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Technician	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Total Price	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Region 5 - Total for Initial Period and Extension Periods (= A+B+C+D+E)					\$ _____

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PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

Refer to Attachment 1 of Part 4 Mandatory Technical Criteria.

4.1.2 Financial Evaluation

SACC *Manual* Clause [M0220T](#) (2016-01-28), Evaluation of Price – Offer

Refer to Attachment 1 of Part 3 - Pricing Schedule

Only compliant offers meeting all the requirements detailed in Attachment 1 to Part 4 Mandatory Technical Criteria will be evaluated in accordance with Article 4.1.2 Financial Evaluation.

Should there be an error in the extended pricing of the Offeror's bid, the rates shall prevail, and the extended pricing shall be correct in the evaluation. Any error in the Offer's financial offer shall be changed to reflect what is stated in the Request for Standing Offer (RFSO).

4.2 Basis of Selection

An offer must comply with the requirements of the Request for Standing Offers and meet all mandatory technical evaluation criteria to be declared responsive. Up to three (3) responsive offers, per region, with the lowest evaluated prices will be recommended for issuance of a standing offer.

4.3 Award of Standing Offer(s)

As a result of this Request for Standing Offer (RFSO), it is anticipated that the Canadian Space Agency will award three (3) responsive offers, per region on a Right of First Refusal basis.

- 1st Ranked: responsive Offer with the lowest evaluated price
- 2nd Ranked: responsive Offer with the second lowest evaluated price
- 3rd Ranked: responsive Offer with the third lowest evaluated price

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ATTACHMENT 1 TO PART 4 – MANDATORY TECHNICAL CRITERIA**Mandatory Technical Criteria (M)**

To be deemed responsive, offers must meet all the mandatory criteria specified below. Offerors must provide the necessary documentation to support compliance with this requirement. Offers that fail to meet all the mandatory technical criteria will be declared non-responsive.

Each mandatory technical criterion should be addressed separately. When addressing Mandatory Technical Criteria in the Offer, they should be referenced as M1, M2, etc.

#	Mandatory Requirement	Proposal Page #	Rating	
			Pass	Fail
M1	<p>The Offeror must demonstrate that they have, at a minimum, four (4) years of experience within the last five (5) years, providing simultaneous interpretation and closed captioning services.</p> <p>To meet this mandatory criterion, the offeror must provide the following information:</p> <ul style="list-style-type: none"> • A copy of the company's profile demonstrating where such experience was obtained. The company's profile must include at a minimum ten (10) events, where four (4) of the events had over 50 participants and where three (3) of the events were in the science, technology, or space sectors. • Each of the events listed in the company's profile are to include the following information: <ol style="list-style-type: none"> 1. Name of the client; 2. Name of the event and sector; 3. Mandate carried out; 4. Number of participants in attendance at the event; 5. Location; and 6. Dates the services were provided. 			
M2	<p>Experience with modern tools</p> <p>The Offeror must demonstrate experience delivering simultaneous interpretation and closed captioning for projects using MS Team, Zoom, and/or similar video teleconferencing technologies by providing detailed summaries of five (5) past projects.</p> <p>The project summaries must include in detail, but not limited to:</p> <ol style="list-style-type: none"> 1. Name of the client 2. Name of the Project 3. Mandate carried out 4. Video teleconferencing technology used 			

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	5. Duration			
M3	<p>The Offeror must demonstrate that each proposed interpreter resource has experience within the last three (3) years from date of RFSO issuance, providing simultaneous interpretation services in French to English or English to French, for a minimum of five (5) different clients.</p> <p>To meet this mandatory criterion, the Offeror must provide the curriculum vitae (CV) for a minimum of four (4) interpreter resources and include a written summary with information about the five (5) client which includes:</p> <ol style="list-style-type: none"> 1) The name of the client; 2) Mandate carried out; 3) Frequency of the services provided; 4) The language(s) of service delivery 			
M4	<p>The Offeror must demonstrate that each proposed closed captioning resource has experience withing the last three (3) years from date of RFSO issuance, providing simultaneous interpretation services in French to English or English to French, for a minimum of five (5) different clients.</p> <p>To meet this mandatory criterion, the Offeror must provide the curriculum vitae (CV) for a minimum of three (3) closed captioning resources each of the proposed closed captioners and include a written summary with information about the five (5) clients:</p> <ol style="list-style-type: none"> 1) The name of the client; 2) Mandate carried out; 3) Frequency of the services provided; 4) The language(s) of service delivery 			

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PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional information to be issued a standing offer.

The certifications provided by offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the offer non-responsive, result in the setting aside of the Standing Offer or constitute a default under the Contract.

5.1 Certifications Required with the Offer

Offerors must submit the following duly completed certifications as part of their offer.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all offerors must provide with their offer, **if applicable**, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.1.2 Federal Contractors Program for Employment Equity – Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid list at the time of contract award.

5.1.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

5.1.3.1 Definitions

For the purposes of this clause, "former public servant" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;

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- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

5.1.3.2 Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension?

Yes () No ()

If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2019-01](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

5.1.3.3 Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive?

Yes () No ()

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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5.1.4 Ineligibility and Suspension Policy

Offerors certify to the following when submitting a bid:

- they have read and understand the **Ineligibility and Suspension Policy**; <http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>
- they understand that certain domestic and foreign criminal charges and convictions, and other circumstances, will or may result in a determination of ineligibility or suspension;
- they are aware that Canada may request additional information, certifications and validations for the purposes of making a determination of ineligibility or suspension;
- they have provided a list of all foreign criminal charges and convictions;
- none of the domestic criminal offences and other circumstances described in the Policy applies to them, their affiliates and their first tier subcontractors; and
- they are not aware of a determination of ineligibility or suspension that applies to them.

5.1.5 Status of Availability of Resources

The Offeror certifies that, should it be issued a standing offer as a result of the Request for Standing Offer, every individual proposed in its offer will be available to perform the Work resulting from a call-up against the Standing Offer as required by Canada's representatives and at the time specified in a call-up or agreed to with Canada's representatives. If for reasons beyond its control, the Offeror is unable to provide the services of an individual named in its offer, the Offeror may propose a substitute with similar qualifications and experience. The Offeror must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Offeror: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Offeror has proposed any individual who is not an employee of the Offeror, the Offeror certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Offeror must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Offeror and of his/her availability. Failure to comply with the request may result in the offer being declared non-responsive.

5.1.6 Education and Experience

The Offeror certifies that all the information provided in the résumés and supporting material submitted with its offer, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Offeror to be true and accurate. Furthermore, the Offeror warrants that every individual offered by the Offeror for the requirement is capable of performing the Work resulting from a call-up against the Standing Offer.

5.1.7 Language Proficiency

The Bidder certifies that the proposed resource is capable of providing services in both official languages

- **Advanced level in both official languages.**

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Language Proficiency Grid			
Legend	Oral	Comprehension	Written
Basic	A person speaking at this level can: <ul style="list-style-type: none"> ask and answer simple questions; give simple instructions; and give uncomplicated directions relating to routine work situations. 	A person reading at this level can: <ul style="list-style-type: none"> fully understand very simple texts; grasp the main idea of texts about familiar topics; and read and understand elementary points of information such as dates, numbers, or names from relatively more complex texts to perform routine job-related tasks 	A person writing at this level can: <ul style="list-style-type: none"> write isolated words, phrases, simple statements or questions on very familiar topics using words of time, place or person.
Intermediate	A person speaking at this level can: <ul style="list-style-type: none"> sustain a conversation on concrete topics; report on actions taken; give straightforward instructions to employees; and provide factual descriptions and explanations. 	<ul style="list-style-type: none"> A person reading at this level can: grasp the main idea of most work-related texts; identify specific details; and distinguish main from subsidiary ideas. 	A person writing at this level can: <ul style="list-style-type: none"> deal with explicit information on work-related topics since they have sufficient mastery of grammar and vocabulary.
Advanced	A person speaking at this level can: <ul style="list-style-type: none"> support opinions; and understand and express hypothetical and conditional ideas 	A person reading at this level can: <ul style="list-style-type: none"> understand most complex details, inferences and fine points of meaning; and have a good comprehension of specialized or less familiar material. 	A person writing at this level can: <ul style="list-style-type: none"> write texts where ideas are developed and presented in a coherent manner.

5.1.8 Procurement Business Number

Offerors are required to have a Procurement Business Number (PBN) before contract award. Offerors may register for a PBN online at Supplier Registration Information <https://srisupplier.contractsCanada.gc.ca/>.

For non-Internet registration, suppliers may contact the InfoLine at 1-800-811-1148 to obtain the telephone number of the nearest Supplier Registration Agent.

Procurement Business Number (PBN): _____

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CERTIFICATION SIGNATURE

We hereby certify compliance with the above noted certification requirements for:

- 1.1. Integrity Provisions – Declaration of Convicted Offences
- 1.2. Federal Contractors Program for Employment Equity - Bid Certification
- 1.3. Former Public Servant
- 1.4. Ineligibility and Suspension Policy
- 1.5. Status and Availability of Resources
- 1.6. Education and Experience
- 1.7. Language Proficiency
- 1.8. Procurement Business Number

Signature

Date

Name (print or type) of person authorized to sign on behalf of the Organization

Phone : _____

E-Mail : _____

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PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

6.1 Security Requirements

There is no security requirement applicable to the Standing Offer.

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PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

7.1 Offer

The Offeror offers to perform the Work in accordance with the Statement of Work at Annex "A".

7.2 Security Requirements

There is no security requirement applicable to the Standing Offer.

7.3 Standard Clauses and Conditions

All clauses and conditions identified in the Standing Offer and resulting contract(s) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

7.3.1 General Conditions

2005 (2022.12.01) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

7.3.2 Standing Offers Reporting

The Offeror must compile and maintain records, on its provision of goods or services or combination of goods and services to Authorized Users under any and all contracts resulting from the Standing Offer. This data must also include all purchases paid for by a Canada acquisition card.

The Offeror must provide this data, in electronic format (Excel spreadsheet format), in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If no goods or services are provided during a given period, the Offeror must still provide a "NIL" report.

The data must be submitted electronically on a quarterly basis to the Contracting Authority.

The Quarterly reporting periods are defined as follows:

- 1st quarter: April 1 to June 30;
- 2nd quarter: July 1 to September 30;
- 3rd quarter: October 1 to December 31;
- 4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than fifteen (15) calendar days after the end of the reporting period.

7.4 Term of Standing Offer

7.4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from March 1, 2024 to February 28, 2025.

7.4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for an additional four (4) one (1) year periods, under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

Any or all extended year periods to be awarded at any time during the period of the Standing Offer.

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The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Contracting Authority thirty (30) days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Contracting Authority.

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority is:

Emmanuelle Porter
Sector: **Procurement and Contract Administration**
Canadian Space Agency
6767 route de l'Aéroport
Saint-Hubert, QC
Canada J3Y 8Y9
Telephone: (506)429-9547
E-Mail: Emmanuelle.porter@asc-csa.gc.ca

The Contracting Authority is responsible for the management of the Standing Offer, (including any extensions, set asides or cancellations). Revisions or amendments to the Standing Offer shall only be authorized in writing by the Contracting Authority. The Offeror must not perform work in excess of or outside the scope of the Standing Offer based on verbal or written requests or instructions from anyone other than the Contracting Authority and any work so conducted shall be at the Offeror's sole risk and expense and shall not be charged to any Authorized User unless otherwise agreed to in writing by the Contracting Authority.

7.5.2 Project Authority *(To be completed at Standing Offer issuance)*

The Project Authority for the Standing Offer is:

Name: _____
Title: _____
Organization: _____
Address: _____
Telephone: ____ - ____ - _____
Facsimile: ____ - ____ - _____
E-mail address: _____

The Project Authority for each resulting contract will be identified in the Call-up issued by the Contracting Authority.

7.5.3 Offeror's Representative *(To be completed at Standing Offer Issuance)*

Contact information of the individual response for:

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General Enquiries/Receiving Call-Ups:

Name: _____

Contractor: _____

Telephone: _____

Email Address: _____

7.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a *Public Service Superannuation Act* (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2019-01](#) of the Treasury Board Secretariat of Canada.

7.7 Authorized Users

The Identified User authorized to make call-ups against the Standing Offer is: Canada Space Agency, Communications Brand and Public Affairs (Media Relations, Speakers' Bureau, Internal communications)

7.8 Call-up Procedures

Authorized Call-ups against this Standing Offer must be made using the duly completed forms identified or their equivalents by methods such as electronic mail, or any other medium deemed acceptable by both the Authorized User and the Offeror.

7.8.1 Right of first refusal basis:

The call-up procedures require that when a requirement is identified, the identified user will contact the highest-ranked offeror to determine if the requirement can be satisfied by that offeror. If the highest-ranked offeror is able to meet the requirement, a call-up is made against its standing offer. If that offeror is unable to meet the requirement, the identified user will contact the next ranked offeror. The identified user will continue and proceed as above until one offeror indicates that it can meet the requirement of the call-up. In other words, call-ups are made on the 'right of first refusal' basis. When the highest-ranked offeror is unable to fulfill the need, the identified user is required to document its file appropriately. The resulting call-ups are considered competitive and the competitive call-up authorities can be used.

7.8.2 Order of Ranking (*To be completed at Standing Offer Issuance*)

_____ (the number will be inserted at contract award) standing offers were awarded as a result of the Canada Space Agency solicitation 9F015-20210554. The ranking is as follows:

Region 1: British Columbia

a) Ranked first: _____

b) Ranked second: _____

c) Ranked third: _____

Region 2: Prairies (Alberta, Saskatchewan and Manitoba)

a) Ranked first: _____

b) Ranked second: _____

c) Ranked third: _____

Region 3: Ontario

a) Ranked first: _____

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b) Ranked second: _____

c) Ranked third: _____

Region 4: Quebec

a) Ranked first: _____

b) Ranked second: _____

c) Ranked third: _____

Region 5: Maritimes (New Brunswick, Nova Scotia, Prince Edward Island and Newfoundland & Labrador)

a) Ranked first: _____

b) Ranked second: _____

c) Ranked third: _____

The Project Authority (or his/her representative) will completed the Call-up Instrument and send it to the Offeror(s) following the process identified above in section 7.8.1 Right of first refusal basis.

The Offeror must respond within the timeframes identified in Annex "A", Statement of Work via email:

- i. If the Offeror is able to undertake the Work, they will return a signed Call-up Instrument, which will identify the resources and estimated level of efforts required to complete the Work.
- ii. If the Offeror is unable to accept the work, they must return a signed Call-up Instrument that indicates this and advise the Canadian Space Agency in writing of why they are unable to accept the Work. If the Offeror is unable to accept the Work and a resulting call-up as a result of previous commitments, no Call-up Instruments will be sent to that Offeror until they give notice in writing to the Contracting Authority that it is available to accept new Work.

7.9 Call-up Instrument

The Work will be authorized or confirmed by the Contracting Authority using form 942, Call-up Against a Standing Offer.

7.10 Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$10,000.00 (Applicable Taxes included).

7.11 Financial Limitation

The total cost to Canada resulting from call ups against the Standing Offer must not exceed the sum of \$_____ (*Applicable Taxes excluded*) unless otherwise authorized in writing by the Contracting Authority. The Offeror must not perform any work or services or supply any articles in response to call ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized.

The Offeror must notify the Contracting Authority as to the adequacy of this sum when 75 percent of this amount has been committed, or two (2) months before the expiry date of the Standing Offer, whichever comes first. However, if at any time, the Offeror considers that the said sum may be exceeded, the Offeror must promptly notify the Contracting Authority.

7.12 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list below, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list to the extent necessary to resolve such discrepancy.

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- a) the call up against the Standing Offer, including any annexes;
 - b) the articles of the Standing Offer;
 - c) the General Conditions 2005 (2022.12.01), General Conditions - Standing Offers - Goods or Services;
 - d) the general conditions 2010B (2022.12.01), General Conditions: Professional Services (medium complexity);
 - e) Annex A, Statement of Work;
 - f) Annex B, Basis of Payment ;
 - g) Annex C, Integrity Regime Verification Form;
 - h) the Offeror's offer dated _____ (*insert date of offer*).

7.13 Certifications and Additional Information

7.13.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

7.14 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____ (*To be completed at Standing Offer Issuance*).

7.15 Replacement of specific individuals

1. If specific individuals are identified in the contract to perform the work, the contractor must provide the services of those individuals unless the contractor is unable to do so for reasons beyond its control
2. If the contractor is unable to provide the services of any specific individual identified in the contract, it must provide a replacement with similar qualifications and experience. The replacement must meet the criteria used in the selection of the contractor and be acceptable to Canada. The contractor must, as soon as possible, give notice to the contracting authority of the reason for replacing the individual and provide:
 - a) the name, qualifications and experience of the proposed replacement; and
 - b) proof that the proposed replacement has the required security clearance granted by Canada, if applicable
3. The contractor must not, in any event, allow performance of the work by unauthorized replacement persons. The contracting authority may order that a replacement stop performing the work. In such a case, the contractor must immediately comply with the order and secure a further replacement in accordance with subsection 2. The fact that the contracting authority does not order that a replacement stop performing the work does not relieve the contractor from its responsibility to meet the requirements of the contract.

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B. RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any Contract resulting from a Call-up against the Standing Offer.

7.1 Statement of Work

The Contractor must provide the work detailed in the Call-up against the Standing Offer.

7.2 Standard Clauses and Conditions

7.2.1 General Conditions

[2010B](#) (2022-12-01), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

Section 13 Interest on Overdue Accounts, of [2010B](#) (2022-12-01) will not apply to payments made by credit cards.

7.3 Term of Contract

7.3.1 Period of the Contract

The period of the Contract is from March 1, 2024 to February 28, 2025 inclusive.

7.4 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a *Public Service Superannuation Act* (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2019-01](#) of the Treasury Board Secretariat of Canada.

7.5 Payment

7.5.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm hourly rates specified in Annex "B", Basis of Payment. Customs dues are included and Applicable Taxes are extra.

Canada will not pay the contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the contracting Authority before their incorporation into the work.

7.5.2 Limitation of Expenditure *(To be completed at Standing Offer Issuance)*

Canada's total liability to the Contractor under the Contract must not exceed \$ _____. Customs duties are included and Applicable Taxes are extra.

No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written

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approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a. when it is 75% committed, or
 - b. four months before the contract expiry date, or
 - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,
- whichever comes first.

If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.5.3 Electronic Payment of Invoices – Call-up

The Government of Canada is phasing out paper cheques in favour of Direct Deposit for all payments issued by the Receiver General. Direct Deposit is a secure and reliable method of receiving payment, eliminating the risk of lost or stolen cheques. You will find all the information to enrol in direct deposit with Canadian Space Agency at : <http://www.asc-csa.gc.ca/eng/forms/vendor-direct-depot-form.asp>

7.5.4 Method of Payment *(To be selected at call-up award)*

7.5.4.1 Single Payment

Canada will pay the Contractor upon completion and delivery of the Work in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work delivered has been accepted by Canada.

OR

7.5.4.2 Multiple Payments

Canada will pay the Contractor upon completion and delivery of units in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work delivered has been accepted by Canada.

7.6 Invoicing Instructions

The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions.

Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

- a) a copy of time sheets to support the time claimed;

Invoices must be distributed as follows:

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One (1) copy must be forwarded to the following address for certification and payment

CANADIAN SPACE AGENCY
9F015 – FINANCIAL SERVICES
facturation-invoicing@asc-csa.gc.ca

One (1) copy must be forwarded to the Project Authority.

7.7 Insurance

SACC Manual clause [G1005C](#) (2016-01-28) Insurance – No Specific Requirement

7.8 Replacement of specific individuals

1. If specific individuals are identified in the contract to perform the work, the contractor must provide the services of those individuals unless the contractor is unable to do so for reasons beyond its control
2. If the contractor is unable to provide the services of any specific individual identified in the contract, it must provide a replacement with similar qualifications and experience. The replacement must meet the criteria used in the selection of the contractor and be acceptable to Canada. The contractor must, as soon as possible, give notice to the contracting authority of the reason for replacing the individual and provide:
 - a) the name, qualifications and experience of the proposed replacement; and
 - b) proof that the proposed replacement has the required security clearance granted by Canada, if applicable
3. The contractor must not, in any event, allow performance of the work by unauthorized replacement persons. The contracting authority may order that a replacement stop performing the work. In such a case, the contractor must immediately comply with the order and secure a further replacement in accordance with subsection 2. The fact that the contracting authority does not order that a replacement stop performing the work does not relieve the contractor from its responsibility to meet the requirements of the contract.

7.9 Dispute Resolution

- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "[Dispute Resolution](#)".

7.10 Environmental Considerations

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As part of Canada's policy directing federal departments and agencies to take the necessary steps to acquire products and services that have a lower impact on the environment than those traditionally acquired, Contractors should:

a) Paper consumption:

- Provide and transmit invoices, correspondence, draft reports, final reports in electronic format. Should printed material be required, double sided printing in black and white format is the default unless otherwise specified by the Business Owner.
- Printed material is requested on minimum recycled content of 30% and/or certified as originating from a sustainably managed forest.
- Use of electronic signatures, where client capacity to accept them exists, to reduce paper consumption
- Recycle unneeded printed documents (in accordance with Security requirements).

b) Travel requirements:

- Use public transportation or another method of green transportation as much as possible.

c) Misc.:

- Implementation of processes that minimize chemical consumption and waste

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ANNEX "A" STATEMENT OF WORK

1. TITLE

French and English simultaneous interpretation and live closed captioning services for in-person and virtual events.

2. OBJECTIVE

The Canadian Space Agency requires the services of a Contractor to provide simultaneous interpretation, from English to French and French to English, and live closed captioning for upcoming events on an "as and when requested" basis through the issuance of call-ups. The services are required for in-person and virtual events in five (5) different regions across Canada.

3. BACKGROUND

The Canadian Space Agency (CSA) was established in 1989 under the Canadian Space Agency Act. To meet the evolving needs of citizens, the Agency works in partnership with government, industry, universities and international organizations.

CSA has a responsibility under the Official Languages Act (OLA) to ensure meetings and events are available in the official language of the attendees' choice. Simultaneous interpretation and live closed captioning services ensures that CSA is fulfilling this need by ensuring all attendees can share and connect in both Official Languages (French and English).

4. SCOPE

The contractor must provide simultaneous interpretation and live closed captioning (CC) services in English and French at press conferences, events or panel discussions both virtual and in-person, and broadcast on CSA social media and website.

Each event varies in length, and language of delivery. They will therefore require different services depending on the number of speakers and participants, the languages of delivery, as well as the length of the event. To guarantee the availability of interpreters, the CSA will confirm the services at least ten (10) days before the event.

The Contractor must provide qualified interpreters ready to provide services at the specified dates(s) times(s).

It is possible that some meetings/events may need to be recorded.

CSA will work collaboratively with the Contractor to decide how many interpreters are assigned to any meeting/event, based on the meeting/event duration, etc., so long as the simultaneous interpretation and live closed captioning provided meets CSA standards (as identified below – 9 Language of Work) and consistent terminology is used. It will be up to the Contractor to decide which individuals, proposed resources, are assigned to any meeting/event.

The Contractor must work collaboratively with the service request's identified Project Authority from the time of engagement through to the completion of service delivery.

For virtual and hybrid meetings, Microsoft Teams and Zoom are the preferred meeting platforms withing CSA. However, the identified Project Authority user will assess the needs of each individual event to determine which platform is best suited to support their event and will identify that platform using form 942, Call-up Against a Standing Offer and the resulting call-up.

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5. TASKS

The Contractor must provide the following:

- The interpreter (s)
 - Should the event be bilingual, a minimum of two interpreters (or one bilingual) will be needed. Should the event be carried out in only one language, one interpreter is required to interpret the unspoken language.
- The closed captioner(s)
 - If required for the event, a minimum of two closed captioners will be needed.
- The Contractor must provide a sufficient number of interpreters and closed captioners so that the simultaneous interpretation service can continue, uninterrupted, for the duration of the event.
- Each set up must be completed and tested 30 minutes before the start of the event unless an alternate arrangement is made with the Project Authority.
- Provide confirmation/acceptance or refusal of a service request for meetings/events within **two (2) days** of receipt of form 942. If accepting the service request, provide the name(s) of the assigned resources with the confirmation/acceptance response.
- Review any materials (PowerPoint, speaking notes, glossary of terms, etc.) when provided by the Project Authority, prior to the event to assist in interpretation and closed captioning.
- Give CSA the rights to record or the rights to the recording of the interpreters, if and when required.
- Provide real time virtual and/or in-person simultaneous interpretation and CC for meetings/events.
- Provide simultaneous interpretation and CC from English to French and French to English, or both depending on the nature of the meeting/event.
- Ensure interpretations contain consistent terminology.
- Technical dry run: one day before event.

5.1 TECHNICAL REQUIREMENTS FOR VIRTUAL EVENT

The Contractor must supply or use:

- ISO Standard 20109 compliant remote technical installations
 - General audio quality
 - The interpreting system must correctly reproduce audio-frequencies between at least 125 Hz and 15 kHz \pm 3 dB;
 - The microphones and the headphones must correctly reproduce audio-frequencies between 125 Hz and 15 kHz \pm 10 dB;
 - The system must be free of perceptible distortion, noise and hum, and the volume of each channel must be adjusted to minimize the volume difference between audio channels. (ex: Floor, English, French, third language).
 - Audio limiting
 - The system must provide hearing protection for the interpreters either internally, via DSP, or externally, with an outboard limiter, to limit loud sounds, with a maximum output level of 94 dBA SPL for any duration longer than 100ms.
- Translated signals (ie: one full English and/or one full French) to separate Zoom user.

5.2 DESCRIPTION OF THE 3 LEVELS OF SIMULTANEOUS INTERPRETATION SERVICES

Duration for event types listed below vary, but average between 30 minutes and 1.5 hours in length, plus additional setup/tear-down time at the beginning and end of events.

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Interpreters must arrive at least one (1) hour prior to the start of the event to familiarize with the equipment and working environment. Specific events may require the participation of more than two (2) interpreters due to the nature of the content, level of complexity, duration, etc.

OPTION 1 - Virtual Event

Contractor must provide the interpreter(s), technician and technical equipment required to provide live and remote simultaneous interpretation and when required, the resources to deliver closed captioning services.

CSA will provide the link to the interpreters/captioners.

Virtual event	
Interpreters	<ul style="list-style-type: none"> ▪ 2 interpreters (English - French): Number of interpreters required for an event of up to 3 hours.
Captioners (as needed)	<ul style="list-style-type: none"> ▪ 2 captioners (English and French)
Technician	<ul style="list-style-type: none"> ▪ 1 technician
Technical equipment	<ul style="list-style-type: none"> ▪ 2 multilingual interpreter consoles ▪ 2 sound cards ▪ 3 computer servers ▪ 1 audio mixer ▪ 2 interpreting booths

OPTION 2 - In-Person Event (at CSA) - Interpreters Only

The Contractor must provide interpreters and closed captioners as needed to the CSA. CSA will be responsible for the technical aspects of the event.

In-person event (at CSA) – Interpreters/captioners only	
Interpreters	<ul style="list-style-type: none"> ▪ 2 interpreters (English - French): Number of interpreters required for an event lasting up to 3 hours.
Captioners (as needed)	<ul style="list-style-type: none"> ▪ 2 captioners (English and French)

OPTION 3 - In-Person Event (at CSA) - Interpreters, Captioners, Technician and Technical Equipment

The Contractor must provide the interpreters, closed captioners, technician and technical equipment required to provide simultaneous translation and closed captioning services at the CSA.

CSA will provide the link, speakers, microphones and internet connection.

In-person event (at CSA) – Interpreters/captioners, technician and technical equipment	
Interpreters	<ul style="list-style-type: none"> ▪ 2 interpreters (English – French): number of interpreters required for an event of at most 3 hours.

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Captioners (as needed)	<ul style="list-style-type: none"> ▪ 2 captioners (English and French)
Technician	<ul style="list-style-type: none"> ▪ 1 technician ▪ Assembly ▪ Dismantling
Technical equipment	<ul style="list-style-type: none"> ▪ 2 multilingual interpreter consoles ▪ 2 sound cards ▪ 3 computer servers ▪ 1 audio mixer ▪ 1 network switch ▪ 2 interpreting booths

6. DELIVERABLES

The event dates and specific details will be sent via email from the Project Authority/Contracting Authority as CSA announces the delivery of an event.

The Contractor must have completed the agreed upon set up, and tested it 30 minutes before the start of the event, in addition to a technical dry run the day prior to the event Interpreter (s) and closed captioners must:

- Interpret (translate) what is being said simultaneously, in 'real-time' as it is being spoken utilizing compliant simultaneous interpretation systems provided by the CSA or, in the case of a virtual event, by the Contractor.
- Upon request, the Contractor must be able to provide a recording of the interpretations.

7. CLIENT SUPPORT

CSA will provide the Contractor with:

- access to a staff member who will be available to coordinate activities and technical support;
- access to documentation such as speaking points, presentations and scenario notes prior to each event.

Interpretation equipment:

Two (2) Bosch Dicens DCNM-IDEK Interpreter Desks

<https://commerce.boschsecurity.com/us/en/Interpreter-desk/p/F.01U.314.659/>

Physical environment:

One (1) interpretation office with two (2) interpreter desks installed side-by-side. English and French interpreters work side-by-side in the same office. An option with two separate offices equipped with individual interpreter desks is also available if needed.

Technical considerations:

Due to technical considerations during live feeds, each interpreter desk is dedicated to one language and cannot be switched to another language. Should an interpreter need a pause during a work shift and be replaced by a second interpreter, the replacing interpreter must use the same interpreter desk used by the previous interpreter and shall not switch language.

CSA Qualified technicians to perform the following:

- Monitor the event's main feed (Floor), video and audio transmission to ensure best possible quality;

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- Intervene where applicable;
- Client support to all participants before and during the events, including a dry run, where Production & Webcasting team educates participants on good practices and related AV technical issues when working in a remote situation;
- Documentation to all participants to support and emphasize on previous statement;
- Internet link (URL to be provided) to receive the main transmission feed of the event (Floor). No additional IT support is required for this measure other than the standard support.

8. LOCATION OF WORK, WORK SITE AND DELIVERY POINT

Interpretation and closed captioning services will mainly be provided at the CSA headquarters (in St. Hubert) or virtually, but services may also be required at other locations in Canada.

Simultaneous interpretation services could be required in the following regions:

- Region 1: British-Columbia
- Region 2: Prairies (Alberta, Saskatchewan and Manitoba)
- Region 3: Ontario
- Region 4: Quebec
- Region 5: Maritimes (New-Brunswick, Nova-Scotia, Prince-Edward-Island and Newfound Land & Labrador)

Contractors can bid on any or all regions as desired.

9. SPECIAL REQUIREMENTS AND/OR CONSTRAINTS

In person events

The CSA is located at 6767 Route de l'Aéroport, in Saint-Hubert, Quebec. The majority of in-person events will take place at or near this location, meaning that the Contractor will be expected to be able to provide service with, at times, no more than ten (10) days notice. It is the responsibility of the Contractor to ensure that sufficient resources are available to provide service at, or near, this location.

Remote events

CSA is aware of the challenges that may arise during virtual events (poor connectivity, lag in audio or video, etc.). CSA expects the Contractor to do its part in ensuring the best quality possible in the delivery of the simultaneous interpretation.

Although CSA works with participants to help provide the best possible audio, CSA cannot guarantee the overall quality of video and audio signals.

Loss of video and/or audio feed could occur due to:

- bandwidth issues from the participants in the event;
- technical limitations from the software available due to the remote situation;
- participants' lack of knowledge or comfort with the platform used.

While CSA will provide the best available supports to help mitigate potential issues from arising, it cannot be ensured that participants will follow the advice and guidance provided.

The bandwidth of virtual participants – some of which are located in rural and remote communities – is beyond CSA's control; therefore, the Agency cannot guarantee a seamless event for interpreters and participants. CSA is not responsible for the interpretation and closed captioning systems used by interpreters/captioners in a remote situation.

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10. CANCELLATION

CSA reserves the right to cancel or reschedule the simultaneous interpretation and closed captioning services for a meeting/event, with or without cause, by providing written notice to the Contractor by email. If written notice is provided to the Contractor 24 hours or more before the scheduled meeting/event date(s) /time(s), there will be no penalty for charge for such cancellation or rescheduling.

Cancellation twenty-four (24) hours or less before the scheduled meeting/event date(s)/time(s) are subject to a cancellation fee of up to 50% of the call-up.

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ANNEX "B" BASIS OF PAYMENT

During the period of the Standing Offer, for Work performed in accordance with the Standing Offer and the issued call-up(s), the Contractor will be paid the firm all-inclusive hourly rates below.

The rates include the total estimated cost of any travel and living expenses that may occur to satisfy the terms of the Standing Offer.

Region 1 – British Columbia					
Firm All-Inclusive Hourly Rates	A Initial Contract Period (March 1, 2024 to Feb. 28, 2025)	B Extension Period #1 (March 1, 2025 to Feb. 28, 2026)	C Extension Period #2 (March 1, 2026 to Feb. 28, 2027)	D Extension Period #3 (March 1, 2027 to Feb. 29, 2028)	E Extension Period #4 (March 1, 2028 to Feb. 28, 2029)
In-person Simultaneous Interpretation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Virtual Simultaneous Interpretation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Closed Captioning	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Technician	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

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Region 2 – Prairies (Alberta, Saskatchewan and Manitoba)					
Firm All-Inclusive Hourly Rates	A	B	C	D	E
	Initial Contract Period (March 1, 2024 to Feb. 28, 2025)	Extension Period #1 (March 1, 2025 to Feb. 28, 2026)	Extension Period #2 (March 1, 2026 to Feb. 28, 2027)	Extension Period #3 (March 1, 2027 to Feb. 29, 2028)	Extension Period #4 (March 1, 2028 to Feb. 28, 2029)
In-person Simultaneous Interpretation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Virtual Simultaneous Interpretation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Closed Captioning	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Technician	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

Region 3 – Ontario					
Firm All-Inclusive Hourly Rates	A	B	C	D	E
	Initial Contract Period (March 1, 2024 to Feb. 28, 2025)	Extension Period #1 (March 1, 2025 to Feb. 28, 2026)	Extension Period #2 (March 1, 2026 to Feb. 28, 2027)	Extension Period #3 (March 1, 2027 to Feb. 29, 2028)	Extension Period #4 (March 1, 2028 to Feb. 28, 2029)
In-person Simultaneous Interpretation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Virtual Simultaneous Interpretation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Closed Captioning	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Technician	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

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Region 4 – Quebec					
Firm All-Inclusive Hourly Rates	A Initial Contract Period (March 1, 2024 to Feb. 28, 2025)	B Extension Period #1 (March 1, 2025 to Feb. 28, 2026)	C Extension Period #2 (March 1, 2026 to Feb. 28, 2027)	D Extension Period #3 (March 1, 2027 to Feb. 29, 2028)	E Extension Period #4 (March 1, 2028 to Feb. 28, 2029)
In-person Simultaneous Interpretation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Virtual Simultaneous Interpretation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Closed Captioning	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Technician	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

Region 5 – Maritimes (New Brunswick, Nova Scotia, Prince Edward Island and Newfoundland & Labrador)					
Firm All-Inclusive Hourly Rates	A Initial Contract Period (March 1, 2024 to Feb. 28, 2025)	B Extension Period #1 (March 1, 2025 to Feb. 28, 2026)	C Extension Period #2 (March 1, 2026 to Feb. 28, 2027)	D Extension Period #3 (March 1, 2027 to Feb. 29, 2028)	E Extension Period #4 (March 1, 2028 to Feb. 28, 2029)
In-person Simultaneous Interpretation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Virtual Simultaneous Interpretation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Closed Captioning	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Technician	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

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Limitation of expenditure <i>(insert the amount at Standing Offer Issuance)</i>	\$
Applicable taxes (___%)	\$
Total	\$

Payment will be for hours actually worked with no provision for annual leave, statutory holidays and sick leave. No overtime charges will be authorized under the Standing Offer. All time worked will be compensated according to the information above.

RECORDING

There will be no additional cost charged to CSA for recordings of the simultaneous interpretation.

CANCELLATION OR RESCHEDULING

If written notice is provided by CSA to the Contractor a minimum of 24 hours before the meeting/event, there will be no penalty or charge applicable for cancellation or rescheduling of the meeting/event.

If written notice is provided by CSA to the Contractor less than 24 hours before the meeting/event, CSA will be charged 50% of the fees associated with the call-up.

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ANNEX "C" INTEGRITY FORM
To be included with certifications
(Section III : Certifications):

Dénomination complète de l'entreprise / Complete Legal Name of Company	
Adresse de l'entreprise / Company's address	
NEA de l'entreprise / Company's PBN number	
Numéro de l'appel d'offre / Request for proposal's number	
Membres du conseil d'administration (Utilisez le format – Prénom, Nom Board of Directors (Use format – First name, Last name	
1. Membre / Director	
2. Membre / Director	
3. Membre / Director	
4. Membre / Director	
5. Membre / Director	
6. Membre / Director	
7. Membre / Director	
8. Membre / Director	
9. Membre / Director	
10. Membre / Director	
Autres Membres / Other members:	
Commentaires / Comments	

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ANNEX "D" CANADA POST'S INSTRUCTIONS

Public Services and Procurement Canada (PSPC) is moving forward on its Procurement Modernization Initiative, which aims to simplify the procurement process. The Bid Receiving Unit is launching an electronic bid submissions pilot using Canada Post's (CPC) Connect online service.

What is Canada Post Connect?

Canada Post Connect (CPC) is a secure, online service that allows users to share large, confidential files. Some of the service features include:

- large file transfers, allowing users to attach multiple 1 gigabyte (GB) files (any file type) in a single message
- the ability to track your electronic activity history
- privacy and security features that allow the processing of Protected B documents (which meet Government of Canada requirements).

Participants in the pilot project **will not incur any costs** for the use of the CPC.

Please note that a Canadian mailing address is required to use CPC. Should this be an issue for you, please contact us and we will be pleased to provide a work-around procedure to ensure you can still participate.

Benefits to businesses

Sending bid submission files via CPC means:

- a faster and more efficient bid submission process
- a green alternative to submitting paper files in-person, by mail or fax to a Bid Receiving Unit office
- a time and date stamp record for the upload of files in CPC

How to participate

Please confirm your participation to PSPC's Bid Receiving Unit at:

TPSGC.DGAreceptiondessoumissions-ABBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca

Once you have confirmed your participation, the Bid Receiving Unit will explain the next steps and invite you to create a CPC account.