



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS A:**

CSPS Bid Receiving Unit Email Address:

solicitation-sollicitation@cspsefpc.gc.ca

**REQUEST FOR PROPOSAL
DEMANDE DE SOUMISSION**

Proposal to: Canada School of Public Service

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

Proposition à : École de la fonction publique du Canada

Nous offrons par la présente de vendre à Sa Majesté le Roi du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaries

Issuing Office – Bureau de distribution

Canada School of Public Service / École de la fonction publique du Canada
Procurement and Contracting Unit / Unité des contrats et approvisionnement

Title-Sujet English to French translation, French copy editing and/or comparative editing services for the Canada School of Public Service	
Solicitation No. – No. de l'invitation CSPS-RFP-23LL-0334	Date August 24, 2023
Client Reference No. - No. De Référence du Client 2023-0334	
Solicitation closes - L'invitation prend fin On October 4, 2023 at 2:00 PM Le 4 octobre 2023 à 14 h	Time Zone Fuseau horaire ET / HE
Address inquiries to: - Adresser toute demande de renseignements à : Linda Lafrenière	
Email Address: - Adresse courriel : solicitation-sollicitation@cspsefpc.gc.ca	
Telephone No. - No de téléphone 819-360-9551	
Destination of Goods and Services: Destinations des biens et services: CANADA SCHOOL OF PUBLIC SERVICE ÉCOLE DE LA FONCTION PUBLIQUE DU CANADA	
Instructions : See Herein Instructions : Voir aux présentes	
Delivery Required – Livraison exigée See Herein / Voir aux présentes	Delivery Offered – Livraison proposée
Vendor/Firm Name and address Rasion sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. – No de téléphone	
Name and title of the person authorized to sign on behalf of Vendor/Firm (type or print) – Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	



REQUEST FOR PROPOSALS (RFP)

FOR

**ENGLISH TO FRENCH TRANSLATION,
FRENCH COPY EDITING AND/OR
COMPARATIVE EDITING SERVICES**

FOR THE

CANADA SCHOOL OF PUBLIC SERVICE



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PART 1 – GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided
- Part 6 Security Requirements: includes specific requirements that must be addressed by Bidders
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract

The Attachments include the Pricing Schedule and the Electronic Payment Instruments.

The Annexes include the Statement of Work and the Basis of Payment.

1.2 Summary

- 1.2.1 The Canada School of Public Service (CSPS or the School) requires the services of Contractors who can provide excellent translation, copy editing, and/or comparative editing, in French, on an “as and when requested basis” for specific publications and its communications and learning products. All the work will be done remotely from the Contractor’s sites.

Up three (3) contracts can be awarded as a result of this solicitation. Should contracts be awarded, the period of the contracts will be for one (1) year with the irrevocable option allowing Canada to extend the term of the contracts by up to four (4) additional one (1) year periods under the same terms and conditions.

The School reserves the right to resolicit the requirement if all three (3) contracts have not been awarded.

The total allocated budget for this requirement (including option years) for the maximum of three (3) contracts is \$1,800,000.00, excluding applicable taxes, or \$360,000.00 per year.

- 1.2.2 There are no security requirements associated with this requirement.



1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.



PART 2 – BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation 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.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The **2003** (2023-06-08) Standard Instructions – Goods or Services – Competitive Requirements, are incorporated by reference into and form part of the bid solicitation, with the following changes:

- a) Wherever Public Works and Government Services Canada (PWGSC) revise to read “Canada School of Public Service (the School)”.
- b) At Section 05, Submission of Bids, Subsection 4, replace “60 days” with “120 days.”
- c) Section 08, Transmission by Facsimile or by Canada Post Corporation’s (CPC) Connect service, is deleted in its entirety.

2.1.1 Technical Difficulties of Bid Transmission

Despite anything to the contrary in (05) or (06) of the Standard Instructions, where a Bidder has commenced transmission of its bid through an electronic submission method 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.

2.1.2 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.

2.2 Submission of Bids

Bids must be submitted only to the Canada School of Public Service (CSPS or the School) Bid Receiving Unit's email address specified below by the date and time indicated on page 1 of the bid solicitation.

CSPS Bid Receiving Unit Email Address: solicitation-sollicitation@cspc-efpc.gc.ca

Note: Bids will not be accepted if emailed directly to the Contracting Authority's email address.

Bidders must indicate the RFP number (CSPS-RFP-23LL-0334) in the subject line of their email containing their bid. Bids must be submitted in PDF format.

2.3 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.

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;
- 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.

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.

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.

2.4 Enquiries – Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority at the following email address: solicitation-sollicitation@cspc-efpc.gc.ca no later than ten (10) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders 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 the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.5 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.



Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, 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, it acknowledges that the applicable laws specified are acceptable to the Bidders.

2.6 Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least fifteen (15) calendar days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

2.7 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including Contract award.
- (b) Canada encourages suppliers 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) Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.



PART 3 – BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Canada requests that Bidders submit their bid electronically, and in separate PDF documents as follows:

Section I: Technical Bid

Section II: Financial Bid

Section III: Certifications

Section IV: Additional Information

Due to the nature of the bid solicitation, bids transmitted by facsimile will not be accepted.

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

Canada requests that Bidders follow the electronic format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) PDF format;
- (b) use a numbering system that corresponds to the bid solicitation.

Section I: Technical Bid

In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Part 4, Evaluation Procedures and Basis of Selection, contains additional instructions that Bidders should consider when preparing their technical bid.

Section II: Financial Bid

Bidders must submit their financial bid in Canadian funds in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3. The total amount of Applicable Taxes must be shown separately.

Bidders must submit their rates FOB destination; Canadian customs duties and excise taxes included, as applicable; and Applicable Taxes excluded.

When preparing their financial bid, Bidders should review the Basis of Payment in Annex B and clause 4.1.2, Financial Evaluation, of Part 4.



3.1.1 Electronic Payment of Invoices – Bid

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Attachment 2 to Part 3 – Electronic Payment Instruments, to identify which ones are accepted.

If Attachment 2 to Part 3 is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

Section III: Certifications

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

Section IV: Additional Information

In Section IV of their bid, Bidders should provide:

1. their legal name
2. their Procurement Business Number (PBN)
3. the name of the contact person (provide also this person's title, phone number and email address) authorized by the Bidder to enter into communication with Canada with regards to their bid, and any contract that may result from their bid
4. the required answer to each question for Part 2, article 2.3, Former Public Servant, of the bid solicitation and the required information related to affirmative answers



ATTACHMENT 1 TO PART 3 PRICING SCHEDULE

The Bidder must complete this Pricing Schedule and include it in its financial bid once completed. As a minimum, the Bidder must respond to this pricing schedule by including in its financial bid for each of the periods specified below, its quoted firm rates (in Can\$) for English to French translation, French copy editing and comparative editing services. Bidders must submit rates in all categories (per-word rates and hourly rates, regular service and urgent service) for all five years.

The inclusion of volumetric data (Column F) in this document are provided for bid evaluated price determination purposes only. They are not to be considered as a contractual guarantee. Their inclusion in this pricing schedule does not represent a commitment by Canada that Canada's future usage of the services described in this solicitation will be consistent with this data.

Per-word rates (for translation services only) (in Can\$)								
Level of service	Column A	Column B	Column C	Column D	Column E	Column F	Column G	
	Initial year	Option year 1	Option year 2	Option year 3	Option year 4	Number of words*	Cost per line (average of A to E times F)	
Regular	\$0.____/ word	\$0.____/ word	\$0.____/ word	\$0.____/ word	\$0.____/ word	20,000	\$_____	
Urgent	\$0.____/ word	\$0.____/ word	\$0.____/ word	\$0.____/ word	\$0.____/ word	2,000	\$_____	
Subtotal (cost for per-word rates)							\$_____	
Hourly rates (for any other services) (in Can\$)								
Level of service	Column A	Column B	Column C	Column D	Column E	Column F	Column G	
	Initial year	Option year 1	Option year 2	Option year 3	Option year 4	Number of hours*	Cost per line (average of A to E times F)	
Regular	\$ _____ /hr	\$ _____ /hr	\$ _____ /hr	\$ _____ /hr	\$ _____ /hr	10	\$_____	
Urgent	\$ _____ /hr	\$ _____ /hr	\$ _____ /hr	\$ _____ /hr	\$ _____ /hr	1	\$_____	
Subtotal (cost for hourly rates)							\$_____	
TOTAL EVALUATED PRICE (applicable tax(es) excluded): (i.e., sum of: Subtotal (cost for per-word rates) + Subtotal (cost for hourly rates))							\$_____	
Applicable Tax(es)							Insert Tax amount(s), as applicable	\$_____

* Do not change the number of words and the number of hours recorded in Column F. This data represents a proportion of the volume of work to be expected based on the various rates.



ATTACHMENT 2 TO PART 3 ELECTRONIC PAYMENT INSTRUMENTS

The Bidder accepts to be paid by any of the following Electronic Payment Instrument(s):

- Direct Deposit (Domestic and International)
- Electronic Data Interchange (EDI)
- Wire Transfer (International Only)



PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation

The evaluation process comprises two steps: Step 1: Mandatory Technical Criteria and Step 2: Point Rated Technical Criteria – Selection Exam. Only Bidders who have met the mandatory requirements listed in Section 4.1.1.1, Mandatory Technical Criteria, will advance to the selection exam.

4.1.1.1 Mandatory Technical Criteria

The Bid must meet all the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Bids that fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

Mandatory Technical Criteria (MT)				
Number	Mandatory Technical Criterion	Met	Not met	Cross Reference to Bidder's Proposal
MT1	<p>The proposal must include a short description of the Bidder's ability to provide the linguistic services described in the Statement of Work (Annex A).</p> <p>The proposal can be written in the official language of the Bidder's choice, but the description must be written in French.</p> <p>The total word count of the description must be limited to a maximum of 800.</p> <p>Importance will be given to language quality based on the following correction scheme:</p>			



	<p>Spelling: Deduction of 1 point per error</p> <p>Grammar: Deduction of 2 points per error</p> <p>Terminology and official titles: Deduction of 1 point per error</p> <p>Usage errors (for example, Anglicisms, redundancy, barbarism, impropriety): Deduction of 2 points per error</p> <p>Major errors (for example, nonsense, gibberish, unreadability, illogical passages): Deduction of 3 points per error</p> <p>Style and syntax: Deduction of 1 point per error</p> <p>Punctuation and typographical conventions: Deduction of 1 point per error</p> <p>The deduction of more than four (4) points will render the Bid non-responsive, and the other criteria will not be evaluated.</p> <p>The following elements must be included in the description:</p> <ol style="list-style-type: none"> 1. Short introduction to the company (for example, location, workforce, collaborators, first year of operation, areas of specialization, and experience with federal departments or agencies, or learning institutions) 2. Ability to provide services during regular business hours, which means from 8 am to 5 pm (ET), Monday to Friday, throughout the year 3. Ability to provide services outside regular business hours 4. Ability to ensure the quality of deliverables 			
<p>MT2</p>	<p>The Bidder must propose two (2) resources qualified to provide the services described in the Statement of Work (Annex A), and include their résumés.</p> <p>Each of the proposed resources must have a minimum of five (5) years of demonstrated experience in delivering full time translation and/or editing services for Canadian clients such as businesses, organizations and/or federal, provincial and/or territorial department and/or agencies.</p> <p>The experience must be comparable to what is described in the Statement of Work.</p>			



	<p>The experience must have been acquired within eight (8) years of the closing date of the Bid solicitation.</p> <p>The experience must have been acquired after the completion of the university degree, except for experience gained through a formal university cooperative program.</p> <p>To demonstrate compliance with this criterion, the Bidder must include a summary containing the following information for each of the proposed resources:</p> <ol style="list-style-type: none"> a. The name of the proposed resource b. The title of the positions occupied within the specified period of five (5) to eight (8) years before the closing date of the Bid solicitation c. The name of the client organizations for which that resource provided services relevant to the Statement of Work d. The type of services provided (translation and/or editing) with an approximate word count 			
<p>MT3</p>	<p>Each of the Bidder's proposed resources must have a good knowledge of the Government of Canada terminology and writing style.</p> <p>To demonstrate compliance with this criterion, the Bidder must provide, for each proposed resource, the information associated with either one of the following options:</p> <ol style="list-style-type: none"> 1. A résumé indicating at least twelve (12) months of full time professional translation or editing services as an employee, intern or student within the linguistic services unit of a Canadian federal department or organization* 2. A summary of the professional translation or editing services provided to Canadian federal departments or organizations* as an external provider within the last five (5) years <p>For option 2 only, each summary must include:</p> <ol style="list-style-type: none"> a. The name of the proposed resource b. The name of the Canadian federal departments or organizations for which that resource provided services relevant to the Statement of Work within the last five (5) years c. The list of services provided by the resource for Canadian federal departments or 			



	<p>organizations, including at least 150,000 words of English to French translation</p> <p>* Canadian federal departments or organizations are defined as entities named in the reference list of organizations. Please note that some organizations may be listed under their parent organization. For example, the Translation Bureau is listed under Public Services and Procurement Canada.</p>			
MT4	<p>Each of the Bidder's proposed resources must have a translation degree from a recognized Canadian university or an acceptable equivalent.</p> <p>A degree in another field or from a foreign university could be an acceptable equivalent for resources with a valid certification from one of the member organizations of the Canadian Translators, Terminologists and Interpreters Council (CTTIC) or from the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ).</p> <p>To demonstrate compliance with this criterion, the Bidder must provide a copy of all of the degrees and/or certifications for each of the proposed resources in their proposal.</p>			
MT5	<p>The Bidder must provide in their proposal a single email address to be used to send the selection exam.</p>			

4.1.1.2 Point Rated Technical Criteria

a) Selection Exam

The selection exam will be sent to all the Bidders who meet the mandatory technical criteria. Please note that there will be no advance notice and that there could be several weeks between the Bid solicitation closure and the moment when the selection exam is sent out. The Contracting Authority will simply send a linguistic services request with the subject heading "Selection Exam / Examen de sélection : CSPS-RFP-23LL-0334." The Bidder will then have a **maximum of 48 hours** to perform the requested tasks. The period of time starts as soon as the request is sent by the School, regardless of when the message is received.

The exam must be done **in a real work context** and **by at least one of the two resources submitted as part of the Bidder's proposal**. The requested documents must be returned by email to the Contracting Authority.

More than one resource may be involved in the production of the documents requested through the selection exam if this is the Bidder's usual way of operating. For example, one of the resources can perform the first draft of the translation and another can perform the comparative editing.



The correction scheme shown below will be used to correct the requested documents. The maximum score is 50 points. **A minimum score of 40 points is required in order for the Bid to be deemed responsive.**

Correction scheme for the selection exam
Spelling: Deduction of 1 point per error
Grammar: Deduction of 2 points per error
Terminology and official titles: Deduction of 1 point per error
Usage errors (for example, Anglicisms, shifts in meaning, mistranslations, omissions, additions, redundancy, barbarism, impropriety): Deduction of 2 points per error
Major errors (for example, nonsense, serious mistranslation, gibberish, unreadability, illogical passages, major omissions or additions): Deduction of 3 points per error
Style and syntax: Deduction of 1 point per error
Punctuation and typographical conventions: Deduction of 1 point per error
Formatting: Deduction of 1 point for each failure to comply with the formatting of the source texts
Consistency: Deduction of 1 point for each failure to ensure consistency

b) List of individuals involved in the selection exam

To demonstrate that the selection exam was done in a real work context, the Bidder must provide a list including all the criteria in the table below.

Criteria	Met	Not met
The Bidder must provide a list of all the individuals involved in processing and/or performing the selection exam.		
The list must be provided no later than one workday after the scheduled deadline for returning the documents requested through the selection exam.		
The list must include the following information: <ol style="list-style-type: none"> 1. Name of each individual involved in the selection exam 2. Role each person played (for example, coordination, pre-translation using a translation memory or another tool, terminology research, translation, comparative editing or proofreading) 3. Time spent on each task by each person (precise dates and times) 		
The individuals who performed the translation and/or comparative editing tasks must be included in the list of qualified resources proposed by the Bidder in their Bid.		
The Bidder must sign the list to certify that the tasks have been done solely through the efforts of the people named on the list, and that the list faithfully reflects the work that was done. Both wet and electronic signatures will be accepted.		



4.1.2 Financial Evaluation

The volumetric data included in the Pricing Schedule detailed in Attachment 1 to Part 3 are provided for bid evaluation price determination only. They are not to be considered as a contract guarantee.

For bid evaluation and contractor selection purposes only, the evaluated price of a bid will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

4.2 Basis of Selection

4.2.1 Basis of Selection – Highest Combined Rating of Technical Merit (70%) and Price (30%)

1. To be declared responsive, a bid must:
 - a) comply with all the requirements of the bid solicitation
 - b) meet all mandatory technical evaluation criteria
 - c) obtain the required minimum of 40 points overall for the technical evaluation criteria (Selection Exam) which are subject to point rating (the rating is performed on a scale of 50 points)
 - d) provide the list of individuals involved in the selection exam as specified in Section 4.1.1.2 b)
2. Bids not meeting the above requirements will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by 70.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.
8. In the event two or more responsive bids have the same combined rating, the responsive bid with the highest technical merit score will be ranked first amongst the other bids.
9. Contracts will be awarded to the three (3) top-ranked responsive bids with the highest combined rating of technical merit and price.
10. Bidders should note that all contract awards are subject to Canada's internal approval process, which includes a requirement to approve funding in the amount of the proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.



The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

Basis of Selection – Highest Combined Rating of Technical Merit (70%) and Price (30%)

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000	\$50,000	\$45,000
Calculations	Technical Merit Score	$115/135 \times 70 = 59.64$	$89/135 \times 70 = 46.13$	$92/135 \times 70 = 47.67$
	Pricing Score	$45/55 \times 30 = 24.54$	$45/50 \times 30 = 27$	$45/45 \times 30 = 30$
Combined Rating		84.18	73.13	77.67
Overall Rating		1 st	3 rd	2 nd



PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

5.1.1 Integrity Provisions – Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the Integrity 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.

5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.1.1 Integrity Provisions – List of Names for Integrity Verification Form

Section 17 of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) requires suppliers, regardless of their status under the policy, to submit a list of names with their bid or offer.

The List of Names for Integrity Verification Form can be found at the following link: <http://www.tpsgc-pwgsc.gc.ca/ci-if/ln-form-eng.html>.



5.2.2 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](#) website.

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.

5.2.3 Education and Experience

By submitting a bid, the Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.



PART 6 – SECURITY REQUIREMENTS

6.1 Security Requirements

There are no security requirements associated to this requirement.



PART 7 – RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex A.

7.2 Standard Clauses and Conditions

All clauses and conditions identified in the Contract 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.

7.2.1 General Conditions

[2035](#) (2022-12-01), General Conditions – Higher Complexity – Services, apply to and form part of the Contract.

7.3 Security Requirements

There is no security requirement applicable to the Contract.

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is from date of Contract award to _____. *[Period of one year; exact date will be inserted at contract award]*

7.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to four (4) additional one (1) year period under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is: *[insert information at contract award]*



Name:
Title:
Telephone:
Email address:

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

7.5.2 Project Authority

The Project Authority for the Contract is: [\[insert information at contract award\]](#)

Name:
Title:
Telephone:
Email address:

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

7.5.3 Contractor's Representative [\[insert information at contract award\]](#)

Name:
Title:
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 Payment

7.7.1 Basis of Payment

The Contractor will be paid for the Work performed in accordance with the Basis of Payment at Annex B, to a ceiling price of \$ _____ [\[insert amount at contract award\]](#). Custom duties are included and Applicable Taxes are extra.

7.7.2 Limitation of Price

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.



7.7.3 Method of Payment – Monthly Payment

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice 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 performed has been accepted by Canada.

7.7.4 Electronic Payment of Invoices – Contract (if applicable)

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):
[insert the information as specified by the Bidder in its bid, or delete if not applicable, at contract award]

7.7.5 Time Verification

Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contractor must repay any overpayment, at Canada's request.

7.8 Invoicing Instructions

- 1) 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.
- 2) Invoices must be distributed as follows:
 - a) The original must be forwarded to the email address shown on page 1 of the Contract for certification and payment.
 - b) One (1) copy must be forwarded by email to the Project Authority identified under the section entitled "Authorities" of the Contract.

7.9 Certifications and Additional Information

7.9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

7.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____. *[insert the name of the province or territory as specified by the Bidder in its bid, if applicable]*



7.11 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, 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.

- a) the Articles of Agreement;
- b) the general conditions 2035 (2022-12-01), General Conditions – Higher Complexity – Services;
- c) Annex A – Statement of Work;
- d) Annex B – Basis of Payment;
- e) the Contractor's bid dated _____ *[insert date at contract award]*.

7.12 Insurance

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

7.13 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".



ANNEX A STATEMENT OF WORK

1. Title

English to French translation, French copy editing and/or comparative editing services for the Canada School of Public Service

2. Objective

The Canada School of Public Service (the School) requires the services of Contractors who can provide excellent translation, copy editing, and/or comparative editing, in French, on an “as and when requested basis” for its communications and learning products.

3. Background

The School leads the government’s enterprise-wide approach to learning by providing a common standardized curriculum that supports federal public service employees through key career transitions, ensuring that they are equipped to serve Canadians with excellence.

The School has the mandate to provide a range of learning activities to build individual and organizational capacity and management excellence within the public service. It supports common public service learning at all levels nationwide, and over 90 federal departments and agencies.

The School’s primary responsibility is to provide a broad range of learning opportunities to public service employees and the highest quality of learning experience while establishing a culture of learning within the public service.

The School is committed to strengthening the linguistic quality of its products in both English and French. Its Linguistic Services team is composed of seasoned French and English editors who provide editing, translation and writing services to School employees. The Linguistic Services team also produces reference documents such as English and French style guides, and a lexicon. It works with the federal government’s Translation Bureau and external providers, as needed, to meet the School’s high demand for translation, copy editing and comparative editing services. Due to the high volume of requests the team receives for its services, additional external providers are required.

4. Service definitions

4.1. Definitions of work

English to French translation, French copy editing and comparative editing

All references to French and English are to be understood as Canadian French and Canadian English, unless otherwise stated.

- a) **Translation:** Create clear and accurate translations that respect the tone as well as the content of the original text, in a language appropriate to the target audience. Translation also involves editing the translated text, as specified below.



- b) **Copy editing:** Rework the text to improve the readability and flow, clarity, tone and organization of the information, and verify the accuracy of content referenced, such as citations from legislation and policies. Also correct typos and errors in spelling, grammar, punctuation, consistency and style (aligning with the French version of the [Canada.ca Content Style Guide](#), the [Translation Bureau's Writing Tools](#), and any other resource suggested by the School such as a lexicon or a style guide); check terminology, names, dates, places, titles (of publications, events, legislation, organizations, etc.), hashtags and links; and flag illogical or unclear sentences.
- c) **Comparative editing:** Ensure the accuracy and correctness of a translated text by comparing it to the source language text for consistency in content, terminology, tone, style and formatting. Comparative editing also involves copy editing the translated text, as specified above.

4.2. Levels of service

The Regular Service level is based on the following standard as a guideline:

Type of service	Regular Service level
Translation	200 to 275 words per hour
French copy editing	600 to 800 words per hour
Comparative editing	400 to 600 words per hour

The School is seeking to establish favourable working conditions for Contractors by giving them an acceptable workload for the agreed timelines. The School is looking first and foremost to obtain good quality documents, sometimes within tight but realistic deadlines.

Most requests will be for Regular Service. There will also be an Urgent Service level for documents that must be delivered within 24 hours or that cannot be completed in a timely manner according to the Regular Service level stated above. Documents to be produced after regular business hours (see definition in Section 5.3), on a day of rest, or on a statutory holiday will also be considered urgent.

In general, most translation requests will be billed by the word, and editing requests will be billed by the hour. The Project Authority will calculate the number of hours required to complete the work by taking into account such factors as:

- type of request
- word count
- level of technicality
- level of editing requested or required
- quality of the source texts
- targeted recipients
- research time required
- document format

The Contractor must process all documents within the agreed-upon deadlines, as described in Section 5.3. All completed documents received from the Contractor after the agreed-upon deadlines will be subject to a non-compliance discount, as outlined in Section 13.3.



5. Scope

The Contractor must provide translation, copy editing, and/or comparative editing services on an “as and when requested basis,” in French, to support the School’s needs. The texts produced will be disseminated externally and/or internally, in print and/or electronic format, including through the Internet or the School’s intranet.

5.1. Type of documents

Most of the documents for translation, copy editing and/or comparative editing will be aimed at public service employees. The documents are mostly digital communications and learning products, including, but not limited to, correspondence, promotional material, newsletter articles, online courses, web pages, presentations, and video transcripts. The document size can range from 250 words or less to over 30,000 words.

5.2. Confidentiality

The Contractor must keep confidential all information provided in connection with the work, including any information that is confidential or proprietary to third parties, and all information produced by the Contractor as part of the work. The Contractor must not disclose any such information without the written permission of Canada.

The School will not submit protected or classified documents to the Contractor for translation or editing purposes.

5.3. Hours of service and service standards

Regular business hours are understood to be from 8 am to 5 pm (ET), Monday to Friday.

The Contractor must respect the agreed-upon deadline. If for reasons beyond its control the Contractor is unable to meet the established deadline, the Contractor must communicate this to the Project Authority immediately.

The Project Authority reserves the right to either:

- agree with the Contractor on a new delivery date and time
- or
- accept the work done to date and cancel the remainder of the work

All urgent work will be pre-authorized by the Project Authority.

6. Tasks and deliverables

The Contractor must provide English to French translation, French copy editing and/or comparative editing on an “as and when requested basis.”

More specifically, the Contractor must:

- process all documents for translation, copy editing, and/or comparative editing (as defined in Section 4.1) within the agreed-upon deadlines, at a per-word or hourly rate based on the number of words in the original text to be translated or edited
- provide translation, copy editing, and/or comparative editing services for all documents, including tables, icons, graphics and illustrations, in the same format, style and layout as the original



- provide electronic versions of texts that have been translated or edited (for edited documents, all corrections are indicated using track changes or other electronic markup in a consistent and legible manner)
- ensure that the meaning of the translated version conforms to that of the original in all aspects, including proper terminology
- ensure that all work is error-free and reviewed for quality and accuracy before being returned to the Project Authority
- ensure the consistency of large documents by limiting, as far as reasonable, the number of different translators and/or editors working on the same request and providing an overall review of the whole document to ensure a consistent level of quality
- ensure standardization and consistency of terminology by assigning, whenever possible, the same translators and/or editors to a group of related documents
- consult reference materials provided by the School's Project Authority, when available, and any other relevant reference materials available from other sources, including the style guides and the lexicon produced by the Linguistic Services team
- ensure that completed work uses a style and level of language that is consistent with the nature and end use of the documents
- ensure that completed work aligns with Government of Canada communications policies, standards and stylistic preferences

The following lists the French and English tools that should be used as primary references.

French tools

- Antidote, <https://www.druide.com/fr>
- *Le Petit Robert*
- *Multidictionnaire de la langue française*
- Outils d'aide à la rédaction du Bureau de la traduction, <https://www.noslangues-ourlanguages.gc.ca/fr/outils-tools/index-fra>
- Termium Plus, <http://www.btb.termiumplus.gc.ca>
- Guide de rédaction du contenu du site Canada.ca, <https://www.canada.ca/fr/secretariat-conseil-tresor/services/communications-gouvernementales/guide-redaction-contenu-canada.html>
- Politique sur les communications et l'image de marque, <https://www.tbs-sct.gc.ca/pol/doc-fra.aspx?id=30683>
- Registre des titres d'usage du Programme fédéral de l'image de marque, <https://www.tbs-sct.gc.ca/ap/fip-pcim/reg-fra.asp>
- Site Web de l'École de la fonction publique du Canada, <https://www.cspsefpc.gc.ca/index-fra.aspx>

English tools

- Antidote, <https://www.druide.com/en>
- *Canadian Oxford Dictionary*
- The Translation Bureau's writing tools, <https://www.noslangues-ourlanguages.gc.ca/en/outils-tools/index-eng>
- Termium Plus, <https://www.btb.termiumplus.gc.ca>
- Canada.ca Content Style Guide, <https://www.tbs-sct.gc.ca/hgw-cgf/oversight-surveillance/communications/csc-grc-eng.asp>



- Policy on Communications and Federal Identity, <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=30683>
- Federal Identity Program registry of applied titles, <https://www.tbs-sct.gc.ca/ap/fip-pcim/reg-eng.asp>
- Canada School of Public Service website, <https://www.csps-efpc.gc.ca/index-eng.aspx>

7. Support for the Contractor

During the period of the Contract, to support the Contractor, the Project Authority will:

- confirm the word count and/or number of hours required for a given project (to be used for billing purposes), as well as the deadline and specific deliverables
- include this information in the official service request that will allow the Contractor to initiate the work
- give access, where possible, to previously translated texts and/or other reference material related to the document to be translated or edited, such as the former version of a course, to ensure consistency of terminology
- provide answers from subject matter experts and/or language specialists that will enable the Contractor's translators and editors to continue their work or improve the quality of the final product
- take into account comments and recommendations from the Contractor's translators and editors
- offer any other assistance and support, as needed

8. Receiving and transmitting texts

The Project Authority will send the service request directly to the Contractor via the Linguistic Services team's generic email address. Texts for translation, copy editing, and/or comparative editing will also be sent to the Contractor via the same generic email address, as well as reference material (if applicable).

The service request will clearly indicate whether the document is for translation, copy editing, and/or comparative editing.

Completed work must be returned to the Project Authority via the generic email address. It may be possible to use Zip files or a form of delivery via the cloud like Nextcloud for very large files, with advance notice.

9. Confirming service requests

For all service requests for translation, copy editing, and/or comparative editing work, the Contractor must confirm acceptance by email within 2 hours for Regular Service requests, and within 30 minutes for Urgent Service requests.

The vast majority of translation requests will be based on the Contractor's per-word rate. However, if the number of words is difficult to establish (for example, for a document that is to be amended), the School could opt to pay on the basis of the Contractor's hourly rate. Editing requests will be based on the Contractor's hourly rate.



10. Required software and layout

The Contractor must deliver the work in the format, style and layout of the original, using the same software version. All work must have the same font as the text to be translated or edited, and must be usable as is, without any intervention required by the Project Authority. Texts will usually be provided in conventional formats such as Microsoft Word, PowerPoint and Excel.

The Contractor must also use virus detection and elimination systems. The Contractor must take the necessary measures to ensure the delivery of its materials on electronic media or systems that are free of viruses.

File conversions will not be accepted in any form. Consequently, it is not permissible to convert the text from one type of system or software to another (for example, from PC to Mac or from Microsoft Word to another word processor) unless this has been approved by the Project Authority.

11. Supplies and equipment

The Contractor must supply all of the necessary equipment, supplies, services, software and instruments to perform the work.

12. Resources

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.

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.

The Contractor must not, in any event, allow the work to be performed by unauthorized replacement persons. The Contracting Authority may order that a replacement person stop performing the work. In such a case, the Contractor must immediately comply with the order and secure another replacement person in accordance with the established criteria. In any case, the Contractor is responsible for meeting the requirements of the Contract.

13. Quality control

13.1. Method and source of acceptance

All deliverables and services rendered under this Contract are subject to inspection by the Project Authority. The Contractor must have a quality assurance process in place to ensure the delivery of accurate and complete documents. Should any product or service not be to the satisfaction of the Project Authority as submitted, the Project Authority has the right to request correction before payment is authorized.



If a Contractor submits any deliverable to the School that doesn't meet the quality criteria outlined in Section 13.2, the School may exercise its rights, including, but not limited to, returning the work to the Contractor for revision at no additional cost to the School or demanding a quality discount of 25% on the value of the original invoice.

The School reserves the right to stop using the Contractor's services under the contract if it determines that the Contractor has delivered more than 3 unacceptable deliverables.

At the request of the Project Authority, the Contractor must provide the name of each individual resource (translator and/or editor) who has worked on documents submitted to the School.

13.2. Quality assessment

The following correction scheme will be used to determine the quality of deliverables rendered under this Contract:

Correction scheme
Spelling: Deduction of 1 point per error
Terminology and official titles: Deduction of 1 point per error
Style and syntax: Deduction of 1 point per error
Punctuation and typographical conventions: Deduction of 1 point per error
Formatting: Deduction of 1 point for each failure to comply with the formatting of the source texts
Consistency: Deduction of 1 point for each failure to ensure consistency
Grammar: Deduction of 2 points per error
Usage errors (for example, Anglicisms, shifts in meaning, mistranslations, omissions, additions, redundancy, barbarism, impropriety): Deduction of 2 points per error
Major errors (for example, nonsense, serious mistranslation, gibberish, unreadability, illogical passages, major omissions or additions): Deduction of 3 points per error

Questions of content accuracy and sensitivity must be flagged, researched, verified, commented on and/or raised with the Project Authority, as needed. Failure to do this will constitute a **major error**.

Any deliverable rendered under this Contract for which 10 points or more were deducted based on the correction scheme above will be deemed unacceptable.

13.3. Delivery deadlines

In the case of non-compliance with the established delivery deadlines, the Contractor must apply a 10% delay discount on the value of the original invoice.

Late deliveries for documents with a firm deadline will not be accepted, and the School will not be obligated to pay the Contractor for the services provided.



Note: “Delay” refers to work delivered after the agreed-upon deadline between the Project Authority and the Contractor for a service request. If an alternative delivery time is agreed to before the deadline, the discount will not be imposed.

14. Meetings

The Contractor must be available to attend meetings at no extra cost to the School, if required by the Project Authority. Such meetings would be held by videoconference or by phone, where appropriate.

15. Work location

Work will be done at the Contractor’s work site.

16. Language of work

Communication with the School must be provided in both official languages in accordance with the preferences of the requester.

17. Special requirements and constraints

The Contractor must treat all of the information to which it has access as restricted and must not share this information without written authorization from the School.

18. Travel and living

No travel is required for this work; therefore, no travel or living expenses will be reimbursed under this Contract.



ANNEX B BASIS OF PAYMENT

The Contractor will be paid in accordance with the following Basis of Payment for Work performed pursuant to the Contract.

A - Contract Period (From _____ to _____) *[insert date at contract award]*

During the period of the Contract, the Contractor will be paid as specified below, for Work performed in accordance with the Contract.

1.0 Professional Fees

The Contractor will be paid firm per-word and/or hourly rates as follows: *[insert information at contract award]*

Initial Contract Period		
Level of Service	Per-word Rate (in Can\$)	Hourly Rate (in Can\$)
Regular		
Urgent		

B – Option to Extend the Term of the Contract

This section is only applicable if the option to extend the Contract is exercised by Canada.

During the extended period of the Contract specified below, the Contractor will be paid as specified below to perform the Work in relation to the Contract extension.

1.0 Professional Fees

The Contractor will be paid firm per-word and/or hourly rates as follows: *[insert information at contract award for each option period]*

B-1 Option Year 1 (From _____ to _____)

Option Year 1		
Level of Service	Per-word Rate (in Can\$)	Hourly Rate (in Can\$)
Regular		
Urgent		



B-2 Option Year 2 (From _____ to _____)

Option Year 2		
Level of Service	Per-word Rate (in Can\$)	Hourly Rate (in Can\$)
Regular		
Urgent		

B-3 Option Year 3 (From _____ to _____)

Option Year 3		
Level of Service	Per-word Rate (in Can\$)	Hourly Rate (in Can\$)
Regular		
Urgent		

B-4 Option Year 4 (From _____ to _____)

Option Year 4		
Level of Service	Per-word Rate (in Can\$)	Hourly Rate (in Can\$)
Regular		
Urgent		