

AMENDMENT 002
CSPS-RFP-23LL-0334

To all Bidders:

The purpose of this amendment is to give effect to the following:

Questions and Answers

Question # 2:

What is the anticipated yearly volume? If you have a number of words that would give us a good idea of the workload.

Answer # 2:

It is hard to anticipate how the yearly volume will evolve, but between September 1, 2022, and August 31, 2023, the Linguistic Services team translated close to 2.5 million words and edited over 2 million words. The workload was divided between internal editors and external providers.

Question # 3:

What is the anticipated start date of the contract?

Answer # 3:

The School cannot provide a specific start date for the contract(s) at this time. The contract(s) will be awarded once the Request for Proposals (RFP) process is completed, which could take a few months.

Question # 4:

Who is the current service provider for translation services?

Answer # 4:

As stated in Section 3 of the Statement of Work (SOW) at Annex A of the RFP, the School has a team of “editors who provide editing, translation and writing services to School employees.” It also “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.” The two external providers currently offering such services towards French are Fox Translations Ltd. and Lionbridge Ltd.

Question # 5:

When you speak of two qualified resources (MT2), do you mean two people in addition to the bidder?

Answer # 5:

Qualified resources are those who will be able to provide the services described in the statement of work (Appendix A) of the request for proposals. If the bidder is also one of these people, they can of course be included among the two proposed resources, but not in addition to the other two.

Question # 6:

I am not sure I understand your requirements for word count or frequency of assignments when you say “as and when requested basis” or “ability to provide services during regular business hours, which means from 8 am to 5 pm (ET), Monday to Friday, throughout the year” (MT1).

- a. Does this mean that we must always be available when you need translation services?
- b. Would it be realistic for two freelancers to translate for you on a part-time basis, or do your needs require full-time availability?
- c. Do you expect us to translate at least 1000 words a day? Or do you ask us for our best deadline for a particular job?
- d. Can we refuse job X because the proposed deadline is too tight?

Answer # 6:

Before answering each of the sub-questions, it should be noted that the School’s Linguistic Services team is well versed in the field of translation and will never overburden its suppliers. As stated in Section 4.2 of the Statement of Work (Appendix A) of the request for proposals, 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.”

Answers to sub-questions

- a. In principle, yes, but the team is very familiar with how the industry works and will not give unrealistic mandates to its suppliers. The workload should be relatively predictable and quite acceptable.

- b. It is quite realistic for two self-employed people to translate for the School on a part-time basis.
- c. No. The volume of work will not be constant, and no minimum per day is guaranteed or required. The School will give realistic mandates to its suppliers. It should therefore not be necessary to renegotiate deadlines, but it will be possible to do so in exceptional circumstances.
- d. This situation should not arise, since the School will entrust its suppliers with realistic mandates. However, it will be possible to do so in exceptional circumstances.

Question # 7:

Do you edit translations submitted to you?

Answer # 7:

Yes.

Question # 8:

In the requirements, you mention “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” (MT3).

- a. Does the requirement include work done through translation agencies? In other words, work where the departments were not the direct clients and therefore could not confirm it?
- b. I do not see the Canada Mortgage and Housing Corporation (CMHC) in the reference list. Is this a case of an organization being listed under the name of a parent organization?
- c. If I understand correctly, if we do not have enough experience translating for the federal government, there is no point in bidding, even if we have a lot of experience translating educational content and videos.

Answer # 8:

- a. Yes. The translation agency in question will be able to confirm this information.
- b. CMHC is a Crown corporation reporting to the Minister of Housing, Infrastructure and Communities. It may be included in the list of Canadian federal departments or agencies.
- c. Correct.

Question # 9:

When you say, "File conversions will not be accepted in any form," do you mean that we cannot import the file into Studio or another translation software?

Answer # 9:

The use of official tools designed specifically for translation purposes, such as LogiTerm, MultiTrans, Studio, Trados or XLIFF, is permitted. However, the use of these tools must not modify the format of the original file or the formatting of the text.

Question # 10:

Section 5.1 of Annex A states that the documents to be translated include newsletter articles, online courses and web pages. In addition, Section 10 of Annex A states that the texts will be provided in conventional formats such as Microsoft Word, PowerPoint and Excel.

Can you confirm that we will not be working directly in online tools or systems, and that the documents listed above will be translated into the specified formats (Word, Excel or PowerPoint)?

Answer # 10:

This information is correct.