

Solicitation No. - N° de l'invitation  
2024-00376  
Client Ref. No. - N° de réf. du client  
2024-00376

Amd. No. - N° de la modif.  
File No. - N° du dossier  
2024-00376

Buyer ID - Id de l'acheteur  
E12  
CCC No./N° CCC - FMS No./N° VME

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

Bid Receiving / Réception des soumissions :  
[cfia.bidreceipt-receptiondesoumission.  
acia@inspection.gc.ca](mailto:cfia.bidreceipt-receptiondesoumission.acia@inspection.gc.ca)

**REQUEST FOR STANDING  
OFFERS (RFSO)**

**DEMANDE D'OFFRES À  
COMMANDES (DOC)**

Proposal to: **Canadian Food Inspection  
Agency (CFIA)**

We hereby offer to sell to Her Majesty the Queen 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 therefor.

Proposition à : **L'Agence canadienne  
d'inspection des aliments (ACIA)**

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

<b>Title – Sujet</b> Translation, Editing and Transcription Services for regular and urgent requirements, as-and-when required, for the Canadian Food Inspection Agency (CFIA).		<b>Date</b> December 1, 2023
<b>Solicitation No. – N ° de l'Invitation</b> 2024-00376		
<b>Client Reference No. – N ° de Référence du Client</b> 2024-00376		
<b>Solicitation Closes – L'Invitation Prend Fin</b>		
<b>At – À :</b>	<b>2PM</b>	ET (Eastern Time) HE (heure de l'Est)
<b>On – Le :</b>	<b>January 9, 2024</b>	
<b>Delivery – Livraison</b> See herein – Voir aux présentes	<b>Taxes</b> See herein – Voir aux présentes	<b>Duty – Droits</b> See herein – Voir aux présentes
<b>Destination of Services – Destination des Services</b> See herein – Voir aux présentes		
<b>Instructions</b> See herein – Voir aux présentes		
<b>Address Inquiries To – Adresser toutes demande de renseignements à :</b> Catherine Clairoux		
<b>Telephone No. - N ° de téléphone</b> (343) 596-9265	<b>Email Address – Adresse Courriel</b> <a href="mailto:catherine.clairoux@inspection.gc.ca">catherine.clairoux@inspection.gc.ca</a>	
<b>Vendor or Firm Name, Address and Representatives – Nom du fournisseur ou de l'entreprise, adresse et les représentants :</b>		
<b>Telephone No. - N ° de téléphone</b>	<b>Email Address – Adresse Courriel</b>	
<b>Name and Title of the Authorized Person signing on behalf of the Vendor or Firm (type or print) – Nom et titre de la personne autorisée à signer au nom du fournisseur ou de l'entrepreneur (taper ou en caractères d'imprimerie)</b>		

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## PART 1 – GENERAL INFORMATION

### 1.1 Introduction

The Request for Standing Offers (RFSO) is divided into six (6) 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; and
- Part 6** 6A, Standing Offer, and 6B, Resulting Contract Clauses:
- 6A** includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
- 6B** 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 and the Basis of Payment.

### 1.2 Summary

The **Canadian Food Inspection Agency** (CFIA) is dedicated to safeguarding food, animals and plants, which enhances the health and well-being of Canada's people, environment and economy. The Agency works with its partners to implement food safety measures; manage food, animal and plant risks and emergencies; and promote the development of food safety and disease control systems to maintain safety to Canada's high-quality agriculture, aquaculture and fisheries, and agri-food products.

In order to facilitate the fulfilment of its obligations in relation to the communication of health issues and matters of importance to the well-being of Canadians, and in accordance with the provisions of the *Official Languages Act*, the CFIA requires professional translation services from English-to-French and French-to-English, editing and revision services and transcription services as defined at section 2.1, Tasks, Activities, Deliverables and Milestones of the Statement of Work.

The Request for Standing Offers (RFSO) is to establish National Individual Standing Offers for the requirement detailed in the RFSO, to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the resulting standing offers.

The RFSO and resulting Standing Offers (SO) is split between two (2) Streams of Service:

- Stream 1:** Translation, Editing and Revision Services  
**Stream 2:** Transcription Services

Each Stream of service will be evaluated independently of each other and up to three (3) Individual SOs can be awarded per Stream of Service as a result of this RFSO. Should SOs be awarded, the period of the SOs will be for one (1) year

with the irrevocable option allowing Canada to extend the term of the SOs by up to four (4) additional one (1) year periods under the same terms and conditions.

**Stream 1: Translation, Editing and Revision Services ONLY:**

This procurement is set aside under the federal government Procurement Strategy for Indigenous Business. For more information on Indigenous business requirements of the Set-aside Program for Indigenous Business, refer to [Annex 9.4](#) of the Supply Manual.

This procurement is set aside from the international trade agreements under the provision each has for measures with respect to Indigenous peoples or for set-asides for small and minority businesses.

Further to Article 800 of the Canadian Free Trade Agreement (CFTA), CFTA does not apply to this procurement.

**1.3 Debriefings**

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within fifteen (15) working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or via Teams.

**1.4 Anticipated migration to an e-Procurement Solution (EPS)**

Canada is currently developing an online EPS for faster and more convenient ordering of goods and services. In support of the anticipated transition to this system and how it may impact any resulting Standing Offer that is issued under this solicitation, refer to 6.15 Transition to an e-Procurement Solution (EPS).

The Government of Canada's [press release](#) provides additional information.

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## PART 2 - OFFEROR INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) 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.

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 5.4** of **2006**, Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

**Delete:** 60 days

**Insert:** 90 days

#### 2.1.1. 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:

- a. The bidder contacted Canada in advance of the bid solicitation closing date and time to attempt to resolve its technical difficulties; **OR**
- b. 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 (2) 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:

- a. That certifications and securities required at bid closing are included.
- b. That bids are properly signed, that the bidder is properly identified.
- c. Acceptance of the terms and conditions of the bid solicitation and resulting contract.
- d. 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.
- e. 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 Offers

Offers must be submitted only to the Canadian Food Inspection Agency (CFIA) Bid Receiving email by the date, time and place indicated on page 1 of the RFSO. [cfia.bidreceipt-receptiondesoumission.acia@inspection.gc.ca](mailto:cfia.bidreceipt-receptiondesoumission.acia@inspection.gc.ca)

Due to the nature of the RFSO, Offers submitted by mail or courier or transmitted by facsimile or via epost will not be accepted.

## 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 FPS, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror 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 offer 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 Offeror a FPS in receipt of a pension? YES  NO

If so, the Offeror must provide the following information, for all FPS 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, Offerors agree that the successful Offeror'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](#).

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## Work Force Adjustment Directive

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? YES  NO

If so, the Offeror 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 - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority no later than five (5) calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

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.

### 2.5 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 **Ontario, 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, it acknowledges that the applicable laws specified are acceptable to the offerors.

### 2.6 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.



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## PART 3 - OFFER PREPARATION INSTRUCTIONS

### 3.1 Offer Preparation Instructions

Canada requests that the offer be gathered per section and separated as follows:

- Section I:** Technical Offer
- Section II:** Financial Offer
- Section III:** Certifications

Due to the nature of the RFSO, offers transmitted by CPC Connect service and by facsimile will not be accepted.

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

In order to assist Canada in meeting the objectives of the [Policy on Green Procurement](#), when feasible Offerors should prepare and submit their offer as follows:

- a. Include all environmental certification(s) relevant to your organization (such as ISO 14001, Leadership in Energy and Environmental Design (LEED), Carbon Disclosure Project, etc.).
- b. Include all third party environmental certification(s) or Environmental Product Declaration(s) (EPD) specific to your product/service (such as Canadian Standards Association (CSA Group), Underwriters Laboratories (ULSolutions); Forest Stewardship Council (FSC), ENERGYSTAR, etc.)

Canada is committed to achieving net zero greenhouse gas (GHG) emissions by 2050 in an effort to position Canada for success in a green economy and to mitigate climate change impacts. As a result, future solicitations may include the following:

- there may be evaluation criteria or other instructions in the solicitation or contract documents related to measuring and disclosing your company's GHG emissions;
- you may be requested or required to join one of the following initiatives to submit a bid, offer or arrangement or if you are awarded the contract:
  - Canada's Net-Zero Challenge;
  - the United Nations Race to Zero;
  - the Science-based Targets Initiative;
  - the Carbon Disclosure Project;
  - the International Organization for Standardization;
- you may be required to provide other evidence of your company's commitment and actions toward meeting net zero targets by 2050.

#### **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 Annex B, Basis of Payment.

##### **3.1.1 Exchange Rate Fluctuation**

SACC Manual Clause [C3011T](#) (2013-11-06), **Exchange Rate Fluctuation**

#### **Section III: Certifications**

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

## 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

#### STREAM 1: Translation, Editing and Revision Services (M1, M2, M3 and M4)

M1 TRANSLATION SERVICES				
#	Description	Required Documentation	Substantiation (Reference Page #)	Compliance (met or not met)
M1.1	The Bidder must have a minimum of five (5) years of demonstrated experience within the last ten (10) years, as of bid closing, in delivering translation services in both of Canada's official languages (English and French) on documents of a scientific nature which contain scientific, medical or disease terminology including, but not limited to, terms related to veterinary medicine, food safety measures, food, animal and plant risks and emergencies, disease control, systems, agriculture, aquaculture and fisheries agri-food products.	To demonstrate, the Bidder must provide the following <b>Required Documentation</b> :  The Bidder must provide a minimum of three (3) contracts and include the following for each: <ul style="list-style-type: none"> <li>• Organization Name</li> <li>• Contract Start and End Dates (month &amp; year)</li> <li>• Specific examples that include scientific, medical or disease terminology containing names of diseases, pests, etc.</li> <li>• Reference Name and Title</li> <li>• Reference e-mail</li> </ul>	Page #	
M1.2	The Bidder must have a minimum of three (3) years of demonstrated experience within the last six (6) years as of bid closing, providing translation services for science based Canadian Federal, Provincial or Territorial public service Departments, Agency's or Crown Corporations.	To demonstrate, the Bidder must provide the following <b>Required Documentation</b> :  The Bidder must provide a minimum of two (2) contracts and include the following for each: <ul style="list-style-type: none"> <li>• Organization Name</li> <li>• Contract Start and End Dates (month &amp; year)</li> <li>• Reference Name and Title</li> <li>• Reference e-mail</li> </ul>	Page #	

M2 EDITING SERVICES				
#	Description	Required Documentation	Substantiation (Reference Page #)	Compliance (met or not met)
M2.1	The Bidder must have a minimum of five (5) years of demonstrated experience within the last ten (10) years, as of bid closing, in delivering	To demonstrate, the Bidder must provide the following <b>Required Documentation</b> :	Page #	

	editing services in both of Canada's official languages (English and French) on documents of a scientific nature which contain scientific, medical or disease terminology including, but not limited to, terms related to veterinary medicine, food safety measures, food, animal and plant risks and emergencies, disease control, systems, agriculture, aquaculture and fisheries agri-food products.	The Bidder must provide a minimum of three (3) contracts and include the following for each: <ul style="list-style-type: none"> <li>• Organization Name</li> <li>• Contract Start and End Dates (month &amp; year)</li> <li>• Specific examples that include scientific, medical or disease terminology containing names of diseases, pests, etc.</li> <li>• Reference Name and Title</li> <li>• Reference e-mail</li> </ul>		
<b>M2.2</b>	The Bidder must have a minimum of three (3) years of demonstrated experience within the last six (6) years, as of bid closing, providing editing services for science based Canadian Federal, Provincial or Territorial public service Departments, Agency's or Crown Corporations.	To demonstrate, the Bidder must provide the following <b>Required Documentation:</b>  The Bidder must provide a minimum of two (2) contracts and include the following for each: <ul style="list-style-type: none"> <li>• Organization Name</li> <li>• Contract Start and End Dates (month &amp; year)</li> <li>• Reference Name and Title</li> <li>• Reference e-mail</li> </ul>	Page #	

<b>M3 QUALITY ASSURANCE</b>				
#	Description	Required Documentation	Substantiation (Reference Page #)	Compliance (met or not met)
<b>M3.1</b>	The Bidder must provide a detailed quality assurance plan demonstrating their ability to provide quality translation and meet deadlines.	To demonstrate, the Bidder must provide the following <b>Required Documentation:</b>  The Bidder must provide the following information within the detailed quality assurance plan: <ul style="list-style-type: none"> <li>• Identify each step of the quality assurance process, from planning to delivery;</li> <li>• Describe how the plan is applied on a day-to-day basis by the Bidder; and</li> <li>• Describe what steps are taken when the translation quality is deemed unsatisfactory by the client.</li> </ul>	Page #	

<b>M4 CERTIFICATION</b>				
#	Description	Required Documentation	Substantiation (Reference Page #)	Compliance (met or not met)
<b>M4.1</b>	The Bidder must provide proof of certification under national standard CAN/CGSB-131.10-2008, Translation Services.	To demonstrate, the Bidder must provide the following <b>Required Documentation:</b>	Page #	

		<p>The Bidder must provide:</p> <ul style="list-style-type: none"> <li>• Proof of certification under national standard CAN/CGSB-131.10-2008, Translation Services.</li> </ul>		
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**STREAM 2: Transcription Services (M5, M6 and M7)**

**M5 TRANSCRIPTION SERVICES**

#	Description	Required Documentation	Substantiation (Reference Page #)	Compliance (met or not met)
M5.1	The Bidder must have a minimum of three (3) years' demonstrated experience within the last ten (10) years as of the bid solicitation closing date, providing transcription services in both of Canada's official languages (English and French) on documents of a scientific nature which contain scientific, medical or disease terminology, including, but not limited to, terms related to veterinary medicine, food safety measures, food, animal and plant risks and emergencies, disease control, systems, agriculture, aquaculture and fisheries agri-food products.	<p>To demonstrate, the Bidder must provide the following <b>Required Documentation</b>:</p> <p>The Bidder must provide a minimum of three (3) contracts and include the following for each:</p> <ul style="list-style-type: none"> <li>• Organization Name</li> <li>• Contract Start and End Dates (month &amp; year)</li> <li>• Specific examples that include scientific, medical or disease terminology containing names of diseases, pests, etc.</li> <li>• Reference Name and Title</li> <li>• Reference e-mail</li> </ul>	Page #	
M5.2	The Bidder must have a minimum of three (3) years' demonstrated experience within the last six (6) years, as of bid closing, providing transcription services for science based Canadian Federal, Provincial or Territorial public service Departments, Agency or Crown Corporation.	<p>To demonstrate, the Bidder must provide the following <b>Required Documentation</b>:</p> <p>The Bidder must provide a minimum of two (2) contracts and include the following for each:</p> <ul style="list-style-type: none"> <li>• Organization Name</li> <li>• Contract Start and End Dates (month &amp; year)</li> <li>• Reference Name and Title</li> <li>• Reference e-mail</li> </ul>	Page #	

**M6 QUALITY ASSURANCE**

#	Description	Required Documentation	Substantiation (Reference Page #)	Compliance (met or not met)
M6.1	The Bidder must provide a detailed quality assurance plan demonstrating their ability to provide quality translation and meet deadlines.	<p>To demonstrate, the Bidder must provide the following <b>Required Documentation</b>:</p> <p>The Bidder must provide the following information within the detailed quality assurance plan:</p> <ul style="list-style-type: none"> <li>• Identify each step of the quality assurance process, from planning to</li> </ul>	Page #	

		<p>delivery;</p> <ul style="list-style-type: none"> <li>• Describe how the plan is applied on a day-to-day basis by the Bidder; and</li> <li>• Describe what steps are taken when the translation quality is deemed unsatisfactory by the client.</li> </ul>		
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M7 CERTIFICATION				
#	Description	Required Documentation	Substantiation (Reference Page #)	Compliance (met or not met)
M7.1	The Bidder must provide proof of certification under national standard CAN/CGSB-131.10-2008, Translation Services.	<p>To demonstrate, the Bidder must provide the following <b>Required Documentation</b>:</p> <p>The Bidder must provide:</p> <ul style="list-style-type: none"> <li>• Proof of certification under national standard CAN/CGSB-131.10-2008, Translation Services.</li> </ul>	Page #	

#### 4.1.1.2 Point Rated Technical Criteria

##### STREAM 1: Translation, Editing and Revisions Services (R1 and R2)

R1 TRANSLATION SERVICES			
#	Description	Substantiation (Reference Page #)	Points
R1.1	<p>The Bidder should demonstrate its additional experience in the provision of translation services for documents of a scientific nature over and above M1.1</p> <ul style="list-style-type: none"> <li>• 10 to 14 years = <b>10</b> points</li> <li>• 15 to 19 years = <b>15</b> points</li> <li>• 20+ years = <b>20</b> points</li> </ul>	Page #	___ / 20
R1.2	<p>The Bidder should demonstrate its additional experience in providing translation services for science based federal, provincial or territorial public service organization(s) over and above M1.2</p> <ul style="list-style-type: none"> <li>• 4 to 6 years = <b>5</b> points</li> <li>• 7 to 9 years = <b>10</b> points</li> <li>• 10+ years = <b>25</b> points</li> </ul>	Page #	___ / 25

R2 EDITING SERVICES			
#	Description	Substantiation (Reference Page #)	Points
R2.1	<p>The Bidder should demonstrate its additional experience in the provision of editing services for documents of a scientific nature over and above M2.1</p> <ul style="list-style-type: none"> <li>• 10 to 14 years = <b>10</b> points</li> <li>• 15 to 19 years = <b>15</b> points</li> <li>• 20+ years = <b>20</b> points</li> </ul>	Page #	___ / 20
R2.2	<p>The Bidder should demonstrate its additional experience in providing editing services for science based federal, provincial or territorial public service organization(s) over and above M2.2</p>	Page #	___ / 25

	<ul style="list-style-type: none"> <li>• 4 to 6 years = <b>5</b> points</li> <li>• 7 to 9 years = <b>10</b> points</li> <li>• 10+ years = <b>25</b> points</li> </ul>		
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**STREAM 2: Transcription Services (R3)**

<b>R3 TRANSCRIPTION SERVICES</b>			
#	Description	Substantiation (Reference Page #)	Points
<b>R3.1</b>	The Bidder should demonstrate its additional experience in the provision of transcription services for documents of a scientific nature over and above M5.1 <ul style="list-style-type: none"> <li>• 10 to 14 years = <b>10</b> points</li> <li>• 15 to 19 years = <b>15</b> points</li> <li>• 20+ years = <b>20</b> points</li> </ul>	Page #	___ / 20
<b>R3.2</b>	The Bidder should demonstrate its additional experience in providing transcription services for science based federal, provincial or territorial public service organization over and above M5.2 <ul style="list-style-type: none"> <li>• 4 to 6 years = <b>5</b> points</li> <li>• 7 to 9 years = <b>10</b> points</li> <li>• 10+ years = <b>25</b> points</li> </ul>	Page #	___ / 25

**4.1.2 Financial Evaluation**

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

**4.2 Basis of Selection**

**For STREAM 1: Translation, Editing and Revisions Services:**

To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation; and
- b. meet all mandatory criteria; and
- c. obtain the required minimum of zero (0) points overall for the technical evaluation criteria which are subject to point rating.

The rating is performed on a scale of 90 points.

Bids not meeting "a. or b. or c." will be declared non-responsive.

The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60 % for the technical merit and 40% for the price.

The three (3) Offerors whom are declared responsive and score the highest responsive combined rating of technical merit and price will be awarded a SO, with the highest responsive combined rating of technical merit and price being ranked #1, the second highest responsive combined rating of technical merit and price being ranked # 2 and the third highest responsive combined rating of technical merit and price being ranked # 3.

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 the ratio of 60 %.

To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%.

For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.

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.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 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 Technical Merit (60%) and Price (40%)**

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	Pricing Score	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
Combined Rating		83.84	75.56	80.89
Overall Rating		1st	3rd	2nd

**For STREAM 2: Transcription Services:**

To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation; and
- b. meet all mandatory criteria; and
- c. obtain the required minimum of zero (0) points overall for the technical evaluation criteria which are subject to point rating.

The rating is performed on a scale of 45 points.

Bids not meeting "a. or b. or c." will be declared non-responsive.

The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60 % for the technical merit and 40% for the price.

The three (3) Offerors whom are declared responsive and score the highest responsive combined rating of technical merit and price will be awarded a SO, with the highest responsive combined rating of technical merit and price being ranked #1, the second highest responsive combined rating of technical merit and price being ranked # 2 and the third highest responsive combined rating of technical merit and price being ranked # 3.

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 the ratio of 60 %.

To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%.

For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.

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.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 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 Technical Merit (60%) and Price (40%)**

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
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Calculations	Technical Merit Score	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	Pricing Score	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
Combined Rating		83.84	75.56	80.89
Overall Rating		1st	3rd	2nd



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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 Standing Offer 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 Standing Offer 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 Additional Certifications Required with the Offer **Applicable to Stream 1: Translation, Editing and Revision Services ONLY**

##### 5.1.2.1. Set-aside for Indigenous Business

1. This procurement is set aside under the federal government Procurement Strategy for Indigenous Business. For more information on Indigenous business requirements of the Set-aside Program for Indigenous Business, see [Annex 9.4](#) of the *Supply Manual*.
2. The Offeror:
  - a. certifies that it meets, and will continue to meet throughout the duration of the Offer, the requirements described in the above-mentioned annex.
  - b. agrees that any subcontractor it engages under the Offer must satisfy the requirements described in the above-mentioned annex.
  - c. agrees to provide to Canada, immediately upon request, evidence supporting any subcontractor's compliance with the requirements described in the above-mentioned annex.
3. The Offeror must check the applicable box below:  
 The Offeror is an Indigenous business that is a sole proprietorship, band, limited company, co-operative, partnership or not-for-profit organization.  

**OR**

 The Offeror is either a joint venture consisting of two or more Indigenous businesses or a joint venture between an Indigenous business and a non-Indigenous business.
4. The Offeror must, upon request by Canada, provide all information and evidence supporting this certification. The Offeror must ensure that this evidence will be available for audit during normal business hours by a representative of Canada, who may make copies and take extracts from the evidence. The Offeror must provide all reasonably required facilities for any audits.
5. By submitting an offer, the Offeror certifies that the information submitted by the Offeror in response to the above requirements is accurate and complete.

If requested by the Standing Offer Authority, the Offeror must provide the following certification for each owner who is Indigenous:

I am an owner of \_\_\_\_\_ (insert name of business) and an Indigenous person, as defined in [Annex 9.4](#), of the *Supply Manual* entitled "Requirements for the Set-aside Program for Indigenous Business".

I certify that the above statement is true and consent to its verification upon request by Indigenous Services Canada.

\_\_\_\_\_  
Printed name of owner

\_\_\_\_\_  
Signature of owner

\_\_\_\_\_  
Date

## 5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information

The certifications and additional information listed below should be submitted with the offer but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Standing Offer Authority will inform the Offeror 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 provided will render the offer 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 Offeror must provide the required documentation, as applicable, to be given further consideration in the procurement process.

### 5.2.2 Federal Contractors Program for Employment Equity - Standing Offer Certification

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror 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 an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

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## PART 6 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

### A. STANDING OFFER

#### 6.1 Offer

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

#### 6.2 Security Requirements

6.2.1 There is no security requirement applicable to the Standing Offer.

#### 6.3 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.

##### 6.3.1 General Conditions

**2005** (2022-12-01) **General Conditions** - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

##### 6.3.2 Standing Offers Reporting

The Offeror must compile and maintain records on its provision of goods and services to Canada under contracts resulting from the Standing Offer. This data must include all purchases done by Canada.

The Offeror must provide this data in accordance with the reporting requirements detailed in annex entitled "Annex C, Quarterly Report". If some data is not available, the reason must be indicated in the report. If no goods or services is provided during a given period, the Offeror must provide a "nil" report.

The data must be submitted on a quarterly basis to the Standing Offer Authority.

The quarterly reporting periods are defined as follows:

- first quarter: April 1 to June 30
- second quarter: July 1 to September 30
- third quarter: October 1 to December 31
- fourth quarter: January 1 to March 31

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

#### 6.4 Term of Standing Offer

##### 6.4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from date of award to March 31<sup>st</sup>, 2025.

##### 6.4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for up to four (4) additional one (1) year periods under the same terms and 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.

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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 Standing Offer Authority 30 days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

### 6.4.3 Comprehensive Land Claims Agreements (CLCAs)

The Standing Offer (SO) is for the delivery of the requirement detailed in the SO to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the standing offer.

## 6.5 Authorities

### 6.5.1 Standing Offer Authority

The Standing Offer Authority is:

#### Catherine Clairoux

Senior Procurement and Contracting Officer  
Contracting and Procurement Policy Division  
Canadian Food Inspection Agency  
59 Camelot Dr. Nepean, ON K2G 5W6  
(343) 596-9265  
[catherine.clairoux@inspection.gc.ca](mailto:catherine.clairoux@inspection.gc.ca)

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, the Standing Offer Authority is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

### 6.5.2 Project Authority

The Project Authority for the Standing Offer is identified in the call-up against the Standing Offer.

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up against the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

### 6.5.3 Offeror's Representative

The Offeror's Representative is:

(To be completed at Award)

## 6.6 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.

## 6.7 Identified Users

The Identified User authorized to make call-ups against the Standing Offer is: The **Canadian Food Inspection Agency** (CFIA).

## 6.8 Call-up Procedures

Call-ups will be awarded using the "Right of First Refusal" method.

### 6.8.1 Right of First Refusal Method:

The identified user will contact the highest-ranked offeror to determine if the requirement can be satisfied by that offeror.

- Should the Offeror be unable to perform the work requirement due to unavailability of resources or delivery schedule, the Offeror must notify the Project Authority in writing within thirty (30) minutes of being contacted.
- Failure to provide written notification of availability within thirty (30) minutes of being contacted will be interpreted as being unable to perform the service(s) and will result in the in the Project Authority going to the next ranked Offeror.

#### Ranking For **Stream 1: Translation, Editing and Revision Services**

Ranking	Standing Offer Holder	Standing Offer Number
1		
2		
3		

#### Ranking For **Stream 2: Transcription Services**

Ranking	Standing Offer Holder	Standing Offer Number
1		
2		
3		

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 based 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.

## 6.9 Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using the duly completed forms or their equivalents as identified in paragraphs 2 and 3 below.

- a. Call-ups must be made by Identified Users' authorized representatives under the Standing Offer and must be for goods or services or combination of goods and services included in the Standing Offer at the prices and in accordance with the terms and conditions specified in the Standing Offer.
- b. Any of the following forms could be used which are available through [PWGSC Forms Catalogue](#) website:
  - PWGSC-TPSGC 942 Call-up Against a Standing Offer, **or**;
- c. An equivalent form or electronic call-up document which contains at a minimum the following information:
  - standing offer number;
  - statement that incorporates the terms and conditions of the Standing Offer;
  - description and unit price for each line item;

- total value of the call-up;
- point of delivery;
- confirmation that funds are available under section 32 of the Financial Administration Act;
- confirmation that the user is an Identified User under the Standing Offer with authority to enter into a contract.

## 6.10 Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed **\$500,000.00** (Applicable Taxes included).

## 6.11 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 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** : Quarterly Report;
- h. the Offeror's offer dated \_\_\_\_\_ (insert date of offer), (if the offer was clarified or amended, insert at the time of issuance of the offer: "as clarified on \_\_\_\_\_" or "as amended on \_\_\_\_\_" and insert date(s) of clarification(s) or amendment(s) if applicable).

## 6.12 Certifications and Additional Information

### 6.12.1 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.

## 6.13 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 **Ontario, Canada**.

## 6.14 Transition to an e-Procurement Solution (EPS)

During the period of the Standing Offer, Canada may transition to an EPS for more efficient processing and management of individual call-ups for any or all of the SO's applicable goods and services. Canada reserves the right, at its sole discretion, to make the use of the new e-procurement solution mandatory.

Canada agrees to provide the Offeror with at least a three-month notice to allow for any measures necessary for the integration of the Offer into the EPS. The notice will include a detailed information package indicating the requirements, as well as any applicable guidance and support.

If the Offeror chooses not to offer their goods or services through the e-procurement solution, the Standing Offer may be set aside by Canada.

**6.15 Indigenous Business Certification**  
**Applicable to Stream 1: Translation, Editing and Revision Services ONLY**

For all resulting SOs under Stream 1: Translation, Editing and Revision Services and for all SO(s) awarded to Indigenous Businesses:

1. The Contractor warrants that its certification of compliance is accurate and complete and in accordance with the "Requirements for the Set-aside Program for Indigenous Business" detailed in [Annex 9.4](#) of the *Supply Manual*.
2. The Contractor must keep proper records and documentation relating to the accuracy of the certification provided to Canada. The Contractor must obtain the written consent of the Contracting Authority before disposing of any such records or documentation before the expiration of six years after final payment under the Contract, or until settlement of all outstanding claims and disputes, under the Contract, whichever is later. All such records and documentation must at all times during the retention period be open to audit by the representatives of Canada, who may make copies and take extracts. The Contractor must provide all reasonably required facilities for any audits.
3. Nothing in this clause must be interpreted as limiting the rights and remedies which Canada may otherwise have pursuant to 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.

### 6.1 Statement of Work

The Contractor must perform the Work described in the call-up against the Standing Offer.

### 6.2 Standard Clauses and Conditions

#### 6.2.1 General Conditions

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

### 6.3 Term of Contract

#### 6.3.1 Period of the Contract

The period of work will be in accordance with the call-up against the Standing Offer.

### 6.4 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.

### 6.5 Payment

#### 6.5.1 Basis of Payment

In consideration of the Offeror satisfactorily completing all of its obligations under the call-up, the Offeror will be paid a firm unit price(s), as specified in the Basis of Payment at **Annex B**, in accordance with the call-up against the Standing Offer.

#### 6.5.2. Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed the value indicated on the call-up. Customs duties are included and Applicable Taxes are extra.
2. 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 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.
3. 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.



### 6.5.3 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.

### 6.5.4 Electronic Payment of Invoices – Call-up

The Contractor accepts to be paid using the following Electronic Payment Instrument: **Direct Deposit** (Domestic and International)

### 6.6 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.

**Invoices must be distributed** to the address shown on the call-up for certification and payment.

### 6.7 Insurance

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

### 6.8 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](#)".

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## ANNEX A : STATEMENT OF WORK

### 1.0 Scope

#### 1.1 Title

Translation, Editing and Transcription Services for regular and urgent requirements, as-and-when required, for the Canadian Food Inspection Agency (CFIA).

#### 1.2 Introduction

The CFIA has a requirement to establish Standing Offer Agreements (SOA) with individuals and/or firms capable of providing professional, high quality and expedient translation, editing and revision and transcription services for all its offices in the National Capital Region and all its regional offices throughout the nation with the exception of Yukon, Northwest Territories and Iqaluit.

#### 1.3 Objectives of the Requirement

The **Canadian Food Inspection Agency** (CFIA) is dedicated to safeguarding food, animals and plants, which enhances the health and well-being of Canada's people, environment and economy. The Agency works with its partners to implement food safety measures; manage food, animal and plant risks and emergencies; and promote the development of food safety and disease control systems to maintain safety to Canada's high-quality agriculture, aquaculture and fisheries, and agri-food products.

In order to facilitate the fulfilment of its obligations in relation to the communication of health issues and matters of importance to the well-being of Canadians, and in accordance with the provisions of the *Official Languages Act*, the CFIA requires professional translation services from English-to-French and French-to-English, editing and revision services and transcription services as defined at section 2.1, Tasks, Activities, Deliverables and Milestones of the Statement of Work.

#### 1.4 History – Frequency Volumes

The demands and volume are often unpredictable and the length of texts can vary greatly.

The work may be spread out over working days of more than seven and a half (7.5) hours, as well as occasionally, on weekends and statutory holidays.

At various times during special projects undertaken by the CFIA, the volume of work may be considerably higher than normal. In view of the specialized nature of the work, the Offeror must have backup resources with the same specialization and skills to respond to the higher volume of work when such volume cannot be sustained by one person.

#### 1.5 Scope of Work

The successful Offerors must provide translation, editing/revision and transcription services as per the schedule shown in the table below. The expected delivery time is estimated per type of services, i.e. regular or urgent. The estimated delivery time provided can be lengthened by the Call-up Authority upon review of the graphical and/or technical complexity/format of the original document.

#### Table: Delivery Times

##### Notes:

- a. Hours/Days means business hours/days (7.5 hrs).
- b. Delivery times for formats other than standard word processing and spreadsheets will be negotiated case by case.
- c. Alternate delivery times may be negotiated with the Call-up Authority.
- d. The Standing Offer Holder must acknowledge receipt of service requests within 30 minutes of receipt of the request and then the Delivery Lead times below apply.

Type of Service	Less than 1,000 words	1,001 – 2,500 words	2,501 – 5,000 words	5,001 – 10,000 words	Over 10,000 words
Regular	Up to 1 day*	Up to 2 days*	Up to 4 days*	Up to 6 days*	Negotiable*
Urgent	Up to 3 hrs*	Up to 1 day*	Up to 2 days*	Up to 4 days*	Negotiable*

\*As agreed upon by the Contacting Authority

Some services may require a team of resources working evenings or weekends or statutory holidays. Some examples of services required on an urgent basis include external communications products dealing with CFIA press releases, food recall warnings, speeches, brochures, manuals, forms, publicity, National Emergency Operations Center related material, etc.

## 1.6 Definitions

<b>Translation</b>	Rewriting text in another language, while respecting the meaning, tone, style and terminology used by the author and the grammar rules of the target languages. For the purpose of this contract, the only languages that will be used are English and French.
<b>Source text editing</b>	Reviewing a text in its original language to correct grammar, spelling, usage and typography, to make basic stylistic improvements, fix unclear or illogical sentences or paragraphs, and to check the accuracy and consistency of terminology in order to ensure the overall quality and enhance the flow, readability and structure.
<b>Comparative editing</b>	Comparing the content of a translated text to its original text to ensure consistency in content, terminology, tone and style, as well as to correct spelling, grammar, usage and typography.
<b>Transcription</b>	Reproduction and preparation of transcripts from recordings into an electronic text document.

## 2.0 Requirements

### 2.1 Tasks, Activities, Deliverables and Milestones

The CFIA requires the provision of professional translation, editing and revision, and transcription services which is separated into two separate streams of services:

**Stream 1:** Translation, Editing and Revisions Services; and

**Stream 2:** Transcription Services

**Translation:** Transposition of a text (or presentation, spreadsheet, etc.) from French to English or English to French, taking into account the tone, style and terminology used by the writer.

**Editing and Revision:** Review and or edit of a text (or presentation, spreadsheet, etc.) taking into account the tone, style and terminology used by the writer.

**Transcription:** Reproduce English and/or French audio and video files into electronic written documents and review written transcription documents against the source audio/video files for thoroughness and language and to make any necessary corrections.

The Offeror must provide transcripts that respect the following format:

- with the exception of the cover, front and last page, the number of words per page must be optimized (i.e.: unnecessary spaces and gaps must not be added to the transcripts) while still following the other format requirements listed below;
- font to be used is 12-point Arial
- with the exception of the cover, front and last page, margins to be used are:
  - Top 1" (2.54 cm);
  - Left 1.5" (3.81 cm);

- Bottom 1" (2.54 cm); and
- Right 1" (2.54 cm).
- the Canadian Style spelling and grammar rules must be used;
- clearly indicate with yellow highlight and the word inaudible, any parts that couldn't be transcribed, e.g. inaudible, static, etc.
- the date, commencement and completion times for hearings must be indicated on all transcripts;
- have a page header identifying the File Number assigned by the Technical Authority (TA), the name of the interviewee and the date of the interview. This information must also be identified on the first page in the body area of the Word Document;
- have a footer identifying the page number and the total number of pages;
- the commencement of each new line with a different speaker must have the speaker identified

## 2.2 Specifications and Standards

### 2.2.1 Regions Served

It is anticipated that the majority of the work will originate from the National Capital Region. However, some of these services may originate from other regions of Canada where the CFIA has offices:

- Throughout Canada
- Ontario
- British Columbia
- Alberta
- Saskatchewan
- Manitoba
- Quebec
- Atlantic

Offerors providing services to the CFIA locations in the East (Atlantic, Québec and Ontario Regions) must be available from 7:00 AM to 5:00 PM EST (or EDST) during normal working days. Offerors providing services to the CFIA locations in the West (Manitoba, Saskatchewan, Alberta and British Columbia) will be available from 7:00 AM to 5:00 PM MST (or MDST) during normal working days.

### 2.2.2 Quality Control

Offerors must:

- Process all documents for translation and/or editing and revision and/or transcription within deadlines described in the table above. Services include the terminology research;
- Ensure that all services are reviewed for quality;
- Ensure the consistency of large documents and related documents by limiting as far as is reasonable, the number of different Resources working on the same requirement and providing an overall review of the complete document to ensure a consistent level of quality;
- Ensure that the meaning of the translated version conforms to that of the original in all aspects including proper terminology;
- Whenever possible, assign the same resources to documents originating from the same divisions or branches;
- Ensure that the work is standardized and the terminology used is consistent when more than one resource is used;
- Use and maintain a terminology bank (i.e. lexicon) for specific technical, scientific and medical terminology for reference/consistency purposes. If not already defined, the translated technical words will then be added to the terminology bank;
- Ensure that the final version of the document has been submitted to spell check software and is free of orthographical error.

### **2.2.3 Required Software, Format and Layout**

The Offerors must deliver the work in the format, style and layout of the original. Usually, texts will be provided in conventional word processing and spreadsheet formats. Examples of common programs and formats include Microsoft (MS) Word, PowerPoint, Excel, WordPerfect, HTML, etc.

The Offerors must also use virus detection and elimination systems and must not use unauthorized codes in word processing, tables, etc. The Offerors agree to take the necessary measures to ensure the delivery of its translations on electronic media or systems free of viruses.

Conversions to or from other electronic formats (other than those specified by the Project Authority) must not be accepted in any form. Consequently, it must not be possible to convert from one type of system to another (for example, from a Macintosh to an IBM-compatible), or to save texts in an earlier or later version of one of the applications requested.

At all times, the Offeror must use standard, commercially-available data compression software (i.e. PKZip, WinZip, etc.) to transmit lengthy texts.

### **2.2.4 Supplies and Equipment**

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

### **2.2.5 CFIA Obligations**

The CFIA, where possible, will provide previously translated text and/or other reference material related to the document to be translated, edited or revised. For each request, the Project Authority will indicate the time, date and location for delivery of the completed work.

The CFIA will ensure that the appropriate subject matter experts are available to the Offeror to discuss and provide content, source, and/or reference material, as well as to facilitate cooperation with other CFIA personnel as required.

The CFIA will provide the Offeror with documentation and reference materials used in the preparation of the original text, including but not limited to: references, original quotations, source of quotations, terminology employed, and where required, access to the author (or this person's representative).

### **2.3 Project Management Control Procedures**

The Project Authority may be required to meet with the Offeror to review all written material submitted as deliverables, as specified in each request. The Project Authority must provide comments to the Offeror indicating any changes required to the deliverable(s).

Meetings to review the deliverable(s) may be held via teleconference call or video conference. Required documents for discussion must be provided by the Offeror to the Project Authority in advance of the meeting or vice versa.

### **2.4 Ownership of Intellectual Property**

The Crown will retain in perpetuity full ownership of the Intellectual Property pertaining to all original material. All Intellectual Property derived from the resultant Call-up, including copyright in all new materials created pursuant to the Call-up, will vest in the Crown in accordance with Exception 6.5 of the Treasury Board Policy on Intellectual Property Arising under Crown, where the Foreground consists of material subject to copyright, with the exception of computer software and all documentation pertaining to that software.

### **2.5 Offeror's Obligations**

The CFIA's regular work periods are from 7:00 a.m. to 5:00 p.m., Monday to Friday (EST/EDT and MST/MDST). Irrespective of regular work periods, the Offeror must be available for the delivery of professional translation services to

the CFIA three hundred and sixty five (365) days a year. The Offeror must provide to the Departmental Representative all the necessary information to ensure access to his/her services outside regular work hours and during weekends and statutory holidays. The Offeror must ensure that all deployed personnel are properly trained to fulfil their responsibilities. In addition, the Offeror is required to ensure that all of its assigned personnel are operating at all times in accordance with all applicable legislation, regulations, codes and policies.

## **2.6 Location of Work, Work Site and Delivery Point**

The Offeror is responsible for providing his/her own work site.

Due to existing workload and deadlines, all personnel assigned to any Call-Up issued against the SOA must be ready to work in close and frequent contact with the Project Authority or Departmental Representative and other departmental personnel.

## **3.0 Language of Work**

The Offeror will be capable of correspondence with the CFIA in relation to the SOA in either or both Official Languages (English/French) of Canada. However, all deliverables must be produced and delivered in the target language of the particular project/task, as specified within the request.

## **4.0 Travel and Living Expenses**

There are no Travel and Living expenses associated with this requirement.

## **5.0 Applicable Documents and Glossary**

### **5.1 Relevant Terms, Acronyms and Glossaries**

<b>RFSO</b>	Request for Standing Offer
<b>SOA</b>	Standing Offer Agreement
<b>CFIA</b>	Canadian Food Inspection Agency
<b>NCR</b>	National Capital Region
<b>SOW</b>	Statement of Work

**Word Count:** A word is defined as a contiguous series of letters.

Numbers that appear in the text are considered words and must also be translated/edited or reviewed. Words in headers, footers and footnotes are to be counted only once, if repeated. A manual count will be done for words within an image or graphic.

**ANNEX B : BASIS OF PAYMENT**

**STREAM 1: Translation, Editing and Revision Services**

**A. Initial Period of Standing Offer : Date of award to March 31<sup>st</sup>, 2025**

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

	A	B	C	D
	Type of Service**	Regular Working Day* Rate (Cost per Word)	Outside Regular Working Day* Rate (Cost Per Word)	Sum of Service (B+C=D)
1	Translation - Regular	\$ _____ per word	\$ _____ per word	\$ _____
2	Translation - Urgent	\$ _____ per word	\$ _____ per word	\$ _____
3	Editing and Revision – Regular	\$ _____ per word	\$ _____ per word	\$ _____
4	Editing and Revision – Urgent	\$ _____ per word	\$ _____ per word	\$ _____
5	<b>Initial Period of Standing Offer – Evaluated Price (D1+D2+D3+D4) =</b>			\$ _____

**Definition of Regular Working Day :** Offerors providing services to the CFIA locations in the East (Atlantic, Québec and Ontario Regions) must be available from 7:00 AM to 5:00 PM EST (or EDST) during normal working days. Offerors providing services to the CFIA locations in the West (Manitoba, Saskatchewan, Alberta and British Columbia) will be available from 7:00 AM to 5:00 PM MST (or MDST) during normal working days.

**Definition of Regular Type of Service and Urgent Type of Service:**

Type of Service	Less than 1,000 words	1,001 – 2,500 words	2,501 – 5,000 words	5,001 – 10,000 words	Over 10,000 words
<b>Regular</b>	Up to 1 day*	Up to 2 days*	Up to 4 days*	Up to 6 days*	Negotiable*
<b>Urgent</b>	Up to 3 hrs*	Up to 1 day*	Up to 2 days*	Up to 4 days*	Negotiable*

**B. Option Period 1 of Standing Offer : April 1<sup>st</sup>, 2025 to March 31<sup>st</sup>, 2026**

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

	A	B	C	D
	Type of Service**	Regular Working Day* Rate (Cost per Word)	Outside Regular Working Day* Rate (Cost Per Word)	Sum of Service (B+C=D)
1	Translation - Regular	\$ _____ per word	\$ _____ per word	\$ _____
2	Translation - Urgent	\$ _____ per word	\$ _____ per word	\$ _____
3	Editing and Revision – Regular	\$ _____ per word	\$ _____ per word	\$ _____
4	Editing and Revision – Urgent	\$ _____ per word	\$ _____ per word	\$ _____
5	<b>Option Period 1 of Standing Offer – Evaluated Price (D1+D2+D3+D4) =</b>			\$ _____

**Definition of Regular Working Day :** Offerors providing services to the CFIA locations in the East (Atlantic, Québec and Ontario Regions) must be available from 7:00 AM to 5:00 PM EST (or EDST) during normal working days. Offerors providing services to the CFIA locations in the West (Manitoba, Saskatchewan, Alberta and British Columbia) will be available from 7:00 AM to 5:00 PM MST (or MDST) during normal working days.

**Definition of Regular Type of Service and Urgent Type of Service:**

Type of Service	Less than 1,000 words	1,001 – 2,500 words	2,501 – 5,000 words	5,001 – 10,000 words	Over 10,000 words
<b>Regular</b>	Up to 1 day*	Up to 2 days*	Up to 4 days*	Up to 6 days*	Negotiable*
<b>Urgent</b>	Up to 3 hrs*	Up to 1 day*	Up to 2 days*	Up to 4 days*	Negotiable*

**C. Option Period 2 of Standing Offer : April 1<sup>st</sup>, 2026 to March 31<sup>st</sup>, 2027**

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

	A	B	C	D
	Type of Service**	Regular Working Day* Rate (Cost per Word)	Outside Regular Working Day* Rate (Cost Per Word)	Sum of Service (B+C=D)
1	Translation - Regular	\$ _____ per word	\$ _____ per word	\$ _____
2	Translation - Urgent	\$ _____ per word	\$ _____ per word	\$ _____
3	Editing and Revision – Regular	\$ _____ per word	\$ _____ per word	\$ _____
4	Editing and Revision – Urgent	\$ _____ per word	\$ _____ per word	\$ _____
5	<b>Option Period 2 of Standing Offer – Evaluated Price (D1+D2+D3+D4) =</b>			\$ _____

**Definition of Regular Working Day :** Offerors providing services to the CFIA locations in the East (Atlantic, Québec and Ontario Regions) must be available from 7:00 AM to 5:00 PM EST (or EDST) during normal working days. Offerors providing services to the CFIA locations in the West (Manitoba, Saskatchewan, Alberta and British Columbia) will be available from 7:00 AM to 5:00 PM MST (or MDST) during normal working days.

**Definition of Regular Type of Service and Urgent Type of Service:**

Type of Service	Less than 1,000 words	1,001 – 2,500 words	2,501 – 5,000 words	5,001 – 10,000 words	Over 10,000 words
<b>Regular</b>	Up to 1 day*	Up to 2 days*	Up to 4 days*	Up to 6 days*	Negotiable*
<b>Urgent</b>	Up to 3 hrs*	Up to 1 day*	Up to 2 days*	Up to 4 days*	Negotiable*

**D. Option Period 3 of Standing Offer : April 1<sup>st</sup>, 2027 to March 31<sup>st</sup>, 2028**

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

	A	B	C	D
	Type of Service**	Regular Working Day* Rate (Cost per Word)	Outside Regular Working Day* Rate (Cost Per Word)	Sum of Service (B+C=D)
1	Translation - Regular	\$ _____ per word	\$ _____ per word	\$ _____
2	Translation - Urgent	\$ _____ per word	\$ _____ per word	\$ _____
3	Editing and Revision – Regular	\$ _____ per word	\$ _____ per word	\$ _____
4	Editing and Revision – Urgent	\$ _____ per word	\$ _____ per word	\$ _____
5	<b>Option Period 3 of Standing Offer – Evaluated Price (D1+D2+D3+D4) =</b>			\$ _____

**Definition of Regular Working Day :** Offerors providing services to the CFIA locations in the East (Atlantic, Québec and Ontario Regions) must be available from 7:00 AM to 5:00 PM EST (or EDST) during normal working days. Offerors



providing services to the CFIA locations in the West (Manitoba, Saskatchewan, Alberta and British Columbia) will be available from 7:00 AM to 5:00 PM MST (or MDST) during normal working days.

**Definition of Regular Type of Service and Urgent Type of Service:**

Type of Service	Less than 1,000 words	1,001 – 2,500 words	2,501 – 5,000 words	5,001 – 10,000 words	Over 10,000 words
<b>Regular</b>	Up to 1 day*	Up to 2 days*	Up to 4 days*	Up to 6 days*	Negotiable*
<b>Urgent</b>	Up to 3 hrs*	Up to 1 day*	Up to 2 days*	Up to 4 days*	Negotiable*

**E. Option Period 4 of Standing Offer : April 1<sup>st</sup>, 2028 to March 31<sup>st</sup>, 2029**

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

	A	B	C	D
	Type of Service**	Regular Working Day* Rate (Cost per Word)	Outside Regular Working Day* Rate (Cost Per Word)	Sum of Service (B+C=D)
1	Translation - Regular	\$ _____ per word	\$ _____ per word	\$ _____
2	Translation - Urgent	\$ _____ per word	\$ _____ per word	\$ _____
3	Editing and Revision – Regular	\$ _____ per word	\$ _____ per word	\$ _____
4	Editing and Revision – Urgent	\$ _____ per word	\$ _____ per word	\$ _____
5	<b>Option Period 4 of Standing Offer – Evaluated Price (D1+D2+D3+D4) =</b>			\$ _____

**Definition of Regular Working Day:** Offerors providing services to the CFIA locations in the East (Atlantic, Québec and Ontario Regions) must be available from 7:00 AM to 5:00 PM EST (or EDST) during normal working days. Offerors providing services to the CFIA locations in the West (Manitoba, Saskatchewan, Alberta and British Columbia) will be available from 7:00 AM to 5:00 PM MST (or MDST) during normal working days.

**Definition of Regular Type of Service and Urgent Type of Service:**

Type of Service	Less than 1,000 words	1,001 – 2,500 words	2,501 – 5,000 words	5,001 – 10,000 words	Over 10,000 words
<b>Regular</b>	Up to 1 day*	Up to 2 days*	Up to 4 days*	Up to 6 days*	Negotiable*
<b>Urgent</b>	Up to 3 hrs*	Up to 1 day*	Up to 2 days*	Up to 4 days*	Negotiable*

**F. Stream 1: Translation, Editing and Revision Services – Total Evaluated Price**

	A	B
	Period	Total Evaluated Price
1	<b>A. Initial Period of Standing Offer : Date of award to March 31<sup>st</sup>, 2025</b>	\$ _____
2	<b>B. Option Period 1 of Standing Offer : April 1<sup>st</sup>, 2025 to March 31<sup>st</sup>, 2026</b>	\$ _____
3	<b>C. Option Period 2 of Standing Offer : April 1<sup>st</sup>, 2026 to March 31<sup>st</sup>, 2027</b>	\$ _____
4	<b>D. Option Period 3 of Standing Offer : April 1<sup>st</sup>, 2027 to March 31<sup>st</sup>, 2028</b>	\$ _____
5	<b>E. Option Period 4 of Standing Offer : April 1<sup>st</sup>, 2028 to March 31<sup>st</sup>, 2029</b>	\$ _____
6	<b>Total Evaluated Price (B1+B2+B3+B4+B5)</b>	\$ _____

**STREAM 2: Transcription Services**

**G. Initial Period of Standing Offer : Date of award to March 31<sup>st</sup>, 2025**

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

	A	B	C	D
	Type of Service**	Regular Working Day* Rate (Cost per Word)	Outside Regular Working Day* Rate (Cost Per Word)	Sum of Service (B+C=D)
1	Transcription - Regular	\$ _____ per word	\$ _____ per word	\$ _____
2	Transcription - Urgent	\$ _____ per word	\$ _____ per word	\$ _____
3	<b>Initial Period of Standing Offer – Evaluated Price (D1+D2) =</b>			\$ _____

**Definition of Regular Working Day:** Offerors providing services to the CFIA locations in the East (Atlantic, Québec and Ontario Regions) must be available from 7:00 AM to 5:00 PM EST (or EDST) during normal working days. Offerors providing services to the CFIA locations in the West (Manitoba, Saskatchewan, Alberta and British Columbia) will be available from 7:00 AM to 5:00 PM MST (or MDST) during normal working days.

**Definition of Regular Type of Service and Urgent Type of Service:**

Type of Service	Less than 1,000 words	1,001 – 2,500 words	2,501 – 5,000 words	5,001 – 10,000 words	Over 10,000 words
<b>Regular</b>	Up to 1 day*	Up to 2 days*	Up to 4 days*	Up to 6 days*	Negotiable*
<b>Urgent</b>	Up to 3 hrs*	Up to 1 day*	Up to 2 days*	Up to 4 days*	Negotiable*

**H. Option Period 1 of Standing Offer : April 1<sup>st</sup>, 2025 to March 31<sup>st</sup>, 2026**

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

	A	B	C	D
	Type of Service**	Regular Working Day* Rate (Cost per Word)	Outside Regular Working Day* Rate (Cost Per Word)	Sum of Service (B+C=D)
1	Transcription - Regular	\$ _____ per word	\$ _____ per word	\$ _____
2	Transcription - Urgent	\$ _____ per word	\$ _____ per word	\$ _____
3	<b>Option Period 1 of Standing Offer – Evaluated Price (D1+D2) =</b>			\$ _____

**Definition of Regular Working Day:** Offerors providing services to the CFIA locations in the East (Atlantic, Québec and Ontario Regions) must be available from 7:00 AM to 5:00 PM EST (or EDST) during normal working days. Offerors providing services to the CFIA locations in the West (Manitoba, Saskatchewan, Alberta and British Columbia) will be available from 7:00 AM to 5:00 PM MST (or MDST) during normal working days.

**Definition of Regular Type of Service and Urgent Type of Service:**

Type of Service	Less than 1,000 words	1,001 – 2,500 words	2,501 – 5,000 words	5,001 – 10,000 words	Over 10,000 words
<b>Regular</b>	Up to 1 day*	Up to 2 days*	Up to 4 days*	Up to 6 days*	Negotiable*
<b>Urgent</b>	Up to 3 hrs*	Up to 1 day*	Up to 2 days*	Up to 4 days*	Negotiable*

**I. Option Period 2 of Standing Offer : April 1<sup>st</sup>, 2026 to March 31<sup>st</sup>, 2027**

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

	A	B	C	D
	Type of Service**	Regular Working Day* Rate (Cost per Word)	Outside Regular Working Day* Rate (Cost Per Word)	Sum of Service (B+C=D)
1	Transcription - Regular	\$ _____ per word	\$ _____ per word	\$ _____
2	Transcription - Urgent	\$ _____ per word	\$ _____ per word	\$ _____
3	<b>Option Period 2 of Standing Offer – Evaluated Price (D1+D2) =</b>			\$ _____

**Definition of Regular Working Day :** Offerors providing services to the CFIA locations in the East (Atlantic, Québec and Ontario Regions) must be available from 7:00 AM to 5:00 PM EST (or EDST) during normal working days. Offerors providing services to the CFIA locations in the West (Manitoba, Saskatchewan, Alberta and British Columbia) will be available from 7:00 AM to 5:00 PM MST (or MDST) during normal working days.

**Definition of Regular Type of Service and Urgent Type of Service:**

Type of Service	Less than 1,000 words	1,001 – 2,500 words	2,501 – 5,000 words	5,001 – 10,000 words	Over 10,000 words
Regular	Up to 1 day*	Up to 2 days*	Up to 4 days*	Up to 6 days*	Negotiable*
Urgent	Up to 3 hrs*	Up to 1 day*	Up to 2 days*	Up to 4 days*	Negotiable*

**J. Option Period 3 of Standing Offer : April 1<sup>st</sup>, 2027 to March 31<sup>st</sup>, 2028**

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

	A	B	C	D
	Type of Service**	Regular Working Day* Rate (Cost per Word)	Outside Regular Working Day* Rate (Cost Per Word)	Sum of Service (B+C=D)
1	Transcription - Regular	\$ _____ per word	\$ _____ per word	\$ _____
2	Transcription - Urgent	\$ _____ per word	\$ _____ per word	\$ _____
3	<b>Option Period 3 of Standing Offer – Evaluated Price (D1+D2) =</b>			\$ _____

**Definition of Regular Working Day :** Offerors providing services to the CFIA locations in the East (Atlantic, Québec and Ontario Regions) must be available from 7:00 AM to 5:00 PM EST (or EDST) during normal working days. Offerors providing services to the CFIA locations in the West (Manitoba, Saskatchewan, Alberta and British Columbia) will be available from 7:00 AM to 5:00 PM MST (or MDST) during normal working days.

**Definition of Regular Type of Service and Urgent Type of Service:**

Type of Service	Less than 1,000 words	1,001 – 2,500 words	2,501 – 5,000 words	5,001 – 10,000 words	Over 10,000 words
Regular	Up to 1 day*	Up to 2 days*	Up to 4 days*	Up to 6 days*	Negotiable*
Urgent	Up to 3 hrs*	Up to 1 day*	Up to 2 days*	Up to 4 days*	Negotiable*

**K. Option Period 4 of Standing Offer : April 1<sup>st</sup>, 2028 to March 31<sup>st</sup>, 2029**

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

	A	B	C	D
	Type of Service**	Regular Working Day* Rate (Cost per Word)	Outside Regular Working Day* Rate (Cost Per Word)	Sum of Service (B+C=D)
1	Transcription - Regular	\$ _____ per word	\$ _____ per word	\$ _____
2	Transcription - Urgent	\$ _____ per word	\$ _____ per word	\$ _____
3	<b>Option Period 4 of Standing Offer – Evaluated Price (D1+D2) =</b>			\$ _____

**Definition of Regular Working Day :** Offerors providing services to the CFIA locations in the East (Atlantic, Québec and Ontario Regions) must be available from 7:00 AM to 5:00 PM EST (or EDST) during normal working days. Offerors providing services to the CFIA locations in the West (Manitoba, Saskatchewan, Alberta and British Columbia) will be available from 7:00 AM to 5:00 PM MST (or MDST) during normal working days.

**Definition of Regular Type of Service and Urgent Type of Service:**

Type of Service	Less than 1,000 words	1,001 – 2,500 words	2,501 – 5,000 words	5,001 – 10,000 words	Over 10,000 words
<b>Regular</b>	Up to 1 day*	Up to 2 days*	Up to 4 days*	Up to 6 days*	Negotiable*
<b>Urgent</b>	Up to 3 hrs*	Up to 1 day*	Up to 2 days*	Up to 4 days*	Negotiable*

**L. Stream 2 : Transcription Services – Total Evaluated Price**

	A	B
	Period	Total Evaluated Price
1	<b>G. Initial Period of Standing Offer : Date of award to March 31<sup>st</sup>, 2025</b>	\$ _____
2	<b>H. Option Period 1 of Standing Offer : April 1<sup>st</sup>, 2025 to March 31<sup>st</sup>, 2026</b>	\$ _____
3	<b>I. Option Period 2 of Standing Offer : April 1<sup>st</sup>, 2026 to March 31<sup>st</sup>, 2027</b>	\$ _____
4	<b>J. Option Period 3 of Standing Offer : April 1<sup>st</sup>, 2027 to March 31<sup>st</sup>, 2028</b>	\$ _____
5	<b>K. Option Period 4 of Standing Offer : April 1<sup>st</sup>, 2028 to March 31<sup>st</sup>, 2029</b>	\$ _____
6	<b>Total Evaluated Price (B1+B2+B3+B4+B5)</b>	\$ _____

Solicitation No. - N° de l'invitation  
2024-00376  
Client Ref. No. - N° de réf. du client  
2024-00376

Amd. No. - N° de la modif.  
File No. - N° du dossier  
2024-00376

Buyer ID - Id de l'acheteur  
E12  
CCC No./N° CCC - FMS No./N° VME

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**ANNEX C : QUARTERLY REPORT**

<b>Year</b>	<b>Quarter</b>	<b>Standing Offer Number</b>	<b>Stream of Service</b>	<b>Start Date MM-DD-YYYY</b>	<b>End Date MM-DD-YYYY</b>	<b>Call-Up Number</b>	<b>Value (applicable taxes included)</b>
Ex. 2024	2	7000765237	1	07-15-2024	07-23-2024	3000789987	12,354.75\$