

**RFP-2022-12 – TRANSLATION SERVICES
QUESTIONS AND ANSWERS # 1**

1. Can you confirm if a US-based company is eligible to bid on this RFP.

Answer: The region of opportunity for this RFP is Canada. Therefore, the supplier must have the capacity to store documents in Canada, meet the security requirements outlined in the Resulting Standing Offer and have a presence in Canada to bid on this RFP.

2. As this contract will be awarded to 10 awardees how the work will be partitioned. Will the procedure for call-ups be rotational between the awarded contractors, or will the first-ranked contractor always be contacted first?

Answer: As part of the process for “Right of First Refusal”, the call-up will be issued to the first-ranked offeror. If the first-ranked offeror is unable to complete the work, the call-up will be issued to the second ranked-offeror. This process will continue until a supplier indicates they are able to complete the work.

3. In your point, R1E Ability to deliver high-quality translation services, you mention four samples. Could you please advise us on the number of words required per sample?

Answer: Our preference is for samples that contain between 500 and 2000 words.

4. Do you require the data for the project and the client's name? We have strict NDA rules, and we want to ensure that we comply with them.

Answer: For the references, we will only be contacting them to confirm that the work was done and the quality of the work was adequate. We require a name and contact information.

5. In your point, R1A Number of Years of Experience, would blind CV's of our chosen team of translators for your RFP be a convenient manner to judge our experience?

Answer: Yes. Please identify the team resources by their title.

6. À titre de traducteur pigiste, me serait-il obligatoire d'offrir des services de traduction « parfois du français à l'anglais »?

Answer: No. Most of our work involves translating from English to French, but we do ask that you specify this in your bid.

7. Est-ce ce qu'on entend par « fournir les services dans les deux langues officielles » dans O2?

Answer: The supplier must be able to communicate in both official languages with SCC personnel).

8. For the Point Rated Criteria, R1A Number of Years of Experience states “The bidder must demonstrate its number of years of experience in providing English to French translation services in the field(s) specified in the Statement of Work.” Could you please clarify what the field(s) are as there is no reference to them in the Statement of Work.

Answer: The fields are: Regular Translation, Technical Translation, Legal Translation (as stated in APPENDIX D).

9. What is the expected length (number of words) of the four translation samples required as a part of M4, R1E and R1F. Because of the page limitations indicated in the RFP, we want to be sure that we provide samples that are the most representative of our translators’ skills while still respecting that limitation.

Answer: Our preference is for samples that contain between 500 and 2000 words.

10. Could you please confirm that the 20-page limitation excludes appendices? Does that exclusion also include texts such as a cover letter, table of contents, reproduced cross-reference tables (such as Mandatory Criteria and Point-Rated Criteria) or other supporting documentation? Also, do the required samples count toward the 20 total pages?

Answer: As outlined in Appendix C, the page limit excludes appendices. The cover letter, table of content and any other supporting documentation that is not expressly requested in an appendix will be taken into consideration in the 20 pages maximum. Cross-reference tables (such as Mandatory Criteria and Point-Rated Criteria) and samples do not count towards the page limit as they are part of the appendices.

11. Could you confirm that we do not count Appendix E: Exam (M6 and R1G) as part of the Technical Proposal, or is it preferred to have it as a separate submission? We understand that the Exam is an appendix, and therefore exempt from the 20-page limitation, but we wanted to ensure that we either integrate the completed Exam into the Technical Proposal OR attach the completed Exam as a separate document for submission.

Answer: The exam does not count towards the page limit. You may include it in your proposal or submit it as a separate accompanying document.