RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions - TPSGC
11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
Gatineau
Québec
K1A 0S5
Bid Fax: (819) 997-9776

Request For Supply Arrangement - Demande pour un arrangement en matière d'approvisionnement

Offer to: Department of Public Works and Government Services

We hereby offer to provide to Canada, as represented by the Minister of Public Works and Government Services, in accordance with the terms and conditions set out herein or attached hereto, the goods, services, and construction detailed herein and on any attached sheets.

Offre au: Ministère des Travaux publics et des Services gouvernementaux

Nous offrons par la présente de fournir au Canada, représenté par le ministre des Travaux publics et des Services gouvernementaux, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici et sur toute feuille ci-annexée.

Comments - Commentaires

Title - Sujet RFSA Translation Services

Solicitation No. - N° de l'invitation	**Date**
EN966-140305/L	2022-01-31
Client Reference No. - N° de référence du client	**GETS Ref. No. - N° de réf. de SEAG**
20140305	PW-$$ZF-526-40507
File No. - N° de dossier	**CCC No./N° CCC - FMS No./N° VME**
526zf.EN966-140305	

Solicitation Closes - L'invitation prend fin
at - à 02:00 PM Eastern Standard Time EST
on - le 2027-03-31 Heure Normale du l'Est HNE

Delivery Required - Livraison exigée
See Herein – Voir ci-inclus

Address Enquiries to: - Adresser toutes questions à:	**Buyer Id - Id de l'acheteur**
Gratton, Isabelle	526zf
Telephone No. - N° de téléphone	**FAX No. - N° de FAX**
(873)355-9751 ( )	( ) -

Destination - of Goods, Services, and Construction:
Destination - des biens, services et construction:
DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA
5E ETAGE
975 BOUL.ST JOSEPH
Gatineau
Quebec
K1A0S5
Canada

Security - Sécurité
This request for a Supply Arrangement does not include provisions for security.
Cette Demande pour un arrangement ne comprend pas des dispositions en matière de sécurité.

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Telephone No. - N° de téléphone
Facsimile No. - N° de télécopieur

Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)
Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)

Signature **Date**

Issuing Office - Bureau de distribution
Linguistic Services Division / Division des services linguistiques
Les Terrasses de la Chaudière
10, rue Wellington, 5e étage
Gatineau
Québec
K1A 0S5

PUBLIC SERVICES AND PROCUREMENT CANADA (PSPC)

REQUEST FOR SUPPLY ARRANGEMENTS (RFSA)

FOR THE TRANSLATION BUREAU'S DIRECTORY OF OFFICIAL LANGUAGES TRANSLATION SERVICES SUPPLIERS

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PART 1 – GENERAL INFORMATION

1.1 Introduction

The Request for Supply Arrangements (RFSA) is divided into seven parts plus annexes and attachments, as follows:

Part 1 **General information:** Provides a general description of the requirement;

Part 2 **Supplier instructions:** Provides the instructions applicable to the clauses and conditions of the RFSA;

Part 3 **Arrangement preparation instructions:** Provides suppliers with instructions on how to prepare the arrangement 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 arrangement and the basis of selection;

Part 5 **Attestations, certifications and additional information:** Includes the attestations, certifications and additional information to be provided;

Part 6 **Supply arrangement:** Includes the supply arrangement (SA) as well as the applicable clauses and conditions;

Part 7 **Resulting contract clauses:** Includes general information regarding the conditions that will be included in contracts awarded as a result of an SA.

Annex A – Statement of work
Annex B – Basis of payment
Annex C – Task authorization form
Annex D – Key terms
Annex E – Areas of specialization for which the supplier is qualified

Attachment 1 – Technical evaluation
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Attachment 3 – Total number of words translated
Attachment 4 – Description of categories of field(s)
Attachment 5 – List of translation associations and degrees recognized by the Translation Bureau

1.2 Preamble

The Translation Bureau (the Bureau) is a federal institution that is part of the Public Services and Procurement Canada (PSPC) portfolio. It supports the Government of Canada in its efforts to serve Canadians and communicate with them in both official languages.

As the Government of Canada's centre of excellence for linguistic services, the Bureau collaborates with and acts for all departments, boards, agencies and commissions established by Act of Parliament or appointed by order of the Governor in Council, as well as for both Houses of Parliament, in all matters relating to the translation and revision of their documents, conference interpretation, sign-language interpretation, oral transliteration and terminology.

1.3 Summary

Public Services and Procurement Canada (PSPC), on behalf of the Bureau, is publishing these amendments to the Request for Supply Arrangements (RFSA) in order to meet Bureau needs for official languages translation and support its various programs, operational requirements and projects.

The objectives of this RFSA are as follows:

- Streamline the procurement process to acquire quality translation services and support Government of Canada procurement modernization and contract simplification initiatives;
- Improve the predictability of translation services procurement;
- Make its contracting procedures more transparent, open and fair in order to optimize this tool for the Bureau and its suppliers.

Any subsequent supply arrangement (SA) may be used to acquire official languages translation services solely for the Bureau and the Official Languages Translation Services Division, Acquisitions Branch, PSPC.

Official languages translation services include three tiers, each of which includes 63 fields. A full description of these fields is included in Attachment 4 – Description of Categories and Field(s).

(a) **Tier 1 – Lower capacity official languages translation:** This tier will include arrangements with suppliers demonstrating their capability of supplying official languages translations in one or more areas of specialization for every language combination (French to English or English to French) for requirements where the daily translation capacity is greater than or equal to 1,000 words and less than 2,999 words.

(b) **Tier 2– Intermediate capacity official languages translation:** This tier will include arrangements with suppliers demonstrating the capability of supplying official languages translations in one or more areas of specialization for every language combination (French to English or English to French) for requirements where the daily translation capacity is greater than or equal to 3,000 words and less than 7,999 words.

(c) **Tier 3– Superior capacity official languages translation:** This tier will include arrangements with suppliers demonstrating the capability of supplying official languages translations in one or more areas of specialization for every language combination (French to English or English to French) for requirements where the daily translation capacity is greater than or equal to 8,000 words.

Suppliers may choose to register in one or more tiers, depending on their capabilities.

This procurement is subject to the Canada's free trade agreement (CFTA). This procurement consists of translation services, which is not listed under the WTO-AGP.

The contract resulting from a Supply Arrangement is not to be used for deliveries within a Comprehensive Land Claims Settlement Area (CLCSA). All requirements for delivery within a CLCSA are to be processed individually.

This RFSA is not a solicitation of bids or tenders. No contract will be awarded automatically as a result of qualification under this RFSA.

1.4 On-going Opportunity for Qualification

A notice and the RFSA will be posted continuously on the Government Electronic Tendering Service (GETS), thereby allowing suppliers to qualify for one or more SAs at any given time.

1.5 Who Can Submit an Arrangement

This RFSA allows the following groups to submit an arrangement:

(a) **New suppliers:** New suppliers able to meet the requirements of this RFSA are invited to submit an arrangement, including the documents listed in the Arrangement Submission Grid (Part 3, Article 3.4).

(b) **Existing pre-qualified suppliers of official languages translation services:** Existing suppliers of translation services that have been awarded an SA are not required to bid in response to this RFSA, unless they wish to qualify for other fields or tiers. If so, suppliers must submit a complete arrangement, including the documents listed in the Arrangement Submission Grid (Part 3, Article 3.4).

1.6 Canadian Content

The goods and/or services covered by the supply arrangement may be limited to Canadian goods and/or services as defined in clause A3050T of the Standard Acquisition Clauses and Conditions (SACC) Manual.

As part of a bid solicitation for any requirement covered by a supply arrangement, the evaluation team will first determine if there are three or more bids with a valid Canadian Content certification. If so, the evaluation process will be limited to the bids with a valid certification; otherwise, all bids will be evaluated.

1.7 Security Requirements

The RFSA does not include security requirements.

1.8 Epost Connect

Bidders may submit their bids electronically using the epost Connect service. Suppliers should consult Part 2 of the RFSA (Bidder Instructions) for more information.

1.9 Bidders' Conference

If necessary, Canada may hold bidders' conferences during the supply-arrangement period to provide bidders with instructions. Bidders should refer to Part 2 (Supplier Instructions) for more information.

1.10 Debriefings

Suppliers may request a debriefing on the results of the request for supply arrangements process. Suppliers should make the request to the Supply Arrangement Authority within 15 working days of receipt of the results of the request for supply arrangements process. The debriefing may be in writing, by telephone or in person.

1.11 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 Supply Arrangement that is issued under this solicitation, refer to 6.12 Transition to an e-Procurement Solution (EPS).

1.12 The Government of Canada's press release provides additional information. Key Terms

Key terms used throughout this RFSA, its annexes and attachments are defined in Annex D (Key Terms) of the resulting contract clauses.

1.13 Applicability of COVID-19 vaccination requirements to individual solicitations

The requirement covered by the bid solicitation of any resulting supply arrangement may be subject to a vaccination requirement pursuant to the COVID-19 Vaccination Policy for Supplier Personnel.

PART 2 – SUPPLIER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Supply Arrangements (RFSA) by number, date and title are set out in the Standard Acquisition Clauses and Conditions (SACC) (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Services and Procurement Canada.

Suppliers who submit an arrangement agree to be bound by the instructions, clauses and conditions of the RFSA and accept the clauses and conditions of the supply arrangement and/or resulting contract(s).

The 2008 Standard Instructions – Request for Supply Arrangements – Goods or Services (2020-05-28) are incorporated by reference into and form part of the RFSA solicitation.

Subsection 5.4 of the 2008 Standard Instructions – Request for Supply Arrangements – Goods or Services is amended as follows:

Delete: 60 days
Insert: 180 days

2.2 Submission of Arrangements

(a) Suppliers must obtain the RFSA document posted on the Government Electronic Tendering Service (GETS), also known as the buyandsell.gc.ca website, and read it in its entirety. Suppliers are responsible for downloading all RFSA amendments, as they may contain questions and answers, as well as changes to RFSA requirements.

(b) Arrangements must be submitted to the Bid Receiving Unit at Public Services and Procurement Canada (PSPC) by the date and time stipulated in Article 6.7 Bidding Periods and Quarterly Evaluations of Part A – Supply Arrangements and Resulting Contract Clauses.

Suppliers should submit their arrangement by fax or through epost Connect, as indicated in Article 8 of the 2003 Standard Instructions (2020-05-28).

2.3 Procurement Business Number (PBN)

Suppliers must have a Procurement Business Number (PBN) registered with the Supplier Registration Information (SRI) system to submit an arrangement.

2.3.1 Obtaining a PBN through the SRI system

(a) To obtain a PBN, suppliers can access the following website and register online:

Introduction – Supplier Registration Information – Buy and Sell – Public Services and Procurement Canada (contractscanada.gc.ca)

SRI contact information
Telephone: 1-800-811-1148

Email: BPMEclient.OSMEclient@tpsgc-pwgsc.gc.ca

(b) In the case of a new supplier submitting an arrangement as a joint venture, a unique PBN representing the joint venture's legal entity must be created in the SRI and used to submit an arrangement. The lead company's business number (i.e., the first nine digits of the PBN) is used to create a new PBN (i.e., account) for the joint venture.

(c) All members of the joint venture must have their own PBN, and the Legal Name field of the joint venture must show the names of all businesses participating in the joint venture. The registration of a joint venture account must be done by contacting an SRI system agent.

2.4 Submission of a Maximum of Two Arrangements

A supplier or a group of suppliers may submit a maximum of two arrangements, as follows:

(i) One arrangement from the legal entity alone; or
(ii) One arrangement from the legal entity and another arrangement submitted in a joint venture; or
(iii) Two arrangements in joint venture.

(a) If a supplier or a group of suppliers submits more than two arrangements, Canada will, at its sole discretion, chose the arrangements it will consider.

(b) If a supplier or a group of suppliers submits two arrangements, they must submit them in two separate documents, clearly identified as separate arrangements. Each arrangement will be evaluated independently, without considering other arrangements. Each arrangement submitted must therefore be complete.

(c) For the purposes of this article, the term "**group of suppliers**" means all entities (whether those entities include one or more individuals, corporations, partnerships, limited liability partnerships, etc.) that are related to one another. Regardless of the province or territory where the entities were incorporated or otherwise formed as a matter of law, the entities are considered "**related**" for the purposes of this Request for Supply Arrangements (RFSA) if

(i) They are the same legal entity (i.e., the same individual, corporation, partnership, limited liability partnership, etc.);
(ii) They are "related persons" or "affiliated persons" under Canada's *Income Tax Act*;
(iii) The entities currently have—or had in the two years prior to the RSFA closing date—a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship);
(iv) The entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.

2.5 Former Public Servants – Notification

Service contracts awarded to former public servants in receipt of a pension or a lump sum payment must bear the closest public scrutiny and reflect fairness in the spending of public funds. Therefore, the bid solicitation will require that you provide information that, were you to be the successful bidder, your status with respect to being a former public servant in receipt of a pension or a lump sum payment, will be required to report this information on the departmental websites as part of the published proactive

disclosure reports generated in accordance with Treasury Board policies and directives on contracts with former public servants, Contracting Policy Notice 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

2.6 Federal Contractors Program for Employment Equity – Notification

The Federal Contractors Program (FCP) for employment equity requires that some contractors make a formal commitment to Employment and Social Development Canada (ESDC) - Labour to implement employment equity. In the event that this Supply Arrangement would lead to a contract subject to the Federal Contractors Program (FCP) for employment equity, the bid solicitation and resulting contract templates would include such specific requirements. Further information on the Federal Contractors Program (FCP) for employment equity can be found on **Employment and Social Development Canada (ESDC) - Labour's** website.

2.7 Enquiries – Request for Supply Arrangements (RFSA)

All enquiries must be submitted in writing to the Supply Arrangement Authority no later than 10 calendar days before the closing date of the current bidding period, in accordance with the schedule set out in Article 6.7, Bidding Periods and Quarterly Evaluations. The Supply Arrangement Authority will reply to enquiries in an amendment to the RFSA. When enquiries are received after this deadline, the Supply Arrangement Authority will answer questions in an amendment to the RFSA during the next bidding period.

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

2.8 Bidders' Conference

Canada may hold bidders' conferences as required to provide suppliers with information regarding the RFSA. If so, a notice will be posted on buyandsell.gc.ca to let suppliers know that a bidders' conference will be held. The notice will include all the details regarding the event.

2.9 Applicable Laws

The Supply Arrangement (SA) and any contract awarded under the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Suppliers may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of the arrangement, 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 Suppliers.

2.10 Bid Challenge and Recourse Mechanisms

(a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.

(b) Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's Buy and Sell website, under the heading "Bid Challenge and Recourse Mechanisms" contains information on potential complaint bodies such as:

- Office of the Procurement Ombudsman (OPO)
- Canadian International Trade Tribunal (CITT)

(c) Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

2.11 Volumetric Data

The volumetric data included in Attachment 3 – Total Number of Words Translated have been provided for information purposes only to help suppliers prepare their arrangements. The inclusion of these data in this RFSA does not represent a commitment by Canada that Canada's future usage of translation services will be consistent with this data.

PART 3 – ARRANGEMENT PREPARATION INSTRUCTIONS

3.1 Arrangement Preparation Instructions

If the Supplier chooses to submit its arrangement electronically, Canada requests that the Supplier submits its arrangement in accordance with section 08 of the 2008 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation. The arrangement must be gathered per section and separated as follows:

Section I: Technical Arrangement
Section II: Certifications

If the Supplier is simultaneously providing copies of its arrangement using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.

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

1) Include all environmental certification(s) relevant to your organization (e.g. ISO 14001, Leadership in Energy and Environmental Design (LEED), Carbon Disclosure Project, etc.)
2) Include all environmental certification(s) or Environmental Product Declaration(s) (EPD) specific to your product/service (e.g. Forest Stewardship Council (FSC), ENERGYSTAR, etc.)
3) Unless otherwise noted, Suppliers are encouraged to submit arrangements electronically.

3.2 Section I: Technical Arrangement

(a) In the technical arrangement, Suppliers must demonstrate that they meet every mandatory technical criterion set out in the RFSA and submit all requested documents and information. The technical arrangement should address clearly, and in sufficient depth, the points that are subject to the evaluation criteria against which the arrangement will be evaluated.

(b) Suppliers must use the response form at Attachment 1 to demonstrate that they meet every mandatory technical criterion.

(c) Canada requests that suppliers address and present the topics and information according to the order used in the applicable forms and evaluation grids and/or the RFSA.

3.3 Section II: Certifications

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

3.4 Arrangement Submission Grid

Suppliers may refer to the table below to ensure that their arrangement includes the completed documents required according to their situation.

Column A Description of Items	Column B New Supplier (has no SA for official languages translation services)	Column C Current Supplier (has an SA for official languages translation services)	Column D Tier 1 (reference point in RFSA document)	Column E Tier 2 (reference point in RFSA document)	Column F Tier 3 (reference point in RFSA document)
Signed RFSA Cover Page	Required*	Not required**	N/A	N/A	N/A
SECTION I: Technical arrangement					
Response form – Technical evaluation	Required*	Not required**	Part 4, Attachment 1	Part 4, Attachment 1	Part 4, Attachment 1
SECTION II: Certifications					
Integrity provisions – Declaration of convicted offences	Required	Not required**	Part 5, Attachment 2	Part 5, Attachment 2	Part 5, Attachment 2
Certification of resource qualifications for Tiers 1 and 2	Required	Not required**	Part 5, Attachment 2	Part 5, Attachment 2	Part 5, Attachment 2
National Standard of Canada CAN/CGSB-131.10-2017 certification for Tier 3	Required	Not required**	Part 5, Attachment 2	Part 5, Attachment 2	Part 5, Attachment 2
Integrity provisions – List of names	Required	Not required**	Part 5, Attachment 2	Part 5, Attachment 2	Part 5, Attachment 2
Former public servant certification	Required	Not required**	Part 5, Attachment 2	Part 5, Attachment 2	Part 5, Attachment 2
Workforce reduction program certification	Required	Not required**	Part 5, Attachment 2	Part 5, Attachment 2	Part 5, Attachment 2
Supplier declaration	Required	Not required**	Part 5, Attachment 2	Part 5, Attachment 2	Part 5, Attachment 2

- Required*: Electronic attachments from the Tender Notice page: RFSA – Method of supply for official languages translation services for the Translation Bureau (EN966-140305/L).
- Not required**: Unless the Bidder wishes to qualify for other fields or tiers, then refer to Column B.

PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

(a) Arrangements will be assessed in accordance with the entire requirement of the Request for Supply Arrangements (RFSA), including the mandatory technical criteria. There is no financial evaluation criteria for this RFSA..

(b) An evaluation team including representatives of Canada will evaluate the arrangements. Canada may hire independent consultants or use government resources to evaluate arrangements. Not all members of the evaluation team will necessarily take part in all aspects of the evaluation.

(c) When the evaluation team requests clarifications, a verification or additional information, the supplier will have two business days (or longer if specified in writing) to provide the requested information. Failure to meet this requirement may result in the arrangement being declared non-responsive.

(d) Canada wishes to point out that this RFSA is intended as a collaborative process. Consequently, any arrangement received by Canada that fails to demonstrate compliance with the requirements of this RFSA will not be rejected automatically. Canada will instead work with the supplier in order to obtain the clarifications and information required to validate the supplier's arrangement.

4.2 Evaluation Criteria

4.2.1 Mandatory Technical Criteria

(a) Suppliers must meet the mandatory technical evaluation criteria set out in Attachment 1.

(b) Suppliers may register in one or more field categories and tiers.

4.2.2 Other Mandatory Requirements

(a) In order to be awarded an SA, the supplier must comply with all the requirements set out in this RFSA and maintain compliance throughout the duration of the SA.

(b) Except where expressly provided otherwise, members of a joint venture may combine their capabilities to meet any given mandatory requirement of this RFSA. When it is necessary to justify a mandatory requirement, the supplier must indicate which joint venture member(s) will meet the requirement.

4.3 Basis of Selection

(a) An arrangement must comply with the requirements of the Request for Supply Arrangements and meet all mandatory technical evaluation criteria to be declared responsive.

(b) All responsive suppliers will be awarded a supply arrangement in the field categories and tiers for which they are qualified.

(c) Evaluation results will establish the supplier's status, as follows:

(i) **Compliant supplier:** The supplier has met all the mandatory requirements of this RFSA and is awarded an SA.

(ii) **Non-compliant supplier:** The supplier has not met all the mandatory requirements of this RFSA and is not awarded an SA.

PART 5 – ATTESTATIONS, CERTIFICATIONS AND ADDITIONAL INFORMATION

Suppliers must provide the required attestations, certifications and additional information in order to be awarded a supply arrangement (SA). All attestations are listed in Attachment 2 – Attestations, Certifications and Additional Information.

The certifications that suppliers submit to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an arrangement non-responsive, or will declare a contractor in default, if any certification is found to be untrue, whether made knowingly or unknowingly, during the arrangement evaluation period, or during the period of any supply arrangement arising from this RFSA and any resulting contracts.

The Supply Arrangement Authority has the right to request additional information in order to verify the supplier's certifications. Failure to comply and cooperate with any request or requirement imposed by the Supply Arrangement Authority will render the arrangement non-responsive, or constitute a default under the contract.

5.1 Attestations and Certifications Required with the Arrangement

Suppliers must submit the following duly completed certifications as part of their arrangement.

5.1.1 Integrity Provisions – Declaration of Convicted Offences

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

5.1.2 Certification of Resource Qualifications for Tiers 1 and 2

Suppliers wishing to qualify for Tier 1 and/or Tier 2 must provide a certification indicating that they have resources that are qualified to do the work. In other words, these resources

(i) Are members in good standing of the Ordre des traducteurs, terminologues et interprètes agrées du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC), as indicated in Attachment 5;

OR

(ii) Hold a bachelor's degree in translation from a university recognized by the Translation Bureau, as indicated in Attachment 5.

5.1.3 International Standards Organization (ISO) 17100 Certification or Equivalent for Tier 3

Suppliers wishing to qualify for Tier 3 must provide proof that they are certified under national standard CAN/CGSB-131.10-2017.

5.2 Certifications Precedent to the Issuance of a Supply Arrangement and Additional Information

The certifications and additional information listed below should be submitted with the arrangement, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Supply Arrangement Authority will inform the Supplier 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 arrangement non-responsive.

5.2.1 Integrity Provisions – List of Names

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.(https://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html), the Supplier must submit the duly completed List of Names for Integrity Verification Form with their arrangement.

5.2.2 Supplier Declaration

The supplier declaration is a certification whereby suppliers certify that all the information provided in their arrangement is true.

PART 6 – SUPPLY ARRANGEMENT AND BID SOLICITATION

A. SUPPLY ARRANGEMENT

6.1 Arrangement

The supply arrangement (SA) allows Canada to acquire official languages translation services, as required by Canada, in support of its various programs, operational needs and projects through an inventory of pre-qualified suppliers.

The Statement of Work can be found at Annex A and will form part of the resulting contract clauses.

6.2 Security Requirements

There is no security requirement applicable to the Supply Arrangement.

6.3 Standard Clauses and Conditions

All clauses and conditions identified in the supply arrangement (SA) and resulting contract(s) by number, date and title are set out in the Standard Acquisition Clauses and Conditions (SACC) (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Services and Procurement Canada.

6.3.1 General Conditions

The 2020 General Conditions – Supply Arrangement – Goods or Services (2020-07-01) apply to and form part of this supply arrangement.

6.4 Term of Supply Arrangement

6.4.1 Period of the Supply Arrangement

The supply arrangement has no defined end-date and will remain valid until such time as Canada no longer considers it to be advantageous to use it.

The period for awarding contracts under the supply arrangement begins on April 1, 2022.

6.5 Authorities

6.5.1 Supply Arrangement Authority

The Supply Arrangement Authority is as follows:

Linguistic Services Division
Acquisitions Branch
Public Services and Procurement Canada
Terrasses de la Chaudière
10 Wellington Street, 5th Floor
Gatineau, Quebec K1A 0S5

Email: TPSGC.AMARepertoireBureau-SADirectoryBureau.PWGSC@tpsgc-pwgsc.gc.ca

The Supply Arrangement Authority is responsible for the issuance of the supply arrangement, its administration and its revision, if applicable.

6.5.2 Supplier Representative

(The supplier representative will be indicated once the supply arrangement is issued.)

Name: _____
Title: _____
Address: _____
Telephone: _____
Email: _____

6.5.3 Identified Users

The Bureau and PSPC may use the SA to acquire translation services.

1. The Translation Bureau (the Bureau)
   Procurement Centre
   Crémazie Building, 8th Floor
   70 Crémazie Street, Gatineau, Quebec
   K1A 0S5 Canada

2. Linguistic Services Division
   Professional Services Procurement Directorate
   Services and Technology Acquisition Management Sector
   Acquisitions Branch
   Public Services and Procurement Canada (PSPC)
   Terrasses de la Chaudière
   10 Wellington Street
   Gatineau, Quebec K1A 0S5

6.6 On-going Opportunity for Qualification

(a) A permanent notice will be posted on the Government Electronic Tendering Service (GETS) for the duration of the SA in order to allow

   (i) Current pre-qualified suppliers to qualify for new tiers and fields of the SA;

   (ii) New suppliers to submit their arrangements in order to become pre-qualified suppliers and to be issued an SA for the provision of translation services.

(b) Evaluations will take place four times a year, as specified below in Article 6.7, Bidding Periods and Quarterly Evaluations.

(c) Suppliers should submit their arrangements to the Bid Receiving Unit, in accordance with Part 2 of this document.

(d) PSPC may add, delete or modify existing supply arrangement clauses and conditions during any revision process.

(e) The supplier acknowledges that Canada may issue an unlimited number of supply arrangements and may continue to issue supply arrangements to pre-qualified suppliers throughout the supply arrangement period.

6.7 Bidding Periods and Quarterly Evaluations

Canada reserves the right to evaluate arrangements in cycles, not less than quarterly. Arrangements received over a calendar year will be evaluated in accordance with the schedule below. Changes to the schedule may be required owing to operational requirements, in which case suppliers will be notified.

Arrangement evaluation schedule

Quarters	Closing date	Closing time	Evaluation period
Q1	June 30	2:00 p.m. Eastern Daylight Time (EDT)	From July 1 to September 30
Q2	September 30	2:00 p.m. EDT	From October 1 to December 31
Q3	January 3	2:00 p.m. Eastern Standard Time (EST)	From January 4 to March 31
Q4	March 31	2:00 p.m. EST	From April 1 to June 30

6.8 Notice of the Supplier's Withdrawal from the Supply Arrangement (SA)

If an SA holder wishes to withdraw from the SA, the holder must notify the Supply Arrangement Authority in writing and ask to be removed from the list of pre-qualified SA suppliers. Upon receipt of this notice, the Supply Arrangement Authority will remove the supplier from the list of pre-qualified suppliers and the Supplier will not be eligible to bid on bid solicitations issued under the Supply Arrangement The Supplier will be required to qualify again to become a pre-qualified supplier. The supplier acknowledges that its removal from the list of pre-qualified SA suppliers will not affect any contract entered into before the date on which the Supply Arrangement Authority received this notice.

6.9 Priority of Documents

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

(a) The articles of the Supply Arrangement;
(b) The 2020 General Conditions – Supply Arrangement – Goods or Services (2020-07-01);
(c) Annex A, Statement of Work;
(d) The supplier's arrangement dated _____ *(insert date of arrangement). [If the arrangement was clarified or amended, insert the following at the time of issuance of the*

arrangement: "as clarified on _____" *or* "as amended on _____". *Insert the date(s) of clarification(s) or amendment(s), if applicable.]*

6.10 Certifications and Additional Information

6.10.1 Compliance

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

6.11 Applicable Laws

The Supply Arrangement (SA) and any contract resulting from the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____ *(insert the name of the province or territory as specified by the Supplier in the arrangement, if applicable).*

6.12 Transition to an e-Procurement Solution (EPS)

During the period of the Supply Arrangement, Canada may transition to an EPS for more efficient processing and management of individual contracts for any or all of the SA'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 Supplier with at least a three-month notice to allow for any measures necessary for the integration of the Supply Arrangement into the EPS. The notice will include a detailed information package indicating the requirements, as well as any applicable guidance and support.

If the Supplier chooses not to provide the supply arrangement of their goods or services through the e-procurement solution, the Supply Arrangement may be set aside by Canada.

6.13 Suspensions

(a) With respect to this supply arrangement (SA), Canada may, by sending a written notice to the supplier, suspend the supplier's SA in whole or in part, as applicable, in each of the following situations:

(i) If a resulting contract has been terminated for default owing to unsatisfactory performance;
(ii) For failing to comply with the standards of professional conduct set out in Article A7 of the Statement of Work;
(iii) If a resulting contract has been terminated for default owing to refusal of work.

(b) The previous article does not affect Canada's right to pursue other remedies or measures that may be available.

(c) A suspension will not, on its own, affect any contracts entered into before the notice of suspension was issued.

6.13.1 Suspensions for Unsatisfactory Performance

(a) When a supplier fails to meet the quality and timeliness standards set out in Annex A – Statement of Work, Canada may terminate the supplier's contract for default and suspend the supplier's supply arrangement (SA) in whole or in part.

(b) Canada will notify the contractor in writing of its intention to suspend the contractor's SA in whole or in part. The suspension will take effect on the date of the suspension notice.

(c) For a first, second or third contract termination owing to default over the last five consecutive years, Canada may suspend the area(s) of specialization in the language combination of the resulting contract being terminated for a period of up to 12 consecutive months.

(d) During the suspension period, the supplier will not be invited to participate in bid solicitations that include the area(s) of specialization in the language combination for which it was suspended.

(e) If a suspension is already in effect in the area(s) of specialization in the language combination of the most recent suspension, the period of the most recent suspension will be added to the end of the previous suspension period.

(f) For a fourth contract termination owing to default over the last five consecutive years, Canada may suspend the following for a period of up to 24 consecutive months:

(i) The area(s) of specialization in the language combination targeted by the fourth termination;
(ii) The areas of specialization in the language combinations targeted by the last four terminations;
(iii) All fields of a language combination in the supply arrangement (SA);
(iv) The entire SA.

(g) During the suspension period, the supplier will not be invited to participate in bid solicitations that include the part(s) of the SA for which it was suspended. When the entire SA has been suspended, the supplier will be removed from the SA list of qualified suppliers and will not be invited to participate in bid solicitations associated with that arrangement for the duration of the suspension.

(h) If a suspension is already in effect in one or more parts of the SA targeted by the most recent suspension, the period of the most recent suspension will be added to the end of the previous suspension period.

(i) If the entire SA is suspended, and a suspension is already in effect in one or more area(s) of specialization or language combination(s), the period of the most recent suspension will be added to the end of the previous suspension period for the area(s) of specialization or language combination(s).

(j) When a suspension period expires, the supplier's suspended field(s) or language combination(s) become active once again in the automated system used to manage the SA directory of pre-qualified suppliers. The supplier will again be invited to participate in bid solicitations for the field(s) or language combination(s).

(k) The period of five consecutive years begins on the date indicated in the last notice of termination issued by the contracting authority.

(l) Suspensions are outlined in the table below.

Number of Terminations (In order for penalties to be applicable, all terminations must have been issued over the last five years since the date on the last notice of termination.)	**Type of Suspension**	**Months of Suspension**
1st termination	Suspension from the field(s) for the language combination targeted by the termination	Up to 12 months
2nd termination	Suspension from the field(s) for the language combination targeted by the termination	Up to 12 months
3rd termination	Suspension from the field(s) for the language combination targeted by the termination	Up to 12 months
4th termination	Canada chooses a suspension pursuant to Article 6.13.1 (f) below	Up to 24 months

6.13.2 Suspensions for Failure to Comply with the Standards of Professional Conduct

(a) When a supplier fails to meet the standards of professional conduct set out in Annex A – Statement of Work, Canada may terminate the supplier's contract for default and suspend the supplier's supply arrangement (SA) for a period to be determined by Canada according to the severity of the breach. The supplier will be removed from the SA list of qualified suppliers and will not be invited to participate in bid solicitations associated with this arrangement for the duration of the suspension. The suspension will take effect on the date of the suspension notice.

6.13.3 Suspensions for Refusal of Work

(a) The supplier is required to render the services identified in a resulting contract. Being incapable of performing the work does not relieve the contractor from its responsibility to meet contract requirements.

(b) If the supplier is unable to deliver the services, the supplier must provide a replacement with similar qualifications and experience, as stipulated in Article 08 of the 2035 General Conditions.

(c) If the supplier is unable to find a replacement, Canada may terminate the supplier's contract for default and suspend the supplier's supply arrangement (SA) for a period up to the total contract period (i.e., the remainder of the initial period and option years, as applicable). The supplier will be removed from the SA list of qualified suppliers and will not be invited to participate in bid solicitations associated with this arrangement for the duration of the suspension. The suspension will take effect on the date of the suspension notice.

B. BID SOLICITATION

6.14 Bid Solicitation Documents

Canada will use the following template, available in the Standard Acquisition Clauses and Conditions Manual:

- High Complexity (HC) for more complex requirements.

A copy of the standard procurement template can be requested by suppliers from the Supply Arrangement Authority or the Contracting Authority, as applicable.

Note: References to the HC template in PSPC Requests for Supply Arrangements is provided as examples only. The latest version of the template and terms and conditions will be used at time of bid solicitation.

The bid solicitation will contain as a minimum the following:

(a) A complete description of the work to be performed;

(b) The 2003 Standard Instructions – Goods or Services – Competitive Requirements ***OR*** 2004 Standard Instructions – Goods or Services – Non-Competitive Requirements *(insert the applicable standard instructions)*;

"Subsection 3.a) of Section 01, Integrity Provisions – Bid of Standard Instructions (insert 2003 or 2004, as applicable) incorporated by reference above is deleted in its entirety and replaced with the following:

> *a. At the time of submitting an arrangement under the Request for Supply Arrangements (RFSA), the bidder has already provided a complete list of names, as requested under the Ineligibility and Suspension Policy. During this procurement process, the bidder must immediately inform Canada in writing of any changes affecting the list of names."*

(c) Bid preparation instructions;

(d) Instructions for the submission of bids (address for submission of bids, bid closing date and time);

(e) Evaluation procedures and basis of selection;

(f) Certifications;

(g) Conditions of the resulting contract.

6.15 Bid Solicitation Process

(a) Bids will be solicited for specific requirements within the scope of the supply arrangement (SA) from suppliers that are SA holders and whose satisfaction indicators meet the mandatory minimum threshold set out in Article 6.15 below.

(b) Bid solicitations will be emailed directly to suppliers according to the Table of Response Periods for Bid Solicitations set out in Article 6.16 below.

6.16 Process for Establishing Satisfaction Indicators for Suppliers

Suppliers are selected to participate in bid solicitations based on the following satisfaction indicators.

(a) **Quality indicator:** The percentage arrived at by dividing the number of words delivered satisfactorily by the total number of words delivered by the same supplier, in the same field and in the same language combination, over the last 12 months.

Quality indicator calculation method (example)	
Date of search performed by the identified user	August 30, 2020
Reference period	From August 30, 2019 to August 30, 2020
Total number of words translated by the supplier during the reference period	131,308
Subtract the number of words deemed unsatisfactory	-28,595
Total number of words translated satisfactorily by the supplier	102,713
Divide the total number of words translated satisfactorily by the total number of words translated, and multiply by 100	78.2%

(b) **Timeliness indicator:** The percentage arrived at by dividing the number of requests a supplier has delivered on time by the total number of requests delivered by the same supplier, in the same field and in the same language combination, over the last 12 months. The term delivery refers to an individual text, grouped texts that are delivered together and sections of a long text that are delivered separately.

Timeliness indicator calculation method (example)	
Date of search performed by the identified user	August 30, 2020
Reference period	From August 30, 2019 to August 30, 2020
Total number of texts delivered by the supplier during the reference period	57
Subtract the number of unsatisfactory deliveries (not delivered on time)	-10
Total number of texts delivered satisfactorily (on time) by the supplier	47

Divide the total number of texts delivered satisfactorily by the total number of texts delivered, and multiply by 100	82.5%

(c) Official languages translation services include three tiers, each of which includes 63 fields for every language combination (French to English or English to French). Each field has a *Quality Satisfaction Indicator* and a *Timeliness Satisfaction Indicator.*

(d) Satisfaction indicators are based on an evaluation of the supplier's services. Every text translated by a supplier is evaluated by the Bureau and subject to quality control by a language professional.

(e) The data on each supplier's evaluations are entered in the Bureau's contract management system, which automatically calculates the satisfaction indicators every day at 5:00 a.m. (EST in winter, EDT in summer).

(f) The mandatory minimum threshold that suppliers must meet for every translated text is typically 90% for each satisfaction indicator. Suppliers whose satisfaction indicators are all below the mandatory minimum threshold (less than 90%) will not be invited to participate in bid solicitations.

(g) Suppliers newly registered in the Bureau's directory are automatically assigned 95% satisfaction indicators for each language combination in every field for which they are registered. They also benefit from a familiarization period when a first contract is issued, as indicated in Article 19.1.

(h) If a supplier does not work in one or more fields for a period of 12 consecutive months, the satisfaction indicators for the field(s) in question will be reset to 95%. The satisfaction indicators in an area of specialization for which a suspension was issued will be reset to 90% at the end of the suspension period (see Article 6.12, Suspensions, for more information on suspensions) and will be maintained for a period of 60 days. On the 61st day, the satisfaction indicators will be reset to the satisfaction indicator earned over the last 12 months, or to 95% if inactive (no work over the last 12 months).

(i) To select the suppliers who will be invited to participate in a bid solicitation, the identified user will begin by running a search in the Bureau's contract management system. The Bureau's contract management system then calculates the reference period. The reference period is the 12-month period immediately preceding the date on which the search is performed.

Example

(i) If a search is performed on August 30, 2020, the reference period is the period from August 30, 2019 to August 30, 2020;
(ii) The system will take all the supplier's data into account for this period;
(iii) Only those suppliers whose satisfaction indicators meet the requirements set out in the bid solicitation will be invited to bid.

(j) The percentages shown in the Bureau's contract management system contain only one significant digit after the decimal point.

The following rule is used to round off figures:

(i) If the second digit after the decimal point is less than 5, round down to the nearest tenth;

(ii) If the second digit after the decimal point is greater than or equal to 5, round up to the nearest tenth.

Examples

1. 78.349 becomes 78.3% (because the digit after 3 is less than 5);
2. 78.350 becomes 78.4% (because the digit after 3 is greater than or equal to 5).

6.17 Response Periods for Bid Solicitations

Tier	Daily Capacity	Number of Suppliers Invited	Response Period		
			Urgent Requirements[1]	**Non-Urgent Requirements Up to $99,999.99** (taxes included)	**Non-Urgent Requirements $100,000 or more** (taxes included)
1	Requirements where the daily translation capacity is greater than or equal to 1,000 words and less than 2,999 words	A minimum of 10 active suppliers[2] should be invited.* A minimum of 3 active suppliers[2] will be selected by the designated user. The other 7 active suppliers[2] will be selected at random by the Bureau's system.	Active suppliers have a minimum of 2 hours to respond to the bid solicitation.	Active suppliers[2] have a minimum of 4 calendar days[3] to respond to the bid solicitation.	Active suppliers[2] have a minimum of 10 calendar days[3] to respond to the bid solicitation. ***A Notice of Proposed Procurement (NPP) will be posted on the Government Electronic Tendering Service (GETS) for Tier 3 requirements. However, only pre-qualified Tier 3 suppliers will be invited to submit bids.***
2	Requirements where the daily translation capacity is greater than or equal to 3,000 words and less than 7,999 words	A minimum of 15 active suppliers[3] should be invited.* A minimum of 5 active suppliers[3] will be selected by the designated user. The other 10 active suppliers[2] will be selected at random by the Bureau's system.			
3	Requirements where the daily translation capacity is greater than or equal to 8,000 words	All active suppliers[2] will be invited.			

1. Urgent requirements: Requirements where some or all of the work must be completed within a tight deadline once the contract is awarded.
2. Active supplier: Supplier who meets the requirements related to the satisfaction indicators and who is not under suspension during the bid solicitation.
3. Calendar day: A 24-hour period, from midnight to midnight.

PART 7 – RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

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

7.2 Task Authorization

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

Should more than one contractor be awarded a contract, the texts for translation will be distributed equally among the contractors. Texts with similarities and dealing with the same subject will be assigned to the same contractor in the interests of consistency and efficiency.

7.2.1 Task Authorization Process

(a) The project authority will provide the contractor with a description of the tasks using the Task Authorization Form at Annex C.

(b) The task authorization (TA) will contain the details of the activities to be performed, a description of the deliverables and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable bases and methods of payment as specified in the contract.

(c) The contractor must not commence work until a TA authorized by the project authority has been received by the Contractor. The contractor acknowledges that any work performed before a TA has been received will be done at the contractor's own risk.

7.3 Minimum Work Guarantee – All the Work – Task Authorizations

1. In this clause,

   "Maximum Contract Value" means the amount specified in the "Limitation of Expenditure" clause set out in the Contract; and

   "Minimum Contract Value" means 20 % of the maximum contract value.

2. Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with paragraph 3. In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.

3. In the event that Canada does not request work in the amount of the Minimum Contract Value during the period of the Contract, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.

4. Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.

7.4 Standard Clauses and Conditions

All clauses and conditions identified in the contract by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Services and Procurement Canada.**7.4.1 General Conditions**

The 2035 General Conditions – Higher Complexity – Services (2021-12-02) apply to and form part of the contract.

7.5 Security Requirements

There is no security requirement applicable to the contract.

7.6 Term of Contract

7.6.1 Period of Contract

The work must be completed from _____ to _____ inclusively *(indicate the period end date)*.

7.6.2 Option to Extend Contract

The contractor grants to Canada the irrevocable option to extend the contract for one (1) **OR** two (2) **OR** three (3) additional period(s) of six (6) months **OR** one (1) year, under the same conditions. The contractor agrees that during the extended period of the contract, it will be paid in accordance with the applicable provisions of the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 30 calendar days before the expiry date of the Contract. **The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.**

7.7 Authorities

7.7.1 Contracting Authority

OPTION 1 (when the Translation Bureau is the contracting authority)
The contracting authority for the contract is

Procurement Center
Translation Bureau
Public Services and Procurement Canada

Crémazie Building, 8th Floor
70 Crémazie Street
Gatineau, Quebec K1A 0S5

Email: BTCA.TBPC@tpsgc-pwgsc.gc.ca

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

OR

OPTION 2 (when the Acquisitions Branch is the contracting authority)
The contracting authority for the contract is

Linguistic Services Division
Professional Services Procurement Directorate
Services and Technology Acquisition Management Sector
Acquisitions Branch
Public Services and Procurement Canada (PSPC)
Terrasses de la Chaudière, 5th Floor
10 Wellington Street
Gatineau, Quebec K1A 0S5

Email: TPSGC.PADDSBT-APRFPTB.PWGSC@tpsgc-pwgsc.gc.ca

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

7.7.2 Project Authority

The project authority for the project is:

OPTION 1 (for regular requirements)
Name: *(Insert name at contract award)*
Manager, Dispatch Centre
Translation Bureau
Public Services and Procurement Canada
Crémazie Building
70 Crémazie Street,
Gatineau, Quebec K1A 0S5
Telephone :
Email:

OR

OPTION 2 (for parliamentary requirements)
Name: *(Insert name at contract award)*
Manager, Parliamentary Translation
Translation Bureau
Public Services and Procurement Canada
Vanguard Building
171 Slater Street
Ottawa, Ontario K1A 0S5
Telephone :
Email:

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

7.7.3 Contractor's Representative

(To be completed when the resulting contract is awarded.)
The contractor's representative for the contract is

Name:
Telephone:
Email:

7.8 Proactive Disclosure of Contracts with Former Public Servants

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

7.9 Payment

7.9.1 Basis of Payment – Individual task authorizations

The contractor will be paid for the work specified in the authorized task authorization (TA), in accordance with the Basis of Payment at Annex B.

Canada's liability to the contractor under the authorized TA must not exceed the limitation of expenditure specified in the authorized TA. Customs duties are included, and applicable taxes are extra.

No increase in Canada's total liability or in the price of the work specified in any authorized TA 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 authorized, in writing, by the contracting authority before their incorporation into the work.

7.10 Limitation of Expenditure – Cumulative Total of all Task Authorizations

(a) Canada's total liability to the contractor under the contract for all authorized task authorizations, inclusive of any revisions, must not exceed $_____ *(to be completed when the resulting contract is awarded)*. Customs duties are included, and applicable taxes are extra.

(b) No increase in the total liability of Canada will be authorized or paid to the contractor unless an increase has been approved, in writing, by the contracting authority.

(c) The contractor must notify the contracting authority in writing as to the adequacy of this sum::

(i) When it is 75% committed; or
(ii) Four (4) months before the contract expiry date; or
(iii) As soon as the contractor considers that the sum is inadequate for the completion of the work required in all task authorizations, inclusive of any revisions,
whichever comes first.

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

7.11 Method of Payment - 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.

7.12 Electronic Payment of Invoices – Contract

The contractor agrees to be paid by Direct Deposit.

7.13 Discretionary Audit

(a) The following are subject to government audit before or after payment is made:

(iii) The amount claimed under the Contract, as computed in accordance with the Basis of Payment, including time charged.

(iv) The accuracy of the contractor's time-recording system;

(v) The estimated amount of profit in any firm-priced element, firm time rate, firm overhead rate, or firm salary multiplier, for which the Contractor has provided the appropriate certification. The purpose of the audit is to determine whether the actual profit earned on a single contract if only one exists, or the aggregate of actual profit earned by the Contractor on a series of negotiated contracts containing one or more of the prices, time

rates or multipliers mentioned above, during a particular period selected, is reasonable and justifiable based on the estimated amount of profit included in earlier price or rate certification(s);

(vi) Any firm-priced element, firm time rate, firm overhead rate or firm salary multiplier for which the contractor has provided a "most favoured customer" certification. The purpose of such audit is to determine whether the contractor has charged anyone else, including the contractor's most favoured customer, lower prices, rates or multipliers for like quality and quantity of goods or services.

(b) Any payments made pending completion of the audit must be regarded as interim payments only and must be adjusted to the extent necessary to reflect the results of the said audit. If there has been any overpayment, the Contractor must repay Canada the amount found to be in excess.

7.14 Invoicing Instructions

(a) The contractor must submit invoices in accordance with the "Invoice Submission" section of the general conditions. Invoices must not be submitted until all work identified in the invoice is completed.

(b) Every invoice must be supported by a copy of the task authorization.

(c) Invoices must be distributed as follows:

(i) The original invoice must be sent to the following address for certification and payment.

BTCA.TBPC@tpsgc-pwgsc.gc.ca

(d) Given the volume of task authorizations, the contractor is strongly encouraged to submit invoices on a weekly (preferably), bi-weekly or monthly basis for completed tasks. The contractor is also advised to include no more than 25 task authorizations per invoice.

7.15 Weighting and Pricing

7.15.1 Word Count for Translation

One translation tool used by the Translation Bureau is a translation memory, which saves the Bureau from having to retranslate previously translated segments and ensures greater consistency in client terminology. In addition to the source text, the contractor receives one or more TMX files (universal files containing data useful for the translation of a text and compatible with all translation-memory applications) and the analysis report on which the source text word count is based.

7.15.2 Word-count Process Definitions

The following definitions apply to the word-count process:

(a) Word: An unbroken series of characters, including figures;
(b) Segment: A string of words beginning with a capital letter and ending with a period or return;

(c) Match: A segment already translated in full or in large part (75% or more) found in a translation memory;
(d) Repetition: The recurrence of identical segments within a given text or set of texts. The first occurrence of every recurring segment is counted as a new segment requiring translation.

7.15.3 Word-count Process

(a) The word-count process is used to establish the pricing basis.
(b) The supplier is paid according to the number of weighted words.
(c) The weighting is done by the Bureau's translation memory.
(d) The Bureau's translation memory calculates the match and repetition rates.
(e) The match and repetition rates are calculated as follows:

(i) Total number of words in segments with a match x 0.25 rate of exact matches (100%), including repetitions;
(ii) Total number of words in segments with a fuzzy match (75% to 99%) x 0.50;
(iii) Total number of words in new segments (0% to 74% match) remains as is.

CALCULATION EXAMPLE: TEXT OF 10,553 WORDS			
	Word count	**Conversion factor**	**Weighted word count**
Exact matches (segments with a match rate of 100%), including repetitions	4,646	0.25	1,162
Fuzzy matches (segments with a match rate of 75% to 99%)	4,749	0.50	2,375
New segments	1,158	None	1,158
TOTAL	10,553		4,695
The pricing basis is 4,695 weighted words.			

(f) The contractor shall translate the new segments and revise exact and fuzzy matches to ensure that the translation proposed by the translation memory is accurate and that the style and level of language are appropriate.
(g) The contractor may ask the project authority to revise the word count before the work begins if the contractor feels that the word count is incorrect or that it does not reflect the effort required.
(h) If the calculation cannot be performed using the word-count process described above, a separate process, to be identified in the resulting contract, will be used.

7.15.4 Elements Included in the Word Count

The following table indicates which elements are included in the word count generated by the Bureau's analyzer and which are not.

Elements	**Included***
Content of all Excel and Visio tabs	Yes
Page headers and footers	Yes
Images	No
Hyperlink tooltips	No
Comment marks	Yes
Tracked changes (automatically accepted by the analyzer)	Yes
Integrated organization charts created with publishing software	No
Notes pages (PowerPoint)	Yes
PDF file (image format)	No
PDF file (text format – editable content)	Yes
Bullets and automatic numbering	No
"Personalized" sections in dynamic forms	Yes
Smart Art sections (PowerPoint 2007) Examples: Vertical chevron list or horizontal bulleted list	Yes, if the images have been ungrouped and the word count recalculated
Tables	Yes
Nested Excel tables	No
Hidden text (Word)	No
Text boxes	Yes
Text boxes integrated into image data	Yes
*If the content of excluded elements requires translation, it will be manually added to the weighted word count.	

7.15.5 Specific Rules for Word Counts

Spaces serve as word separators	Except between figures
	Except before a non-alphanumeric character
Commas do not serve as word separators	Except where immediately followed by a space
	Except where immediately followed by a new line character
Periods do not serve as word separators	Except where immediately followed by a space
	Except where immediately followed by a new line character
Non-alphanumeric characters do not serve as word separators	Except where they are immediately preceded AND followed by a string of exclusively alphanumeric characters (which may be preceded or followed by a space)
Hyphens do not serve as word separators	Not applicable
Apostrophes serve as word separators	Not applicable
Note	Two or more spaces count as a single space for the processing in question.

7.15.6 Word Count for Figures

Figure format	Example	Word count if stand-alone	Word count if included in a sentence
Figure without spaces	1000000	0	1
Figure with hard space(s)	1 000 000	0	3
Figure with soft space(s)	1 000 000	0	3
Figure with comma(s) [to separate triads]	1,000,000	0	1
Figure without spaces followed by a symbol (e.g., $, %, °C), with an intervening hard or soft space	1000000 $	0	2
Figure with hard space(s) followed by a symbol (e.g., $, %, °C), with an intervening hard or soft space	1 000 000 $	0	3

Figure with soft space(s) followed by a symbol (e.g., $, %, °C), with an intervening hard or soft space	1 000 000 $	0	4
Figure without spaces followed by a symbol (e.g., $, %, °C), with no intervening space	1000000$	0	1
Figure with hard space(s) followed by a symbol (e.g., $, %, °C), with no intervening space	1 000 000$	0	3
Figure with space(s) followed by a symbol (e.g., $, %, °C), with no intervening space	1 000 000$	0	3
Figure with comma(s) preceded by a symbol (e.g., $, %, °C), with no intervening space	$1,000,000	0	1
Figure accompanied by a word	1 million	2	2

7.15.7 Exception to the Word-count Process

Under exceptional circumstances, the Translation Bureau reserves the right to forego the use of the translation memory to perform the word count in order to streamline the process and ensure that the translation memory remains available for all other translation work.

Consequently, the Translation Bureau will not provide the supplier with a TMX or XLIFF file, will not apply Article 14.1 (Word Count) to the translation and revision, and will not weight the translated words using translation-memory results. Given that no TMX or XLIFF file will be provided and the word count will not be weighted, the supplier will be paid as though all segments were new segments.

The supplier will deliver the translated texts in accordance with the instructions stipulated in the task authorization.

7.16 Certifications and Additional Information

7.16.1 Compliance

Unless specified otherwise, continuous compliance with the certifications provided by the contractor with its bid or prior to the contract award, and ongoing co-operation in providing additional information are conditions of the contract. Failure to comply will constitute the contractor in default. Certifications are subject to verification by Canada throughout the contract period.

7.17 Applicable Laws

The contract must be interpreted and governed, and the relations between the parties determined, by the laws in force, as stipulated in the supplier's arrangement.

7.18 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) Articles of Agreement;
(b) 2035 General Conditions – Higher Complexity – Services (2021-12-02);
(c) Annex A – Statement of Work;
(d) Annex B – Basis of Payment;
(e) Task authorizations;
(f) Supply arrangement EN966-140305/XXX/ZF *(enter the contractor's supply arrangement number when the contract is awarded)*;
(g) The contractor's bid dated _____ *(insert date of bid)*. *[If the bid was clarified or amended, insert the following when the contract is awarded:* "as clarified on _____" ***or*** "as amended on _____" *and insert the date(s) of bid clarification or amendment(s).]*

7.19 Transition to GClingua, the Translation Bureau's Linguistic Services Request Management Solution

During the contract period, the Translation Bureau may transition to GClingua to process and manage requests for linguistic services more efficiently.

GClingua is hosted on a secure cloud. An Internet connection, an active user account and a password are required to access GClingua. Users must use a recent version of Google Chrome, Mozilla Firefox or Microsoft Edge to connect to GClingua. Internet Explorer 11 (IE11) is not fully compatible.

GClingua will be rolled out gradually and the contractor will continue to do business with the Translation Bureau in the usual manner until the date on which the contractor's contract is migrated to GClingua. Once the contract is migrated, the contractor will be required to deliver services through GClingua. The contractor may, however, continue to receive task authorizations in the usual manner during the rollout period.

Once the contractor's contract has been targeted for migration to GClingua, the Translation Bureau will provide the contractor with advance notification, including a detailed information package describing the requirements, as well as the applicable guidance and support.

Only the contractor's designated project managers will receive a GClingua user account. If a project manager decides to assign a task to an employee or subcontractor, that person will receive a temporary username and password, which will enable them to access GClingua exclusively for the task in question.

The contractor receives an automated email notifying him that work has been assigned to him. He accesses GClingua to accept the tasks and to download the files to be processed, available in native format and in Xliff format. Once the work is done, the contractor uploads the processed files to GClingua, preferably in Xliff format, or at least in native format (or both).
Contractors who are not familiar with GClingua will be required to learn how to use GClingua at their own expense before the work begins. A user manual and online training will be made available to them.

Once the contract has been migrated to GClingua, if the contractor decides not to provide services through GClingua, Canada may terminate the contractor's contract for default.

7.20 Unsatisfactory Performance

OPTION (Insert the "7.19.1 Familiarization Period" clause below for an initial contract with a new supplier, or for a specific project identified by the project authority / Request Processing Centre. See the Translation Bureau contract request.)

7.20.1 Familiarization Period

(a) The Bureau grants a familiarization period _____ *(insert "to new suppliers with a supply arrangement who are awarded a first contract" or "to current suppliers for a specific project", as applicable)*. This period allows the supplier to become familiar with the Bureau's processes, as well as its clients' specific requirements _____ *(insert "and/or the specific project" when the familiarization period is granted for a specific project).*

(b) The duration of the familiarization period is equal to one third of the total contract period, including any option years. The familiarization period is from the date of the contract to _____ *(insert end date).*

(c) The familiarization period may be extended through a contract amendment if the supplier received few or no texts to be translated during the period indicated in (b).

(d) The supplier will receive feedback on their texts during the familiarization period.

(e) When a translation does not meet the expected quality standards set out in Annex A – Statement of Work or the agreed-upon deadlines, the Bureau will issue a warning. Warnings have no impact on quality indicators and do not result in the contract's termination or the suspension of the supply arrangement in whole or in part.

(f) Once the familiarization period has ended, the Bureau will issue a notice of unsatisfactory performance to the supplier when a translation does not meet the expected quality standards set out in Annex A – Statement of Work or the agreed-upon deadlines. Unlike warnings, notices of unsatisfactory performance will affect the quality indicators and may result in the contract's termination or the suspension of the supply arrangement in whole or in part.

7.20.2 Notice of Unsatisfactory Performance

(a) Contractors who fail to meet the quality and timeliness standards set out in Annex A – Statement of Work may receive a notice of unsatisfactory performance from the Bureau.

(b) A notice of unsatisfactory performance affects the supplier's satisfaction indicators.

(c) Following a third notice of unsatisfactory performance, Canada may terminate the contract for default and suspend the supplier's supply arrangement in whole or in part for a specified period, pursuant to Article 6.12.1, Suspensions for Unsatisfactory Performance.

(d) When unsatisfactory performance is related to **quality standards**, Canada may terminate the contract if the percentage of unsatisfactory words exceeds the annual ratio of 5%. The formula below will be used to determine whether or not the annual 5% ratio of unsatisfactory words has been met. The percentage of unsatisfactory words will be rounded to the first decimal point.

$$\frac{\text{mots insatisfaisants}}{\text{mots livrés}} \; X \; 100$$

In the following scenario, the supplier's contract may be terminated for default during Option Year 1 because the supplier will have met the annual 5% ratio of unsatisfactory words.

Contract Year	Estimated Annual Number of Words Precedent to Contract Award	Number of Words Delivered to Date	Number of Unsatisfactory Words	% of Unsatisfactory Words $\frac{\text{mots insatisfaisants}}{\text{mots livrés}} X\ 100$
Year 1	4,000,000	2,000,000	12,597	0.63%
Year 2	4,000,000	2,978,555	38,877	1.31%
Option Year 1	4,000,000	1,233,756	125,323	10.16%
Option Year 2	4,000,000	--	--	--%
Total	12,000,000	8,880,297	176,797	--

(ii) When unsatisfactory performance is related to **timeliness standards**, Canada may terminate the contract if the percentage of unsatisfactory deliveries exceeds the annual ratio of 5%. The formula below will be used to determine whether or not the annual 5% ratio of unsatisfactory deliveries has been met. The percentage of unsatisfactory deliveries will be rounded to the first decimal point.

$$\frac{\text{textes livrés en retard}}{\text{textes livrés}}\ X\ 100$$

In the following scenario, the supplier's contract may be terminated for default during Option Year 1 because the supplier will have met the annual 5% ratio of late deliveries.

Contract Year	Number of Texts Delivered to Date	Number of Texts Delivered Late	% of Unsatisfactory Deliveries $\frac{\text{textes livrés en retard}}{\text{textes livrés}}\ X\ 100$
Year 1	57	2	3.51%
Year 2	49	1	2.04%
Option Year 1	35	5	14.29%
Option Year 2	--	--	--%
Total	141	8	--

7.20.3 Redoing the Work

(a) When unsatisfactory performance is related to **quality standards**, the project authority may ask the supplier to redo any work deemed to be unsatisfactory, time permitting.

(b) If asked to do so by the project authority, the contractor must redo the work at the contractor's expense, in accordance with Article 11 of the 2035 General Conditions of the resulting contract. The deadline for redoing the work will be 24 to 72 hours, at the Bureau's discretion.

(c) In the event of a request to redo the work, the redone work will be evaluated. This evaluation will impact the satisfaction indicators and be added to the file. Please note, however, that the evaluation of the redone work will not replace the initial evaluation. The initial unsatisfactory evaluation will also be added to the file and impact the satisfaction indicators.

7.20.4 Challenge Mechanism Following a Notice of Unsatisfactory Performance

(a) The contractor has 10 business days from the date indicated on the notice of unsatisfactory performance to challenge the evaluation. After this date, the contractor shall be deemed to have accepted the unsatisfactory evaluation.

(b) The challenge request must be submitted by electronic mail.

(c) The challenge request should include the following elements:

(i) Contractor's name;
(ii) Contract number;
(iii) Notice of unsatisfactory performance;
(iv) Name of the Translation Bureau representative who issued the notice of unsatisfactory performance;
(v) Contractor's reasons for challenging the unsatisfactory evaluation;
(vi) Evidence that the unsatisfactory evaluation is unjustified.

(d) The Translation Bureau representative who issued the notice of unsatisfactory performance has 20 days from the date indicated on the notice to let the contractor know whether or not the unsatisfactory evaluation stands.

(e) If the Translation Bureau representative who issued the notice upholds the unsatisfactory evaluation, the contractor may appeal to the contracting authority.

(f) The contractor has 25 business days from the date indicated on the notice of unsatisfactory performance to appeal to the contracting authority. After this date, the contractor shall be deemed to have accepted the unsatisfactory evaluation.

(g) The challenge request submitted to the contracting authority must follow the steps outlined above and include the response from the Bureau representative.

(h) The contracting authority has 30 business days from the date indicated on the notice of unsatisfactory performance to let the contractor know whether or not the unsatisfactory evaluation stands. The contracting authority's response is final.

7.20.5 Stop-work Order

Canada will notify the contractor in writing of its intention to terminate the contract. This notice is known as a stop-work order. Upon receiving a stop-work order, the contractor must stop the work under the contract immediately until further notice.

7.21 Damages and Interest

If any part of the work is not to Canada's satisfaction, without restricting any other right of Canada under the contract, Canada may elect to use and pay for that part of the work that is satisfactory in accordance with the Basis of Payment.

For the part of the work that is not satisfactory, Canada may, at its entire discretion, require its correction or replacement from another source, including in-house resources. In such case, the contractor will be required to pay Canada liquidated damages at the rate of $81.00 per hour multiplied by the number of hours required to have the work corrected or replaced.

The contractor agrees that the above amount is the best estimate of Canada's loss if the above situation occurs, and that it is not intended to be, nor is it construed to be, a penalty.

7.22 Insurance

SACC Manual clause G105C Insurance (2016-01-28).

ANNEX A – STATEMENT OF WORK

Translation services from **French** to **English** *(enter the applicable language combination: French to English **OR** English to French)* upon request for the Translation Bureau

A1 BACKGROUND

A2 DOCUMENTS

A2.1 Nature of texts to be translated
A2.2 Reference documents

A3 DEFINITIONS

A3.1 Working day
A3.2 Calendar day
A3.3 Statutory holidays

A4 DESCRIPTION OF REQUIREMENT

A4.1 General
A4.2 Performance of work
A4.3 Daily production capacity
A4.4 Workload management
A4.5 Software
A4.6 Equipment and materials

A5 RECEIPT AND DELIVERY OF WORK

A5.1 Receipt of work
A5.2 Delivery of work

A6 QUALITY AND TIMELINESS STANDARDS FOR OFFICIAL LANGUAGES TRANSLATION

A7 STANDARDS OF PROFESSIONAL CONDUCT

A8 MEETINGS *(remove if not required under the contract)*

A1 BACKGROUND

The Translation Bureau is an agency of Public Services and Procurement Canada (PSPC) charged with supporting the Government of Canada in its efforts to provide services for, and communicate with, Canadians in the official language of their choice.

This requirement is for the provision of translation services, from French to English *(enter the applicable language combination: French to English **or** English to French)*, of work in the field of "_____" *(enter the full name of the field [there can be only one field per contract])*, as and when requested, for all federal departments and agencies served by the Translation Bureau.

OPTION (insert the paragraph below if the requirement includes accessibility criteria and standards, as indicated in the Translation Bureau's contract request)
The Government of Canada strives to ensure that the goods and services it procures are inclusive by design and accessible by default, in accordance with the *Accessible Canada Act*, its associated regulations and standards, and the Treasury Board Contracting Policy. Procurement documents will specify the accessibility criteria and standards to be met and provide guidelines for evaluating proposals with respect to those criteria and standards.

A2 DOCUMENTS

A2.1 Nature of texts to be translated

(The contracting authority should insert a description of the texts to be translated from the field indicated in the Bureau's contract request.)

A2.2 Reference documents

(The contracting authority should select one of the two options below.)

OPTION 1
The contractor must use the reference documents, as stipulated in Article A6.2 (Quality Standards for Official Languages Translation) of this annex.

OR

OPTION 2 (for parliamentary proceedings)
The contractor must use the reference documents, as stipulated in Article A6.2 (Quality Standards for Official Languages Translation) of this annex.

The contractor shall also follow the usage and terminology rules provided by the project authority, as well as the rules of the Triguide prepared by the Parliamentary Committee Proceedings Division, which will be provided for the supplier at the beginning of the contract. In case of discrepancy between the above documents, the Triguide takes precedence.

A3 DEFINITIONS

A3.1 Field: *(Enter the field name in full [do not use the acronym] and the definition.)*

A3.2 Working day: A day of the week that is normally devoted to work or professional activities (Monday to Friday) and that is not a statutory holiday.

A3.3 Calendar day: Any consecutive day in the calendar.

A3.4 Statutory holidays: For the purposes of this contract, the term "statutory holiday" means
(The contracting authority should select one of the two options below.)

OPTION 1 (when texts will be delivered in Quebec)

- New Year's Day
- Good Friday
- Easter Monday
- Victoria Day
- June 24th
- Canada Day
- Labour Day
- National Day for Truth and Reconciliation
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

OR

OPTION 2 (when texts will be delivered in provinces and territories other than Quebec – must be used for parliamentary proceedings)

- New Year's Day
- Good Friday
- Easter Monday
- Victoria Day
- First Monday in August
- Canada Day
- Labour Day
- National Day for Truth and Reconciliation
- Thanksgiving Day
- Remembrance Day
- Christmas Day

- Boxing Day

A4 DESCRIPTION AND SCOPE OF WORK

A4.1 General

The Translation Bureau requires translation services from **French to English** *(enter the appropriate language combination: French to English **or** English to French)*, as and when requested, in the field of "_____" *(enter the full name of the field)*.

The requirement is estimated at **XXXX words** *(enter the number of words for the initial contract period and update when option years are added, as required)* for the contract period.

This volume is an estimate and in no way constitutes a commitment on the part of Canada with respect to the contractor.

A4.2 Performance of work

(The contracting authority should select one of the four options below.)

OPTION 1
This is a **day** contract for working days, namely from Monday to Friday inclusive.

OR

OPTION 2
This is a **day** contract for Saturdays, Sundays and statutory holidays.

OR

OPTION 3
This is a **day** contract for **calendar days**, namely from Sunday to Saturday inclusive, including statutory holidays, and the contractor is frequently asked to work on Saturdays and Sundays.

OR

OPTION 4
This is an **evening** contract for working days, namely from Monday to Friday inclusive.

A4.3 Daily production capacity

The contractor must provide translation services according to a daily production capacity of up to **XXXX words** *(enter the daily production capacity indicated in the contract request)*, as stipulated in A4.2, including the receipt of the text to be translated, the translation, quality control and delivery of the completed work.

A4.4 Workload management

(a) The contractor must translate texts, as agree with the project authority, in accordance with the pace of work required under the "Daily Production Capacity" clause.

(b) In the event of a dispute with respect to workload management, the project authority will set the priorities and deadlines (date and time) related to the approved task authorization issued to the contractor.

(c) The contractor will be required to deliver work on the same day or within 24 hours, at the project authority's discretion. In the case of work to be delivered on the same day, the deadline for the work will be calculated on the basis of **XXXX words** *(enter the hourly production capacity [number of words] by dividing the daily production capacity indicated in A4.3 by 9 hours for a day contract **OR** 8 hours for an evening contract)* per hour.

A4.5 Translation formats and applications

(The contracting authority should select one of the two options below.)

OPTION 1

The contractor must be able to use all the software applications listed below at all times during the contract period.

Conversions will not be accepted in any form. Consequently, it will not be possible to convert documents from one type of operating system to another, or to save texts in an earlier version of a requested application.

The documents must be submitted to the task authorization authority in the following applications:

Microsoft Office suite (Word, PowerPoint, Excel, Visio);
Portable Digital Format (PDF) file processing application;
Translation memory (TMX file).

The project authority may ask that the documents be submitted in later versions of these applications on the approved task authorization form. Should the project authority use a later version of one of the applications listed above, the project authority must give the contractor two weeks to obtain the required version at the contractor's expense and to become familiar with the new features.

The contractor must also have the WinZip compression application.

The contractor agrees to obtain any new application required within two weeks upon receipt of a written notice from the project authority.

The work must be done directly using the software (and version) of the source text. The most frequently used software are Microsoft Office (Word, PowerPoint, Excel, Visio) and Adobe Acrobat, PowerPDF. The Contractor must also have the capability to use the Translation Memory (.tmx) files.

The Contractor must also be able to support XLIFF files when he receives work through GClingua. XLIFF is a markup language created to standardize regionalization (or localization) related exchanges. This type of file is used to store language translation information. An XLIFF file can be recognized by its .xlf extension.

OR

OPTION 2 (for parliamentary proceedings only)
The contractor must be able to use all the software applications listed below at all times during the contract period.

Note: The contractor must be trained on the Remote Translation Application (RTA) to perform the work. See the "RTA" and "Training" clauses.

The work must be submitted to the project authority in Word or XML (RTA), including any subsequent applicable version, as directed by the project authority. Texts to be delivered in person or by messenger shall be delivered on a USB key with a printed copy. All work must be submitted with no handwritten corrections, using the same format, pagination, layout and special characters as the text to be translated, thereby ensuring that the project authority can use the work without having to manipulate it in any way. For Senate texts created in Word, change-of-language and formatting indications must be inserted in accordance with the instructions provided. For House of Commons texts, the text should be inserted between the appropriate tags using the RTA.

Remote Translation Application (RTA)

To produce its parliamentary publications, the House of Commons uses an in-house application that is based in part on an XML editor (XMetal). Suppliers shall produce their translations using the Remote Translation Application (RTA), which is also based on XML. This software is provided for suppliers free of charge for the duration of the contract. The project authority will provide the contractor with a hyperlink to install the software. The contractor must then access a website to download the RTA as is. The contractor must be able to begin working no more than five working days after receiving the software and documentation.

Upgrading

If the client changes the technical requirements for using the RTA, the contractor shall, at its own expense, complete the necessary upgrades to comply with these requirements within 10 business days of advance notice.

Training

Before the work begins, contractors who are not familiar with the RTA will be required to learn how to use it at their own expense by attending a half-day training session given at the project authority's premises.

The contractor must also have the WinZip compression application.

The contractor agrees to obtain any new application required within two weeks upon receipt of a written notice from the project authority.

A4.6 EQUIPMENT AND MATERIALS

(The contracting authority should select one of the two options below.)

OPTION 1

The contractor must have a high-speed Internet connection to send and receive texts.

The contractor must use a recent version of Google Chrome, Mozilla Firefox or Microsoft Edge to connect to GClingua. Internet Explorer 11 (IE11) is not fully compatible.

OR

OPTION 2 (for parliamentary proceedings)

The contractor must have a fax machine and a high-speed Internet connection to send and receive texts.

The contractor shall, at its own expense, use a system whose minimum requirements are as follows:

Computer Intel® Core™2 Duo 2.0 GHz with at least 2.0 GB of memory and disk space of 1.0 GB, running on Windows 10, the Chrome or Edge web browser and a high-speed Internet connection (wired or telephone line).

The contractor is responsible for ensuring that its system is compatible with the RTA. If, during installation, the support team runs into problems and finds that these issues are attributable to defects in the supplier's system (e.g., missing operating files, viruses, specific configurations), the supplier will be responsible for making the necessary corrections to its system (at its own expense). Technical support services are offered solely to the supplier.

The RTA and support services (where appropriate) are provided as is. Canada is not responsible for any damage that may be caused to the supplier from the use of the software, or in the event of conflict with any other application used by the supplier. The integration of risk associated with the use or performance of the RTA and support services, if any, lies with the supplier.

A5 RECEIPT AND DELIVERY OF WORK

A5.1 Receipt of work

(The contracting authority should select one of the seven options below.)

*OPTION 1 (for **day** contracts, **from Monday to Friday**)*

The contractor must be available every day under the contract, namely Monday to Friday inclusive, from 8:00 a.m. to 5:00 p.m. EST or EDT (as appropriate) to receive work.

The contractor must acknowledge receipt of any work sent from 8:00 a.m. to 5:00 p.m. EST or EDT (as appropriate) within one hour of receiving the work. If the work was received by electronic mail, the contractor should reply to the task authorization authority at the email address indicated in the task authorization. If the work was received in GClingua, the contractor should use the "Accept" or "Refuse" buttons in the GClingua "Task" menu.

In the case of work received by the contractor after 5:00 p.m. EST or EDT (as appropriate), the contractor must acknowledge receipt of the work by 9:00 a.m. the following business day.

OR

*OPTION 2 (for **day** contracts, for **Saturdays, Sundays and statutory holidays** only)*
The contractor must be available every day under the contract, namely Saturdays, Sundays and statutory holidays, from 8:00 a.m. to 5:00 p.m. EST or EDT (as appropriate) to receive work.

The contractor must acknowledge receipt of any work sent from 1:00 p.m. to 5:00 p.m. on Friday or the day before the statutory holiday, and from 8:00 a.m. to 5:00 p.m. EST or EDT (as appropriate) within one hour of receiving the work. If the work was received by electronic mail, the contractor should reply to the task authorization authority at the email address indicated in the task authorization. If the work was received in GClingua, the contractor should use the "Accept" or "Refuse" buttons in the GClingua "Task" menu.

In the case of work received by the contractor after 5:00 p.m. EST or EDT (as appropriate), the contractor must acknowledge receipt of the work by 9:00 a.m. the following business day.

OR

*OPTION 3 (for **evening** contracts, **from Monday to Friday**)*
The contractor must be available every day under the contract, namely every evening from Monday to Friday inclusive, from 4:00 p.m. to 12:00 midnight EST or EDT (as appropriate) to receive work.

The contractor must acknowledge receipt of any work sent from 4:00 p.m. to 12:00 midnight EST or EDT (as appropriate) within one hour of receiving the work. If the work was received by electronic mail, the contractor should reply to the task authorization authority at the email address indicated in the task authorization. If the work was received in GClingua, the contractor should use the "Accept" or "Refuse" buttons in the GClingua "Task" menu.

In the case of work received by the contractor after 12:00 midnight EST or EDT (as appropriate), the contractor must acknowledge receipt of the work by 5:00 p.m. the following business day.

OR

*OPTION 4 (for **evening** contracts, for **Saturdays, Sundays and statutory holidays**)*
The contractor must ensure that someone is on duty at its office every day of the contract, Saturdays, Sundays and statutory holidays, between 4 p.m. and 12 midnight Eastern Standard Time (EST) or Eastern Daylight Time (EDT), as appropriate, to receive work.

The contractor must acknowledge receipt of any work sent from 4 p.m to 12 midnight, EST or EDT, as appropriate, by email to the task authorization authority at the email address indicated in the task authorization within one hour of receiving the work.

In the case of work received by the contractor after midnight. EST or EDT, as appropriate, the contractor must acknowledge receipt by 5 p.m. on the following working day

OR

*OPTION 5 (for **calendar day** contracts – **every day of the week, from Sunday to Saturday, including or excluding statutory holidays**)*

The contractor must be available every day under the contract, namely any consecutive day in the calendar, *including (or excluding) statutory holidays,* from 8:00 a.m. to 5:00 p.m. EST or EDT (as appropriate) to receive work.

The contractor must acknowledge receipt of any work sent from 8:00 a.m. to 5:00 p.m. EST or EDT (as appropriate) within one hour of receiving the work. If the work was received by electronic mail, the contractor should reply to the task authorization authority at the email address indicated in the task authorization. If the work was received in GClingua, the contractor should use the "Accept" or "Refuse" buttons in the GClingua "Task" menu.

In the case of work received by the contractor after 5:00 p.m. EST or EDT (as appropriate), the contractor must acknowledge receipt of the work by 9:00 a.m. the following business day.

OR

*OPTION 6 (for **evening** contracts - **calendar days** – **every day of the week, from Sunday to Saturday, including or excluding statutory holidays**)*
The contractor must be available every day under the contract, which is, any consecutive day in the calendar including statutory holidays, *including (or excluding) statutory holidays*, between 4 p.m. and 12 midnight Eastern Standard Time (EST) or Eastern Daylight Time (EDT), as appropriate, to receive work.

The contractor must acknowledge receipt of any work sent from 4 p.m. and 12 midnight EST or EDT, as appropriate, by email at the email address indicated in the task authorization within one hour of receiving the work.

In the case of work received by the contractor after 12 midnight EST or EDT, as appropriate, the contractor must acknowledge receipt by 5 p.m. on the following day specified in the contract.

OR

*OPTION 7 (for **parliamentary proceedings only**)*
The contractor must be available every day under the contract, namely Sunday to Saturday and statutory holidays, from 8:00 a.m. to 5:00 p.m. EST or EDT (as appropriate) to receive work.

The contractor must acknowledge receipt of any work sent by electronic mail from 8:00 a.m. to 5:00 p.m. EST or EDT (as appropriate) within one hour of receiving the work by replying to the task authorization authority at the email address indicated in the task authorization.

In the case of work received by the contractor after 5:00 p.m. EST or EDT (as appropriate), the contractor must acknowledge receipt of the work by 9:00 a.m. the following business day.

A5.2 Delivery of work
(The contracting authority should select one of the two options below.)

OPTION 1
(a) The project authority will usually send texts to be translated to the contractor, and the completed work is returned, through electronic channels (FTP, GClingua, email or GCcollab, at the discretion of the project authority's representative).

(b) When the work is submitted using GClingua, the contractor receives the files in native format and in Xliff 1.2 format. The Contractor must always render the translation in the native format, and in the Xliff 1.2 format when possible, i.e. if his tool is compatible.

The contractor must download the native and XLIFF 1.2 files and process them using its own tools, then upload the translated documents to GClingua.

(c) In the case of an unforeseen interruption of electronic communication channels, the project authority may require the contractor to pick up the work from and deliver it to the address indicated below (either in person or by messenger, at the contractor's discretion and expense), or to one of the Translation Bureau's regional offices, as applicable.

Public Services and Procurement Canada
Translation Bureau – Reception Services
Crémazie Building
70 Crémazie Street, 8th Floor
Gatineau, Quebec
Canada K1A 0S5

OR

OPTION 2 (for parliamentary proceedings)

(a) The contractor receives the texts to be translated in Word format by electronic mail. The completed work is returned in the same format by email to all recipients of the original email message.

In the case of an unforeseen interruption of electronic communication channels, the project authority may require the contractor to pick up the work from and deliver it to the address indicated below (either in person or by messenger, at the contractor's discretion and expense), or to one of the Translation Bureau's regional offices, as applicable.

Translation Bureau, Parliamentary Translation
Public Services and Procurement Canada
Vanguard Building
171 Slater Street
Ottawa, Ontario K1A 0S5

(b) The task authorization form sent with the work (or email notification sent by GClingua) includes all the relevant details for performing the work. It also provides information as to where and how the text should be delivered.

OPTION (add the following paragraph if the contract is for evenings, weekends and statutory holidays or for calendar days)

(c) Access to resource persons outside regular business hours (8:00 a.m. to 5:00 p.m.) is limited. It is important to ask any questions as soon as possible after receiving the request.

If the request is assigned during regular business hours, please submit your questions to the client advisor who assigned the work or to the resource person identified in the task authorization.

After regular business hours, suppliers who have urgent questions or issues can contact the After-Hours Emergency Service. However, there is no terminological or documentation support capacity available after regular business hours.

If you do not receive a response to your questions before delivery, you may deliver the text with your questions.

A6 QUALITY AND TIMELINESS STANDARDS FOR OFFICIAL LANGUAGES TRANSLATION

The quality standards below apply to all translation work and serve as the basis for evaluating contractors' work and establishing satisfaction indicators. The quality standards cover the following two areas:

(a) Timeliness;

(b) Translation quality.

A6.1 Timeliness

(a) The contractor must ensure that the work is delivered in accordance with the due date indicated in the task authorization.

(b) The contractor must notify the project authority as soon as possible if it will not be able to meet the deadline indicated in the task authorization.

(c) Canada will assess the situation and determine whether or not the delay is excusable, pursuant to the definition of an excusable delay set out in Article 10 of the 2035 General Conditions:

(i) Is beyond the reasonable control of the contractor;

(ii) Could not reasonably have been foreseen;

(iii) Could not reasonably have been prevented by means reasonably available to the contractor;

(iv) Occurred without the fault or neglect of the contractor.

(d) If Canada deems the delay to be excusable, the contractor must submit the work completed to date to the project authority. The contractor will receive a task authorization amendment that is consistent with the completed work and will be paid as indicated in the task authorization. An excusable delay has no impact on the timeliness satisfaction indicator.

(e) If Canada **does not** deem the delay to be excusable, the contractor must meet the deadline set out in the task authorization. If the contractor fails to meet the deadline, it will receive a notice of unsatisfactory performance for timeliness and its satisfaction indicator shall be reduced.

A6.2 Translation quality

The contractor must meet the following requirements:

(a) Ensure that the translation accurately reflects the meaning of the source text;

(b) Ensure that the translation is consistent with spelling, grammar and syntax rules, with usage and with writing conventions;

(c) Ensure that the translated text reads well, that it can be easily understood by readers, and that it is idiomatic, clear, concise, logical and coherent;

(d) Ensure that the register and level of language is tailored to the audience, namely the reader and client, and that the tone of the source text is preserved;

(e) Preserve the layout of the source text and produce the translations using the agreed-upon software in the agreed-upon format:

  (i) The contractor must follow the specific instructions given by the client with respect to software and format. Absent any direction from the client, the translation must be produced using the same software (and the same version of that software) and the same format as were used for the source text.

(f) Be guided by the following references:

  (i) The reference package supplied by the client, which contains the client's official titles, terminology and usage preferences;

  (ii) The Writing Tips Plus for French-to-English translations and Clés de la rédaction for English-to-French translations, both of which are available on the Bureau website;

  (iii) TermiumPlus®;

  (iv) Translation Bureau Glossaries and Vocabularies (if applicable), available on the Bureau website.

  Note: If there are discrepancies between the above reference works, the reference work that is highest in the list takes precedence.

(g) Ensure that the translation is consistent with the client's terminology and official titles and reflects client usage:

  (i) The contractor must do the necessary research to familiarize itself with client-specific terminology and concepts;

  (ii) The contractor must use current official titles, correct technical terminology and the terminology applicable to government programs;

  (iii) The contractor must use any reference package or other documentation made available to it containing terminology requirements, reference documents and related lexicons and glossaries.

(h) Ensure that the names and addresses of websites, web pages and hyperlinks are correct in the target language, unless the client has instructed the contractor not to change them:

(i) Exercise discretion in using reference documents:

  (i) The contractor may consult previous translations, government websites and other reference material, but must exercise discretion, as these are not always reliable sources;

  (ii) Deliver translations that are ready for use:

    a. Translations should not include notes, questions, highlighted passages or options for the client to choose from. If a translation needs to be delivered before all the issues have been resolved, the translator's notes should be submitted in a separate file.

(j) Adhere to the following guidelines regarding initialisms and acronyms:

  (i) If the source text contains an initialism or acronym, the supplier shall observe the following rule in the target language, even if the source text does not: the first instance of the expression

is to be written out in full, followed by the initialism or acronym in parentheses; thereafter, the initialism or acronym may be used alone as required;

(ii) The official title of a Government of Canada organization, program or administrative body is often accompanied by an initialism or acronym. The English or French equivalents of official Government of Canada titles (including any abbreviations, initialisms or acronyms) can be found in TermiumPlus®, the Government of Canada's terminology and linguistic data bank. Official parliamentary titles can be found on the Parliament of Canada website.

(k) Use Government of Canada terminology:

(i) Terminology relating to an activity, initiative, program or concept associated with a Government of Canada department or agency. English and French terminology applicable to federal programs can be found in TermiumPlus® or in the glossaries, packages or reference works supplied under the contract.

A7 STANDARDS OF PROFESSIONAL CONDUCT

The contractor must meet the following requirements:

(a) The contractor must demonstrate professionalism and respect in its dealings with its client, the Translation Bureau;

(b) The contractor must demonstrate professionalism in performing its duties and prepare for the work by conducting the relevant research and gathering the appropriate documentation;

(c) In the course of the work, the contractor must refrain from any act which might bring the Translation Bureau into disrepute;

(d) The contractor must follow the agreed-upon protocols, terms and conditions and procedures as set out in the resulting contract and supply arrangement;

(e) The contractor must not perform any duties other than the work described in the task authorization for which it has been contracted;

(f) The contractor must refrain from deriving any personal gain from information it may have acquired in the course of the work.

A7.1 Failure to meet professional conduct standards

(a) Canada may terminate the supplier's contract if it fails to meet the standards of professional conduct stipulated in the above Article A7 (Standards of Professional Conduct), and suspend its supply arrangement for a specified period pursuant to Article 6.13.2 (Suspensions for Failure to Comply with the Standards of Professional Conduct) of the supply arrangement.

A8 MEETINGS *(to be removed if not required under the contract)*

(a) The contractor agrees that a team of its main contract administration personnel and personnel responsible for carrying out the work will meet with their Translation Bureau counterparts within two weeks of contract award.
(b) The contractor agrees that its contracting authority and one of its quality controllers will, within two weeks of the start of each new contract year, attend a meeting with their Translation Bureau counterparts to review the past year and discuss any corrective action required.
(c) Meetings may be held virtually or in person. The contractor will be responsible for travel costs in the event of in person meetings.

ANNEX B – BASIS OF PAYMENT

1. For evaluation purposes – Financial bid *(delete this section at contract award)*

The bidder should complete this pricing schedule and include it with its financial bid. As a minimum, the bidder must respond to this pricing schedule in its financial bid by including its quoted all-inclusive rate (in Canadian dollars) for each period specified below and for each service stream identified in Annex A – Statement of Work.

The volumetric data included in this pricing schedule are provided strictly for the purpose of determining the bid evaluated price. They are not to be considered as a contractual guarantee. Their inclusion in this pricing schedule does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.

The rates included in this pricing schedule include the total estimated cost of any travel and living expenses that may need to be incurred for the work described in Part 7 of the bid solicitation.

Under any resulting contract, Canada will not accept travel and living expenses that may need to be incurred by the contractor for any relocation of resources required to fulfill its contractual obligations.

1.1 Unit price per word

1.1.1 For evaluation purposes, the unit price per word must be presented in dollar form with a maximum of two decimals. Bids with more than two decimals will be rejected.

A. Initial contract period from _____ to _____ *(enter dates when contract is awarded)*

During the contract period, the contractor will be paid at the rate specified below for work performed in accordance with the contract and the terms and conditions of the Statement of Work.

(Insert the appropriate basis of payment for the requirement and delete the other.)

A	B	C
Unit price per word*	**Estimated number of words**	**Total (A x B)**
$X.XX	*Enter the forecasted volume of words for the initial contract period.*	*$X.XX*
Firm hourly rate*	**Estimated number of hours**	**Total (A x B)**
$X.XX	*Enter the forecasted number of hours for the initial contract period.*	*$X.XX*
1 – Total price initial period		*$X.XX*

B. First option to extend the contract from _____ to _____ *(enter dates when contract is awarded)*

This section is only applicable if Canada exercises the option to extend the contract.

During the contract extension period, the contractor will be paid at the rate specified below for work performed in accordance with the contract extension period and the terms and conditions of the Statement of Work.

(Insert the appropriate basis of payment for the requirement and delete the other)

A	B	C
Unit price per word*	**Estimated number of words**	**Total (A x B)**
$X.XX	*Enter the total forecasted volume of words for the first option year.*	*$X.XX*
Firm hourly rate*	**Estimated number of hours**	**Total (A x B)**
$X.XX	*Enter the total forecasted volume of words for the first option year.*	*$X.XX*
2 – Total price first option period		*$X.XX*

C. Second option to extend the contract from _____ to _____ *(enter dates when contract is awarded)*

This section is only applicable if Canada exercises the option to extend the contract.

During the contract extension period, the contractor will be paid at the rate specified below for work performed in accordance with the contract extension period and the terms and conditions of the Statement of Work.

(Insert the appropriate basis of payment for the requirement and delete the other)

A	B	C
Unit price per word*	**Estimated number of words**	**Total (A x B)**
$X.XX	*Enter the total forecasted volume of words for the second option year.*	*$X.XX*
Firm hourly rate*	**Estimated number of hours**	**Total (A x B)**
$X.XX	*Enter the total forecasted number of hours for the second option year.*	*$X.XX*
3 – Total price second option period		*$X.XX*

***Unit price per word *(or Hourly rate)*:** The unit price per word *(or The hourly rate)* must be presented in dollar form and have a maximum of two decimals. Bids with more than two decimals will be rejected *(delete this section at contract award).*

Evaluated price: *Total price for initial period + Total price for first option period + Total price for second option period (modify as appropriate).*

ANNEX C – TASK AUTHORIZATION FORM

TASK AUTHORIZATION					
1. General information					
Contractor's name					
Email address of contractor's representative					
Telephone number of contractor's representative					
Contract number					
Request number					
Date sent					
Description of work					
Solicitation number	**Description**	**Word count**	**Language combination**		**Deadline (D/M/Y / 00:00)**
Special instructions (if applicable)					
Reference documents (if applicable)					
Project authority representative					
Name		**Telephone**		**Email**	
Estimated cost					
Solicitation number	**Word count**		**Rate per word**	**Total (excluding taxes)**	
			$	$	
Total				**$**	
******Simply reply to the original email message to accept the work (acknowledgment of receipt)******					

ANNEX D – KEY TERMS

(Insert when the supply arrangement is awarded.)

The terms below shall have the following meanings in this agreement, unless the context requires otherwise.

TERMS	DEFINITIONS
Accessible procurement	The procurement of goods or services that meet the needs of a wide range of persons with varying functional abilities, in order to eliminate or avoid creating barriers to peoples' full participation in society. Accessible procurement involves adding accessibility criteria as part of the requirements.
Applicable taxes	The Goods and Services Tax (GST), the Harmonized Sales Tax (HST), and any provincial tax payable by Canada by law, such as the Quebec Sales Tax (QST) as of April 1, 2013.
Bid	The documents that the supplier submits in response to the RFSA.
Canada, the Crown, Her Majesty or the Government	Her Majesty the Queen in Right of Canada, as represented by the Minister of Public Services and Procurement and any other person duly authorized to act on behalf of that minister or, if applicable, an appropriate minister to whom the Minister of Public Services and Procurement has delegated their powers, duties or functions and any other person duly authorized to act on behalf of that minister.
Contract	The articles of agreement, general conditions, any supplemental general conditions, annexes, appendices and any other document incorporated by reference, all as amended by agreement of the parties from time to time.
Contract price	The amount stated in the contract to be payable to the contractor for the work, exclusive of applicable taxes.
Contracting authority	The person designated by that title in the contract, or by notice to the contractor, to act as Canada's representative to manage the contract.
Contractor	The person, entity or entities named in the contract to supply Canada with services and/or work.
Cost	Cost determined according to Contract Cost Principles 1031-2 as revised to the date of the bid solicitation or, if there was no bid solicitation, the date of the contract.
Deliverable(s)	When used generically, refers to any discrete part of the work to be performed for Canada.
Intermediate translation capacity	Capacity to deliver official languages translations for requirements where the daily translation capacity is greater than or equal to 3,000 words and less than 8,000 words.
Lower translation capacity	Capacity to deliver official languages translations in each language combination (French to English or English to French) for requirements where the daily translation capacity is greater than or equal to 1,000 words and less than 3,000 words.
Official languages	The *Official Languages Act* (the Act), stipulates that the Constitution of Canada provides that English and French are the official languages of Canada and have equality of status and equal rights and privileges as to their use in all institutions of the Parliament and Government of Canada.

Overdue	Amount that remains unpaid on the first day following the day upon which it was due and payable under the contract.
Party	Canada, the contractor or any other contract signatory; "parties" means all of them.
Payment date	The date of the negotiable instrument drawn by the Receiver General for Canada to pay any amount under the contract.
Public Services and Procurement Canada or Public Works and Government Services Canada	The Department of Public Works and Government Services, as established under the *Department of Public Works and Government Services Act*, (S.C. 1996, c.16).
Services	Services of a class or kind that are used regularly for non-government purposes and sold by the contractor in the course of normal business operations; which are customarily provided by the contractor with permanent staff and equipment, regularly retained for the purpose of supplying such services as required; and for which there is a sufficient number of buyers other than the government to establish a going-price for the services.
Subcontractor	Any person to whom the supplier subcontracts the performance of the supplier's services, in whole or in part.
Superior translation capacity	Capacity to deliver official languages translations for requirements where the daily translation capacity is greater than or equal to 8,000 words.
Supplier	The person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid in response to the Request for Supply Arrangements (RFSA) issued by Canada. It does not imply the inclusion of its parent company, affiliates, subsidiaries or subcontractors.
Translation Bureau or the Bureau	The department or agency for which the work is performed.
Work	All the effort applied to produce a deliverable or to accomplish or deliver a service to be performed by the supplier under the contract.

ANNEX E – AREAS OF SPECIALIZATION FOR WHICH THE SUPPLIER IS QUALIFIED

(Insert when the supply arrangement is awarded.)

Supplier's name:

PBN:

Supply arrangement number:

ENGLISH-TO-FRENCH TRANSLATION		FRENCH-TO-ENGLISH TRANSLATION	
Qualified Fields		**Qualified Fields**	
ADMINISTRATIVE FIELD			
General and administrative texts (TAG)	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	General and administrative texts (TAG)	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
INSTITUTIONAL FIELDS			
Indigenous	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Indigenous	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Real property	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Real property	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Police forces (RCMP)	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Police forces (RCMP)	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Border services	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Border services	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Public safety	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Public safety	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Correctional services	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Correctional services	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Parliamentary proceedings	☐ Tier 1	Parliamentary proceedings	☐ Tier 1

ENGLISH-TO-FRENCH TRANSLATION		FRENCH-TO-ENGLISH TRANSLATION	
Qualified Fields		**Qualified Fields**	
	☐ Tier 2 ☐ Tier 3		☐ Tier 2 ☐ Tier 3
Employment	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Employment	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Immigration	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Immigration	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Software, applications and hardware	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Software, applications and hardware	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Government contracts and procurement	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Government contracts and procurement	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Military – Air element	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Military – Air element	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Military – Land element	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Military – Land element	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Military – Sea element	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Military – Sea element	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Political sciences and diplomacy	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Political sciences and diplomacy	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Sociology	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Sociology	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Arts and culture, museology and heritage, sports and recreation	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Arts and culture, museology and heritage, sports and recreation	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Air transport	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Air transport	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Marine transport	☐ Tier 1	Marine transport	☐ Tier 1

ENGLISH-TO-FRENCH TRANSLATION		FRENCH-TO-ENGLISH TRANSLATION	
Qualified Fields		**Qualified Fields**	
	☐ Tier 2 ☐ Tier 3		☐ Tier 2 ☐ Tier 3
Rail transport	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Rail transport	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Road transport	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Road transport	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
SPECIALIZED FIELDS			
Animal and plant biology	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Animal and plant biology	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Forestry and silviculture	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Forestry and silviculture	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Biotechnology and genetics	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Biotechnology and genetics	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Fisheries and aquaculture	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Fisheries and aquaculture	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Commercial law and copyright	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Commercial law and copyright	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Courts and administrative law	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Courts and administrative law	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Constitutional law, criminal law, Indigenous law and family law	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Constitutional law, criminal law, Indigenous law and family law	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Tax law and civil law	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Tax law and civil law	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Maritime law and labour law	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Maritime law and labour law	☐ Tier 1 ☐ Tier 2 ☐ Tier 3

ENGLISH-TO-FRENCH TRANSLATION		FRENCH-TO-ENGLISH TRANSLATION	
Qualified Fields		**Qualified Fields**	
Collective agreements, national and international agreements and contracts	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Collective agreements, national and international agreements and contracts	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Banking and compensation	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Banking and compensation	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Land and railway vehicles	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Land and railway vehicles	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Aircraft construction and flight mechanics	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Aircraft construction and flight mechanics	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Boat and ship building and marine engineering	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Boat and ship building and marine engineering	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Machines and tools	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Machines and tools	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Weapons systems	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Weapons systems	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Medicine	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Medicine	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Health promotion (and OHS component)	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Health promotion (and OHS component)	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Veterinary medicine	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Veterinary medicine	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Dentistry	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Dentistry	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Fossil-fuel based and renewable energy	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Fossil-fuel based and renewable energy	☐ Tier 1 ☐ Tier 2 ☐ Tier 3

ENGLISH-TO-FRENCH TRANSLATION		FRENCH-TO-ENGLISH TRANSLATION	
Qualified Fields		**Qualified Fields**	
Nuclear energy	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Nuclear energy	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Ecology and environment	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Ecology and environment	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Production of primary animal or plant products	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Production of primary animal or plant products	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Agri-food: Production and industry	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Agri-food: Production and industry	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Geology and related fields	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Geology and related fields	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Oceanology	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Oceanology	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Atmosphere, meteorology	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Atmosphere, meteorology	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Geodesics and remote sensing	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Geodesics and remote sensing	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Chemistry	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Chemistry	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Physics (astronomy, astrophysics)	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Physics (astronomy, astrophysics)	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Aerospace	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Aerospace	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Mathematics	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Mathematics	☐ Tier 1 ☐ Tier 2 ☐ Tier 3

ENGLISH-TO-FRENCH TRANSLATION		FRENCH-TO-ENGLISH TRANSLATION	
Qualified Fields		**Qualified Fields**	
Textile and clothing industry	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Textile and clothing industry	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Wood industry	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Wood industry	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Mining industry	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Mining industry	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Materials industry	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Materials industry	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Broadcasting and radiocommunications, telephony and telematics	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Broadcasting and radiocommunications, telephony and telematics	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Electricity and electronics	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Electricity and electronics	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Construction, buildings and civil engineering	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Construction, buildings and civil engineering	☐ Tier 1 ☐ Tier 2 ☐ Tier 3
Metrology	☐ Tier 1 ☐ Tier 2 ☐ Tier 3	Metrology	☐ Tier 1 ☐ Tier 2 ☐ Tier 3

ATTACHMENT 1 – TECHNICAL EVALUATION

Arrangements will be assessed on the basis of the mandatory technical criteria specified below.

Bidders must fill out Attachment 1 and include it in their arrangement.

A copy of Attachment 1 in an editable version (Excel) is available under the attachments section on the Tender Notice page: RFSA – Official Languages Translation Services (EN966-140305/L) on the buyandsell.gc.ca website

PART 1 - GENERAL INFORMATION	
Request for Supply Arrangements Number:	EN966-140305/L
Name of Bidder:	
PBN:	

PART 2 – ASSESSMENT OF MANDATORY CRITERIA	
M1 – QUALIFICATION OF SUPPLIER	
Criterion	**Supporting document**
To qualify for: **(a) TIER 1 and 2:** The Bidder must certify that its resources meet one of the minimum qualifying criteria required by the Translation Bureau:	To meet this criterion: **(a) TIER 1 and 2:** The Bidder must provide certification that the resources meet one of the minimum qualifying criteria required by the Translation Bureau for

i. Be a certified member in good standing of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) or a provincial or territorial professional association affiliated with the Canadian Translators, Terminologists and Interpreters Council (CTTIC). The list of professional associations accepted by the Translation Bureau can be found in Attachment 5. OR ii. Hold a bachelor's degree in translation from a university recognized by the Translation Bureau as specified in Attachment 5. AND/OR	Tier 1 and 2, which can be found in Attachment 2; AND/OR
(b) TIER 3: The Bidder must demonstrate that it is certified under national standard CAN/CGSB-131.10-2017 for Tier 3.	**(b) TIER 3:** The Bidder must provide proof of certification CAN/CGSB-131.10-2017 for Tier 3.
M2 – TRANSLATION EXPERIENCE	
The Bidder must demonstrate that it has the minimum experience/number of words required, as specified in Table 1, for the category(ies) of field(s)/language combination (French to English or English to French) selected in the M2A - Selection Grid below, regardless of Tier (1, 2 or 3) and field. **Table 1.** Minimum number of words required for each of the categories of field(s):	

Category of field(s)	Administrative field	Institutional fields	Specialized fields
Tiers	Services must have been provided within 5 years prior to the submission date of the Bidder's arrangement	Services must have been provided within 5 years prior to the submission date of the Bidder's arrangement	Services must have been provided within 5 years prior to the submission date the Bidder's arrangement
Tier 1 (Daily translation capacity greater than or equal to 1,000 words and less than 2,999 words)	400,000 words per language combination	400,000 words per language combination	100,000 words per language combination
Tier 2 (Daily translation capacity greater than or equal to 3 000 words and less than 7,999 words)			
Tier 3 (Daily translation capacity greater than or equal to 8,000 words)			

To meet this requirement, the Bidder must complete columns A to I in the selection grid below for each field they wish to pre-qualify:

a. The Bidder cannot use the same translation experience for more than one field.
b. The Bidder must select the appropriate Tier level for each field based on their daily translation capacity. Bidders who qualify in Tier 2 or 3 will automatically qualify in lower Tier levels. For example, if the Bidder qualifies at Tier 3 level in the Indigenous field from French to English, the Bidder will automatically qualify in the same field and language combination at the Tier 2 and Tier 1 levels
c. Any experience shown outside the required timeframe indicated in Table 1 above will not be considered
d. A description of the categories and fields of work is provided in Attachment 4
e. Canada will conduct a reference check to validate the accuracy of the information provided by the Bidder.
f. References may not be persons:

(i) who was employed by the Bidder;
(ii) who acted as a consultant to the Bidder;

(iii) who are members of the Bidder's Board of Directors.

g. Members of a joint venture can combine their experience to meet the mandatory criterion. For example, suppose a Bidder is a joint venture consisting of members X, Y and Z, and that the Request for Supply Arrangements requires that the Bidder have three years' experience in delivering translation services in the X1 field. The requirement can then be met by one or several members of the joint venture. Thus, the Bidder can indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared responsive.
h. Canada reserves the right to request a copy of the invoice and/or a copy of the contract that applies in order to verify the accuracy of the information provided by the Bidder.
i. If for any selected field, the reference is unwilling or unable to confirm the supplier's experience, the selected field will be deemed non-compliant.
j. If an email return marked "not delivered" indicating that the email address is no longer valid is received, the Bidder will be contacted to request an alternate email address for the same specific field reference.
k. If the Bidder's reference does not provide a response by the deadline indicated in the reference check email, the reference check process will be terminated and the selected field will be deemed non-compliant.
l. For all fields deemed non-compliant, those will not be included in the resulting supply arrangement.

M2A - SELECTION GRID

Categories of Fields	Column A Fields	Column B Language combination	Column C Selection of supplier's Tier(s)	Column D Reference(s) Name	Column E Reference(s) Email Address	Column F Contract Number(s)	Column G Start date (YYYY-MM-DD)	Column H End date (YYYY-MM-DD)	Column I Number of words translated
ADMINISTRATIVE AND GENERAL FIELD	General and administrative texts (TAG)	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
INSTITUTIONAL FIELDS	Indigenous	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						

			☐ Tier 3						
	Real property	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Police forces (RCMP)	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Border services	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Public safety	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Correctional services	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						

			☐ Tier 3						
	Parliamentary Proceedings	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Employment	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Immigration	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Software, applications and hardware	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Government contracts and procurement	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						

			☐ Tier 3						
	Military - Air element	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Military - Land element	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Military - Sea element	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Political science and diplomacy	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Sociology	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						

			☐ Tier 3						
	Arts and culture, museology and heritage, sports and recreation	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Air transport	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Marine transport	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Rail transport	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Road transport	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						

			☐ Tier 3						
SPECIALIZED FIELDS	Animal and plant biology	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Forestry and silviculture	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Biotechnology and genetics	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Fisheries and aquaculture	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Commercial law and copyright	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						

			☐ Tier 3						
	Courts and administrative law	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Constitutional law, criminal law, Indigenous law and family law	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Tax law and civil law	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Maritime law and labour law	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Collective agreements, national and international agreements ands contracts	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						

			☐ Tier 3						
	Banking and compensation	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Land and railway vehicles	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Aircraft construction and flight mechanics	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Boat and shipbuilding and marine engineering	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Machines and tools	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						

			☐ Tier 3						
	Weapons systems	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Medicine	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Health promotion (and OHS component)	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Veterinary medicine	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Dentistry	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						

			☐ Tier 3						
	Fossil-fuel based and renewable energy	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Nuclear energy	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Ecology and environment	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Production of primary animal or plant products	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Agri-food: production and industry	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						

			☐ Tier 3						
	Geology and related fields	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Oceanology	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Atmosphere, meteorology	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Geodetic sciences and remote sensing	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Chemistry	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						

			☐ Tier 3						
	Physics (astronomy, astrophysics)	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Aerospace	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Mathematics	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Textile and clothing industry	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Wood industry	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						

			☐ Tier 3						
	Mining industry	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Materials industry	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Broadcasting and radiocommunications, telephony and telematics	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Electricity and electronics	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
	Construction, buildings and civil engineering	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						

			☐ Tier 3						
	Metrology	☐ French to English	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						
		☐ English to French	☐ Tier 1						
			☐ Tier 2						
			☐ Tier 3						

ATTACHMENT 2 – ATTESTATIONS, CERTIFICATIONS AND ADDITIONAL INFORMATION

1. Integrity Provisions – Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all suppliers must provide with their arrangement, if applicable, the declaration form available on the Integrity declaration form (https://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html), to be given further consideration in the procurement process.

2. Attestation of qualification of resources for Tier 1 and 2

Does the supplier wish to qualify for Tier 1 and/or 2? **Yes** ☐ or **No** ☐

If so, the supplier must complete the following attestation:

I, _____ *(Name of supplier)*, wish to qualify for

Tier 1 ☐ **and/or Tier 2** ☐

And I certify that my resources meet one of the criteria for qualification specified in Item 1 of Part 2, Assessment of Mandatory Criteria, in Attachment 1, Technical evaluation.

3. National Standard certification CAN/CGSB-131.10-2017 for Tier 3

Does the supplier wish to qualify for Tier 3? **Yes** ☐ or **No** ☐

If so, the supplier must include proof of certification under the National Standard CAN/CGSB-131.10-2017 with its arrangement.

4. Integrity Provisions – List of Names

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.(https://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html), the Supplier must submit the duly completed List of Names for Integrity Verification Form with their arrangement.

5. Applicable Laws

The Supply Arrangement (SA) and any contract resulting from the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____ *(insert the name of the province or territory if other than Ontario).*

6. Declaration of supplier

Form - Declaration of supplier		
Supplier's full legal name		
Authorized Representative of Supplier's for evaluation purposes (e.g., clarifications)	Nom	
	Title	
	Address	
	Telephone	
	Facsimile	
	Email	
Procurement Business Number (PBN) of supplier *[see the Standard Instructions 2008]*		
Is the supplier (check all that apply)?	☐ New supplier. ☐ Existing supplier that is part of the Bureau's directory of translation services suppliers (AMA EN966-140305). ☐ Existing supplier that is **not** part of the Bureau's directory of translation services suppliers (AMA EN966-140305).	
If you have been identified as an existing supplier that is part of the Bureau's directory of translation services suppliers (AMA EN966-140305), please check all boxes that apply:	☐ Add fields for one of the Tiers already qualified. ☐ Qualification for new Tier. ☐ Other: _____	
Jurisdiction of Contract: Province in Canada the Supplier wishes to be the legal jurisdiction applicable to the Supply Arrangement and to any resulting contracts (if other than the province of Ontario (Canada).	*Indicate name of province*	
Aboriginal Businesses Suppliers must indicate whether their company is an Aboriginal business, as defined under the Procurement Strategy for Aboriginal Business (PSAB). This information is requested for information purposes only and will not be evaluated.	☐ Yes ☐ No	
Canadian Small and Medium Enterprises (CSME) [Suppliers are requested to indicated if they meet the definition of a Canadian Small and Medium Enterprise (OSME indicated: 100 to 500 Employees = Medium; 10 to 100 = Small; 1 to 10 = Micro)].	☐ 100 to 500 employees = Medium ☐ 10 to 100 employees = Small ☐ 1 to 10 employees = Micro	
On behalf of the Supplier, by signing below, I confirm that I have read the entire Request for Supply Arrangements including the documents incorporated by reference and I certify that: 1. The Supplier considers itself and its products able to meet all the mandatory requirements described in the RFSA. 2. All the information provided in response to the RFSA is complete, true and accurate; and 3. If the Supplier enters into an arrangement with Canada and if it is awarded contracts, it will accept all the terms and conditions set out in the resulting contract clauses included in the RFSA.		
Signature of Authorized Representative of Supplier		

ATTACHMENT 3 – TOTAL NUMBER OF WORDS TRANSLATED

The following data is provided for information purposes only. While the data contain the best information currently available, Canada does not warrant that the data are complete or free from error. The following data refers only to the Translation Bureau and does not reflect the Government of Canada's overall demand for official languages translation.

The following tables provide details on the total number of words assigned to the suppliers registered in the Bureau's directory over the last three fiscal years.

Table 1 - Total number of words translated externally, from English to French, by fiscal year

ENGLISH TO FRENCH			
ADMINISTRATIVE DOMAIN	**2018-2019**	**2019-2020**	**2020-2021**
General and Administrative Texts	54,942,476	46,372,586	52,885,350
INSTITUTIONAL DOMAINS			
Indigenous affairs	2,579,154	2,208,839	1,606,498
Real property	1,095,239	1,143,825	1,012,768
Criminology and security	5,117,662	4,650,900	5,987,595
Parliamentary Proceedings	8,744,162	3,968,694	3,978,176
Employment	3,217,832	2,568,152	1,655,571
Immigration	8,620,425	10,486,269	11,151,210
Informatics and software	1,372,578	1,563,141	693,347
Government contracts and procurement	5,605,909	5,347,868	5,407,660
Military	10,872,888	8,362,540	7,171,269
Humanities and Social Sciences	5,272,958	3,395,405	4,718,184
Transportation	1,994,127	2,097,370	1,644,717
SPECIALIZED DOMAINS			
Biology, forestry and biotechnologies	1,261,650	3,493,764	3,144,466
Law, court, agreements and contracts	5,115,797	6,217,568	5,816,414
Finance, bank and economy	2,396,998	1,173,104	2,626,706
Mechanical Engineering, systems and tools	2,163,811	2,617,085	1,263,139
Medecine	1,946,971	1,406,461	3,984,246
Environmental Science	5,297,961	4,656,408	4,843,495
Pure Science	1,844,270	1,878,070	1,847,504
Technical, textile, wood, mining and civil engineering	1,527,899	1,679,356	899,587
TOTAL:	**130,990,768**	**115,287,405**	**122,337,902**

Table 2 - Total number of words translated externally, from French to English, by fiscal year

FRENCH TO ENGLISH			
ADMINISTRATIVE DOMAIN	**2018-2019**	**2019-2020**	**2020-2021**
General and Administrative Texts	4,102,482	2,481,005	1,794,701
INSTITUTIONAL DOMAINS			
Indigenous affairs	46,942	35,213	10,927
Real property	8,235	12,979	26,270
Criminology	170,430	223,504	41,113
Parliamentary Proceedings	2,211,438	991,766	903,343
Employment	458,844	421,396	281,526
Immigration	313,687	857,500	1,448,881
Informatics	23,668	35,358	71,184
Government contracts and procurement	53,933	66,367	71,817
Military	157,475	181,144	12,497
Humanities and Social Sciences	341,900	241,041	288,599
Transportation	71,696	216,022	31,742
SPECIALIZED DOMAINS			
Biology, forestry and biotechnologies	224,677	346,655	323,164
Law, court, agreements and contracts	860,932	714,724	798,535
Finance, bank and economy	179,370	92,053	24,740
Mechanical Engineering, systems and tools	16,857	35,183	17,913
Medecine	95,524	87,221	665,748
Environmental Science	514,557	416,842	126,326
Pure Science	99,363	17,613	3,172
Technical, textile, wood, mining, broadcasting and civil engineering	357,347	200,801	104,771
TOTAL:	**10,309,356**	**7,674,387**	**7,046,969**

ATTACHMENT 4 – DESCRIPTION OF CATEGORIES OF FIELD(S)

1. Description of categories of field(s)

Source texts in official languages, for translation from English to French, fall into one of 3 categories of fields (administrative, institutional or specialized) which are then broken down into a total of 63 sous-fields. They relate to the programs and operations of the federal government, Parliament and the judiciary in all Government of Canada business lines.

2. Description of fields of work

# Field	Category 1: Administrative	Definitions
1	General and administrative texts (TAG)	General or administrative documents relating to various Government of Canada business lines, requiring general translation skills.
	Category 2: Institutional fields	
2	Indigenous	Documents relating to Indigenous peoples (social, economic or political development, implementation of legislation, or program administration)
3	Real property	Documents relating to accommodation, real property management or appraisal, land or property transfers
4	Police forces (RCMP)	Documents relating to criminology, more specifically to police forces.
5	Border services	Documents relating to criminology, more specifically to border services.
6	Public safety	Documents relating to criminology, more specifically to emergency preparedness, national security and intelligence methods.
7	Correctional services	Documents relating to criminology, more specifically to correctional services.
8	Parliamentary Proceedings	Documents relating to Parliamentary Proceedings, Canadian politics or the Canadian parliamentary system.
9	Employment	Documents relating to human resources management, employment or social security

10	Immigration	Document relating to immigration, refugee status, Canadian citizenship, passport and visa application processes, and related systems and programs.
11	Software, applications and hardware	Documents relating to information technology
12	Government contracts and procurement	Documents relating to government contracts, contract administration and government procurement policies or strategies
13	Military - Air element	Documents relating to the Royal Canadian Air Force
14	Military - Land element	Documents relating to the Canadian Army.
15	Military - Sea element	Documents relating to the Royal Canadian Navy.
16	Political science and diplomacy	Documents relating to politics diplomacy.
17	Sociology	Documents relating to Sociology or education.
18	Arts and culture, museology and heritage, sports and recreation	Documents relating to music, literature, performing arts, visual arts, museology, recreation, sports, library science or history.
19	Air transport	Documents relating to Air transport, including air traffic control.
20	Marine transport	Documents relating to Marine transport, including marine navigation.
21	Rail transport	Documents relating to Rail transport.
22	Road transport	Documents relating to Road transport.
	Category 3: Specialized fields	
23	Animal and plant biology	Documents relating to animal or plant biology.
24	Forestry and silviculture	Documents relating to forestry or sylviculture.
25	Biotechnology and genetics	Documents relating to biotechnology or genetics.
26	Fisheries and aquaculture	Documents relating to fisheries or aquaculture.
27	Commercial law and copyright	Documents relating to the administration of justice or the law, more specifically to commercial law or copyright.
28	Courts and administrative law	Documents relating to the administration of justice or the law, more specifically to the courts or administrative law.
29	Constitutional law, criminal law, Indigenous law and family law	Documents relating to the administration justice or the law, more specifically to constitutional, criminal, Indigenous or family law

30	Tax law and civil law	Documents relating to the administration of justice or the law, more specifically to tax law or civil law.
31	Maritime law and labour law	Documents relating to the administration of justice or the law, more specifically to maritime law or labour law.
32	Collective agreements, national and international agreements ands contracts	Documents relating to the administration of justice or the law, more specifically to collective, national or international agreements and contracts.
33	Banking and compensation	Documents relating to financial or budgetary management, government accounting or auditing, taxation, customs, economics, finance, applied statistics or econometrics.
34	Land and railway vehicles	Documents relating to land and railway vehicles, particularly the mechanical aspect of these vehicles.
35	Aircraft construction and flight mechanics	Documents relating to aircraft construction, flight mechanics or flying
36	Boat and shipbuilding and marine engineering	Documents relating to boat and ship building or marine engineering
37	Machines and tools	Documents relating to machines or tools.
38	Weapons systems	Documents relating to Weapons systems.
39	Medicine	Documents relating to the Medicine or its specialties.
40	Health promotion (and OHS component)	Documents relating to health promotion, including occupational health and safety
41	Veterinary medicine	Documents relating to Veterinary medicine.
42	Dentistry	Documents relating to Dentistry.
43	Fossil-fuel based and renewable energy	Documents relating to energy from fossil fuels or renewable sources
44	Nuclear energy	Documents relating to nuclear energy.
45	Ecology and environment	Documents relating to ecology or the environment.
46	Production of primary animal or plant products	Documents relating to agriculture (production of primary plant products) or livestock (production of primary animal products); does not include fisheries or aquaculture.
47	Agri-food: production and industry	Documents relating to agri-food (processing or industry).
48	Geology and related fields	Documents relating to the physical aspects or evolution of the Earth, more specifically to geology
49	Oceanology	Documents relating to the physical aspects or evolution of the Earth, more specifically to oceanology

50	Atmosphere, meteorology	Documents relating to the physical aspects or evolution of the Earth, more specifically to the atmosphere and meteorology
51	Geodetic sciences and remote sensing	Documents relating to the to geodetic sciences or remote sensing.
52	Chemistry	Documents relating to the pure sciences, more specifically to chemistry.
53	Physics (astronomy, astrophysics)	Documents relating to the pure sciences (physics), more specifically to astronomy or astrophysics
54	Aerospace	Documents relating to aerospace.
55	Mathematics	Documents relating to the pure sciences, more specifically to mathematics.
56	Textile and clothing industry	Technical documents relating to the textile or clothing industry.
57	Wood industry	Technical documents relating to the wood, paper, furniture or printing industry.
58	Mining industry	Technical documents relating to the mining industry.
59	Materials industry	Technical documents relating to the materials industry
60	Broadcasting and radiocommunications, telephony and telematics	Technical documents relating to telecommunications, including broadcasting, radiocommunications, telephony and telematics.
61	Electricity and electronics	Technical documents relating to the theories or principles of electricity or electronics, as well as the construction, operation or maintenance of electrical or electronic equipment
62	Construction, buildings and civil engineering	Technical documents relating to building construction, land use or civil engineering.
63	Metrology	Technical documents relating to metrology.

ATTACHMENT 5 – LIST OF TRANSLATION ASSOCIATIONS AND DEGREES RECOGNIZED BY THE TRANSLATION BUREAU

1. ASSOCIATIONS:

ASSOCIATIONS
Ordre des traducteurs, terminologues et interprètes du Québec (OTTIAQ)
Canadian Translators, Terminologists and Interpreters Council (CTTIC)
Association of translators and Interpreters of Alberta (ATIA)
Society of Translators and Interpreters of British Columbia (STIBC)
Association of Translators and Interpreters of Manitoba (ATIM)
Corporation of Translators, Terminologists and Interpreters of New Brunswick (CTINB)
Association of Translators and Interpreters of Nova Scotia (ATINS)
Association of Translators and Interpreters of Ontario (ATIO)
Association of translators and Interpreters of Saskatchewan (ATIS)

2. UNIVERSITIES AND DEGREES

UNIVERSITIES	DEGREES
UNIVERSITÉ DE MONTRÉAL	• Bachelor of Arts (B.A.) awarded on completion of Bachelor of Arts Specialization in Translation • Master of Arts in in Translation
MCGILL UNIVERSITY	• Bachelor of Arts (B.A.) – Translation
LAVAL UNIVERSITY	• Bachelor of Arts (B.A.) awarded on completion of Bachelor of Arts Specialization in Translation • Master of Arts in in Translation and Terminology
UNIVERSITY OF OTTAWA	• Master of Arts in Translation Studies • B.A. Specialization in Translation
CONCORDIA UNIVERSITY	• Bachelor of Arts (B.A.) awarded on completion of BA Specialization in Translation program • Master of Arts in in Translation Studies (professional – w/o translation memory) – option A
UNIVERSITY OF SHERBROOKE	• Bachelor of Arts in Professional Translation
UNIVERSITÉ DU QUÉBEC EN OUTAOUAIS	• Bachelor of Arts in Translation and Editing

UNIVERSITY OF MONCTON	• Bachelor of Arts in Translation
YORK UNIVERSITY	• Bachelor of Arts (BA) and IBA in-depth Specialization in Translation • Master of Arts in in Translation Studies
UNIVERSITÉ DE SAINT-BONIFACE	• Bachelor of Arts Specialization in Translation
UNIVERSITÉ DU QUÉBEC À TROIS-RIVIÈRES	• Bachelor of Arts in Translation • Master of Arts by accumulation in Translation (professional)