November 22, 2022

REQUEST FOR SUPPLIER QUALIFICATIONS

For Translation / Revision / Interpretation / Operational Support Services
SQ341-2021-01

CLARIFICATION – QUESTIONS & ANSWERS (Final Series)

Please see the answers below regarding any questions raised in relation to this RFSQ.

1. **Question: RFSQ page 7, Project Samples — Can the Partnership send vendors samples of content samples for translations into French?**

    Answer:
    No, we cannot provide samples. However, more detailed information about requirements for work samples is provided on p. 7 of the RFSQ document.

    Samples must be a minimum of 1,500 words, and the samples provided must include the following:
    1. A published report, similar to the Partnership's annual report, translated from English to French
    2. A published technical report, similar to the Partnership's *HPV Immunization for the Prevention of Cervical Cancer* report, translated from English to French
    3. Two additional publications that demonstrate range of expertise (could be meeting and workshop materials, financial and legal documents, project proposals, etc.)

    Ideally, the field should be health care (it would be an asset).

2. **Question: 2.0 Timelines — When will potential proponents receive the answer to questions submitted?**

    Answer:
    As stated in **Section 2.0 Timelines** of the RFSQ document, responses will be issued on Tuesday November 22, 2022. The first Q&A series was posted on November 14, 2022.

3. **Question: 3.0 Requirements and 4.0 Project Samples — Because we would like to translate your own English content into French Canadian, instead of sharing confidential & proprietary previously translated existing documents, would the Partnership consider extending its due date?**

   Answer:
   No, unfortunately, that is not possible.

4. **Question: Appendix C — Submission Offer, 8. Financial Proposal Form — Can the Partnership confirm if Qty (A) is per day, week, month, or annual?**

   Answer:
   As stated on p. 18 of the RFSQ document, quantities provided in the Qty (A) column **are for weighting purposes only** and should not be interpreted as indicative of daily, weekly, monthly, or annual volumes. The quantities shall be used as a basis for comparison upon which the award of the Contract will be made.

5. **Question: How many projects can the vendor expect per day, week, month, or annually?**

   Answer:
   As stated on p. 4 of the RFSQ document, no volume of work is guaranteed. Best efforts will be made to select prequalified Proponents to provide services on a rotational basis; however, the Partnership reserves the right to alter this approach at any time.

6. **Question: What is the Partnership's forecasted total budget for this contract?**

   Answer:
   We do not have a forecasted budget yet for this contract (and each Partnership team has their own budget for translation/revision since the budget is not centralized). See question 7 to get estimates of our annual spend.

7. **Question: What was the Partnership's total spend in 2021, and current spend in 2022 for translation, revision and operational support?**

   Answer:
   The total annual spend before tax is as follows:
   - Translation: approx. $200,000 annually
   - Revision: approx. $50,000 annually
   - Operational support: we do not have numbers for this category, but we could require up to 20 hours of support per week

8. **Question: Can you provide the current volume by language and location?**

   Answer:
   There is only one language combination (English to French, and French to English on occasion), and one location (Toronto). The estimated total volume is approx. 750,000 words translated annually.

9. **Question: How many projects and spending per day, week, month, or year require translation?**

   Answer:
   See question 7 to get estimates of our annual spend. Our projects typically span several months and the documents for translation vary greatly in length, from short newsletters, emails and letters (less than 1,000 words) to large reports (10,000 to 20,000 words).

10. **Question: What content management system do you use?**

    Answer:
    We use WordPress.

11. **Question: What file formats would you plan to send in terms of source files?**

    Answer:
    Mostly Word, PowerPoint, or Excel.

12. **Question: Are translation and localization projects/decisions managed in a centralized fashion or decided locally by department/location?**

    Answer:
    They are managed in a centralized fashion by the Specialist, French Translation.

13. **Question: Could there be an extension?**

    Answer:
    No, unfortunately that is not possible.

14. **Question: Under 3.0 Requirements no 7, it says we can include the Partnership as a reference. Do we need a prior authorization from the Partnership's representative before submitting the reference?**

    Answer:
    No, prior authorization is needed.

15. **Question: Under 3.0 Requirements no 7 regarding the references, do they need to be in the medical field, or they can be in another field of expertise such as retail marketing or another technical field?**

    Answer:
    They can be in another field of expertise.

16. **Question: Under 4.0 Description of requirements — Project samples, can they be other documents in other fields of expertise such as Information Technology, for instance, other than the following as listed in this section: A published report, like the Partnership's annual report, translated from English to French, a published technical report, like the Partnership's *HPV Immunization for the Prevention of Cervical Cancer* report, translated from English to French and two additional publications (p. 7)?**

    Answer:
    The samples do not need to be in the medical field (though it would be an asset), but they **must** include a published report (such as an annual report) and a published technical report. The other two samples can be other documents in other fields of expertise.

17. **Question: For the signature of the proponent representative — Could it be the proponent himself and not his representative?**

    Answer:
    Yes, it could be the Proponent that is submitting the Proposal, as the legal entity that the Partnership would contract with.

18. **Question: Appendix A — Client List — How many names of clients do we need to provide? In fields of expertise other than medical? Or only cancer-related or medical-related?**

    Answer:
    There is no minimum. As stated on p. 6, Proponents need to provide a list of 10 projects completed in the last three (3) years, including name of clients. The projects/clients can be in fields other than medical/cancer, though medical/cancer-related projects would be an asset.

19. **Question: What is currently working well with your translation process?**

    Answer:
    The fact that the Partnership's Specialist, French Translation leads a centralized translation process and is involved in project planning and communicating with vendors and internal teams.

20. **Question: Are there any areas of improvement that would make the localization process easier for your functional teams?**

    Answer:
    The localization process is simple and has been working well for years. It does evolve as needed, and any issues we might have are resolved collaboratively by the Communications team and other teams that they support.

21. **Question: For interpretation support — typically how long are meetings in length?**

    Answer:
    Typically, meetings are from 1 to 6 hours (longer meetings typically happen over two days).

22. **Question: For interpretation support — what is the subject matter of these meetings?**

    Answer:
    Most meetings are about Partnership-funded projects aimed at improving all aspects of cancer care (prevention, screening, diagnosis, clinical care, palliative and end-of-life care, survivorship, transitions in care, etc.). The Partnership also organizes network meetings and public engagement meetings (about the needs specific to First Nations, Inuit and Métis peoples, smoking cessation in cancer care, etc.).

23. **Question: When is interpretation support needed? During business hours, after business hours, weekends, etc.?**

    Answer:
    Interpretation support is needed during business hours (Monday to Friday from 8.30 a.m. to 5 p.m. ET).

24. **Question: Can you elaborate on your operational support needs? Is the Partnership looking for a linguist "on call" to complete small translation/revision projects?**

    Answer:
    The Partnership is looking for support during business hours (Monday to Friday from 8.30 a.m. to 5 p.m. ET) for small but urgent requests (mostly reviewing urgent translations done by the Specialist, French Translation) as well as translation memory maintenance and project management when the Specialist, French Translation is away from the office.