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**Translation Services Process**

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# Document Review/ Revision History

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# Document Approvers

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# Purpose

This document describes the process to leverage the Standing Offers (SO’s) for Translation, Comparative editing, Source Text editing and Transcription Services.

***Summary***

*What are the Standing Offers (SO’s)?*

In an effort to satisfy an ongoing departmental need for Translation, Comparative editing, Source Text editing and Transcription Services, the Chief Financial Officer Branch (CFOB) has awarded four (4) Standing Offers (SO’s).

When a requirement is identified, the Translation Coordinators will contact the highest-ranked Offeror to determine if the requirement can be satisfied by that offeror.

If that Offeror is unable to meet the requirement, the next ranked Offeror will be contacted. The process will continue and proceed as above until one offeror indicates that it can meet the requirement. In other words, orders are made based on the "right of first refusal" basis.

The Offeror’s order of ranking is as follows:

1st Ranked: Société Gamma (Ubiqus)

2nd Ranked: Opentext Corporation

3rd Ranked: Lionbridge Canada

4th Ranked: RTG Protech

*Standing Offer (SO) Authority*

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***Roles and Responsibilities:***

*Translation Coordinators*

If the requirement is less than $25,000.00 including taxes:

* + Determines the word count;
  + If applicable, completes contract clauses document, attached;
  + Sends requirement to the first ranked offeror with contract clauses or an alternative ordering method;
* If the first ranked vendor is unable to meet the requirement, the translation coordinator will contact the next ranked offeror;
* Document file appropriately;
  + Pays invoices using acquisition card.

If the requirement is valued at $25,000.00 and above:

* + Determines the word count;
  + Completes contract clauses document, attached;
  + Creates a purchase requisition in myEMS (SAP) – attaches contract clauses document;
  + Manages Call-up;
  + Identifies needs for amendments in a timely fashion (where applicable);
  + Closes out Call-up;
  + Completes Service Entry Sheet (SES) and pays invoices in myEMS (SAP).

*ESDC Procurement Officer*

If the requirement is valued at $25,000.00 and above:

* + Reviews contract clauses;
  + Creates Call-up 942 via a Purchase Requisition from the translation coordinators;
  + Provides copy of signed Call-up 942 to the translation coordinators;
  + Actions amendments upon request from translation coordinators via a Purchase Requisition.

*Standing Offer (SO) Authority*

* + Administration and revision of the Standing Offer (SO).

*Contractor*

* + Performs work in accordance with the contract clauses;
  + Complies with rules and regulations of the Standing Offer (SO).

***Step-by-Step Process***

| **Step #** | **ACTIVITY** | **Responsibility** | **Tool** |
| --- | --- | --- | --- |
| **If the requirement is valued at less than $25,000.00 including taxes** | | | |
| 1 | The Translation Coordinator determines the word count and defines requirement. | Client | Contract  Clauses |
| 2 | The Translation Coordinator sends contract clauses to the first ranked offeror via e-mail or altenative method. | Client | Contract  Clauses |
| 3 | The Translation Coordinator continues and proceeds as above until one offeror indicates that it can meet the requirement. \* | Client | Contract  Clauses |
| **If the requirement is valued at $25,000.00 and above** | | | |
| 4 | The Translation Coordinator determines the word count and defines requirement. | Client | Contract  Clauses |
| 5 | The Translation Coordinator submits a Purchase Requisition (PREQ) to Procurement via myEMS (SAP)  Translator Coordinator to ensure that the following information is included in the PREQ:   1. Header Text   Call-up against Standing Offer (SO) # 100010771 – Translation and Transcription   1. GL   538302 – Translation Services  532052 – Writing and Editing (source text editing and comparative editing)  532051 – Transcription Services   1. Attaches Contract Clauses | Client | myEMS (SAP) |
| 6 | ESDC Procurement Officer will review the Contract Clauses and supporting documentation.  A Call-up 942 will be issued to the highest ranked offeror with a copy (cc) to the translation coordinator. | Procurement | myEMS (SAP) and  Call-up 942 |
| 7 | Offeror acknowledge receipt of the Call-up 942 by replying all. \* | Contractor | E-mail |
| 8 | ESDC Procurement Officer ensures that the Translator Coordinator receives the acknowledgment. | Procurement | E-mail |
| 9 | Translation Coordinator manages Call-up 942:   1. Tracks completion of deliverables. 2. Requests amendments in a timely manner as required. | Client | Call-up and myEMS(SAP) |
| \* Offeror must send order confirmation within a specific timeframe. Once this timeframe is reach, the next ranked offeror will be contacted. Refer to Annex “A”, section 3.2.1 and 3.2.2 | | | |

***Documents***

## Annex “A” – Requirement



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Ranking | Standing Offer No | Vendor | Contract Clauses | Basis of Payment |
| 1 | 100010771/01 | Société Gamma (Ubiqus)  Line Fortin  [lfortin@ubiqus.com](mailto:lfortin@ubiqus.com) |  |  |
| 2 | 100010771/02 | Open Text Corporation  Eleni Grigoroupoulos  [egrigoro@opentext.com](mailto:egrigoro@opentext.com) |  |  |
| 3 | 100010771/03 | Lionbridge Canada (formerly CSL Lexi-Tech)  Nathalie Robichaud Albert  [linguisticservices@lexitech.ca](mailto:linguisticservices@lexitech.ca) |  |  |
| 4 | 100010771/04 | RTG Protech  Tony Gentile  [admin@rtgprotech.com](mailto:admin@rtgprotech.com) |  |  |