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REQUEST FOR PROPOSAL

CGLCC Translation Project

ISSUE DATE

15 July 2024

CLOSING DATE AND TIME

1 August 2024 at 5pm Eastern Time

CONTACT

Austen Koecher, Director of Human Resources & Communications
austen.koecher@cglcc.ca

Bidders are advised to read and respond appropriately to all sections of the Request for Proposal (RFP). Bidders unable to provide all services described herein need not bid.

Canada's 2SLGBTQI+ Chamber of Commerce will not accept proposals from bidders with a real or perceived conflict of interest.

Background

Canada's 2SLGBTQI+ Chamber of Commerce

Canada's 2SLGBTQI+ Chamber of Commerce (CGLCC) is a national not-for-profit organization dedicated to expanding the economic opportunities and advancements of the 2SLGBTQI+ business community and to advocating on behalf of an estimated 100,000 2SLGBTQI+ owned businesses in Canada, as well as 2SLGBTQI+ professionals, students of business, allies, and ally organizations.

The CGLCC's core mission is to enable the 2SLGBTQI+ business community to grow through advocacy, education, capacity building and connections, in partnership with allies who share our vision. We engage in this work through a number of channels, such as supplier diversity programming and certification, expanding global trade opportunities, and young entrepreneur mentorship.

More information on the organization can be found on our website: cglcc.ca.

Project Overview and Objectives

CGLCC is seeking an experienced translation agency to ensure that CGLCC's materials are accurately translated into both English and French, with a significant focus on gender-inclusive language. The outcomes of the translation project should align with the organization's vision, mission, and values—namely, alignment with the Federal 2SLGBTQI+ Action Plan and greater inclusion for all 2SLGBTQI+ communities.

Last year, the CGLCC was [tasked with administering the first-ever 2SLGBTQI+ Entrepreneurship Program](#). Expansion of our services and programming requires ensuring that all documents and communications are available in English and French.

The successful bidder will become CGLCC's preferred translation partner for the 2024-2025 fiscal year, representing up to \$25,000 in translation services fees. This budget is representative of the translation work we intend to complete in 2024-2025, but CGLCC does not intend to commit to minimum volumes or fees. After selection of the preferred translation partner, translation work will be conducted on an as-needed basis as directed by CGLCC.

Key considerations for selection include:

- Cost per word for English-French translation
- Turnaround time for translation requests
- Capacity for handling multiple translation requests
- Strategy for ensuring gender inclusivity in French translations

Key Audiences

CGLCC's main audiences include current and prospective:

- Certified Suppliers
- Corporate Members
- Donors and Funders
- Community organizations and academic institutions

Scope of Work

Translation Services

The function of the selected translation partner will be English to French translation services, including:

- Providing translation services for a variety of materials including but not limited to reports, marketing materials, website content, job descriptions, and internal documents
- Ensuring the use of gender-inclusive language in all translations
- Performing quality control and proofreading of all translations to ensure accuracy, inclusivity, and consistency

Project Timeline

The Project's anticipated start date is September 1, 2024. The selected preferred translation partner will be in place for at least the 2024-2025 fiscal year, ending in March 2025. With agreement between both parties, the preferred translation partner may continue through the 2025-2026 fiscal year.

Project Budget

The project has a budget range of approximately \$15,000-25,000 CAD (excluding HST) over the fiscal year described above. This includes all third party or administration fees.

Minimum Requirements for the Bidder

The bidder should demonstrate that they:

1. Have expertise and experience in translating materials for 2SLGBTQI+ communities and equity-deserving groups, including Two Spirit, Indigenous, trans, and BIPOC members of the 2SLGBTQI+ community.
2. Have experience working on translation projects related to 2SLGBTQI+ content.
3. Have significant experience completing translation projects for organizations of similar scale and scope.
4. Have experience working with bilingual audiences and producing bilingual (English and French) materials.
5. Are able to meet the translation capacity requirements as described in this Request for Proposal.
6. Are able to ensure the use of gender-inclusive language in French translations and can describe their strategy for achieving this.
7. Are able to complete all translation requests within the agreed turnaround times.
8. Additional consideration will be given to bidders who can demonstrate their capacity to produce translations in Inuktitut and other Indigenous languages.

Proposal Submission Guidelines

Proposals must address the following, in addition to any other information you wish to provide:

1. **Equity & Anti-Oppression:** Share information and examples of how your organization approaches equity and anti-oppression in your internal systems and external engagements.
2. **Team:** Detail the roles and team members that will be assigned to this project as well as their experience applying an EDI lens to their work; include the tenure of team members assigned to this project, alongside the total number of in-house staff.
3. **Work Plan:** Outline your approach to translation requests, noting the overall timeline and key milestones.
4. **Work Experience:** Describe experience completing translation work for nonprofit organizations and/or organizations serving equity-deserving communities.
5. **Budget:** Detail your proposed pricing structure and standard billing rates (cost per word for translation and any other fees), including any non-profit discounts available.
6. **Communication & Workflow:** Describe what tools your team will use to communicate with CGLCC, and your general project management process.
7. **Case Studies & References:** Provide three (3) case studies and corresponding references of past similarly-scoped projects

Proposals are not to exceed ten (10) pages or 3500 words. Proposals in excess of 10 pages or 3500 words will be evaluated based on the content of the first 10 pages or 3500 words.

Proposal Evaluation

Proposals will be evaluated by a selection committee comprised of CGLCC staff. A vendor will be chosen based on a bidder's response to the enclosed service requirements and evaluated according to the criteria listed below.

Cost and Turnaround Time (40%)

Proposals should:

- Specify the cost per word for translation services
- Provide a detailed turnaround time for translation requests
- Outline the capacity for handling multiple translation requests simultaneously

Gender-Inclusive Language (15%)

Proposals should:

- Describe the strategy for ensuring gender-inclusive language in French translations
- Provide examples of how gender inclusivity will be maintained in the translations

Agency Evaluation (40%)

Proposals should:

- Demonstrate overall capabilities based upon understanding of project scope and activities.
- Demonstrate qualifications and experience as outlined in the minimum requirements of the bidder.
- Demonstrate experience working with equity-deserving communities and organizations serving equity-deserving groups beyond the scope of the 2SLGBTQI+ community

- Demonstrate team member qualifications
- If applicable, demonstrate the agency's capacity for producing translated materials in Inuktitut and other Indigenous languages.

Certified Diverse Supplier (5%)

Proposals should:

- Specify whether the Bidder is a certified Diverse Supplier with Canada's 2SLGBTQI+ Chamber of Commerce or other recognized certification body.

Proposal Response

Interviews will be conducted with shortlisted candidates after August 19, 2024. CGLCC reserves the right to schedule a shorter follow-up meeting with the finalist candidate(s).

Any questions or clarifications can be directed to Austen Koecher, Director of Human Resources & Communications at austen.koecher@cglcc.ca.

Questions or clarifications subject line must be "**Questions for CGLCC Translation Project**".

Proposals must be submitted in English, in PDF format, to austen.koecher@cglcc.ca no later than **August 1, 5:00 pm ET**.

Proposal subject line must be "**Proposal for CGLCC Translation Project**".

CGLCC will notify all bidders upon receipt of their proposal, in the form of an email. CGLCC is not responsible for bids that fail to meet this deadline.

Key Terms of Engagement

Although not exhaustive, this list of key terms of engagement will become an integral part of the Agreement between the CGLCC and the successful bidder.

Acceptance of the Proposal: CGLCC reserves the right not to accept any proposal. The RFP should not be construed as a contract to purchase services. CGLCC shall not be obligated in any manner until a written agreement relating to an approved proposal has been duly executed.

Proposal Revisions: Proposal revisions must be received prior to the RFP submission/closing date and time.

Financing of Proposals: The cost associated with preparing and submitting proposals will not be paid by CGLCC.

Acceptance of RFP Conditions: Receipt of proposal offer will be considered acceptance of the RFP terms and conditions by the bidder.

Subcontracting: Subcontracting may be allowed in specific instances, but must be previously approved in writing by CGLCC.

Project Contact: CGLCC will assign a lead project contact when the contemplated contract is awarded. The successful bidder will also assign a lead project contact at that time.

Negotiation Delay: If a written contract cannot be concluded within fifteen days of notification to the designated bidder, CGLCC may, in its sole discretion, terminate negotiations with that bidder, and either negotiate a contract with another bidder of its choice or choose to terminate the RFP process and not enter into a contract with any of the bidders.

Proposals as Part of Contract: Proposals may be negotiated with bidders and, if accepted, form part of any contract awarded.

Disclaimers/Limitations of Liability: Neither acceptance of a proposal nor execution of an agreement shall constitute approval of any activity or development contemplated in any proposal that requires any approval, permit, or license pursuant to any federal, provincial, regional district or municipal statute, regulation, or by-law. It is the responsibility of the contractor to obtain such prior to commencement of the services under the proposed contract.

Copyright: During the project period, the successful bidder shall not sell, transfer, mortgage, lease, or otherwise dispose of any tangible or intangible assets including any intellectual property purchased for Canada's 2SLGBTQI+ Chamber of Commerce (CGLCC) under the contracted agreement without prior written consent of the owners. The copyrights, trademarks, and any other intangible or tangible rights relating to the Underlying Works belong to CGLCC and shall be delivered forthwith to CGLCC upon completion of the particular project, or as otherwise requested by CGLCC.

CGLCC reserves the right to modify the conditions of the RFP, at any time up to the closing date and time.

Confidentiality and Security

Other Purpose: This document or any portion thereof may not be used for any purpose other than the submission of proposals.

Security and Privacy of Information: The successful bidder must agree to comply with the CGLCC Privacy Policy regarding information received from participants in industry consultation activities. These include strict control of access to data and maintaining confidentiality of information gained while carrying out their duties under the terms of any contract.

Disclosure: All documents submitted by bidders shall become the property of CGLCC, and as such will be subject to the disclosure provisions of the Freedom of Information and Protection of Privacy Act. Information pertaining to CGLCC obtained by the bidder as a result of participation in this project is confidential and must not be disclosed. Samples of work provided as part of submission requirements remain property of the bidder.

CGLCC, ITS EMPLOYEES, AGENTS, AND CONSULTANTS EXPRESSLY DISCLAIM ANY AND ALL LIABILITY FOR REPRESENTATIONS, WARRANTIES EXPRESSED OR IMPLIED OR CONTAINED IN, OR FOR OMISSIONS FROM THIS RFP PACKAGE OR ANY WRITTEN OR ORAL INFORMATION TRANSMITTED OR MADE AVAILABLE AT ANY TIME TO A BIDDER BY OR ON BEHALF OF CGLCC. NOTHING IN THIS RFP IS INTENDED TO RELIEVE BIDDERS FROM FORMING THEIR OWN OPINIONS AND CONCLUSIONS IN RESPECT TO THIS RFP.