

## Preguntas y Respuestas

### Bid Conference

**Para el establecimiento de contrato marco(s) para la provisión de Servicios de interpretación simultánea y traducción de documentos en el marco del procedimiento para la determinación de la condición de refugiado en México a través de una plataforma en línea compuesto por dos lotes:**

**Lote 1: Servicios de Interpretación Simultánea (servicio ordinario y extraordinario) y**

**Lote 2: Traducción de Documentos (servicio ordinario y extraordinario)**

**RFP/2021/ACNUR/MEX/055**

	<b>Pregunta</b>	<b>Respuesta del ACNUR</b>
A001	Pregunta 1: How often are these interviews conducted? What type of volume can it be expected?	<p>Respuesta:</p> <p>Obtaining by public information on the information 40,000 asylum people in 2021. Many are Spanish speakers but there are also people who are not.</p> <p>The service could be provided daily; depending on the volume of the people arriving during a day, and their country of origin.</p> <p>There can be cases where the same family requires multiple interviews during the week.</p>
A002	Pregunta 2: Regarding the amount of languages, there is a list of 12, but are you expecting the list grow during the contract?	<p>Respuesta:</p> <p>We have listed the most common ones, based on COMAR's information.</p> <p>The list of based languages has been placed and are the required ones. Accordingly, to the UNHCR policies no requested or offered languages in the financial document can be add afterwards.</p>
A003	Pregunta 3: Can freelancers participate in the tender process?	<p>Respuesta: Yes, every company or person (freelancer) can participate, while having the certificates and the fiscal information as requested, and the offer aligns and respects the Terms of reference as published.</p>
A004	Pregunta 4: Can you apply just for Spanish translation? Or is there a minimum of languages you need to comply with?	<p>Respuesta:</p> <p>The bidder may participate in the languages they can provide service. UNHCR has requested obligatory and additional languages. For more reference please see Annex A point B</p>
A005	Pregunta 5: What would be the expected lead times, how the procurement process work	<p>Respuesta:</p> <p>We have the ordinary type of services, COMAR usually sets weekly the interviews, so this is</p>

	regarding the solicitation of the service of interpretation?	<p>information we can shared with the selected bidder. Additionally, we have the urgent services that we can have in a lapse of 48 to let the supplier know.</p> <p>Finally, there are sensitive cases that the interview must be conducted immediately, but this will be exceptions.</p> <p>Lead times for interviews calendar:</p> <ul style="list-style-type: none"> <li>• 1 week</li> <li>• 48 hrs.</li> <li>• Same day (exception)</li> </ul>
A006	Pregunta 6: UNHCR will prefer the same interpreter for all the appointments to a single client/refugee claimant?	<p>Respuesta:</p> <p>It will be useful, but UNHCR will no request it as a mandatory.</p>
A007	Pregunta 7: Will the platform allow for relays interpreting, meaning the use of 2 interpreters? In case interpreting has to go through English as a pivot language.	<p>Respuesta:</p> <p>Since the platform is a testing stage, so far it has been tested with one interpreter, it can be possible but will be instructed to the selected bidder.</p>
A008	Pregunta 8: Is the use of English as a pivot language allowed for interpreting and translation?	<p>Respuesta:</p> <p>No, it is requested to go straight to Spanish as final language. And from Spanish to the requested language.</p>
A009	Pregunta 9: Is the option has to be through the platform or is it optional?	<p>Respuesta:</p> <p>This platform is a custom-made software but is based over WebEx. It has to be through the platform in order to keep record of the translation services.</p>
A010	Pregunta 10: Are you open to use another platform to provide the services?	<p>Respuesta:</p> <p>This is the official platform to use in the translation services.</p> <p>Having a second option of platform may be consider but not essential to the RFP tender process.</p>
A011	Pregunta 11: If our company has a platform that may be integrated with WeBex can this be used or is it needed a deeper integration?	<p>Respuesta:</p> <p>Will have to be a WeBex integration</p>
A012	Pregunta 12: Can you please confirm the due dates and the decision date and start dates?	<p>Respuesta:</p> <p>For the Q&amp;A questions: June 4<sup>th</sup>, 2021  Dude date for uploading documentation: June 18<sup>th</sup>, 2021.</p> <p>No documents will be received over mail, offers has to be uploaded through E-tendering link.</p>

		Decision: may take 1-2 months to evaluate and give final decisions upon approval.
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