

## Tender Questions & Answers

RFP/CO/YEMSA/24/05/R1

### ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF INTERPRETATION SERVICES FOR THE UNHCR YEMEN

#	Question	UNHCR Answer
1	<p>Who will provide the interpreters? In your terms of reference - last line, you state: Quote: "i) The successful contractor shall recruit/hire the existing interpreters and currently working with UNHCR in all locations" End of quote We understand that you will provide the interpreters. Are we right? We need more details about this point.</p> <p>If you will provide the interpreters, why are we requested then to provide you with their CVs?! How can we contact them</p>	<p>The selected company will hire the existing interpreters.</p> <p>The required CVs is part of technical evaluation criteria to evaluate your company capacity and there are marks for this part.</p> <p>Bidders should provide proof of available staff showing that their company deserve the marks for these criteria</p> <p>The CVs are for available staff at the company and not for UNHCR existing interpreters.</p>
2	<p>Inquiry 2: Annex (C) is already filled in by you?! !! Is it a guide or what?</p>	<p>We have completed the <b>Monthly Net take home Salary/Interpreter (USD)</b> which will be required during the contract implementation, but bidders are required to complete it and provide the following</p> <p>INCOME TAX per Month Per Interpreter SOCIAL SECURITY per Month Per Interpreter HEALTH INSURANCE per month Per Interpreter (VIP Insurance Category) LIFE INSURANCE per month Per Interpreter Overhead/Admin Fee per Interpreter per month in USD</p> <p>There are formulas will calculate the final total cost</p>
3	<p>Based on your tender documents, the way for submitting the bid is to use the e-tender box. We hope this is the only way because as if we have read somewhere in the same documents that the technical offer should be separated from the financial offer, which implies that we need to use envelopes !! Again, we need more details about this point.</p>	<p>Yes, the financial and technical offers should be separated and the offers submissions should only be through the e-tender box</p> <p>The tender is already available in the e-tender box portal – please follow the guidance on submission available in Annex G</p> <p>In addition, please search in the e-tender box using the tender reference <b>RFP/CO/YEMSA/24/05/R1</b></p>

4	<p>The tender published is not found in the e-tender box ! We tried to submit our bid last week, but we could not find the tender</p> <p>RFP/CO/YEMSA/24/05/R1 - Provision of interpretation services.</p>	<p>The tender is already available in the e-tender box portal – please follow the guidance on submission available in Annex G</p> <p>In addition, please search in the e-tender box using the tender reference <b>RFP/CO/YEMSA/24/05/R1</b></p> <p><b>See below screenshot that shows that the tender is available in the e-tender box</b></p>
5	NO interpreters are available in Yemen for the languages required	Same as answer for Q1, The selected company will hire the existing interpreters.
6	Can we submit our offers hand-delivered to your Office	No, the offers must be submitted only through the e-tender box portal, please follow the guidance provided in Annex G
7	<p>We are writing to inquire about the flexibility of the requirement stated in the Terms of Reference (TOR) that the service provider must be a recognized legal entity based in Aden and Sana'a, Yemen.</p> <p>Our company is a globally registered legal entity, with registrations in the UK, USA, and Estonia, and headquartered in the UAE. We have extensive experience working with multiple UN agencies, including UN Women, UNESCO, UNICEF, and UNICRI. Additionally, we have collaborated with organizations such as the British Council, NRC, and Diriyah Gate Company Limited.</p> <p>Given our extensive experience and global presence, we are keen to understand if there is any flexibility in the requirement for the service provider to be based specifically in Aden and Sana'a.</p>	<p>Bidders must pass the Eligibility Criteria (<b>Mandatory</b>) &amp; Technical Evaluation Criteria</p> <p>There is no preference on whether the service provider is based in Aden or Sana'a but has to be recognized in both. It is also possible that two different offers can be submitted for any lot Sana'a/Aden.</p>
8	May companies bid for remote interpretation services only for this bid.	Interpretation services in principle are in person, with exceptions for remote. Hence, it is not possible that the company bid for remote interpretation services only.
9	Can international companies bid for the proposal. Prime is based in the United Kingdom.	Any bidder can participate on this tender, however, interested bidders should thoroughly review and read the Eligibility Criteria ( <b>Mandatory</b> ) & Technical Evaluation Criteria, then provide the required documents to technically be qualified on this tender

**End..**

