1. Whether companies from Outside Turkey can apply for this?

    (From India or USA)

Yes, companies from outside Turkey can apply.

As per Article 2.1 of Section I: Instructions to Bidders, the Bidding process is open to all legally-constituted companies that can provide the requested services and have legal capacity to deliver in Turkey and other countries in Europe and Central Asia, or through an authorized representative.

2. Whether we need to come over there for meetings?

Bidders are not required to come to EECARO for any meetings.

Once the evaluations are finalized, UNFPA EECARO intends to have a meeting with the company who is awarded the contract; which can also be done by a skype connection or other videoconferencing means.

3. Can we perform the tasks (related to RFP) outside Turkey?

    (From India or USA)

Written translation services can be done via email.

For suppliers who would like to bid for interpretation services, we would like to note that most of the events will take place in Turkey and interpreters would need to be present physically. Please refer to the Terms of Reference.

4. Can we submit our proposals via email?​​​​

 Yes, email submissions are accepted to a designated email address.

Please refer to *Article 4.b of The Letter of Invitation* and Article *18.3.2 of Section I: Instructions to Bidders* for instructions.

1. Could you, please, clarify the volumes for written translations and for interpretations? How many pages have you translated in the previous year? How many requests have you had for the interpretations?

UNFPA EECARO organizes approximately 15-20 events every year, half of which require interpretation in Russian and English. As for written translations, EECARO also need documents to be translated prior to these events in addition to some other translation of publications, policy briefs etc. For 2014, approximately 700 pages of written translation have been done.

1. How many translators/interpreters do you need to be submitted in our offer?

At least two CVs for translation and/or interpretation is required, who will be able perform the services Russian from/to English both ways, as per *Section II – Annex A: Instructions for Preparing Technical Bid.*

1. Do you also need equipment for simultaneous interpretation?

No, equipment for simultaneous interpretation is not covered in this RFP.

1. Do you need a project manager or a technician during the events?

A project manager or a technician is not requested during the events; however as per the Terms of Reference, the Contractor shall assign a supervisor or person of authority to coordinate all work performed for UNFPA EECARO. The supervisor shall confer regularly with UNFPA EECARO’s representative to ensure that the services requested have been performed to UNFPA’s satisfaction.

1. We are not established or registered in EECA, but we would like to set up a joint venture partnership with a company based in Spain for the purpose of this proposal. Would that be accepted?

Yes, please refer to *Article 2.7 of the Section I: Instructions to Bidders*. Please note that bidders do not need to be established or registered in EECA.

1. Is this RFP directed to any company world wide or only for those "legally incorporated in Europe or Central Asia" as shown in Supplier qualification requirements 28.1 table.

The RFP welcomes application from all countries, worldwide. As per *Article 2.1 of Section I: Instructions to Bidders*, this Bidding process is open to all legally-constituted companies that can provide the requested services and have legal capacity to deliver in Turkey and other countries in Europe and Central Asia, or through an authorized representative.

1. In the solicitation documents it is mentioned that Joint Venture is allowed. However, it is not specified if subcontracting is permitted too. Could you confirm if this last is permitted?

As per the Terms of Reference, subcontracting is not permitted; the bidding company needs to a direct service provider.

1. Will you reward any translators’ qualification documentation (e.g. diplomas) with additional points? Is it necessary to provide proof of qualifications of the translators?

Proof of qualification of the translators/interpreters is not required at the RFP stage and it will not reward additional points at the technical evaluation. However, proof of qualification may be requested from the company who will be awarded the contract.

1. How do these two requirements differ?
   1. clients’ certificates in support of the satisfactory operation of the goods/services as specified above? (Annex D: Bidder’s Previous Experience)
   2. evidence that the Bidder has successfully completed at least one similar contract within the last five years for supply of goods/services? (SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS)

Couldn’t we provide a client certificate also as an evidence for a successful completion of a similar contract?

Yes, you can provide a client certificate also as an evidence for a successful completion of a similar contract. The remark is included in the Annex H: Checklist of Bid Forms in order to ensure you have provided all information needed in the bid.

1. Would you award more points for live examples of translations delivered to other UN Agencies compared to client certificates only?

No additional point will be rewarded. Filling in *Annex D: Bidder’s Previous Experience* together with client certificates will be sufficient.

Part of the technical evaluation scoring will include specific experience and expertise of the company relevant to UNFPA’s mandate as stated in the RFP, therefore it is important to give relevant examples of previous work.

1. Would you please specify what is meant by direct service provider? Does it allow involvement of freelance translators?

Bidders need to be direct service providers of translation/interpretation services and can not subcontract other companies to do the translation/interpretation service. UNFPA EECARO will enter into a contractual relationship with a company that provides services directly in order to ensure continuous good quality and efficiency. Freelance translators can be used by the contractor and it is the responsibility of the contractor ensure quality if outputs.

1. Would that be considered an asset to provide both translation and interpreting services?

Technical and financial evaluations for each service will be done independently, therefore there is no advantage/disadvantage to bid for one or both.

1. As written translation does not involve high risk of being injured in the course of employment,would you accept a statement from our insurance company that all of our employees have a health insurance? Would that be a sufficient equivalent for and evidence for workmen’s compensation insurance and insurance of employees against work accidents?

Yes, a statement from the insurance company will be accepted.

1. Is it possible to disclose the expected volume of the translations (seperately, so volume for translations EN-RU and the volume for RU – EN) so that we can assemble the team of appropriate size icluding enough translators and project managers?

If you cannot disclose the volume: how many translators do you want us to have in the team?

UNFPA EECARO organizes approximately 15-20 events every year, half of which require interpretation in Russian and English. As for written translations, EECARO also need documents to be translated prior to these events in addition to some other translation of publications, policy briefs etc. For 2014, approximately 700 pages of written translation have been done.

For the technical evaluation, bidders need to submit at least two CVs for translation and/or interpretation is required, who will be able perform the services Russian from/to English both ways, as per *Section II – Annex A: Instructions for Preparing Technical Bid*. RFP does not require a minimum number of translators for the company; however the proposed team structure will be important in the evaluation as per the same section.

1. Is it obligatory to use native translators for the project or not? This information is important for assembling the team of translators with appropriate qualification and corresponding quote.

It is not obligatory to use native translators. The quality of translators will be assessed though their CVs and the sample tanlation requested at the Terms of Reference. For interpretation, a Skype interview will be organized additionally.

1. The Price Schedule Form requires only one rate for translations both ways (EN-RU and RU-EN), but in case of using native translators, the unit price for translations from English into Russian differs quite a lot from the translations from Russian into English. Due to this difference we would like to ask, if it is possible to fill in separate prices for each combination.

The price offers should be a fixed rate to both ways regardless of the nationality of the translators. UNFPA EECARO intends to result the RFP with a Long Term Agreement with a service provider who can ensure a fixed price througout the duration of the Agreement.

1. Regarding point 11.1: you talk there about an adaption in case of exchange rate fluctuation: will that also be in case the exchange rate changes in favour of UNFPA? So for any change over 10%?

Yes, the case will also apply for changes in favour of UNFPA.

1. In the ToR you write „Written translations, editing and proof reading” – could you please be more specific on this so that all bidders will quote on the same service: do you require monolingual proofreading or bilingual proofreading (comparing the source to the target text)- and can you specify if editing and proofreading needs to be done by a second and a third linguist?

Occasionally UNFPA EECARO needs proof reading for its internal documents. Depending on the specific case monolingual proofreading or bilingual proofreading maybe requested. Please note that bidders are not requested to offer quotes for this service at the Price Schedule Form; however proof reading and editing services are mentioned in the RFP in order to give bidders an understanding of what might be asked from the company who is awarded the contract.

1. Do you expect allready proof of the „specific requirements“ in the ToR (e.g. Insurance and Security) – or is it enough if we just confirm to be in compliance with those?

Yes, certificates of insurance or statements from the insurance company are requested.

1. Are US companies allowed to participate?

Yes, US companies can participate.

As per Article 2.1 of Section I: Instructions to Bidders, this Bidding process is open to all legally-constituted companies that can provide the requested services and have legal capacity to deliver in Turkey and other countries in Europe and Central Asia, or through an authorized representative.

1. Can the Chartered Accountant, who would sign the SECTION VI – ANNEX D: BIDDER’S PREVIOUS EXPERIENCE be an employee of our company or should it be a third party?

For the purpose of validating *SECTION VI – ANNEX D: BIDDER’S PREVIOUS EXPERIENCE*, the chartered accountant can be an employee of the company.

On another note, please note that the copy of the previous year’s audited Company Balance Sheet/ Financial Statements as per Article 15.1.10 needs to be verified by an external chartered accountant.

1. How should we complete the column “Satisfactory completion” in the Annex D? Is it sufficient to write “Yes”?

Yes, it would be sufficient. The purpose of this column is to understand whether the assignment is ongoing or completed.

1. Would you please give an estimate of the proportion of written translations from English into Russian and from Russian into English?

UNFPA EECARO organizes approximately 15-20 events every year, half of which require interpretation in Russian and English. As for written translations, EECARO also need documents to be translated prior to these events in addition to some other translation of publications, policy briefs etc. For 2014, approximately 700 pages of written translation have been done.

1. Whilst we understand that there are no contractually obliging volumes under the potential LTA, are you able to provide an indication of volume of the contract? For interpreting, is it possible to indicate the number of meetings you anticipate that will require interpretation per annum (and if possible, the number within Turkey and the number outside of Turkey)? For translation, is it possible to advise the volume of pages you anticipate per annum including any peak volumes over the next three years. As stated, we understand that any anticipated volumes will not be contractually binding. However, providing this information will allow us to calculate our costs accordingly as well as ensure adequate service provision through personnel resources.

UNFPA EECARO organizes approximately 15-20 events every year, half of which require interpretation in Russian and English. As for written translations, EECARO also need documents to be translated prior to these events in addition to some other translation of publications, policy briefs etc. For 2014, approximately 700 pages of written translation have been done.

1. Section VI of your RFP document requests evidence of services provided to clients in the form of certificates or letters. While we do have some ‘letters of thanks’ from clients over the years, it is unusual for us to receive letters or certificates and in particular, we would not be able to provide this for every conference/document for which we have provided services. Equally, is it necessary to provide contact details for all? Whilst the majority of our clients are happy to be contacted, for others it is against their company policy to act as referees but we would still wish to include details of services provided to them. Please confirm what we can provide as evidence here.

For the clients where you are able to provide certifications, please submit them with the bid document. Providing contact details is necessary, since this form will serve as a reference. UNFPA EECARO may need to contact the clients at the stage of contract award.

1. The locations of the interpretation events
   1. Will the interpretation events take place only in Istanbul mostly and Ankara?

The events will mostly take place in Istanbul, where EECARO is based and occasionally in other cities of Turkey.

* 1. Are additional locations supposed to be planned in addition to the above ones?

UNFPA EECARO has also conducted events that require interpretation services in Antalya, Turkey in the previous years. Approximately 2-3 events are also organized outside of Turkey, mainly in Europe. Please note that this information is given to you as a previous indicator however no commitment can be given by UNFPA EECARO regarding the event locations at the stage of RFP.

* 1. If possible to know in advance, what part/region of each city will the events take place in?

Unfortunately this information can not be given at the RFP stage. On the other hand, information will be shared in advance with the company who will be awarded the contract.

* 1. Does technical equipment for simultaneous and consecutive interpretation is built–in at each location or shall we provide UNFPA with it?

Equipment for interpretation is no covered in this RFP.