53. May I ask for your clarification on the following: I couldn’t locate the test translation that has to be completed for this RFP. Could you advise where I may find this?

The technical evaluation of written translation services will include the translation of the sample document to Russian. The text is provided within SECTION II – ANNEX A: INSTRUCTIONS FOR PREPARING TECHNICAL BID **Clause 9** of the RFP.

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

(like, 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.

55. 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.

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

(like, 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.

57. Can we submit the proposals via email?

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

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

56. Reference to the above, I would like to comment that the following extract from pg 26 – sample for translation, that the sentence read in its full entirety is incomplete and awkward , in view of this , kindly  let me know if you would like to revise the sentence/paragraph , as translating it to Russian may be inaccurate.

*This crucially applies to physicians and other reproductive-health workers, including nurses, midwives, pharmacists, and primary health-care workers. Family planning and the United Nations’ Sustainable Development Goals and recent international initiatives to refocus attention   In September 2015, the 193 member states of the……*

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Please treat the sentence in question as a headline and format the translation accordingly.

57. Referring to your bid request RFP Number UNFPA/EECARO/RFP/2017/002, we would like to clarify whether the price quotation in section Section VI – Annex E: Price Schedule Form, refers to 2 interpreters or total costs of the client for undefined number of interpreters a day. Should we identify somewhere in bidding documents that we offer price per day including 2 interpreters, or price per person per day.

While as per Section II-Annex A, clause 5  bidders are requested to provide two CVs of their personnel that will constitute the technical bid, the Price schedule form should indicate interpretation rate per person per day or per 1/2 day for the types of services itemized in Section VI-Annex E, clause 5. You may include notes on the cost details if there is a need.

​

58. According to international standards for interpretation (simultaneous at least, or even consecutive) two persons are needy. Are these standards acknowledged?

For the purpose of this RFP, please indicate rate per person. The needs for each particular request will be evaluated at the time of the event/task planning taking into account the standards on interpretation services.

59. We cannot open de LTA Template file  ( page 42)  in order to have it in our dossier.

The RFP is posted in word and pdf formats on [UNGM](https://www.ungm.org/UNUser/Notice/61970) site. When you right click with you mouse on the link in the word document, you will be able to select "open hyperlink" option that will enable you to download the template. Please revert in case of further difficulty with downloading the file.

60. Please let us know the next steps towards being able to participate in this RFP process.

Please refer to the RFP letter of invitation and instructions to bidders posted on [UNGM](https://www.ungm.org/UNUser/Notice/61970) that contain necessary information to enable the submission of your bid.

61. Could you please respond to the following queries regarding the solicitation documents of the tender "REQUEST FOR PROPOSAL (RFP) RFP Number UNFPA/EECARO/RFP/2017/002 For the establishment of a: LONG TERM AGREEMENT In regards to: SUPPLY/PROVISION OF TRANSLATION AND INTERPRETATION SERVICES to EECARO ISTANBUL, TURKEY".

Can you please indicate, if possible, the proportion of plain text expected in the source material for **English into Arabic and viceversa** translation? We aim to have an estimate of how many graphics, tables, charts, editable images, etc. the files would have.

Current RFP solicits offers for English/Russian only.

Can you please indicate if source documents will be provided in Ms. Word Format? Otherwise, please indicate the format of these.

The source documents may be provided in all types of MS format including but not limited to MS Word

In case that files requiring translation include complex infographics, can you please clarify if they will be provided in editable format (InDesign file), or if additional activities (i.e. text extraction and recreation of charts, tables) may also be required at our end?

The needs for each particular request will be evaluated at the time of the event/task planning and may include the tasks mentioned above.

Would UNFPA provide reference links of previous versions of the required material for translation to be able to calculate a better distribution of tables and graphics along with plain text?

As the needs for each particular request will be evaluated at the time of the event/task planning previous versions of translations do not serve a base for prediction of any distribution. For the samples of publications you may check <http://eeca.unfpa.org/en/publications>

Is it expected that UNFPA establishes LTAs with different vendors for each service (Interpretation and/or translation) or it is desirable that one supplier can render both services for all the combinations?

You can bid for translation services only or for interpretation services only, or for both

Is subcontracting (another company) allowed in this tender exercise?

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

Is it required to provide the CV of the entire translation team or it would be enough with only the LEAD translator?

For the technical evaluation, bidders need to submit at least two CVs for translation and/or interpretation, who will be able perform the services Russian from/to English both ways, as per *Section II – Annex A: Instructions for Preparing Technical Bid*. The proposed team structure also will be important in the evaluation as per the same section.

In point 28. Supplier qualification requirements, it is mentioned that “the Bidder is established as a company and legally incorporated in Europe or Central Asia”. Could you please indicate if this is a mandatory and exclusive Supplier qualification parameter? Are companies from outside Europe/Central Asia allowed to bid on this tender?

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.

62. We would like to address you the following queries:

1) Is it necessary to provide proof of our adherence to the UN Supplier Code of conduct?

The adherence is provided within SECTION VI – ANNEX B: BID SUBMISSION FORM as part of endorsement on “having read the original RFP documents of UNFPA/EECARO/RFP/2017/002 including all Annexes, any subsequent revisions and all answers to the questions received from prospective Bidders posted on United Nations Global Marketplace in full before submitting, hereby offers to provide the services, in accordance with any specifications stated and subject to the terms and conditions set out or specified in the RFP documents”

2) Regarding the “live examples of working with international organizations and UN Agencies” mentioned on page 25, a description, contact details and certificate if available would be considered enough to prove the experience? Or otherwise, what do you mean by “live examples”?

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 with real experiences indicated in SECTION VI – ANNEX D: BIDDER’S PREVIOUS EXPERIENCE attaching certificate if available.

3) Regarding Annex D, it will be signed by our legal representative but regarding the chartered accountant we do not have a chartered accountant as employee of our company, could a member of our accountancy department sign said Annex?

This documents needs to be verified by a chartered accountant, who is a qualified accounting professional and can be an employee of the company.

4) On page 12, it is stated that “copy of last three years of audited financial statements” should be provided. However in the check list reference is made to the “previous year’s audited Company Balance Sheet and Financial Statements. What is correct, 3 years or last year?

For the purpose of this RFP please use clause 15.1.7 and provide copy of last three years of audited financial statements.

5) Regarding the audited Company Balance Sheet and Financial Statements: our company is not legally required to audit the accounts and therefore we do not have this documentation. We could provide instead a certificate of turnover issued by an independent company, member of the Official Association of Commercial and Business Graduates and of the Registry of Advisers in Spain, please confirm if this would suffice.

Copies of audited financial statements are mandatory as part of the technical bid.

63. “Section VI – Annex B: Bid Submission Form” requires to be filled and signed ‘On behalf of Business Authority’ and ‘On behalf of Legal Authority’. We would like to kindly clarify what is meant by a Business Authority and a Legal Authority in this context.

Annex B needs to be signed by either the person preparing the bid or head of the company depending on the internal arrangements and also by someone from the legal department of the company or where the company takes legal advice.

64. We have seen that one of the main parts of the technical evaluation for Interpretation services will be a Skype interview. Could I ask about the length and nature of this interview? Is this going to be performed with both interpreters (EN>RU and RU>EN)? Would it be possible to “be present” at this interview?

On the other hand, I would like to confirm if the interpretation prices per day should consider 1 interpreter or 2, as in interpretations longer than 1,5 hours, 2 interpreters have to alternate every 30 minutes.

Skype interview with the interpreter will contain consecutive translation of few short texts RU<>EN at the choice of evaluation committee. You may express your request to take part as an observer at the time of invitation to the interview evaluation.

For the purpose of this RFP, please indicate rate per person. The needs for each particular request will be evaluated at the time of the event/task planning taking into account the standards on interpretation services.

65. Can tenders be delivered only by email or is it necessary to send them by post? Is any previous experience with international entities a qualifying aspect for the bidders?

On bids submission please refer to below Article of the RFP

18.2. UNFPA provides alternative methods of Bid submission:

18.2.1. Electronic Bids may be submitted via email in accordance with the guidelines provided in clause Submission of electronic Bids 18.3.

18.2.2. Hard copy Bids may be delivered personally, by mail, or by courier in accordance with the guidelines provided in clause 18.4

18.2.3. Any of the above options is acceptable and only one method is required. In accordance with UNFPA’s green procurement initiative, electronic submissions are strongly encouraged.

On the previous experience, please note that technical Evaluation for translations services will be based on below criteria, as per Article 27.1:

| **Criteria** | [A] Maximum Points | [B]  Points attained by the Bidder | [C] Weighting % | [B] x [C] = [D] Total Points | |
| --- | --- | --- | --- | --- | --- |
| 1. Specific experience and expertise of the company relevant to UNFPA’s mandate as specified in the ToR | 35 |  | 35% |  | |
| 1. Written translation of the provided text in the ToR into Russian. | 30 |  | 30% |  | |
| 1. Staffing of the company including review of CVs provided | 35 |  | 35% |  | |
| GRAND TOTAL ALL CRITERIA | 100 |  | 100% |  |

1. Which file formats does UNFPA EECARO typically work with? E.g. Word, InDesign, etc.?

The source documents may be provided in all types of MS format including but not limited to MS Word

1. Does UNFPA EECARO’s current provider(s) use translation memory and will you be able to transfer this data to the chosen provider after this RFP?

No

1. Does UINFPA EECARO have glossaries in place and will you be able to transfer these to the chosen provider after this RFP?

We don’t have a glossary but are interested in developing one

1. How do you currently request translations? E.g. via e-mail, Translation Management System, FTP, etc.

Mostly by email

1. Does UNFPA EECARO review translations in-country/in-house by involving bilingual/multilingual employees or other internal reviewers to review the work done by your translation service provider? If so, how? E.g. do you have a system in place to support this?

Yes, occasionally, not systematically. There is no system in place.

1. Are these changes forwarded to the translation service provider so they can update the translation memory with the amendments?

Normally yes

1. Could you think of anything UNFPA EECARO is particularly happy about with the current/previous translation provider(s)?

The acceptance of service of current providers as well as the winner of the tender in question is subject to the satisfactory performance and service provision in accordance with the TOR and each individual request.

1. If any, what would UNFPA EECARO like to improve on/change about their current set-up? E.g. technology, customer service, price, flexibility, ease of sending translation requests.

In accordance with the Section II, Annex A, Clause 3 “Proposed Approach, Methodology, Timing and Outputs” you may provide any comments or suggestions on the TOR, as well as detailed description of the manner and set up in which your company would respond to the TOR.

1. We can see the website is currently available in 3 languages. Is there a requirement for website translation into Russian as well?

No, not at this point

1. If so, do you require technology integrations between your internal systems and language services vendor’s systems?

n/a

1. What CMS (content management system) do you use?

Not applicable to the current tender

1. Is there a preference for using a specific CAT tool or system for translation projects?

Not applicable to the current tender

1. Would you be able to share how many potential providers are taking part in the RFP?

A Bid opening report will be available for viewing only to Bidders who have submitted a bid or their authorized representatives for a period of thirty days from the date of the opening. (Section I, E, 22.3)

1. Would you be able to share how many vendors UNFPA EECARO seek to appoint as their translation provider(s)?

(Section I, F, 33)

UNFPA intends to award LTA(s) to the Bidder that obtains the highest combined score of the Technical and Financial evaluation for translation and interpretation services.

An LTA may be awarded to a single bidder for both translation and interpretations services or two different bidders may be awarded for each of the services.

80. Section vi – Annex E: price schedule form Clause 5 A) Interpretation services.

Can you please clarify what should be inserted for the last row “TOTAL”? In other word what does “TOTAL” refers to?

That will be total bid price per item, i.e. the sum of lines above.

81. Are you intending to choose several contractors for the translation project or just one?

(Section I, F, 33)

UNFPA intends to award LTA(s) to the Bidder that obtains the highest combined score of the Technical and Financial evaluation for translation and interpretation services.

An LTA may be awarded to a single bidder for both translation and interpretations services or two different bidders may be awarded for each of the services.

82. If our company is awarded a contract, we must always take the assignments or we have the possibility to reject them?

The failure of one party to perform may give rise to the other party cancelling the contract.

83 In section VI – Annex B: Bid Submission Form, at the end of the document are two columns for signature. The first ‘On behalf of Business Authority’ would be Prime Production, but could you advise whom should be counter-signing under the ‘On behalf of Legal Authority’ column? Would this be in essence, our lawyers?

84. In Section VI – Annex C: Bidder Identification Form, it similarly asks for the name and position of the Legal Representative. This form was present in the 2015 RFP and we noted down our lawyer’s details. Is this still the same for this year’s RFP?

The form will needs to be counter-signed by your lawyer, legal department or where the company takes legal advice.

85. In Section II, the Terms of Reference, Point E of the Specific Requirements states that ‘Word count will be based on the output document….’. Could you confirm from this statement that the word count shall be taken after the translation has been completed on the target text for invoicing

purposes?

The count is done after final acceptance of work and hence is a basis for invoicing.