

Questions and Answers Received up to 14 January 2019



Empowered lives.
Resilient nations.

UNDP-BERA-LTA-2019-001- LTA for Provision of Language Services by Translation Firms

Q1. Annex I mentions ‘./edited publications’. Could you confirm that some of the 7 publications proposed should relate to copy editing or proof-reading rather than translation and revision work in order to obtain maximum points, but these should not form part of the 2 URLs requested in Annex II which is our understanding? Our query relates to if in this section, copy-editing is being referred to or if it is revision. If the editing work has been carried out in English, can you advise in which proposal this should be detailed?

Editing (copy-editing and rewriting) samples must be included only if a firm offers this service under “Other Services (optional)” section. The 7 publications proposed should relate to translation and translation editing only.

Q2. In regard to the URLs required, some language combinations such as English to Russian and English to Chinese do not have readily available URLs from UN or other international organization sites due to the lack of official translations carried out in these combinations. This also applies to work carried out from Arabic, Chinese, French, Russian and Spanish to English; could you advise if attachments rather than URLs are acceptable in these cases? **Yes.**

Q3. Within Annex I, Criteria for the Assessment of Proposal, it states in section I that ‘translators should at least 5 years of experience in translation’, but in section II below, it states that ‘each member of the roster of linguists must have a minimum of 15 years of experience.’ Could you advise if there is a typographical error here?

The minimum of 5 years of experience is for linguists holding a BA/master’s degree in writing, communications, journalism, international relations or related fields, or a minimum of 15 years of progressive relevant experience in lieu of degree.

Q4. Within Annex I, Criteria for the Assessment of Proposal, it states that ‘information should be in the order presented hereunder.’ Within Annex II, the Form for Submitting Service Provider’s Proposal asks for some repetitive information indicated in Annex I. Could you clarify which of these orders should be followed in our proposal? Our understanding is the format of Annex II should be followed?

Annex II is the template for submitting technical proposals. Please use format of Annex II.

Q5. Within Annex I, Brief Description of the Required Services, it mentions typesetting and layout. This service is not mentioned in the Other Services section of Annex II. Can you confirm this service be included in the Other Services section? **Typesetting and layout can be included under “Other Services (optional)” section.**

NOTE: Translation and Translation Editing are the primary services considered for this RFP. If a firm offers services that fall into a different category, these should be submitted under “Other Services

(optional)” section. These are, as specified, optional. Kindly note that copy-editing and rewriting is a different service than translation editing. If a firm offers any other service that is not mentioned in the RFP note, it is possible to add it in the Technical and Financial Proposals. In this case, samples of work must also be submitted for each additional optional service offered. For example, in the case of interpreting, firms may submit audio files of events in the relevant language combinations offered by the firm. If you have questions in this regard contact us.

Q6. Within Annex I, subsection Partial Quotes, it states that ‘offerors may submit individual complete proposals per official language of their expertise.’ Could you confirm our understanding that if we are applying for all official UN Languages, 5 individual proposals are to be submitted? If this is the case, and as we also offer services to English from the other 5 official UN languages, should an English proposal be submitted separately for each of these language combinations following the criteria set, or should this be included in each of the 5 other official UN language proposals as a subsection? Or would it be permissible to send one proposal including the information for all languages we are applying for?

Annex II, Part 2a, f. requests to list the language combinations offered; this section covers the general expertise of the firm. Part 2b covers de personnel resources. In this section the firm should include the credentials (CVs/experience/language certifications) of key translators/editors/interpreters/linguists and submit for each of the language combinations offered.

Q7. Annex I states that the Technical Proposal Envelope includes Form A which is present, but also Forms B, C, D, E and H, but these do not seem to be present. Could you advise us on this please?

This sentence was inadvertently placed in the RFP document; please disregard it and use Annex II to prepare your Technical Proposal.

Q8. Similarly, Annex I states that the Financial Proposal Envelope includes Form F and G but there is just one form in this section. Could you advise us on this please?

Please disregard that sentence and use amended Annex IV to prepare your Financial Proposal.

Q9. Within the points allocation for part 2b, it states that 5 points are obtainable for each translator per official language that has passed UN Language Competitive Exam (LCE). Within Annex I, ‘Criteria for the Assessment of Proposal’ it states within the Qualifications section that ‘LCE, and or membership of the ATA or of other accredited professional language institution is considered an asset’. Could you therefore advise if the 5 points obtainable will also be considered for linguists who have membership of other accredited institutions (such as the ATA, Sft, CIOL or ITI etc.)? Translators will be accredited the 5 points for renowned institutions, but less known institutions will also grant some points.

Q10. Within Annex I, in the Other Information section, it states that a Company Profile should be submitted, including links to ‘company references’. Could you advise if these references are referring to letters of recommendation or other references, and if so, could you clarify what these are please? Please provide links to works performed for clients for whom your company performed work similar in scope. You may submit PDF format if URLs are not available.

Q11. We believe there is a discrepancy between in the scoring indicated for the technical criteria, part 2a. Within Annex I, there is a technical criterion of Overall Response indicating 2 points obtainable; within Annex III, this criterion is not mentioned. Within Annex I, the Demonstrated Non-UN Client List is indicated as having 2 points obtainable; within Annex III, this criterion is indicated as having 3 points obtainable. Within Annex I, the Company's Workflow for Translation Requests is indicated as having 2 points obtainable; within Annex III, this criterion is indicated as having 3 points obtainable. Could you clarify this for us please?

Overall response will be considered for the Pre-evaluation process. The criteria in Annex III will grant points for the Technical Proposal Evaluation.

Q12. Within Annex IV, it states that the ‘..following pages (attached as a WORD document) must be used.’ There is no Word document attached so are we correct to assume we should use this format or is there a Word document to be utilized?

It refers to the following (next) page of Annex IV, where the firm should add the cost breakdown of the services offered in the Technical Proposal. Please used amended Annex IV for the Financial Proposal.

Q13. Can you please clarify if, as stated in “Criteria for the Assessment of Proposal”, we are expected to submit one individual complete proposal per official UN language offered (with the structure, and content prepared in accordance with Annex II; and accompanied by the CVs of translators /editors proposed in each proposal); or if we can submit one (1) general proposal covering all our UN language capabilities?.

Part 2a, g. of Annex II request to list the language combinations. This section covers the expertise of the firm. Part 2b covers de personnel resources. In this section the firm should submit CVs of key translators/editors/interpreters/linguists and do it separately for each UN target language.

Q14. Please confirm if we also need to submit one individual financial proposal per language offered, or if we can submit on single financial proposal (as per Annex IV) with a cost breakdown per required service and language offered (I. Primary services: Description of Activity/Item), and the rest of items required (II. Other services (optional) and III. Rush fee).

Please refer to the updated amended Financial Proposal Form Annex IV. Each set of services must be submitted per language combination.

Q15. We understand that each e-mail should be no more than **8 MB** in size; and that we may submit via multiple e-mails. However, in order to avoid submitting an excessive number of emails and/or reduce the size of each email, we wonder if it would be possible to submit additional general supporting documentation (i.e. quality assurance certificates, portfolio with translation cases that demonstrate experience relevant to this RFP, etc.) in one single .zip folder named “General supporting documentation”? **Yes, a single zip is acceptable for the purpose you indicated above.**

Q16. Point k. of Annex II requires the provision of two (2) URLs of translated publications in at least two (2) the five following areas of specialized subject matter including: democratic governance, sustainable development, crisis prevention, climate change, and/or gender equality. As most of our

translated publications are not accessible via URL but in hard copy (Word, PDF format); we wonder if we could instead submit a PDF file (first five (5) pages) along with contact information (name and email of Contact Person, organization, office/business unit, date of request). **Yes.**

Q17. As per previous experience, we understand that the breakdown per language combination in relation to the average total volume of translations per year can be estimated as follows: EN>FR: 30%; EN>SP: 30%; FR & SP>EN: 20%; EN>AR: 10%; AR>EN: 5%; EN>RU, ZH: 5%. Please confirm if this is correct. **We do not have this information available.**

Q18. Regarding **Evaluation process**: You mention that only firms that meet the minimum experience and qualification requirements will be invited to undertake a written examination. Should the minimum experience and qualification requirements be submitted separately from the Technical Proposal or will you read the Technical Proposal in order to decide if we qualify for the translation examination?

All the information should be submitted in the Technical Proposal which will be read to be evaluated during the Technical Evaluation.

Q19. Regarding **Offer to be submitted**: You mention that the response should be done separately for each UN target language. Is it ok if we submit one response and make the distinction for the UN languages only when needed?

Part 2a, g. of Annex II request to list the language combinations. This section covers the expertise of the firm. Part 2b covers de personnel resources. In this section the firm should submit CVs of key translators/editors/interpreters/linguists and do it separately for each UN target language.

Q20. The 6 UN languages are: FR, EN, ES, AR, RU, ZH. Which of these are the source languages and which ones are the target languages?

UNDP may request any combination possible. The most common language combinations are:

- **English into French, Spanish and Arabic**
- **French into English**
- **Spanish into English**

Q21. With regards to the CVs required in Part 2 section a, we understand that you would like to receive 3 CVs per target UN language (e.g. 18 CVs). What source language should the translators listed in this section master, e.g. what are the relevant language pairs? **This depends on the language combination each firm offers.**

Q22. In Annex II – Technical Form, Part 2a, item k – Provide two (2) URLs of translated publications... Does it have to be a URL? Most of our translated publications are in hard copy (Word, PDF format). Would we be able to submit samples of these instead of website URLs?

URLs are desirable, but a pdf or word format copy can be submitted instead.

Q23. Could you please provide a breakdown of the estimated volume of work per language combination for the next three years?

This information is not available. These LTAs are for on-call language services.

Q24. Translation tests: Could you please indicate if you already have an idea of reception dates of the tests? Will they be received after the Technical and Financial proposals have been submitted by the companies to UNDP or before?

The Technical Proposals will be screened and long-listed. If a firm is long-listed it will be invited to undertake the written examinations.

Q25. Could you please indicate if only one translator per language combination should undertake the written examination (both the translation and editing)?

The firm should assign the written examinations to the key resources who will be working on UNDP assignments.

Q26. When will we be contacted to determine our translators' availabilities?

After finalizing the long-listing. UNDP will contact the candidates in February to determine availability for undertaking the written examinations.

Q27. We understand that we will have 3 hours to translate each document. However, could you please confirm whether each document will be sent on a different day, or whether we would receive them all on the same day? Each document will be sent on a different day.

Q28. As we are in Europe (GMT+1), will you consider the time difference when sending the written examination? Yes.

Q29. Could you please indicate the format of the texts to be translated for the written examination? Each examination is, in average, a 750-word long Word document.

Q30. Will UNDP provide reference files for the translator? No.

Q31. Could you please confirm that we will be contacted by email and that no platform will be involved? UNDP will contact vendors by email for the examination.

Q32. Could you please confirm that the target countries for the test are: France, Portugal, Spain, Egypt, Russia and China (e.g. Simplified Chinese)?

The purpose of the written examinations is to test quality and consistency. The target country for a given language should be up to the firm.

Q33. Results of the RFP: When will we receive the final decision? will it contain all the detailed information regarding the points per examined category?

The firms will be notified about the Technical Evaluation results by March 2019

Q34. Could you please provide a breakdown of the estimated volume of work per language combination for the next three years? This information is not available.

Q35. Is there an incumbent or vendor that has done this work in the past for UNDP & whom ?

Yes. Different mono and multilingual translation firms.

Q36. How does UNDP plan to divide the work load responsibility to the vendors ultimately selected?

This is an on-call services LTA. UNDP encourages the secondary bidding solicitation exercise whereby suppliers are requested to provide their best and final offer through issuance of a request for quotation process. For each project, a minimum of 3 quotes should be requested.

Q37. Is it an option to focus on the Written translations and Translations Editing bid ONLY?

UNDP: "Section Offerors may submit individual complete proposals per official UN language of their expertise; each language proposal will be evaluated separately (non-UN official languages are not required for selection under this competitive process)."

Yes, translation in any of the official UN-languages is the primary service of this RFP. The other services are optional, along with non-UN official languages.

Q38. Does this mean we need to submit a proposal for each language (i.e. all 6 separately) or can 1 bid submission cover all languages?

Annex II, Part 2a, f. requests to list the language combinations offered; this section covers the general expertise of the firm. Part 2b covers de personnel resources. In this section the firm should include the credentials (CVs/experience/language certifications) of key translators/editors/interpreters/linguists and submit for each of the language combinations offered.

Q39. Under Content of Bid and Evaluation Process Section I, there is reference to "Annex 1 Technical Submission Forms A-G". Where do the Forms required reside? As they are not attached to the RFP Document, can you please share them or guide me to the location?

Kindly disregard and use the annexes in the RFP Document.

Q40. Will you share samples of the type of Language Translation content that the RFP is referencing?

Please visit our site at <http://www.undp.org/content/undp/en/home/library.html>

Q41. What are the standard turnaround times expected, as different translation content requires more or less time?

It depends on the project. Sometimes the firms work under tight deadlines.

Q42. The RFP details Rush fees – document states a 12hrs turnaround time. The Industry standard is 24hrs or less is this firm?

UNDP may request rush translations to be delivered in less than 12 hours (output required: less than 3,000 words). Please add this rush translation service fee. Firms can add other rush translation services in the Financial Proposal - use Amended Annex IV.

Q43. The industry standard daily word rate (around 1,500 to 2,000 words per day) – Will the UNDP share a Glossary and style guide?

The standard we follow is around 3.000 words per day for firms. We will share a Style Guide in English. UNDP will share sites for terminology; glossaries are not available.

Q44 Can we add typesetting/layout prices to the provided price template? It is mentioned in the "Description of requirements" as optional service; but not included in Annex IV.

Yes, as per ToR, the applicant is invited to add other services, which are optional. (See section “List and Description of Expected Outputs to be Delivered” of the RFP Document)

Q45. How many translation samples per target language (translated/edited publications) have to be provided: 7 (as indicated in the "Description of requirements") or 2 (as indicated in Annex III)? Please confirm.

Description of requirements refer to the samples the applicant has to submit, while Annex III refers to the written examinations. Regarding the samples, the publications submitted must be at least in 2 of the 5 specialized subject matter expressed in the requirements. The number is up to the applicant, but we want to make sure the firm has enough proven experience in a particular area.

Q46 Do you have any reference annual volumes from previous years (for example for year 2017 or 2018) per UN official language, if possible to share with us?

Our published publications are available on our global website.

Q47. What are the most common UN non-official languages at the UNDP?

Turkish, Portuguese, German, Japanese

Q48. Regarding the written translation examinations, the instructions are the following:

"In order to assess your firm's qualifications, one (1) key translator for each official UN language for which your firm is submitting a proposal, is required to take a timed written examination.

[...] Your firm's key translators will be asked to translate the documents listed below into their respective target language(s):

- a. Statement, speech, or allocution by a senior UN official (approximately 1000 words);
- b. Excerpt from a UN technical report (approximately 700 words);
- c. Press article (approx. 600 words).

They will have up three (3) hours to complete the translation of each document."

Could you please confirm if we can assign 1 translator to each of these 3 texts or if the same translator should complete the 3 files?

The key translators that will work on UNDP projects should undertake the examinations. Review Part 2b, technical criteria.

Q49. The total volume of these tests would be 2,300 words which is nearly 1 day of translation according to industry standards. Please confirm.

Each examination is on average a 750-word long document.

Q50. What will be the source language of the written translation examinations for each UN official language (targets)?

It depends on the proposal per language combination the applicant submits. Review ToR, Section 4, Technical proposal.

Q51. Is it mandatory to provide Interpreting services because, in the RFPs Specifications, page No. 7, Criteria for the Assessment of Proposal at point I. Minimum corporate expertise and capacity is mentioned: "Outstanding Translators, Revisers, Editors and Interpreters and then, the next paragraph mentions: "A minimum of.... two (2) key interpreters (if applicable)..."

Could you please clarify if is a mandatory requirement to submit in our proposal 2 CVs for key interpreters?

No, it is not mandatory to provide interpreting services. Review RFP Document - List and Description of Expected Outputs to be Delivered – Optional services.

If your firm will offer interpreting services, then the proposal should include the CVs of the key interpreters.

Q52. Regarding the requirements for linguists: "Each member of the roster of linguists must hold a BA in translation, writing, communications, journalism, international relations or related fields and/or have a **minimum of 15 years** of progressive translation/editing/writing experience."

Is the criteria of **15 years of experience** correct and, if so, applicable to both scenarios (linguists with and without BA)?

That is correct, the requirement is a BA/master's degree or a minimum of 15 years of progressive relevant experience in lieu of degree.

Q53. To provide a comprehensive pricing proposal, what are the non-official UN languages you would like us to include?

As non-UN official languages are optional services, firms can include a list of other language combinations offered. It is up to the firm to decide which languages to include.

Q54. Please, confirm that we need to provide CVs of 3 key translators per language and not CVs of revisers and editors.

Yes, the firm should provide CVs of 3 key translators per language (being translation and translation editing the primary service of this RFP). If the firm provides copy-editing or any other optional services, they are invited to submit samples and CVs of 3 key resources per service provided.

Q55. Apart from the CVs of the linguists, do we need to include also supporting documentation: (degrees, reference letters, certifications)?

These documents may be submitted at a later stage upon request by UNDP.

END