

Amendment No. 1

<u>To:</u>	Interested Bidders
<u>From:</u>	UNDP Syria
<u>Subject:</u>	LTA for the provision of language translation/Interpretation services in English into Arabic; vice versa
<u>Reference:</u>	UNDP-SYR-RFP-025-19
<u>Date:</u>	8 May 2019

- The deadline for the submit of proposals has been extended till Thursday 16 May 2019 at 2:00PM***

تم تمديد آخر موعد لتقديم العروض ليصبح يوم الخميس 16 / 5 / 2019 الساعة الثانية ظهراً

**** UNDP Syria is answering on the received questions as in the following:***

	Question	Answer
1	Concerning the period allowed for bidders, it is very short considering the amount of info required and the holidays that extend for one week at the beginning of the month of May.	The deadline for the submit of proposals has been extended till <u>Thursday 16 May 2019 at 2:00PM</u>
2	You have provided fixed options concerning for example text translation per page, but you have not provided the type of translation needed in relation to deadlines. We have had to translate documents with a very urgent deadline of 24 to 72 hours, and this was very different from when translators have easy deadline. Translation rate for urgent rushed translation are certainly higher as this requires 24 hours work non-stop. Thus we can only provide rate for normal easy deadline translation and this does not cover all cases. In addition to the fact that sometimes we deliver the	<p>The price schedule has been amended to be included one rate for an easy deadline and one rate for a rushed/urgent translation.</p> <p>Both of which can take into consideration minor edits and revisions (modifications to the source text can be up to 20% of the total text with no increase in rate; any modification over that threshold can be charged extra).</p> <p><u>Note:</u></p>

	<p>translation and then UNDP receives modifications and comments from Mofa and we have then to add the modifications and revise and edit, which is extra work. This is not observed in the offer.</p>	<p>In rushed translation documents should be translated with a very urgent deadline of 24 to 72 hours.</p> <p>In normal translation documents should be translated with easy deadline of 4 to 10 days. Pls. refer to the attached amended price schedule.</p>
3	<p>Concerning interpretation, you have observed the rate for one interpreter only, even though two interpreters are always needed in a booth, so how can we calculate the total sum? You also observed the rate for one day 8 working hours, excluding lunch (though this hour should be included as translators deserve a break to continue working) , but you have not observed shorter days, or even meetings that sometimes take two hours maximum. You have not observed any information related to interpretation outside Damascus with travel issues and procedures.</p>	<p>The price schedule has been amended to be per <u>hour</u>,</p> <p>You can offer your price for the interpretation per hour including all needed costs if it is for one or more translator.</p> <p>Pls. refer to the attached amended price schedule.</p>
4	<p>Very important: concerning the equipment and table 4 which is wrongly titled "text translation fee amounts" when it is related to equipment. You have not observed that the interpretation equipment can sometimes be needed with or without a sound system, as the sound system can sometimes be available at the venue of the event, and sometimes not available. So, options should be with sound system or without sound system. Venues and hotels sometimes have a sound system, but some venues have no sound system at all.</p>	<p>The title of table has been corrected.</p> <p>As mentioned in the price schedule: Table 4: it is for Breakdown of Simultaneous, consecutive and whisper Interpretation fees.</p> <p>while table no. 5 is for Breakdown of Rental Simultaneous Interpretation equipment.</p> <p>If you fill both tables, it will become clear to calculate the whole cost of any event;</p> <p>If there is already sound system at the hotel, the fees will be for only interpretation from (table 4).</p> <p>If there is no sound system, in this case you are requested to provide interpretation with</p>

		system and the fees will be for interpretation plus equipment from (table 4 +5).
5	In addition to a very important issue: you have mentioned "30 events", how can we know the length of the event, usually equipment is hired/ rented per day, so it is not easy to figure out the length of each event, some events are 2 days, some can be 5 days. So, it should be calculated per day.	<p>The price schedule has been amended to be per <u>hour</u>.</p> <p>Pls. refer to the attached amended price schedule.</p>
6	Could you confirm that the anticipated volume for translation work from English to Arabic and vice versa, is 425,000 words and 550,000 words respectively as indicated in the financial proposal form?	<p>The number provided is an estimate for three years.</p> <p>The price schedule has been amended to have one standard way of measuring, it became per <u>word</u> instead of page/slide.</p> <p>Pls. refer to the attached amended price schedule</p>
7	Could you confirm that the anticipated volume for interpreting is 120 days a year as indicated in the financial proposal form?	<p>The number provided is an estimate according to past years' needs.</p> <p>In the amended price schedule it became per hour. (960 hours = 120 days)</p> <p>Pls. refer to the attached amended price schedule.</p>
8	Within the financial proposal form, table 3 is entitled 'Breakdown of simultaneous, consecutive and whisper interpretation fees'. Within the RFP, there is no other mention of consecutive or whispering interpreting, only simultaneous. Could you advise if there is envisaged to be consecutive or whispering interpreting as part of this RFP, and if so, how many of the 120 days this will make up?	<p>90% of the interpreting required is simultaneous interpreting, while whispering interpreting is not anticipated to be more 10%</p> <p>Table 4 in the price schedule has been amended and the fees of simultaneous interpreting was separated from the whispering interpreting, also daily allowance</p>

		<p>for events outside Damascus City was requested to be offered in the table.</p> <p>Pls. refer to the attached amended price schedule.</p>
9	<p>For simultaneous interpreting, could you confirm that in addition to the 8-hour working day, excluding lunch break, that there are 2 coffee breaks of 15 minutes, one in the morning and one in the afternoon?</p>	<p>Confirmed.</p> <p>Anyway; The price schedule has been amended to be per <u>hour</u>.</p>
10	<p>The required information to be filled for financial standing of the companies are not compatible with the types of companies, firms or institutions in Syria that can provide all the services required in the Bid. P.9 of the bid, which is the financial standing for example requires information about assets and profits that are not easy to identify and fill because profits are not only due to translation services, rather from many other activities much larger in scope than translation services.</p>	<p>The requested financial information is from your Company's/Office's financial statements which should show your financial standing resulting of your activities whether in translation or any other activities permitted for practice.</p>
11	<p>Our center for example is a language training center that makes most profits by language classes, and translation and interpretation is a service we provide to many organization as we have a team of teacher/ translators that are competent, but these services are not the main profits of the center, in fact, we don't make huge profits from translation services these services are not on a daily basis, they tend to be dependent on the requests of organizations according to their needs, and thus they are not daily, and we usually recruit interpreters as needed and give interpreters their dues with a tiny margin of profit. In addition to the fact that if we merge in a JV with another company for the equipment, how can we fill this P.9? Even the company which is our partner in providing equipment, does all sorts of activities and provide</p>	<p>You can print two copies of P.9 and fill the Financial Standing of your company in the first copy, and of your JV partner in the second.</p>

	equipment for all sorts of events, big conferences, fora, festivals...etc. So again, their main profit is not due to providing equipment for interpretation.	
12	CVs of key personnel: Do we need to fill all the cells in the space provided for All CVs? The space provided for CVs and the information needed will make the document very long. If we have at least then people with their CVs, it is not very practical to fill these cells for all, besides this will need so much time. When we applied for the FAO bid they simply asked for a file of CVs.	You are free to fill all the cells in the space provided for All CVs, or fill only the headlines of each one with attaching his C.V.
13	In the data sheet, BDS number 16, it is indicated that the maximum number of transmissions is 10M. Could you advise if this refers to the size of the total number of attachments? Could you advise us how many Megabytes each email may contain?	Each email should contain no more than 10 MB. And you can divide your proposal into more than one email.
14	In Section 4, Evaluation Criteria, section 3, management structure and key personnel, the examples requested (2 in at least 1 of the specialized areas), seem to overlap those examples cited in section 1.5. In UNDP RFPs typically, the examples of work completed is requested for the organization as in section 1.5, and the areas of specialization are requested for translators and interpreters, rather than examples requested for these also as they will in the main overlap those of section 1.5. Could you confirm this? If this is so, could you advise then how the 50 points in sections 3.1 and 3.2 will be allocated and if we will be able to gain these points by reference to point 1.5?	<p>The first Criteria is to evaluate the company/office with confirmation that these documents were translated under the name of the company/office regardless to the name of translator.</p> <p>The second Criteria is to evaluate the translator/ interpreter with confirmation that these documents were translated under the name of translator/ interpreter.</p> <p>In two criteria the requested is only list of the documents were translated with the topic address, client name, and the date.</p>

15	<p>In Section 4, Evaluation Criteria, the technical evaluation criteria section 3.2, for interpreting translators, it states that 50 points are available for 'At least 2 translated/edited or publications in at least 1 the following areas of specialized subject matter including but not limited to:.....'. Could you advise that this should be related to interpreting assignments rather than translated publications?</p>	<p>For translation the requested is 2 translated/edited or publications in the translation.</p> <p>And for the interpretation the requested is 2 interpreting assignments.</p> <p>In two criteria the requested is only list of the documents/ assignments were translated/ interpreted with the topic address, client name, and the date.</p>
16	<p>The technical evaluation criteria in Section 4 differs from Form E: format of the technical proposal. Could you advise which of these should be followed in terms of ensuring we meet the maximum number of points obtainable, and also so we know how our separate technical proposal should be structured?</p>	<p>You are requested to fill out your technical proposal in Form E based on the evaluation criteria indicated in Section 4.</p> <p>For any additional information that is important for your proposal you can attach it with your proposal.</p>
17	<p>We shall follow the layout of the technical proposal to be submitted as in Form E: Format of technical Proposal, as this is the format for RFPs typically requested by the UNDP. However, we believe there is an overlap within these sections.</p> <p>Section 1.4 requests a descriptive response to 'Quality assurance procedures and risk mitigation measures' but we believe this is an overlap with section 2.2 which requests 'Bidders internal technical and quality assurance review mechanisms.' Could you advise if we can include therefore just one of these sections in our proposal, preferably Section 1.4 as this is where this response is requested typically in UNDP RFPs.</p>	<p>In section 1.4 you are requested to provide the Quality assurance procedures and risk mitigation measures applied in the whole work of your company/office.</p> <p>In section 2.2 you are requested to provide the Quality assurance procedures and risk mitigation measures will be applied in the implantation of this contract.</p>

18	In the key personnel section: do we need to fill one for each interpreter/translator, or just the main team leader/ manager/ coordinator?	You are requested to fill out one for each one interpreter/translator.
19	We are a business that has offices in Syria and spread throughout the middle east and would like to know if we are able to submit more than one bid through our different companies, if the same owner has minor shares in different business across Middle including one in Syria can I make several offers with different companies or should I only submit one under the Syrian entity?	bidders should submit only one proposal, proposals submitted by two (2) or more Bidders shall all be rejected.
20	How many copies should we submit? I could not find in the BDS or instruction the number of copies we should submit.	One copy is enough.
21	With regards to translation outside Damascus, it would be best if give a rate/day for each governorate, to add accommodation and transportation fee	Table 4 in the price schedule has been amended; daily allowance costs for events outside Damascus City was requested to be offered in the table Pls. refer to the attached amended price schedule.

- *The Financial Proposal Form has been amended to be read as in the following:*



Form G: Financial Proposal Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder is required to prepare the Financial Proposal following the below format and submit it in an envelope separate from the Technical Proposal as indicated in the Instruction to Bidders. Any Financial information provided in the Technical Proposal shall lead to Bidder's disqualification.

The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder's Technical Proposal.

Currency of the proposal: [Insert Currency]

Table 1: Summary of Overall Prices

	Amount(s)
1- Rush/urgent text translation fees (from Table 2)	
2- Easy deadline text translation fees (from Table 3)	
3- Simultaneous, consecutive and whisper Interpretation fees (from Table 4)	
4- Rental Simultaneous Interpretation equipment (from Table 5)	
Total Amount of Financial Proposal	

Table 2: Breakdown of rush/urgent text translation fees:

Note: Documents to be translated with a very urgent deadline of 24 to 72 hours.

Name	Qty	Unit Fee Rate	Total Amount
	A	B	C=A*B
Text translation from English to Arabic			
Each page will be calculated by 250 words (250 words per 1 page)	93,750 word		
Text translation from Arabic to English			
Each page will be calculated by 250 words (250 words per 1 page)	125,000 word		
Translation of Power Point slides from English to Arabic			
Based on the number of words per slide each 100 words are considered as one slide.	12,500 word		
Translation of Power Point slides from Arabic to English			
Based on the number of words per slide each 100 words are considered as one page.	12,500 word		
Subtotal text translation fees:			

Table 3: Breakdown of easy deadline text translation fees:

Note: Documents to be translated with easy deadline of 4 to 10 days.

Name	Qty	Unit Fee Rate	Total Amount
	A	B	C=A*B
Text translation from English to Arabic			
Each page will be calculated by 250 words (250 words per 1 page)	281,250 word		
Text translation from Arabic to English			

Each page will be calculated by 250 words (250 words per 1 page)	375,000 word		
Translation of Power Point slides from English to Arabic	37,500 word		
Based on the number of words per slide each 100 words are considered as one slide.			
Translation of Power Point slides from Arabic to English	37,500 word		
Based on the number of words per slide each 100 words are considered as one page.			
Subtotal text translation fees:			

Table 4: Breakdown of Simultaneous, consecutive and whisper Interpretation fees:

Note: one working day is 8 hours including one hour lunch break, and 2X15 minutes coffee breaks

Name		Qty	Translator fees/day	Total Amount
		A	B	C=A*B
Simultaneous interpreting from / to English and Arabic.		800 hour		
Whispering interpreting from / to English and Arabic.		160 hour		
Daily allowance	Accommodation per person	30 day		
If the event outside Damascus City	Transportation per person	30 day		
	Food and another cost /person	30 day		
Subtotal Simultaneous, consecutive and whisper Interpretation fees:				

Table 5: Rental Simultaneous Interpretation equipment:

Name	Qty	Unit Fee Rate	Total Amount
	A	B	C=A*B
Rental Simultaneous Interpretation equipment (Earphones, cabins, Microphones. Etc) For capacity event below 50 headsets	240 hour		
Rental Simultaneous Interpretation equipment (Earphones, cabins, Microphones. Etc) For capacity event between 50-100 headsets	240 hour		
Rental Simultaneous Interpretation equipment (Earphones, cabins, Microphones. Etc) For capacity event between 100-150 headsets	240 hour		
Rental Simultaneous Interpretation equipment (Earphones, cabins, Microphones. Etc) For capacity event between 150-200 headsets	240 hour		
Subtotal Rental Simultaneous Interpretation equipment:			