



CLARIFICATION No. 1

Reference: 19054-2021 / Interpreter & Translations Firm:
English – Spanish/Portuguese/French/Arabic

We notify all interested participants that we have received the following clarification requests on referred process:

1. Whether companies from Outside Panama can apply for this? (like, from India or USA)
Answer: Companies outside Panama can apply, as the services are required in remote basis.
2. Whether we need to come over there for meetings?
Answer: The services are required in remote basis. If travel is required, it would be coordinating under the UN travel policies.
3. Can we perform the tasks (related to RFP) outside Panama (like, from India or USA)
Answer: Yes, it is possible, subject to coordination due to time differences, etc.
4. Can we submit the proposals via email?
Answer: Offers must be submitted to the email address:
procurement.rblac.regionalhub@undp.org
5. Are the approximate historical volumes for years 2018-2020 presented on page 10 of the RFQ (Section F. INSTITUTIONAL ARRANGEMENTS) per language or in total?
Answer: Must be submitted in full.
6. Key Personnel are required to have a bachelor's or master's degree. Should we submit copies of the degrees together with their CVs or just include the information in the CVs?
Answer: Yes, degrees must be submitted together with CVs.
7. According to the RFQ document Section 2. RFQ INSTRUCTIONS AND DATA, page 5, we are requested to submit an internal revenue certificate for the last 2 years. Do you mean our financial?

statements for the past 2 years?

Answer: Yes, the financial statements for the past 2 years.

8 . According to TOR Section I. QUALIFICATIONS OF THE SUCCESSFUL CONTRACTOR, the languages are from English to Spanish, Portuguese, French, Arabic and vise-versa while in Annex 3 for Lot 5, we are requested to provide fees only from Spanish, Portuguese, French and Arabic to English. Should we complete the table in Lot 5 to include the remaining language combinations?

Answer: Quotations for Lot 5 must be submitted as required in the established format.

9. Completed and signed CVs for the proposed key personnel: Is a specific template or format requested for CVs?

Answer: A format was not established for the presentation of CVs; however, it is requested that they be clear and specific.

10. Team composition: Being Lot 1, 2, 3, and 4 very similar – differing only for the duration of the service- we were wondering if we can present the same resources.

Answer: Yes, you the same composition can be submitted

11. Number of resources: Is there a minimum number of interpreters/translators required for each language combination? If not, how many resources would you recommend for each lot based on the annual volume?

Answer: Your offer should be presented with the number of interpreters according to the capacity of your firm.

12. Profile(s) of the selected interpreters/translators: Do you have a preference for a specific variety of English (US or UK), Spanish (LATAM or ESP), Portuguese (Brazilian or Portuguese) or French?

Answer: There is no preference.

13. Evaluation criteria: How will the offers be evaluated? Will you assign a score for the technical and financial offers? If so, what is the highest score assigned to each item?

Evaluation criteria: Full compliance with all requirements as specified in Annex 1
Full acceptance of the General Conditions of Contract

14. As for our bid, do we need to cover all language combinations in Lot 5? Or are we allowed to send a partial bid, for example, not covering the combination Portuguese to English for Lot 5?

Answer: Partial bids can be submitted

15. Will the simultaneous translation and consecutive translation services be provided remotely or in which location should they be provided?

Answer: The services are required in remote basis

16. Do you have any specific requirement for the domicile of the supplier?

Answer: There is no specific requirement.

17. QUALIFICATIONS OF THE SUCCESSFUL CONTRACTOR establish: 1) At least 7 (seven) years of working experience in Translation and Interpretation. 2) Experience in translation and interpretation services in international development, economics, SDG finance, taxation, tax legislation and other related field. 3) Statement of satisfactory completion of services of similar nature from at least the top 3 (three) Clients from the past.

Is it acceptable to present as experience a single translation and simultaneous interpretation contract with a duration of six years and ten months, but with a value of more than USD\$700.000, including the translation of administrative documents (such as letters, contracts, policies, etc.) and technical documents (such as manuals, datasheets, etc.), taking into account that this is an international client that demands the highest quality standards from its suppliers and is a sample of the excellent work done by our company?

Answer: The requirement is based on experiences with different clients, requesting the presentation of at least 3 top clients.

18. Are consulting contracts in which documents were generated in Spanish and subsequently translated by the company into English accepted as experience?

Answer: It can be presented.

19. Could you please confirm if it is possible to bid only for Lot 5 for the services:
Translation of written materials from Spanish to English Per word
Proof-reading.

Answer: Partial bids are accepted.

20. Could you please confirm if it is possible to bid on all lots but only for the services English to Spanish and Spanish to English, that is:

Lot 1	
Simultaneous translation from English to Spanish	1 hour
Simultaneous translation from Spanish to English	1 hour
Lot 2	
Simultaneous translation from English to Spanish	Half-day (equivalent to 4 hours)
Simultaneous translation from Spanish to English	Half-day (equivalent to 4 hours)
Lot 3	

Simultaneous translation from English to Spanish	Full day equivalent to 8 hours
Simultaneous translation from Spanish to English	Full day equivalent to 8 hours
Lot 4	
Consecutive translation from English to Spanish	1 hour
Consecutive translation from Spanish to English	1 hour

Answer: Yes, partial offers are accepted.

****End of the clarification.**