



INTERNATIONAL INSTITUTE FOR DEMOCRACY AND ELECTORAL

ASSISTANCE *RESPONSES TO QUESTIONS*

Tender Reference No: 2026-03-087

Project Name: INSPIRE UA, France 2025 earmarked core contribution to work in Ukraine, Finland 2025 - 2026 earmarked core contribution to work in Ukraine, REACT-UA Ukraine, GROW-EU, (U-VOTE)

Assignment Name: Provision of Linguistic Services (Interpretation, Translation, Copy, Editing and Interpretation Equipment Rental)

Based on questions received, the information below is provided for clarification regarding the tender referenced above. Please note if new questions are received, they will be added to this document.

General

1. Question:

Could I apply for the written translation and editing, no oral interpretation?

Response:

Yes, applicants may apply for the written translation and editing, without applying for oral interpretation.

2. Question:

Is there an incumbent contractor currently providing the requested services?

Response:

Yes, but it does not influence the procurement process.

3. Question:

Do you have an estimate of the envisaged work volumes (in words or pages) for lots 2 and 3?

Response

Work volumes are not established and differentiate based on the scope of implemented activities and organizational needs for the services.

4. Question:

Regarding the requested CVs of the proposed linguists, which language combinations would you like them to cover? Are English-Ukrainian and Ukrainian-English sufficient? Should we include CVs for other combinations, as well? Which ones?

Response:

Yes, please include CVs of other language combinations.

Interpretation Services (Lot 1)

5. Question:

Could you confirm whether relay interpretation is permitted, particularly for less common language combinations?

Response:

The interpretation is expected from one language combination without relay interpretation.

6. Question:

What is the minimum number of interpreters required per language for simultaneous and consecutive assignments?

Response:

Minimum one interpreter with consecutive assignments and minimum one simultaneous interpretation (subject to negotiation with contractor)

7. Question:

Are there any minimum experience requirements (years or sector-specific expertise) for interpreters?

Response:

No minimum experience requirements have been defined for this competition.

8. Question:

Is AICC membership or equivalent certification mandatory, preferred, or optional?

Response:

No, it is optional.

9. Question:

Remote Interpreting (RSI)

Will International IDEA provide the RSI platform, or should it be included in the contractor's offer?

Response:

Both options are possible.

10. Question:

If provided by the contractor, are there any preferred or approved platforms?

Response:

The most used platforms include Zoom and MSteams, however, other platforms can be used.

11. Question:

Could you indicate the typical number of online participants, and whether session recording is generally required?

Response

Typical number of online participants 100 and can be more or less, depending on the size of the event. Session recording is usually required.

12. Question

Could you confirm whether there are any specific requirements regarding the number of interpreters per assignment (e.g. depending on duration or format), or whether service providers are expected to apply industry best practices?

Response:

Each engagement will be set through the negotiation with the contractor.

Translation Services (Lot 2)

13. Question:

To ensure accurate pricing and resource planning, we would appreciate clarification on the following:

Could you provide indicative volumes (annual or per assignment), including: Estimated number of words, distribution between standard and urgent requests.

Response:

Work volumes are not established and differentiated based on the scope of implemented activities and organizational needs for the services. Currently we practice monthly engagement with the interpreters.

14. Question:

Could you indicate the most frequent language combinations and their approximate share?

Response:

Most frequently used is English-Ukrainian, however other languages are used, for example – French-Ukrainian, German-Ukrainian, Spanish-Ukrainian, Swedish-Ukrainian, Polish-Ukrainian.

15. Question:

Turnaround and Service Levels

Could you define the expected turnaround times for:

- Standard translation
- Urgent/rush services

Response:

This is a subject to agreement with contractor

16. Question:

Content and Quality Requirements

Could you provide an indication of the main document types (e.g. legal, technical, policy, communications) and their relative frequency?

Response:

International IDEA works with democratic processes, therefore type of documents will include legal, policy related products, knowledge products, communication products, analysis, assessment, overviews, etc.

17. Question:

Are there specific quality standards or KPIs to be applied (e.g. ISO standards, mandatory revision steps, error thresholds)?

Response:

Quality assurance is done through team review, for some product proofreading is conducted.

18. Question:

Technology and Tools

Is the use of machine translation and post-editing (MTPE) permitted? If so, are there any restrictions depending on content type?

Response

There is no restriction on the use of machine translation.

19. Question:

Will translation memories, glossaries, or reference materials be provided? If so, who retains ownership of linguistic assets generated under the contract?

Response

Contractor is expected to translate the documents independently, in case any reference materials are available, they will be shared by IDEA.

20. Question:

Formats and DTP

Are there requirements for handling non-editable formats (e.g. PDF, InDesign) or desktop publishing (DTP) services?

Response

Yes

Copyediting & Proofreading Services (Lot 3)

21. Question:

Could you clarify the expected scope of these services:

- Linguistic proofreading only
- Copyediting (style, clarity, restructuring)
- Terminology harmonisation

Response:

Services include linguistic proofreading, copyediting (style, clarity and restructuring) and terminology of harmonisation.

22. Question:

Are these services expected to be:

- Standalone
- Or systematically combined with translation workflows?

Response

Yes, all of the above

Quality and Workflow

23. Question:

Are there defined review levels or workflows (e.g. single review vs multi-step validation)?

Response:

This is determined by the service provider.

24. Question:

Are there any style guides or editorial guidelines that must be followed?

Response:

Yes, contractors will be introduced to IDEA standards and guidelines.

Volumes and Languages

25. Question:

Could you provide indicative volumes and language distribution for copyediting/proofreading services?

Response

Work volumes are not established and differentiate based on the scope of implemented activities and organizational needs for the services. More common languages for copyediting and proofreading include Ukrainian and English.

Logistics and Travel (Cross-Lot)

26. Question:

Should travel and accommodation costs be included in unit prices or reimbursed separately in accordance with IDEA policies? Are there any specific reimbursement rules or limitations applicable?

Response:

Accommodation is organized by IDEA. Costs for tickets and other travel costs is subject to reimbursement as per IDEA policies. No per dime is provided.

27. Question

Volumes and Planning (Cross-Lot)

Could you provide indicative volumes, if available, regarding:

- Number of assignments
- Distribution across Ukraine vs international locations
- Service types (interpretation, translation, proofreading)

Response:

Work volumes are not established and differentiated based on the scope of implemented activities and organizational needs for the services. Currently we practice monthly engagement for the services that include interpretation during the online/offline events in Ukraine, translation during trips to European and other countries, as well as documents translation and proofreading.

28. Question

Service Levels and Responsiveness

What are the expected response times for urgent requests, particularly for interpretation services? Are there defined KPIs or contractual service levels related to responsiveness and delivery?

Response:

In most cases contractors are notified in advance of service needs, but there are urgent cases as well. The urgency and availability of contractors is discussed on case by case basis. There are no KPIs preset, but delivery dates and volumes are agreed upon each assignment.

29. Question

Financial and Evaluation Criteria

Could you confirm the weighting between technical and financial evaluation? Are there specific technical evaluation criteria (e.g. methodology, team composition, experience)?

Response:

The Evaluation team will review each application against technical and financial criteria and

define best value for the services.

30. Question

Contractual Aspects

Could you confirm the expected duration of the framework agreement?

Response:

Up to 5 years

31. Question

Will multiple providers be awarded per lot?

Response:

Yes

32. Question

What are the applicable cancellation terms (notice periods and compensation, if any)?

Response:

This will be negotiated under the award stage according to the IDEA policy

33. Question

How many decimal digits are we allowed to use in our financial proposal?

Response:

Usually, two decimal digits are used after coma, but there is no official limit.

34. Question

In Section 4 (Evaluation of Proposals) of the RFP, in the table with the technical criteria for the evaluation of the technical proposals, the evidence required for criterion A. Relevant Experience, includes "... examples of services provided to international organizations, NGOs or public institutions, where applicable". By "examples" do you mean translation samples of past work?

Response:

Under criterion A, "examples of services" refers to a description of relevant past assignments (including client type, scope, and services delivered), not actual translation samples. Actual samples of past work are only required under Section B.

35. Question

We would like to understand if the specific interpreters included in our technical proposal are expected to be the primary providers for the duration of the framework agreement, or if we will have the flexibility to propose other equally qualified experts once specific assignments arise.

Response:

The services can be provided by interpreters included in technical proposals or other qualified experts. However, services will be paid to your organization.

36. Question

Regarding the offline assignments, could you please specify the primary locations for these services, both within Ukraine and internationally? This information is essential for us to assess our logistical capacity.

Response:

The most frequent location used is Ukraine, Kyiv, however other locations for the services may include European countries mostly, with rare exceptions of the global countries around the world.

37. Question

We wanted to ask if it is mandatory to cover all the language combinations mentioned in the RFP to qualify for a particular Lot, or if we can submit our proposal focusing on specific pairs where we have the most robust expertise.

Response:

No, this is not mandatory to cover all the languages listed in RFP. And yes, you can submit proposals focusing on your experience.

38. Question

Could you please confirm if copies of university diplomas and certifications must be submitted along with the CVs at this stage, or if the detailed CVs alone are sufficient for the initial evaluation?

Response:

The CVs are sufficient for this evaluation

39. Question

Could you please share your policies on reimbursement of tickets and other travel-related expenses? This is important for us to correctly calculate the cost of interpreters'/engineers' work for assignments in other cities.

Response:

The International IDEA's Travel Policy is an internal document. Below is a copy of the relevant provisions of our policy for your information. Please note that specifics regarding the reimbursement for individual contractors will be outlined in the respective contract.

11.2 Official travel associated with the assignment will be specified in the contract and will be authorized, arranged, and the related costs paid in accordance with the International IDEA Travel Policy and Procedures. International IDEA will preferably make the bookings and settle the costs directly with their official travel agent(s) for flights and accommodation to the extent that these costs are to be covered by International IDEA over and above the contract price. These will not be reimbursable expenses. Per diems will also not be paid to consultants as this is included in their daily rate. It must be noted that this relates to travel undertaken during the assignment for which the Consultant is engaged.

40. Question

We understand that no per diem is provided. However, for assignments outside Kyiv, does IDEA provide three meals per day for interpreters and engineers?

Response:

As referenced above - Per diems will also not be paid to consultants as this is included in their daily rate. IDEA doesn't provide meals to consultants. In case there are group events, catering is provided for all participants.

41. Question

This information would be very helpful for assessing resource availability and preparing an accurate financial offer. In order to properly organize the services, particularly on-site

assignments, would it be possible to provide the expected or approximate locations of the events, both in Ukraine and in other countries?

Response:

Events locations depend on program implementation that can't be predefined at this stage. International IDEA hosts many events in Kyiv, Ukraine and expects that interpreters will be local as no accommodation and travel costs will be covered in such case. International travel outside of Ukraine accommodation and travel costs are covered. This should not influence your calculation of your offer, and it should be based on daily rate calculation.

42. Question:

According to AIIC recommendations and standard professional practice, simultaneous interpretation assignments lasting more than 90 minutes usually require two interpreters per language combination, so that interpreters can alternate and maintain quality throughout the session.

In this regard, would it be possible to adapt the pricing model as follows?

- Up to 90 minutes: 1 interpreter / 1 unit
- More than 90 minutes and up to 4 hours: 2 interpreters / 2 units
- From 4 to 8 hours: 2 interpreters / 2 units

Could you please confirm whether this approach would be acceptable for the financial proposal?

Response:

Yes, this approach is acceptable for such a proposal.