**RESPONSE TO QUESTIONS REGARDING TENDER 2021-07-009**

Assignment Name: *Translation Services (Institutional)*

**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.**

1. Question: Is the RFP open for companies based outside of EU (European Union)?

**Response: Yes**

1. Question: What is the goal of the new localization project(s) (expansion into new markets, increase client/subscriber retention, etc.)?

**Response: This is conducted according to the procurement policy of the organization where a tender is raised following the procurement procedure.**

1. Question: What challenges did you experience in the past that brought you to seek out a new localization vendor; if this is the first time, why are you seeking a translation vendor for the first time now?

**Response: We have experienced no specific challenges in the past. Please see reply above (Q2).**

1. Question: How do you envision the workflow, will you send files manually, or are you seeking an integrated workflow?

**Response: Described in Annex B ToR under “Working Methodology”. Files will be sent manually.**

1. Question: If integrated workflow, what CMS/TMS are you using?

**Response: N/A**

1. Question: Do you have a developers department in your team who could assist with API workflow integration (if needed)?

**Response: N/A**

1. Question: How have you been handling translations/localization up to this point?

**Response: In a similar way as described in Annex B ToR under “Working Methodology”.**

1. Question: Please confirm that we can choose to extract any material/ text from your website for the pilot translations *(RFP doc. 2.7.iv “A total of two (2) sample translations that the Bidder has performed shall be attached to the proposal (from English into either Arabic, French or Spanish). The translations can be extracts and should not be longer than two pages each and if possible, the source text should be attached.)*

**Response: The intention of the sample translations is that the Bidder should submit translations already provided (to other customers) as sample of their work, not to provide a new translation of International IDEA’s website.**

1. Question: Are there any words/terms that should not be translated (e.g. names, acronyms, specific buttons)?

**Response: Please see reply to Q8.**

1. Question: Any links/webpages or reference material (pictures, screenshots) we can include for translators?

**Response: Please see reply to Q8.**

1. Question: Do you have any previous translations or glossary for our reference?

**Response: Please see reply to Q8.**

1. Question: Would it be possible to receive available glossaries from International IDEA related to the topic(s) to be translated?

**Response: International IDEA has a glossary with terminology for Arabic, French and Spanish which will be shared with Providers that are issued with a Framework contract.**

1. Question: In case that International IDEA does not have an available glossary: Instead of the translator creating a glossary, would it be possible for the translator to send links of the glossaries which would apply to the translation to be made, from the organizations named above or any other?

**Response: Each translation will have some terminology that isn’t covered in the existing glossary. The glossaries of other organization may be used, and we regularly check UNTERM and EU glossaries.**

1. Question: If the subject matter to be translated is not found in any of the above mentioned glossaries from international organizations or institutions, and International IDEA does not have a glossary either, then the translator will have to produce a glossary. Therefore:  Are the number of words in the glossary going to be compensated in the “per-word” rate agreed with the contractor?

**Response: The fee rate of the Provider should include the work on the glossary and will not be agreed as a separate item.**

1. Question: As an individual applicant, I would like to know if I need to attach my CV or if the description of individual person and experience in the technical requirements replaces the CV ?

**Response: please refer to section 2.7 in the Tender Notice for the list of information (i-vii) that should be captured in your proposal. Please also refer to section 3.1 for additional instructions.**

**The information about the translator and her/his experience should be described under items i), ii) and v) in the Technical requirements and it is not necessary to also include a CV for individual persons. In the Tender notice it is requested to include a short summary of experience and qualifications but not full CVs for each person.**

1. Question: Can the documents be submitted in a Winzip file ?

**Response: The documents can be submitted in a Winzip file as long as the documents are in two Winzip files (technical and financial) and the technical requirement files i-vii are labelled as per the instructions.**

1. Question: Can we compete by item (by language) or is is possible to compete for the entire language pack ?

**Response: please refer to section 2.4 in the Tender Notice: “Number of languages: The provider must be able to supply translation services for one or several of the languages specified in Section 1.2****”**

1. Question: I am an English to Russian translator. Should I also submit sample translations?

**Response: Yes, with reference to section 2.7, article iv) in the RfP, please provide two (2) sample translations into Russian that you have performed in the past. The translations can be extracts and should not be longer than two pages each. If possible, please also attach the source text.**

1. Question: We are a company established in a member-state of the European Union; we do not normally apply VAT to the provision of translation services to another member-state as is Sweden. Should we include VAT, despite this intracommunity principle?

**Response: please refer to Section 2.8 ix. in the Tender Notice. International IDEA is not tax exempt and does not have a VAT number. The Bidder must act in accordance with their country’s tax laws as it relates to providing services to non-resident organizations. The Bidder shall be responsible for his or her own tax obligations as per the laws of the respective country.**

 **Prices should be stated including tax if it is applicable. The assessment of financial offer will be based on this price you will put in this bid.**

1. Regarding the evaluation from references described in Section 4, article 4.1.(v): we have contracts of very large volumes in the requested language combinations and terminology with customers whom we would very much like to list as references, but whose policy is to give a standard reference letter and prohibit reference of any other type. As a result, we are obliged to name references for contracts of lesser volumes or for work that does not necessarily include the requested language combinations or terminology. How will this affect the evaluation points we will be allocated ?

**Response: The volumes and range of services of a bidder will not affect the evaluation points from references as the questionnaire does not include any questions in that regard.**

1. Question**:** This email is to raise a clarification regardingAnnex D2.1 Declaration of Honour Form

Section 3 – Selection Criteria

(a) There is **no** person involved in the preparation of the bid that is/was a staff member or Member of the Board of Advisers at International IDEA now or in the 6 months preceding the submission of the bid.

Q: Do we tick box **YES** or NO? Please clarify.

(b) There is **no** person involved in the preparation of the bid who is a family member or a staff member or Member of the Board of Advisers at International IDEA now or in the 6 months preceding the submission of the bid.

Q: Do we tick box **YES** or NO? Please clarify.

(c) We do **not** have a staff member of the Member of the Board of Advisers at International IDEA that has a material financial interest in the bidder.

Q: Do we tick box **YES** or NO? Please clarify.

**Response: As per Section 2.6 c) and in the absence of conflict of interest, this section should be marked YES**

1. Question: This communication is a query for clarification regarding Section 2.7 Essential technical requirements – item iv **Samples:**

Please clarify whether sample translations of more than 2 pages would be acceptable

**Response: The sample translations should not be more than 2 pages. Please feel free to provide an extract from a longer translation.**

1. Question: As far I can see, this tender for translation services is institutional, so as an individual I am probably not eligible.

**Response: Please refer to Section 1.3 in the Tender Notice: International IDEA invites proposals from qualified service providers (companies, agencies, firms and/or individuals) for translation services.**

**The term “Institutional” refers to the following, as per Section 1.3: The services include translation of articles, communications material, documents and publications in any or all of the listed languages from/into English (UK), for the entire Institute, i.e. any team at the Institute may use the services of a Provider.**

**Please refer to Sections 2 – specifically 2.7 and 2.8 - and 3 for further details on preparation and submission of proposals. A detailed description of the services is provided in Annex B – the Terms of Reference.**

1. Question: Kindly clarify the following:

My understanding is that International IDEA is requesting that each of the items under “ 2.7 Essential technical requirements” from i.) to vii.), be sent as individual Word files or individual PDF documents. I am an individual translator and will be sending my Resumé. I would like to know if each of the documents from i.) to vii.) will be evaluated by a different team or person, so as to attach my resumé under item i.) and v.) or if it would suffice attaching it under item i.) only.

Also, the answer for item vi.) is probably just a few lines, so I want to be sure that each item must be sent as an individual Word file.

**Response: The different items indicated under Section 2.7. Essential technical requirements will not be evaluated by different persons, but for the process, as per the instructions, please do submit each technical requirement as a separate file.**

1. Question: Volume: could you please provide us with a rough estimation of the annual volume per language pair?

**Response: The most common languages for translations are Arabic, French and Spanish, but we are not able to provide any further details than mentioned in Section 2.2: *Estimated input: The frequency of service requests will vary between different years and languages and depend on International IDEA’s work programme. For reference, expenditures for translation were in the range of EUR 6’000 in 2019, whereas in 2020, costs for translation amounted to approx. EUR 28’000.***

1. Question: Professional capacity: How many translators would you recommend per language pair based on the translation annual volume?

**Response: We strive to have only one translator for each assignment, but in some cases where delivery has been urgent we have had two translators working on different sections of the same text.**

1. Question: Translators´qualifications: Since not all the countries have universities which offer specific degrees in translation, could you please confirm that academic qualifications in language-related fields are also accepted? Do we have to submit a copy of the translators´academic diplomas? Are there any specific requirements in terms of years of experience?

**Response: We do not require a specific degree in translation but documented experience in translation. Please see Section 2.3.: *Required experience: The provider must be a qualified linguist or work with linguists that have documented qualifications in language translation.***

**Copies of diplomas are not required. Please see Section 2.7. article v. for more details*: A list of the proposed linguistic staff by title (and name if already identified) and the languages that would be assigned to each staff team member*. … *A short summary of experience and qualifications should be included but not a full CV for each linguist.***

1. Question: Summary of experience and qualifications: Is there any specific format in which we need to present the resources’ summary?

**Response: No, there is no specific format for the summaries.**