

REQUEST FOR PROPOSAL NO UNHCR/RFP/ITA/2023/01 FOR THE PROVISION OF TRANSLATION SERVICES IN ITALY		
No	Question	Answer
1	As for the documents to include in the offer (i.e. company presentation, description of the proposed workflow, etc.), is it ok if we prepare all documentation in Italian (...)? or should we prepare them in English?	Your offer shall be prepared in English. Please refer to the Cover Letter, section 2.4.
2	As for the balance sheet, our last definite balance sheet refers to 2021. For 2022 we only have a draft version. Is it ok if we present 2021?	Yes, please present the last available balance sheet so in this case the one from 2021.
3	Kindly advise if service providers are eligible to submit a partial bid of the below language combinations. May bidders offer a submission of part B excluding part A. A. From Italian into Amharic, Arabic, Bengali, English, Farsi, French, Kurdish Kurmanji, Pashto, Russian, Somali, Spanish, Tigrinya, Ukrainian, Urdu B. From English into Amharic, Arabic, Bengali, French, Italian, Pashto, Russian, Somali, Tigrinya, Turkish, Ukrainian, Urdu.	No. Please refer to section 8.1 "Pre-selection criteria" of the Annex A (Terms of Reference). Bidders must confirm in writing the ability to provide translation services in all the listed languages
4	(...) I wanted to confirm this RFP is open for US based businesses.	Yes, quotations in USD can be accepted.
5	I see the financial proposal is in Euro. Are we able to submit according to USD?	Quotations in USD are acceptable.
6	Offers must be presented in English. - should we present our official documents (such as financial statements, certificate of registration to the Chamber of Commerce and DURC) with a translation into English, or the Italian version for these documents would be enough? - If English versions are compulsory, do you need a sworn translation, or a simple translation in pdf will be enough?	Offers shall be prepared in English but official documents (financial statements, certificate of registration to the Chamber of Commerce and DURC) can be submitted in Italian.
7	Financial statements: since the 2022 definite financial statement will not be ready before July, should we present the 2021 or the draft 2022 balance sheet?	Please present the last definitive balance sheet.
8	Some of our customers have prepared the reference letter in Italian. Is it ok, or should we attach a translation into English?	The reference letters can be submitted in English or Italian.
9	With "subcontracting", do you refer to other language service companies? Who's included in this definition?	The expression should be understood as including any person or legal entity whose services are required by the supplier to perform any obligations under the contract. Please kindly refer to the Annex D, Article 8.
10	Is the "Brand Book", mentioned on page 3 of Annex A, a reference file we'll receive upon collaboration confirmation?	Yes, it will be shared with selected service providers.
11	In Annex A, under paragraph "Type of documentation" it is specified that also sworn translations may be requested, but this service is not listed in the financial offer form. What is the correct procedure you require (sworn translation to be legally valid in Italy, legalised translation to be legally valid abroad, etc.)? How can we add this service?	Sworn translations are rarely requested in our Operation. We are not in position to provide specific technical information about future requests and required procedures. Please specify if your company is able to provide sworn translations in your technical offer. With regards to pricing you can always add your comments in the dedicated yellow section of the Financial Offer Form.
12	As regards DTP requests, what are the file types/formats we will process?	Various types of file/formats may be sent for processing. Bidders shall submit a detailed description of how they intend to deliver the requested services including DTP, therefore, please include a list of files and formats that your company is able to elaborate.

13	What file format and what size you advise, in order for us to submit information under points e), g), h) of paragraph 7.1 of Annex A? And for the points under paragraph 7.2 of Annex A?	Except for company presentation that should be up to four A4 pages there is no indication about size of other documents requested under point 7.1 and 7.2 of the Annex A. With regards to file format, please kindly refer to the Cover Letter, point 2.6.
14	Technical Offer: Do you expect to receive a separate document for each requirement (e.g. 6 different documents within the <i>Description of proposed services</i> , rather than a single document)?	All bidders must submit a detailed description of how they intend to deliver the requested services but we do not expect to receive a separate document for each requirement mentioned under point 7.2 of the Annex A.
15	Technical Offer: How do you expect us to prove our linguists' competency? Should we send blind CVs to prove it? If yes, how many CVs should we send for each language/service?	Please include in your technical offer information about minimum competency requirements for your translators and editors/proofreaders (education, experience). You do not have to send us blind CVs, however, please note that they may be requested prior to any assignment if your company is selected for contract award.
16	Shall we have to include the CVs of all our translators? Or it is just sufficient to describe the in-house and freelancers workflow process?	It is sufficient to describe in details your company's policy concerning minimum competency requirements for your translators and editors/proofreaders (education, experience).
17	Is it possible to carry out a double translation, in exceptional cases for minority languages, i.e. from Italian into English and then from English into language X?	Double translations are not acceptable. The contractor should be able to deliver direct translation services in all language combinations. When the office is already in possession of multiple language versions of the same document, the supplier's preferences on which version to use as a basis for translation might be taken into consideration.
18	In case of some minority languages, we usually recur to various trusted suppliers including freelancers, local language service agencies and bigger language service providers: is this considered a sub-contracting, as per Article 5 of Annex D?	Yes. If you intend to participate with a subcontractor please include this information in your technical offer. Please note that in case of contract award, your company will be solely responsible for all services and obligations also those performed by your subcontractors.
19	Do you have an incumbent? If so, may you share their current rates with us?	UNHCR cannot disclose information about prices quoted by other bidders. Procurement-related information is considered confidential.
20	Do you have a preferred vendor certification?	There is no indication about <u>preferred</u> vendor certification in the Annex A. Scores will be allocated based on the number and relevance of quality certifications submitted.
21	Are there any specific documents/certification you would need not specified in the RFP	No, please submit documentation and provide information requested in the tender documentation.

Information provided within the scope of the present tender is confidential and is NOT to be shared outside the purpose of the tender participation.