

| S/N | Questions | Answer |
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| 1 | May I please ask you whether a duly registered consultant can submit a proposal for a single language combination (such as English-French translation, editing and proofreading)? | With reference to one of the mandatory criteria - Bidder must provide all languages, French, Spanish, Arabic, Russian and Chinese. For purposes of this project, only proposals covering all languages are accepted. Partial bidding is not allowed. |
| 2 | In the Financial Offer Form, a distinction is made between 'translation' and 'proofreading'. However, the tender specifications state that proofreading should be part of every translation in all languages. As such, should we understand 'translation' as translation only, i.e. without a proofreading round? | The financial offer form was set up to give the Bidder the possibility to add different price components. If it is so required, prices for translation and proofreading can be indicated separately. If no separate price component is outlined, please indicate that the price for translation includes proofreading as well. |
| 3 | In the same form, how should we interpret 'Translation/editing'? Does it mean translation including an editing round, as opposed to translation only? | Translation: translating new English entry, where no previous version is available. Translation/editing: when there are changes made to the original text in English, in track changes. The translation of the old entry is available, therefore only the translation of the new text is required as well as some editing as per the original new English version. Proofreading: checking for any remaining errors, such as misspelled words, misplaced punctuation, and stylistic inconsistencies. Should be part of every translation. |
| 4 | Could you please share e.g. a concise video recording (or a similar illustration/explainer of the process) to showcase the different steps necessary to upload the translations onto Drupal? This will help us estimate the efforts this involves. | Uploading content is by copy-pasting each text section into Drupal manually, into the existing layout (template) including pictures, videos, graphics, tables, hyperlinks, attachments. Has to be ensured that in the text all links (including hyperlinked text) and uploaded attachments are correct in each language version of the entry. For Drupal, please note that basic training will be provided to the awardee. |
| 5 | The specifications state that "revision takes place offline". Could you please clarify which part of the requested services this applies to? | The revision process of the chapters (entries) takes place offline in English and in MS Word. |
| 6 | One of the translator requirements entails a professional accreditation. However, the majority of linguists that have the required education and expertise for this tender are not necessarily accredited with a specific organisation. In several countries of the target languages in scope, a professional accreditation is not required for translators. Could you please confirm that such an accreditation is not required, provided that the linguist in question meets the other requirements? | A university degree in translation, languages, literature journalism, medicine or nutrition, education, social sciences, international relations, business administration or a relevant field is sufficient. |
| 7 | Will UNCHR award the contract to one or several bidders? In case of the latter scenario, how will UNCHR divide the work between the successful bidders? | With reference to one of the mandatory criteria - Bidder must provide all languages, French, Spanish, Arabic, Russian and Chinese. For purposes of this project, only proposals covering all languages are accepted. Partial bidding is not allowed. |
| 8 | Would you consider the option of working with a compatible plugin, such as TMGMT, or is the manual process the only viable approach? | Not for the time being. |
| 9 | Is it possible to submit our bid for a single language? | With reference to one of the mandatory criteria - Bidder must provide all languages, French, Spanish, Arabic, Russian and Chinese. For purposes of this project, only proposals covering all languages are accepted. Partial bidding is not allowed. |
| 10 | As for staff CVs, can we submit blind CVs? | Yes, blind CVs are accepted. |
| 11 | As for the financial offer fields, we are asked to provide a price for translation only, translation + editing and proofreading only. We have 2 questions about this: A) does this mean that you might assign translation to one provider and proofreading to another provider? B) Can we add rows for the 3 services together too (T+E+P)? | The financial offer form was set up to give the Bidder the possibility to add different price components, if so, for translation and proofreading separately. If no separate price component, please add a price to the translation while indicating that price includes the proofreading price component. A) With reference to S/N 1, this is not an option. B) Please do not add row. The Translation, Proofreading and Editing will add up. Should you wish not to include different pricing components, please add the T+E+P unit price in the translation while indicating that price includes the proofreading and editing price component. |
| 12 | As for proofreading of the English source, do you need proofreaders for English US or English UK? | British English with Oxford spelling |
| 13 | We would appreciate clarification on the requirement for technical assistance for uploading content into Drupal. Could you please provide more details on this aspect? Additionally, if you have a link to review Drupal's features, that would be very helpful for our understanding. | The technical assistance is uploading the translated content by copy-pasting manually each text section, one by one, into the existing layout (designed according to a specific template) in Drupal, including pictures, videos, graphics, tables, hyperlinks, and attachments. The work is considered complete when the translations are visible online. Unfortunately no links can be provided to view Drupal's features, however screenshots are attached. Unfortunately no links can be provided to view Drupal's features, however screenshots are attached. For Drupal, please note that basic training will be provided to the awardee. Unfortunately no links can be provided to view Drupal's features, however screenshots are attached - please see Annex below |
| 14 | Kindly share a tentative date when the LTAs will be awarded and when you expect the work to commence. | The LTA will be awarded within the bid validity period mentioned in the ITB. |

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| 15 | <p>While we have our own definition of the notions of “editing” and “proofreading”.</p> <p>Kindly share your own definition of the notions of “editing” and “proof-reading” and what tasks they each entails so that we will make sure to have the same understanding.</p> | <p>Editing: when there are changes made to the original text in English, in track changes. All changes are clearly visible in track changes and the clean version can be used as a reference. Editing as per the original new English version is required for the portions interested by the changes to ensure coherence to the text. It is not a requirement to edit the whole entry.</p> <p>Proofreading: checking for any remaining errors, such as misspelled words, misplaced punctuation, and stylistic inconsistencies.</p> |
| 16 | <p>In the table (P.4) you specify three distinct services, i.e. “translation”, “proofread” and “translation/post-editing” with their corresponding word counts.</p> <p>Kindly list the tasks to be performed under “translation/post-editing”.</p> | <p>Translation: translating new English entry, where no previous version is available.</p> <p>Translation/editing: when there are changes made to the original text in English, in track changes. The translation of the old entry is available, therefore only the translation of the new text is required as well as some editing as per the original new English version.</p> <p>Proofreading: checking for any remaining errors, such as misspelled words, misplaced punctuation, and stylistic inconsistencies.</p> <p>There is no “translation/post-editing”.</p> |
| 17 | <p>The Service Provider is expected to have capacity and flexibility to accommodate urgent requests for translation.</p> <p>Please provide an approximate word count and turnaround time for an urgent request.</p> | <p>In principal urgent requests are rare. The expected turnaround time is 2-5 days, the approximate word count 2,500-5000.</p> |
| 18 | <p>When there are changes made to the original text in English of existing published entries, only the changes will be translated. When the translation of an old unpublished entry is available, only the translation of the new portion of text is required.</p> <p>Will the entire entries be treated as new text and invoiced accordingly, or will the contractor charge only for the new portions of text?</p> | <p>Only the newly translated portion of the entry will be invoiced.</p> |
| 19 | <p>The services must include technical assistance for uploading content into Drupal.</p> <p>Will the Key Account Manager, who will receive the basic training on how to use DRUPAL, be expected to act as the technical point for uploading the translations?</p> | <p>In principal we need one person acting as a focal point.</p> |
| 20 | <p>Please provide us with CVs of translators highlighting the required qualifications as listed in C1 to C6.</p> <p>a) Kindly specify the number of CVs per language we are expected to provide. b) Please confirm that it is fine to submit blind CVs.</p> | <p>a) minimum 2CVs/language b) yes, blind CVs are accepted.</p> |
| 21 | <p>“Point C: Professional accreditation as a translator in the designated language”</p> <p>Would the membership of a professional organization suffice? In the negative, please specify what proof you expect bidders to submit against this requirement.</p> | <p>A university degree in translation, languages, literature journalism, medicine or nutrition, education, social sciences, international relations, business administration or a relevant field is sufficient.</p> |
| 22 | <p>Can we submit our Financial Offer in EUR?</p> | <p>Yes, please indicate the currency in Annex C - Financial Offer Form</p> |
| 23 | <p>Is it possible for a consortium of companies to apply for this opportunity?</p> | <p>Consortium is possible. Consortium members will appoint one of its members as lead company. This lead company will enter into the contract with UNHCR, acting for and on behalf of all consortium members.</p> |
| 24 | <p>What is the typical turnaround time expected for translations, proofreading, and content uploads for standard requests? Can you provide an average duration or benchmark for the delivery of a standard entry translation (e.g., 10,000 words)?</p> | <p>7 days is the expected turnaround time for the completed work (uploaded and visible online). The average word count of an entry is approx. 3,500-4,000 words.</p> |
| 25 | <p>What are the specifics of urgent translation requests in terms of expected response time? For instance, what is the maximum number of words that could be required within a short turnaround (e.g., 24 to 48 hours)? How frequently do such urgent requests occur?</p> | <p>In principal urgent requests are rare. In these cases the expected turnaround time is 2-5 days, the approximate word count 2,500-5000.</p> <p>In general the revision of the entries are planned ahead and a report is provided at the beginning of every month indicating the entries due to be revised.</p> |
| 26 | <p>Will this contract be awarded to a single provider or distributed among multiple service providers? If multiple providers are considered, what criteria will be used for distributing the workload?</p> | <p>The contract will be awarded to a single provider.</p> |
| 27 | <p>How long will the contract be valid once awarded? Is the agreement set for a specific number of months or years, and is there an option for renewal?</p> | <p>UNHCR may award Frame Agreement with initial duration of three (3) years, potentially extendable for a further period of two (2) times one (1) year each (3+1+1 years). Renewal might be an option however this is pre-mature to confirm at this stage.</p> |
| 28 | <p>Are we required to submit a detailed technical offer (e.g., translation methodology, quality assurance measures, project management processes, use of technology) as part of our proposal or is just enough by presenting the Annex B - Technical offer?</p> | <p>The proposal is required as per the Technical offer form with the proof of documents.</p> |
| 29 | <p>How many translator profiles should be submitted per language/service?</p> | <p>Minimum 2</p> |

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| 30 | <p>Could you please clarify whether the concept "Translation/editing > Spanish" refers exclusively to editing services or if it also includes translation work? If includes both, please clarify as this would be duplicated with the rates below (Translation English > Spanish)</p> | <p>Translation/editing: when there are changes made to the original text in English, in track changes. The translation of the old entry is available, therefore only the translation of the new text is required as well as some editing as per the original new English version. It is not a requirement to edit the whole entry.</p> <p>Translation: translating new English entry, where no previous version is available.</p> |
| 31 | <p>How frequently will the requests be made, what is the estimated word count for these requests, and what are the specific hours during which the requests for translation, editing and proofreading will be sent to the provider (from 9:00h to 18:00h, for example)? If you can not provide the full information, please give us an estimate.</p> | <p>The majority of the entries have undergone thorough revision in 2023. There are approximately 200 entries in the Emergency Handbook and the existing content is updated continuously. The average word count of an entry is about 3,500-4,000 words. A revision may entail only a few lines to a few paragraphs and changing of attachments. Occasionally there will be brand new entries, where no previous translations are available.</p> <p>A report outlining the translation work will be provided by the EHB Team at the beginning of every month in advance.</p> <p>Business hours are Mon-Fri, 8.00 - 17.00CET</p> |
| 32 | <p>Could you kindly provide details on the weighting/value assigned to each aspect of the technical and financial offer in the evaluation process? Additionally, are there any pass/fail requirements that we should be aware of?</p> | <p>The ITB Cover Letter has the respective details in this regard. The evaluation is conducted as per the Invitation to Bid evaluation requirements: no weighted evaluation, only pass/fail requirements. All requirements are mandatory and as such considered pass/fail criteria</p> |
| 33 | <p>We kindly request that you consider extending the deadline for the submission of questions. This extension would allow us to review the clarifications provided and potentially submit additional questions to ensure complete understanding and alignment.</p> <p>Your consideration of this request would be greatly appreciated, as it would help facilitate more thorough and accurate responses on our part.</p> | <p>The submission deadline will be extended to 04 December 2024, 4pm CET. In line with the extended submission deadline, the request for clarification deadline is also extended to 25 November 2024, 23.59 CET.</p> |
| 34 | <p>Do we need to disclose names of translators or can we deliver Blind CVs?</p> | <p>Blind CVs are accepted.</p> |
| 35 | <p>Can you please explain what you consider as a professional accreditation as a translator in the designated language? All our translators have university degrees and some are members of translation associations.</p> | <p>A university degree in translation, languages, literature journalism, medicine or nutrition, education, social sciences, international relations, business administration or a relevant field is sufficient.</p> |
| 36 | <p>In the "Technical Offer Form" C6 of the "Qualification of Translators" mentions "Ability to regularly produce a high volume of quality translations within reasonable timeframes" - what kind of information should we add to the CV to prove this ability?</p> | <p>7 days is the expected turnaround time for the completed work (uploaded and visible online). The average word count of an entry is approx. 3,500-4,000 words. Please provide us with proof with regards to this information, e.g. list 2-3 recent works.</p> |
| 37 | <p>In the "Terms of Reference" it is mentioned that the services must include technical assistance for uploading content into Drupal - can you explain what this means exactly? Is the person who translates the one who should also be uploading content? How does this work?</p> | <p>The technical assistance is uploading content by copy-pasting manually each text section, one by one, into the existing layout (designed according to a specific template) in Drupal, including pictures, videos, graphics, tables, hyperlinks, and attachments. The work is considered complete when the translations are visible online. It's at your discretion who uploads the entry to Drupal and finalizes the entry. For Drupal, please note that basic training will be provided to the awardee.</p> |
| 38 | <p>If a CV does not match all of the qualifications from C1 to C6, could it still pass the technical offer? For example, if the translator has extensive experience in the area of health and nutrition but no experience providing translation services to any UN entity, will it still be eligible to pass the technical offer?</p> | <p>Experience in providing translation services to UNHCR or other United Nations entities is required.</p> |
| 39 | <p>What kind of file format will we receive and work with? PDF, Word, other?</p> | <p>When an entry is revised the author works in Word using track changes, this file will be shared with you.</p> |
| 40 | <p>Could you please consider extending the deadline for submission of questions, in order to allow for any necessary follow-up questions or clarifications that may arise? It is important to have time to ask questions again after we have received the first answers.</p> | <p>The submission deadline will be extended to 04 December 2024, 4pm CET. In line with the extended submission deadline, the request for clarification deadline is also extended to 25 November 2024, 23.59 CET.</p> |
| 41 | <p>Does proofreading pricing depend on the target language or the source language?</p> | <p>The source language is always English. Proofreading prices should be part of your Financial offer.</p> |
| 42 | <p>Does price of "Translation/editing" mean price of Translation+editing?</p> | <p>When an entry is revised the author works in Word using track changes, this way targeted translation can be done when comparing versions. Therefore in these cases translation and editing are required to ensure coherence in the sentences.</p> |
| 43 | <p>We would appreciate clarification on the requirement for technical assistance for uploading content into Drupal. Could you please provide more details on this aspect? Additionally, if you have a link to review Drupal's features, that would be very helpful for our understanding.</p> | <p>Uploading content is by copy-pasting each text section into Drupal manually, into the existing layout (template) including pictures, videos, graphics, tables, hyperlinks, attachments. Has to be ensured that in the text all links (including hyperlinked text) and uploaded attachments are correct in each language version of the entry. For Drupal, please note that basic training will be provided to the awardee.</p> |
| 44 | <p>Can you please mention if there is a preference for European or Latin American Spanish?</p> | <p>Latin American Spanish is required.</p> |
| 45 | <p>While the Financial form requests for rates for Translation, Proofreading and Translation/Editing, the Terms of Reference specifies that proofreading should be part of every translation in all languages. Thus, please clarify if in the Financial form we should include the rate for translation only in the rows marked with Translation or if it should actually be translation/proofreading.</p> | <p>The financial offer form was set up to give the Bidder the possibility to add different price components, if so, for translation and proofreading separately. If no separate price component, please add a price to the translation while indicating that price includes the proofreading price component.</p> |
| 46 | <p>The ToR specifies: A report outlining the translation work will be provided by the EHB Team every month in advance. Should we understand that we will receive once a month a list with all the work to be done for the following weeks? There will be no ad hoc requests, everything is planned weeks in advance?</p> | <p>Every month a report will be sent outlining the following month's entries due to be revised. The precise amount of work cannot be foretold, because it also depends on the availability of the authors who revise the entries. Therefore some work maybe delayed a few weeks and some maybe done earlier. Ad-hoc requests are rare.</p> |

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| 47 | Will the work be invoiced on a monthly basis? Are there special payment terms? | UNHCR's payment term (as defined in our General Conditions for Contract) is 30 days net from the receipt of invoice and successful service delivery. The work is considered complete when the translations are visible online, and then an invoice can be issued. |
| 48 | How have you been handling language requirements up until now? Do you have a central or a panel of suppliers in place and, if so, was this under a similar style framework agreement with extension? | UNHCR holds certain Frame Agreements. |
| 49 | Do you have access to existing translation memories, termbases with pre-agreed terms and style guides that have been generated to maintain linguistic consistency and reduce the overall translation cost? If so, do you plan to share these with the successful bidder for reference purposes? This is in addition to the UNHCR Refugee Glossary that is mentioned in Annex A. | The existing translations are available on the platform. Pre-agreed terms and style guides will be shared. |
| 50 | Are there any other areas that you are looking to improve on, e.g. time-to-market, use of technology, quality, cultural fit, workflow management, insight on industry and technology trends etc.? | Maybe in the future. |
| 51 | Will requests be centrally administered from one specific office/team or from various offices/teams, globally as required? | The Emergency Handbook Team administers and manages the requests. |
| 52 | If centrally administered, from which time zone/location will it be from? | Budapest, Hungary (CET) |
| 53 | You are rightly indicating that Drupal is not a translation management platform. Would you find it helpful to have access to a translation management portal that would give you a real-time overview of the project status, including reporting functionalities, in addition to the dedicated account management set-up? | Maybe in the future. |
| 54 | Would you be able to describe what the revision process on your end would look like? Do we understand correctly from Annex A that the translated content needs to be reviewed and approved on your end? | The revision process of the entries takes place offline in English and in Word by the authors. The uploaded translated content needs to be approved by the EHB Team before publishing. |
| 55 | Can we reconfirm the range of file formats and types of software will the materials for translation be sent in, for example: InDesign, PPT, multimedia formats, Microsoft Office formats and other? | In general the documents will be shared in MS Office format, mainly in Word. Some images in png or jpg may be included. |
| 56 | AI services: What is your overall experience with and view of AI-supported language services? Have you trialled these services in the past or would you consider introducing them into your workflow? If AI isn't currently being used, is the translation workflow segregated, i.e. the translation and proofreading steps are performed by two independent linguists? | AI supported language services are not used. Some terms and expressions are very UNHCR specific. Currently the translation and proofreading are performed by two different people. |
| 57 | You will need some time to review the RFP proposals. What will be the steps thereafter, e.g. supplier presentations, shortlist, sample file review, implementation proposals etc.? What timelines are associated with the different steps? | Upon receipt of the submissions, the technical evaluation will take place followed by the financial evaluation, approval and award process. This process will be conducted within the validity period of bids mentioned in the ITB. |
| 58 | What is the go-live date for the new framework agreement? | Within the bid validity period mentioned in the ITB. |
| 59 | Should the framework agreement cover all content pieces and languages, or would you be looking to split the workload across multiple suppliers? | With reference to one of the mandatory criteria - Bidder must provide all languages, French, Spanish, Arabic, Russian and Chinese. For purposes of this project, only proposals covering all languages are accepted. Partial bidding is not allowed. |
| 60 | We would like to take part in ITB 429 as a consortium. If it is possible please inform us if the requirements mentioned in Annex B are implemented to each of consortium members or in total. Are there any issues about participating as a consortium in this procurement? | Consortium is possible. Consortium members will appoint one of its members as lead company. This lead company will enter into the contract with UNHCR, acting for and on behalf of all consortium members. |
| 61 | We are requested to provide unit prices for services that are not entirely clear. For example, in row 9, Translation English > Spanish and in row 11, Translation/editing > Spanish. Also, in row 6, separately, Proofread > Spanish. Taking into consideration ISO 17100 that dictates that the translation and the revision (editing) of the text are conducted by different linguists and are both integral parts of the translation process, by saying "translation" we actually mean translation and editing. Following that train of thought, we would assume that the unit prices entered in row 1 and row 6 add up to give the unit price in row 11, which corresponds to the description of "translation according to ISO 17100". Similarly for the other language combinations. Is our assumption correct? | Translation: translating new English entry, where no previous version is available. Translation/editing: when there are changes made to the original text in English, in track changes. The translation of the old entry is available, therefore only the translation of the new text is required as well as some editing as per the original new English version. Proofreading: checking for any remaining errors, such as misspelled words, misplaced punctuation, and stylistic inconsistencies. Should be part of every translation. The financial offer form was set up to give the Bidder the possibility to add different price components, if so, for translation and proofreading separately. If no separate price component, please add a price to the translation while indicating that price includes the proofreading price component. |

Screenshots of the template where the translated content has to be uploaded in Drupal

[Show row weights](#)

Key points

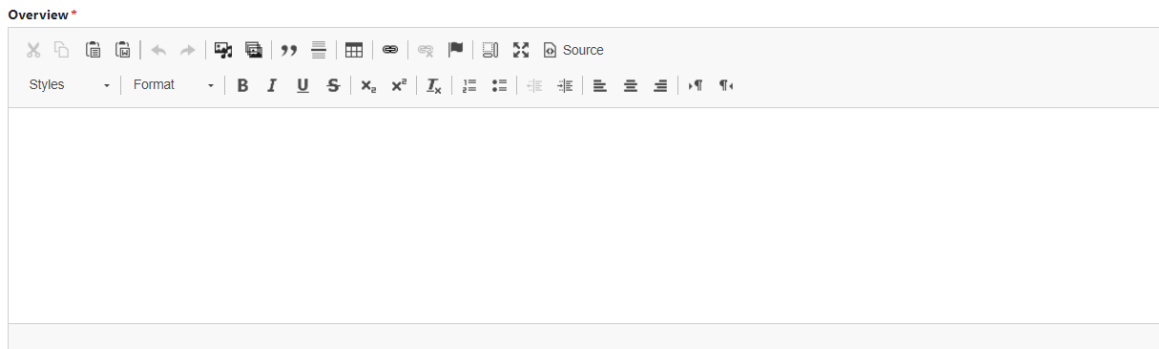
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Key Points is a multi-value field that contains a list of key points that summarize the main content of a web page. These key points are typically brief phrases or sentences that highlight the most important information on the page. They can be used to quickly understand the main topic or themes of the page and help users to easily scan and find the information they are looking for.

1 Overview*

Overview title override

Overview*



The image shows a rich text editor interface for the 'Overview*' field. It features a toolbar with various icons for text formatting, alignment, and insertion. Below the toolbar is a large, empty text area for entering content.

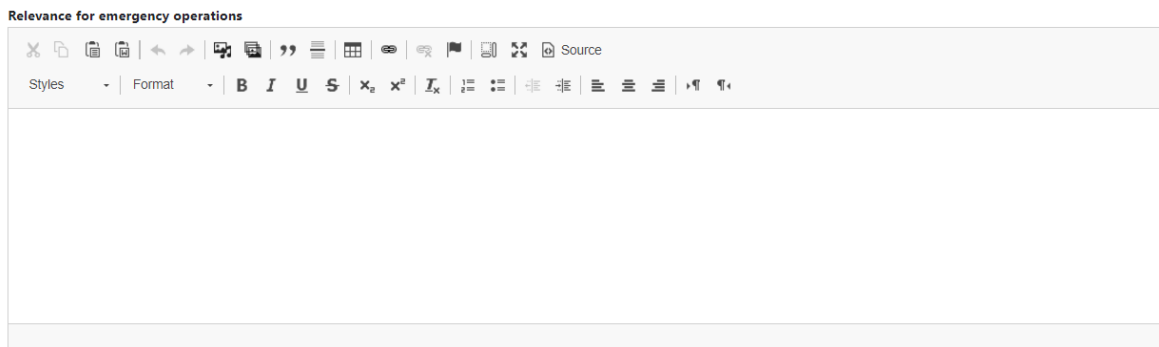
[About text formats](#)

Overview is a rich text single value field that contains a summary of the main content of a web page. This overview provides a general understanding of the main topic or themes of the page and is typically a few sentences in length.

2 Relevance for emergency operations

Relevance for emergency operations title override

Relevance for emergency operations



The image shows a rich text editor interface for the 'Relevance for emergency operations' field. It features a toolbar with various icons for text formatting, alignment, and insertion. Below the toolbar is a large, empty text area for entering content.

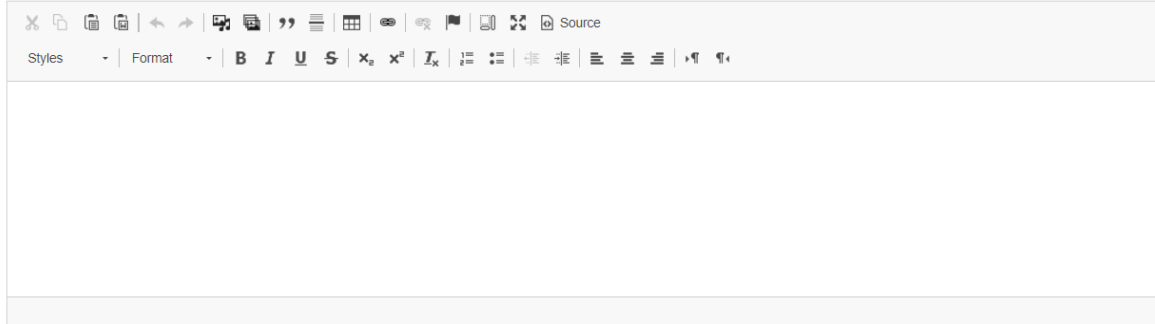
[About text formats](#)

Relevance is a field that describes the relationship of the content to emergency operations. It helps to understand how relevant the information is to emergency situations and how it can be used in those scenarios.

3 Main guidance*

Main guidance title override

Main guidance*



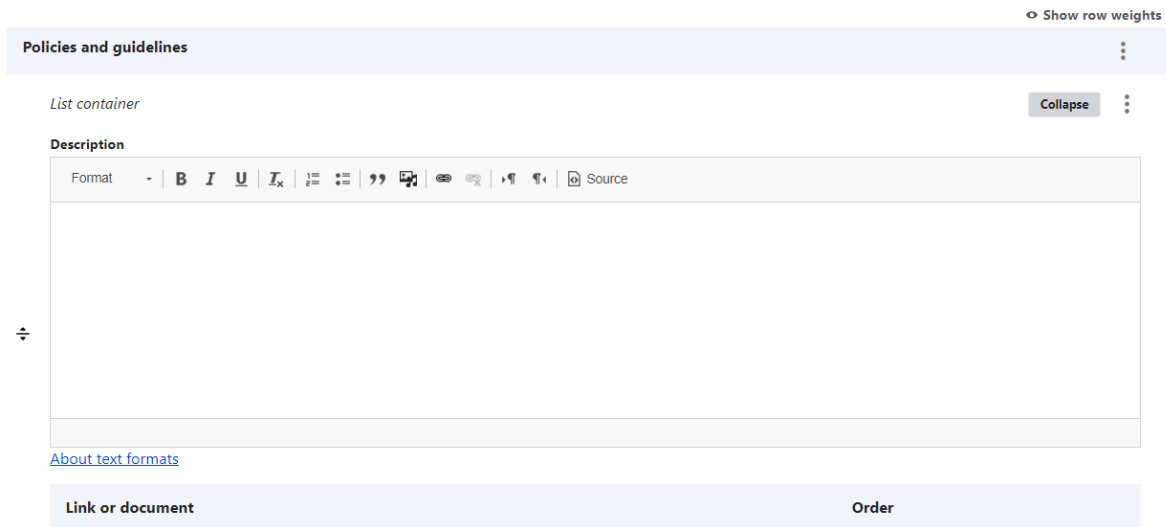
A rich text editor interface for the 'Main guidance' field. It features a top toolbar with icons for undo, redo, bold, italic, underline, strikethrough, link, unlink, list, and source. Below the toolbar is a large, empty text area for entering the main guidance content.

[About text formats](#)

Main guidance is a field that contains the primary or most important guidance or instructions on a page. It is a summary of the main points of guidance or instructions and is meant to give users a quick understanding of the main information they need to know.

5 Policies and guidelines

Policies and guidelines title override



The 'Policies and guidelines' section interface. It includes a title bar with a 'Show row weights' toggle and a vertical ellipsis menu. Below is a 'List container' with a 'Collapse' button and another vertical ellipsis menu. A 'Description' field is present, which is currently collapsed and shows a rich text editor toolbar. Below the description is a 'Link or document' field with an 'Order' label.

[About text formats](#)

Annexes title override

Annexes

No media items are selected.

[Add media](#)

Annexes is a field under the 'Policies and guidelines' section that contains multiple files, providing additional information related to the policies and guidelines. It helps users to access and understand supplementary materials that support the established policies and guidelines.

Show row weights

Tags



Remove

Add another item