

**Questions and Answers**  
**RFP/UNHCR/RB/MENA/2022/01**

**FOR THE ESTABLISHMENT OF A FRAMEWORK SERVICE AGREEMENT FOR THE PROVISION OF TRANSLATION AND PROOFREADING/EDITING SERVICES FOR UNHCR MENA OPERATIONS**

Question Number	Question	Answer
1	Is there an incumbent under this contract? If so, who is it and what are their rates for each service? What is the annual historic usage for each Lot/Language?	Yes, currently there is an active frame agreement. The service provider name and reates are confidential. The requirement is stipulated in the financial offer Annex D
2	Is there a budget allocated for this contract? If so, how much is the budget?	There is no specific budget allocated for this contract but you can refer to the estimated scenarion provided in the Financial Offer Form.
3	Has the UN experienced any challenges under the current contract? If yes, what are these challenges?	Yes - below are some of the challenges we experianced: 1) Availability of interpreters. 2) Long delivery time to receive the required product. 3) Lack of consistency in the translated text/narrative. 4) Poor translation quality
4	Can vendors use translators under this contract who are not located in the United States?	Yes, as long as, for the in-person interpretation service, interpreters can be deployed in the country where the service is to be provided, at no additional costs.
5	With respect to LOT 1, is the Arabic anticipated to be limited to Modern Standard Arabic (MSA) or will there be an opportunity to engage in regional variants of Arabic?	Only the Fusah (الفصحى) will be required for Arabic translation, and it should be limited to the Modern Standard Arabic.
6	Does UNHCR MENA expect specific periods of times during the calendar year to have significantly higher volume of work requests?	Yes, the peack is between October and December.
7	Are offerors permitted to have proposed translators translate a publicly available legal document of or related to a government or international organization for the purpose of protecting previously processed client material? Or are bidders permitted to redact and submit existing pertinent translated legal material in the requested languages?	Bidders are requested to submit a sample translation for the article provided as Annex B in the four languages. Regarding the samples requirement for the technical evaluation, bidders can provide samples of legal translation for international organization, embassy, or government entity which are publicly published.
8	States the following: "In case the source language material is unavailable in a word count supporting electronic format, the word count is made based on the word count of the target language material, taking into consideration any differences, if any." Material which is not editable (e.g., photograph, manually scanned text, etc.) would need to be manually recreated at a cost additional to the process of translating and editing. Is there an anticipated volume of non-editable material? And if the volume of non-editable material is considerable, how does UNHCR MENA expect offerors to price this within the pricing document to be submitted as part of the RFP response?	The majority of UNHCR documents are editable. The non-editable documents are minimal and we don't have the volume for it.
9	What kind of stamp is required to confirm signature of acknowledgement (e.g., corporate logo, notary, etc.)? Would this be in addition to the responsible party's signature?	Company's stamp and signature by company's representative
10	1-The financial offer or TORs do not take into consideration the time granted for performing the translation, i.e : deadlines. There are times when translators are asked to deliver a large document in a very short time and tight deadline, i.e: urgent or rushed translation, and there are times when deadline is easy and adequate. We work with UN agencies, and we have an LTA that take into consideration different fees for urgent and for easy deadlines. So it will be appreciated to clarify. (urgent deadline is 48000 characters or 8000 words in 3 days, easy deadline is doing 48000 characters or 8000 words in 7 days).	Urgent deadline request is for 45,000 characters in 3 days. Regular deadline is for 45,000 characters in 7 working days. Clarification has been captured in the revised Financial Offer Form attached to this Q&A
11	In Financial Proposal you have asked to share the rate per character while we usually go by rate per word as most of characters are not for translation we apply this module only in languages like Chinese, Japanese, Korean,.. so kindly confirm if we can add rate per word instead?	Translation cost is calculated per character; a one page minimum charge policy applies; standard page is that which contains 1,500 characters without space (approximately 250 words)
12	Why in the financial offer for Lot 1, the number 3,600,000 is repeated twice for translation fees, and the number 1,200,000 is also repeated twice for proofreading, while in the lines above that there are three items: Arabic-English- Arabic French-English_ French Arabic-French-Arabic	The financial offer should indicate a rate for the three languages. A revised financial offer is attached to the body of this email.

13	In the financial offer, when it says, year 1 , year 2, year 3, Is it possible to put a different rate for each year? Does that mean the inflation every year is taken into consideration?	The offered price can indeed include an annual % increase for inflation, However, no additional increase will be approved during the entire contract's implementation
14	There is no mention if the document translated is modified later as source by the organization, and sent back to translator to reflect in the target text, will that be done free by translators? this should be taken into consideration.	Changes on translation should be done free of charge by the service provider until satisfactory translation is provided. Vendor invoice will not be processed until satisfactory translation received.
15	Our company is providing a legal translation in all language pairs but we only certified in MOJ in English<>Arabic Language Pair so please specify if you need a certified translation or just legal translation with our legal expert translation team would be enough?	It's recommended to have certified translators but it is not mandatory. However, additional points will be allocated to vendors with certified translators during the Technical Evaluation of the tender's bids.
16	The currency of the rates will be in USD right?	Yes, offers submitted in currency other than US Dollars will be converted into US Dollars by using the United Nations rate of exchange at the time of the bid closing (August 2022).
17	If we need to include other languages we can provide do you require to add the rates for them as well? If so please let us where to state it?	Yes, this can be added in Annex D in lot no. 4.
18	In Annex C Lot3 you have mentioned Kurdish and Turkish Languages in the same lot is this a mistake?	Yes, please refer to the revised attached Financial Offer Form.
19	In Annex B the Sample required for Lot 1 is English To Arabic? No French translation required?	French translation is also required. Please refer to the revised attached Annex B.
20	If we tailor a technical proposal based on the requirements in Annex C should we still submit the technical responses file?	Yes, the Technical Offer Form (Annex C) is to be filled in, signed and submitted, in order to be considered for evaluation. You can add extra documentation on your technical offer.