

AMENDMENT 1

REQUEST FOR PROPOSAL: No. RFP/HCR/POL/2024/003
FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT(S) FOR THE PROVISION OF
TRANSLATION & INTERPRETATION SERVICES FOR UNHCR OFFICES IN POLAND

Amendment 1 consists of two parts; Part 1 entails a Corrigendum to the RFP package, addressing any necessary corrections or updates, while Part 2 includes responses to inquiries received in response to the RFP

Part 1: Corrigendum;

The Technical and Financial offers are to be sent in separate documents in both PDF and Excel format.

Point 2 “Certified copy of the license to provide Interpretation and Translation services” under Annex B is now removed. Bidders are only required to submit the registration and tax certificate.

The required language under Category C is Romanian – not Romani.

For Proofreading/ Editing Services – Part 1 of Annex C – the rates must be provided per word instead of character.

The Bidders are requested to provide prices for simultaneous and consecutive interpretations.

Part 2: Questions and Answers;

Question 1

We are a translation and interpretation service provider headquartered in Türkiye and incorporated in the USA and the UK. We would like to apply your RFP through our parent company which is located in Türkiye as we have more extensive experience with it. Is this suitable for this tender?

Answer: Please refer to the Evaluation criteria no 1 – “Certified copy of the certificate of registration in Poland under Part 1” Documentation and Certification.

Question 2

Could you please clarify which currency we should use to provide our offer? In the RFP documents, it is mentioned that the currency could be either PLN or Euros, but it will be evaluated in US Dollars.

Answer: The option is either PLN or EUR. The conversion to USD is solely for evaluation purposes.

Question 3

Additionally, are bidders allowed to participate in partial bids? For instance, is it acceptable for us to apply only for remote interpretation services and translation, excluding in-person interpretation services?

Answer: Yes, partial bids may be accepted in accordance with the clause 2.7 Bid acceptance of the RFP – “UNHCR reserves the right to accept the whole or part of your bid, or allow split or partial awards on this project.” and the provisions of the Annex B Technical Offer Form.

Question 4

Is this RFP open worldwide with no presence in Poland?

Answer: Please refer to the Evaluation criteria no 1 – “Certified copy of the certificate of registration in Poland under Part 1” Documentation and Certification.

Question 5

Can a company participate only for written translation services, and not for interpreting services?

Answer: Yes, partial bids may be accepted in accordance with the clause 2.7 Bid acceptance of the RFP – “UNHCR reserves the right to accept the whole or part of your bid, or allow split or partial awards on this project.” and the provisions of the Annex B Technical Offer Form.

Question 6

We understand that no reference from previous UNHCR or UN partnerships are allowed to be shared. Can you confirm that?

Answer: Please refer to Annex B- Technical Offer Form point 2.d) Customer References and Testimonials. Bidders are enquired to share reference letters from other UN agencies, companies from other sectors.

Question 7

As per above, can we mention our partnership with UNHCR and other UN offices in 1.b, Part 2, Annex B - Technical Offer Form?

Answer: Yes, this is confirmed.

Question 8

The Technical and Financial offers files are in Excel format but should be submitted in PDF format (separately). Can you confirm that?

Answer: Yes, this is confirmed. The Technical and Financial offers are to be sent in separate documents in both PDF and Excel format.

Question 9

Can additional tabs with further information be created in the Annex B - Technical Offer Form file?

Answer: Bidders are requested to provide information under each Evaluation Criteria. The core of the form should not be changed.

Question 10

Are these regular or sworn translations?

Answer: This is for the regular translations, but bidders may submit the price for the sworn translations.

Question 11

Does the period of operation of less than 3 years disqualify the company from participating?

Answer: Yes, the minimum period of operation is 3 years.

Question 12

Is there a possibility of participating only in part 1.1 (i.e. Translation/Proofreading/Editing) and 1.2 (i.e. Proofreading only), leaving part 1.3 (i.e. Interpreting Services) for other interested parties ? If so, will this mean an automatic reduction in the pool of possible points to be obtained in the Technical Offer and Financial Offer?

Answer: Yes, partial bids may be accepted in accordance with the clause 2.7 Bid acceptance of the RFP – “UNHCR reserves the right to accept the whole or part of your bid, or allow split or partial awards on this project.” and the provisions of the Annex B Technical Offer Form. The scoring of some of the Evaluation Criteria may affect the overall of the Technical Evaluation, however it should not impact the Financial Evaluation.

Question 13

Is it possible to submit a partial tender for interpretation only or for translation only? Is sign language compulsory?

Answer: Yes, partial bids may be accepted in accordance with the clause 2.7 Bid acceptance of the RFP – “UNHCR reserves the right to accept the whole or part of your bid, or allow split or partial awards on this project.” and the provisions of the Annex B Technical Offer Form.

Question 14

Will you provide us with a list of UN and UNHCR terminology?

Answer: Yes, when and if needed the terminology will be provided.

Question 15

It is stated in the requirements that we have to provide proof of the translator's licence. In Poland, the profession of a translator is not a licensed profession. What document do you require?

Answer: Point 2 “Certified copy of the license to provide Interpretation and Translation services” under Annex B is now removed. Bidders are only required to submit the registration and tax certificate.

Question 16

What do you mean by lead time to submit final product? As we have not found a timeframe for translation in the documents.

Answer: Average time needed to complete one page 1,500 characters without space (approximately 250 words) as per the language combinations in the TOR of Annex A.

Question 17

Do we, as a company, have to own the simultaneous interpreting equipment, or can we hire the equipment from a friendly company whose services we have always used?

Answer: “3.d) Type of equipment owned by the company (Interpretation)” is a scoring criterion and it does not disqualify the Bidder. Bidders should list all equipment owned as an indication of their capacity. The Bidders may also list the equipment available from the third parties.

Question 18

As far as simultaneous interpreting is concerned, it is always assumed that there are two interpreters for a given conference/meeting, will you also need only two people for the indicated locations?

Answer: Bidders should indicate the number of entrepreneurs needed to deliver the required service at a given location or an event.

Question 19

What if we are notified of the conference late and are unable to provide an interpreter?

Answer: Bidders should indicate the required ordering time frame.

Question 20

The hotel price per night includes one person, of course?

Answer: The price per night per room for the number of interpreters needed.

Question 21

Would it be possible to bid for just one category of languages (namely, Category B)?

Answer: The Bidders must be able to provide translation for Categories A and B, ability to translate to translate from/to other languages in Category C will be considered an asset.

Question 22

Samples:

- a. it is a little vague where to get them from. Do we have to choose the texts ourselves, or is there a text somewhere to use as a sample?
- b. only translation samples are required, not interpreting, is that right?
- c. you mention that at least one sample has to be in English - so others can be e.g. in Polish-Russian or English-Polish? Are there any preferred combinations?
- d. you mention that there need to be at least 3 samples from languages in categories A and B - should each sample be in a different combination, i.e. one from English into Polish/English (or vice versa?), one from Ukrainian into English/Polish (or vice versa?), and one from Russian into English/Polish (or vice versa?)?

Answer:

- a) The Bidders should submit their own samples, including the original and the translated script.
- b) Yes, only the translation samples are required.
- c) The Bidders should provide three sample documents – ideally of different types (e.g. legal, public information) – translated between languages listed under A and B below, and at least one of them in English.
- d) Any combination under Categories A and B is accepted.

Question 23

French: this language is mentioned in Annex A, but is not listed in the language combinations in Annex C - should we consider it in combination with English and/or Polish?

Answer: French should be considered in combination with English.

Question 24

Similar with Romanian, in Annex A Romani is mentioned in. Should we go for Romanian or Romani?

Answer: The required language under Category C is Romanian – not Romani.

Question 25

About interpretation in general: please be mindful that the organization of interpretation requires a lot of time, so we would need to know about the event in advance, i.e. preferably at least two weeks in advance.

Answer: The Bidders may include the notice period in their offers.

Question 26

Simultaneous interpreting: the cost of equipment varies widely, depending on, among other factors, the following:

- the number of booths needed
- the number of receivers needed
- whether an additional sound system will be needed
- whether there will be space to set up the booth(s) in a particular room or in a separate room (in such a case there are additional costs for video and audio transmission of the speakers to the interpreters' booths)
- where exactly the event will take place.

→ Is it possible to omit these costs? Alternatively, we can prepare sample costs in the scheme of your choice, e.g.: 200 receivers, 2 booths, additional sound system. We can prepare such examples of costs for the city of Krakow, Warsaw, Lublin, Rzeszow (according to the schedule). You will have a general idea of

what the costs are, although please be mindful that they can vary a lot. What would be needed is a common scheme of choice for all agencies submitting an offer, so that you can compare the costs.

Answer: The Bidders should list the unit prices for all equipment needed as per the locations in the document.

Question 27

About the simultaneous interpreters: the total costs also depend on the event location, the number of days of the event, the hours (whether, for example, night hours are involved). Only the costs per block of interpretation during standard hours (i.e. during the day, not at night) can be provided with certainty. We can provide average costs per 1 night (depending on the city) and mileage for transport.

Answer: All events of the UNHCR take place during business hours.

Question 28

Costs for tourguides (tourist kits): depending on the number of receivers needed, the more units needed, the lower the costs may be. Also, costs will vary depending on the location to which they are to be delivered. We can quote a standard cost for 100 pieces - would that work?

Answer: The Bidders may categorize the unit cost based on the quantity ranges.

Question 29

Consecutive interpreting: costs vary depending on a number of factors:

- whether the interpretation will be needed for 1-3 people - in which case it is usually done by a single interpreter, in the form of a whisper, with no additional equipment
- if the interpreting is needed for a larger number of people - then the use of tourguides or (e.g. in the case of on-stage interpreting) microphone interpreting is involved
- if longer interpreting periods are involved, i.e. more than 1-2 h, without appropriate breaks, you will need a team of two interpreters per language combination, who will take turns.

Do you know what the conditions will be for consecutive interpreting? A brief description of this type of assignment would be helpful. This will make it easier to prepare the best and most accurate quote.

Answer: The events vary in terms of requirements and cannot be planned at this stage. The Bidders are requested to provide the unit price for interpreters and equipment.

Question 30

Online interpreting:

- a. Would organizing the license for the meeting platform be on our side?
- b. Is the handling of such an event also to be on our side or on your side?
- c. Where will the main venue be from where the speaker(s) will be broadcasting? Will they be online?
- d. Are we to organize the equipment for you at such an event? Or is it more just about arranging equipment for the interpreters?
- e. Will this type of commissioning take place on the basis of speeches from your side, and will there be a chat with questions for the audience (in which case a one-way signal is involved), or is it rather that the audience should also be able to connect to the conversation and take part in the discussion (in which case a two-way signal is involved)?

Answer:

- a) It depends on the event, but the Bidders are requested to provide a quote.
- b) The Bidders are only required to provide translation/ interpretation services.
- c) Online.
- d) No equipment needed for the online event.
- e) It can be both ways depending on the event.

Question 31

Sign languages: you need different languages here - if we understand correctly, translation is involved: PL<>sign PL, RU<>sign RU, UA<>sign UA
We need to inform you that it is not possible to translate in sign language from one language to another. Will interpreting within one language from spoken to sign language be what you need? Is it a live, direct interpretation or an interpretation with the help of an image - a signal transmission from where the interpreter will be live-signing?

Answer: The Bidders are requested to provide the combination of entrepreneurs needed to carry out requested services. The type of interpretation depends on the event.

Question 32

Sign EN: British English BSL or American ASL? These are two different flashing sets. Please specify which one you will need

Answer: The Bidders should provide the price for both.

Question 33

We have information that the project is planned for 2 years with a possible extension for an additional year - is it known when the project is expected to start?

Answer: This is a Frame Agreement where services are requested based on the needs of the UNHCR. The Frame Agreement(s) will be signed with the awarded Suppliers once the Evaluation of Offers is completed.

Question 34

Could you please clarify if there is a preferred or minimum number of interpreters and translators that we should include in our proposal? This information will help ensure our submission meets all your expectations and requirements. Or is it not mandatory to submit CV at this stage?

Answer: There is no requirement for the minimum of interpreters. As per Annex B- Technical Offer Form under “2.a) Years of experience for the proposed personnels” the Bidders should submit resumes.

Question 35

What budget do you foresee for translations in the next two years?

Answer: The estimated requirement is around 800 000 PLN. This is just an indication and is not to be considered as a commitment towards the winning Bidder.

Question 36

How many translation providers will you select based on the current tender?

Answer: UNHCR will sign as many Frame Agreements to fulfill its requirements and ensure proper competition.

Question 37

The financial offer includes an item regarding hourly settlement for interpreting. The vast majority of interpreters in Poland are billed on the basis of 4-hour blocks. Can this point in the offer be adapted to the settlement conditions in Poland?

Answer: The Bidders are requested to provide the cost per hour as per Annex C – Financial Offer Form, however, the Bidders may include any constraints in the notes part.

Question 38

In the case of online and sign interpreting specified in the financial offer, should we provide a price for a 4-hour interpreting block?

Answer: The Bidders are requested to provide the cost per hour as per Annex C – Financial Offer Form, however, the Bidders may include any constraints in the notes part.

Question 39

The cost of equipment required for a specific interpreting service can vary significantly depending on the specifics of the event. We are unable to average this price effectively. Can we include an "individual offer" option in the offer in this case?

Answer: The events vary in terms of requirements and cannot be planned at this stage. The Bidders are requested to provide the unit price for interpreters and equipment.

Question 40

We have 10 offices around the world and currently service UN organisations out of three of those in the UK, Germany and France, but none in Poland at this moment in time. Would we still be a contender for this process or is it indeed preferable for the bidder to have an office location in Poland?

Answer: Please refer to the Evaluation criteria no 1 – “Certified copy of the certificate of registration in Poland under Part 1” Documentation and Certification.

Question 41

Could you please provide more details on the required technical equipment for interpretation? Specifically, we seek clarification on the number of booths, microphones, and anticipated participants.

Should we assume quantities and include them in the "notes" section, or are you expecting explicit numbers in the proposal?

Answer: The events vary in terms of requirements and cannot be planned at this stage. The Bidders are requested to provide the unit price for interpreters and equipment.

Question 42

Similar to the technical equipment, could you clarify the specifications for the tourist kits? Should we quote prices per kit individually, or do you prefer proposals for package deals (e.g., sets of 10)? This clarification will help us tailor our proposal accurately.

Answer: **The Bidders may propose available specs of the kits.** The Bidders may categorize the unit cost based on the quantity ranges.

Question 43

We kindly request clarification on the specific licensing requirements for the provision of interpretation and translation services. Should we provide proof of registration of our company in Poland as an interpretation and translation service provider? Understanding your expectations regarding licensing will ensure our compliance with all necessary regulations.

Answer: Point 2 "Certified copy of the license to provide Interpretation and Translation services" under Annex B is now removed. Bidders are only required to submit the registration and tax certificate.

Question 44

The Financial Offer template requests proofreading/editing fees per character. As the standard fee is per word, may we present the fee in the same manner as for translation, per word?

Answer: The Bidders are requested to provide the cost per word as per Annex C – Financial Offer Form.

Question 45

Could you provide additional information about the three translation samples (e.g., word count/pages)?

Answer: Please refer to Annex A- Terms of Reference under Required Expertise – “Three sample documents – ideally of different types (e.g. legal, public information) – translated by the agency between languages listed under A and B below, and at least one of them in English.” There is no requirement in terms of the word count.

Question 46

Can you provide an estimate of the monthly or yearly translation volume?

Answer: This is a Frame Agreement where services are requested based on the needs of the UNHCR.

Question 47

Will Desktop Publishing (document layout) services be required? If so, may we include it in the other costs proposed by the bidder?

Answer: Please refer to Annex A- Terms of Reference - 1.1.2. Proofreading and editing – “Translated texts must be submitted in electronic format ready for graphic design, which may require some editing as well.”

Question 48

The currency specified in the Financial Offer Template is PLN; however, EUR is also indicated in the RFP document. Are we permitted to submit the Financial Offer in EUR?

Answer: Please refer to 2.4.2. Content of the Financial Offer of the RFP – “Your separate Financial Offer must contain an overall offer in a single currency, either in PLN or Euros.”

Question 49

What modality of interpretation is expected to be most common within the contract?

Answer: The events vary in terms of requirements and cannot be planned at this stage. From historical data simultaneous interpretation is the most requested.

Question 50

Is the hourly rate quoted per interpreter?

Answer: Yes, it is an hourly rate per interpreter.

Question 51

Regarding technical equipment: What specific equipment items should be included? For example, the number of receivers, sound equipment, and type of microphones required.

Answer: The Bidders are requested to provide the unit price for equipment (such as device for simultaneous interpreting 1+1, receivers with headphones per piece, tourguide - wireless per piece, sound system equipment, wireless microphones, wired microphones, technical support).

Question 52

How many portable receivers are needed for out-of-room services in visit format?

Answer: The events vary in terms of requirements and cannot be planned at this stage. The Bidders are requested to provide the unit price for interpreters and equipment.

Question 53

Will Online Interpretation be consecutive, simultaneous, or both?

Answer: The Bidders are requested prices for both options.

Question 54

Are we required to provide and manage the platform for Online (remote) interpretation?

Answer: The Bidders are required to only provide the link for the meeting.

Question 55

Is it mandatory to offer sign language services for category A languages?

Answer: Please refer to Annex A – Terms of Reference – 1.3. Interpretation services “The agency has to be prepared to provide interpretation services at least in languages indicated in the Category A and B as specified below, both consecutively and simultaneously, additionally sign language–spoken language, for languages enlisted in the Category A “

Question 56

Are there penalties in case of failure to provide the service?

Answer: UNHCR will establish multiple Frame Agreements with several Suppliers to ensure the continuity of service. The Frame Agreement holders will be approached in advance to confirm availability ahead of an event.

Question 57

How many interpreter profiles are required? Should CVs or any other relevant information be included?

Answer: There is no requirement for the minimum of interpreters. As per Annex B- Technical Offer Form under “2.a) Years of experience for the proposed personnels” the Bidders should submit resumes.

Question 58

Regarding the last audit reports: Would you like us to include an audit report from the past year or from several years?

Answer: The last audit report.

Question 59

PRICE FOR EQUIPMENT

- a) How should be calculated the price for equipment? There is specified in ToR that UNHCR may need up to 300 receivers for one big event, but you don’t specify the number of booths which we should include in the offer for one big event.
- b) How long do these “bigger events” usually last”? One day or more, because we don’t know whether we should include the technicians’ accommodation cost for or not.

Answer:

- a) The events vary in terms of requirements and cannot be planned at this stage. The Bidders are requested to provide the unit price for interpreters and equipment.
- b) The Bidders are requested to quote for the accommodation in accordance to Annex C- Financial Offer Form.

Question 60

PRICE FOR INTERPRETING SERVICES

- a) Interpreting services are usually calculated basing on 4-hour blocks but UNHCR requires price per one hour. How will you settle the amount due – in 4-hour blocks or in hours?
- b) How long does a typical interpreting service usually take in one day?

Answer:

- a) The Bidders are requested to provide the cost per hour as per Annex C – Financial Offer Form, however, the Bidders may include any constrains in the notes part.
- b) The events vary in terms of requirements and cannot be planned at this stage.

//////////////////End of Queries//////////////////