



**UNHCR**

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

## Questions and Answers document to RFP 2021-02

	Question	UNHCR Response
A001	<p>Does the proposal for the RFP 2021-02 have to include all 3 lots or is it allowed to bid for example only for Lot 1?</p> <p>OR</p> <p>Is the bidder free to quote for any of the three lots or all lots should be covered by the offer?</p>	<p>Reference to the Solicitation documents, the proposals will be considered for each lot separately. Thus, it is possible to submit proposal for one or two lots.</p>
A002	<p>If it is submitted one or two lots, should the Technical and Financial offers be separately sent for each lot?</p>	<p>Financial part for one/two/three lots may be submitted jointly in one file. The Technical part for one/two/three lots may be submitted jointly in one file. Meanwhile, Technical and Financial Offers must be submitted separately, in different emails with appropriate titles (more information in Solicitation documents, p. 8)</p>
A003	<p>Once its mentioned beneficiary countries: Georgia and Ukraine that means that companies from other countries can not apply to this tender or they are just the end users?</p>	<p>Each company all over the world with translators' staff knowing English, Russian and Ukrainian fluently could apply for this RFP.</p> <p>The company will sign the Frame Agreement(s) with UNHCR, Representation in Ukraine, which covers the demand of translation / interpretation / proofreading services for two UNHCR operations: in Ukraine and in Georgia (Europe Regional Protection Support Unit for Eastern Europe).</p>
A004	<p>If we understand correctly, services under lots 1 and 2 can be provided from our offices, whereas services under lot 3 should be provided elsewhere: is this correct? Where in particular should such services be provided?</p>	<p>Generally, the interpreter is present at the event (for this purpose, UNHCR, Representation in Ukraine, requests the technical equipment in RFP 2021-02). Thus, these services should include both options: physical presence and work remotely depending on event format. Most events were held in Ukraine (the majority – in Kyiv) and all interpreters were present at these events.</p> <p>Therefore, the remote mode of interpretation will be also considered, but mostly as back-up option.</p>
A005	<p>Should quotation be done in USD or can we quote in Euros? If we can quote in Euros, will payments be done in Euros?</p>	<p>The currency of proposal could be Euro. Meanwhile, in evaluation process UNHCR, Representation in Ukraine, will use Dollar USD as basic currency. Thus, Euro will be converted into Dollar USD under UN operational exchange rate at the month of Financial Evaluation. UN operational exchange rates can be found following the link: <a href="https://treasury.un.org/operationalrates/OperationalRates.php">https://treasury.un.org/operationalrates/OperationalRates.php</a>. To omit this situation, the company could provide UNHCR, Representation in Ukraine, with proposal including both currencies (Euro – as basic currency of quotation and Dollar USD as equivalent of Euro prices). Within Financial evaluation we will assess the quotation in USD, while, in case the company is awarded the Frame Agreement, in Frame Agreement it will be fixed all prices in Euros submitted earlier in the Solicitation documents to RFP 2021-02 and all payment will be arranged in Euros.</p>
A006	<p>Does the word 'signs' mean un-editable images, numerical data and the like? Please clarify what is meant by 'signs'.</p>	<p>Before translation, you should analyze the outgoing text by using "Word count" and it will provide with the information of "Characters (with spaces)"</p>

A007	Are freelance translators/interpreters who are contracting with us as individual entrepreneurs or self-employed considered to be subcontractors (mentioned in the article 5 of General terms and conditions)?	Yes
A008	Are interpretation services under Lot 3 meant to be trilingual (English, Ukrainian, Russian)?	Depending on the event it could be trilingual or bilingual: English – Ukrainian – English and English – Russian – English.
A009	What is the expected volume for Interpreting assignments?	Approximately 5-7 events per year (not taking into consideration 2020 with COVID-19 situation)
A010	Proofreading, Sample 4 - can you please confirm that the source text is the English one?	Yes, the source text is English text, and proofreading must be done for text translated into Ukrainian (proofread of Ukrainian text)
A011	Proofreading, Sample 5 – do you require us to do a full text editing just on the English, rather than proofread it against its translation/source file?	The sample has only English text (source file). Therefore, the proofreading should be done for English text. It is not incumbent upon you to find its source text in Ukrainian or any other language.
A012	Proofreading, Sample 6 - can you please confirm that the source text is the English one?	Yes, the source text is English text, and proofreading must be done for text translated into Russian (proofread of Russian text)
A013	Do you require a reference letter, or would contact details suffice?	The best option is reference letter with contacts. Nevertheless, the priority is reference letter.
A014	Is the capacity to provide additional conference equipment and services essential to be successful in the bid?	Yes, as a lot of events (conference-rooms) may not be equipped for simultaneous translation (interpretation) services.
A015	We usually provide a per word rate which is a more universal method for comparison. We shall fill in as required but can we add our per word rate in the comments?	The price must be provided for 1 page (1800 signs). Before translation, you should analyze the outgoing text by using “Word count” (in Microsoft Word etc.) and it will provide with the information of “Characters (with spaces)”.
A016	We have the reference letters in Ukrainian/Russian. Should we translate these letters into English and submit both ones?	Reference letters could be submitted in original language: English, Russian or Ukrainian. Each of this language is acceptable. There is no need to translate reference letters into English.
A017	Would you consider remote interpreting as well, with all the necessary equipment. Would it be helpful if we were to explain our service offering around that too?	Generally, the interpreter is present at the event (for this purpose UNHCR, Representation in Ukraine, requests the technical equipment in RFP 2021-02). Thus, these services should include both options: physical presence (meanwhile, this criterion will have priority while technical/financial evaluation) and work remotely depending on the format of event.  Therefore, the remote mode of interpretation will be also considered, but mostly as back-up option.
A018	Do you accept anonymous CVs?	No
A019	Who should our invoices be addressed to?	All the orders will be provided to awarded Supplier by Requesting Unit of UNHCR. Therefore, all communication under the order will be maintained by Requesting Unit. The Invoices should be submitted to authorized manager from Requesting Unit who will be responsible for track of payment documents status.
A020	Since we are an Italian Company, we would invoice without VAT, is this correct?	Yes, the Invoice will be issued without VAT. This rule is applicable to any company registered in any country except Ukraine.

A021	9M words over one year or two years?	The scope of work for lots 1 and 2 - approximately 9,000 pages per year (1 page: 1800 signs with spaces)
A022	Will UNHCR be able to provide Translation Memories or glossaries for consistency?	Under the request, UNHCR could share the supplementary documents with basic definitions with awarded company after closure of RFP 2021-02.
A023	What you mean by "Possibility of non-cash settlement", that is the possible non cash-settlements you would consider?	"Non-cash settlements" are defined as settlements from one bank account to another bank account.