



RFP-2013-05

Translation and Interpretation Services for the UN Offices in Burundi

Answers to questions submitted by potential bidders

13 –February-2013

1. Could you please confirm that the address to use for sending the proposal is as follows?

UNAIDS

Bid Opening Committee

Reference: RFP-2013-05

Avenue du Large

Immeuble PAM

PO Box 1490

Bujumbura

Burundi

Shouldn't the address include a P.O. Box number?

Answer: UNAIDS Confirms, this is the address to delivery your bids in person or by post.

2. We have already a LTA with UNAIDS office in Geneva for many years and still our contract is on-going. So, can you consider us for this job directly rather than we will submit you a new proposal?

If your answer is "NO" to the above question:

Answer: Please note that this tender is for a group of UN Agencies in Burundi and they may not contract directly the services from another RFP exercise. You would need to submit a new bid to be considered in this particular RFP which includes elements not considered in the tendering process of Geneva

3. We are located in USA and it takes time to reach for the proposal to get Europe or Africa if it will be sent to you through post office.

We used to submit many UN proposals which require separate technical and financial proposal submission. In this case, we sent them separate e-mails for each technical and financial proposal.

So, can we do the same for this proposal: That is, can we send you the technical proposal through one e-mail, and the financial proposal through another e-mail, please? **Yes**

That saves the cost of expensive international shipping, saves time, and you will get it in time in your e-mail.

Answer: We have opened the possibility of submitting electronic bids. Your technical proposal should be sent to TechnicalBids@unaids.org and your financial offer to FinancialBids@unaids.org



4. Do you have interpreting equipment?

Answer: No

5. Where is the exact physical address where the RFP will be sent. For some reason, I don't see it in the RFP.

Answer: Please refer to question 1

6. Can we get the deadline extension for the submission of the proposal?

Answer: Yes, the new deadline is 28 February 2013

7. Do you need the resumes of each translator and interpreter? We have many translators and interpreters in our database including those who passed UNAIDS tests and working with us. So, can you waive the requirement to submit their resumes?

Answer: Individual translators need to be proposed to work under the contract and their CV included. Those already passed the UNAIDS or WHO tests can be waived the test in this RFP and will not need to do it again.

8. What is the price that you offer for the incumbent vendors?

Answer: UNAIDS cannot disclose this information, bidders are requested to submit their best and final offer.

9. What problem did you encounter with your existing vendors, if you have some.

Answer: UNAIDS is conducting this RFP together with other UN Agencies in Burundi consolidating our needs, our current contracts were selected individually by the agencies and sometimes only for specific works

10. Could we get some clarification on the actual number of hours for interpretation? The RFP states 402 hours for Eng/Fre and then 402 hours for Fre/Eng (Annex 1). Should that be considered as a combined total of 402 hours for Eng/Fre and Fre/Eng or 804 hours? What about the other languages (Kirundi)

Answer: The estimated total is 804 hours for ENG/FRE and FRE/ENG, 260 hours for ENG/KIR and KIR/ENG, and 260 hours for FRE/KIR and KIR/FRE



11. The estimated volume of work per year is quite considerable. If quoting as individuals, do we have to submit a list of all interpreters and translators that will be bound to the contract?

Answer: Yes, companies are requested to propose individuals to be validated for the work, however they are not required to submit enough to satisfy the requirements, UNAIDS intends to award more than one contract and have multiple suppliers to accommodate for surges of needs or unavailability of suppliers. Individuals can also be awarded contracts.

12. The RFP also states that the translation required should not be subject to subsequent revision (1.3.1. item 2) but then in the financial proposal for translation services, revision, proofreading and corrections are provided for. Which one is correct?

Answer: UNAIDS in Burundi is requesting for translation without further revision or proofreading, the correct is the RFP, the financial template has been modified and it is added to the end of this document.

14. Under 2.5, the RFP states that two or more companies can submit joint proposals. Would two or more individuals also be allowed to submit a proposal?

Answer: Yes, 2 or more individuals can form a consortium

15. I googled to know where Avenue du Large Immeuble PAM where the proposal will go, and google gave me the the following address:

Ave de Large Immeuble CEPRODILIC B.P. 6735.

However, that is not still clear. What is B.P. 6735?

What is the correct address including the City, Country, and phone #, and contact person?

Answer: The correct physical address is mentioned in question n° 1. The Telephone number is : +257-22 21 8112.

16. Again, please, we need the deadline extension as we have less than 2 weeks remained before the deadline which is not enough time.

Answer: Yes, the new deadline is 28 February 2013

17. You enclosed a list of documents to be submitted along with the proposal document, including the Financial proposal for interpretation and the financial proposal for written translation. However, we did not see any attached document on "financial proposal for translation equipment rental" while we usually offer a full package.

Can you give us feedback in this item which may have been left out by mistake?

Answer: Please include these additional details in your financial proposal.

18. Section 2.7.3 of the RFP reads as follows: "The technical proposal shall be accompanied by a qualification profile template fully completed by each and any individuals proposed as a dedicated service provider. UNAIDS will not qualify companies as a whole but individual professional within a company".

There is a number of documents with the RFP, but I could not find the one with the "qualification profile template". Where can the template be found? Is it to be sent to potential bidders later on in the process?

Answer: Please submit a summarized CV with Qualifications and Experience of each individual proposed, UNAIDS did not provide a template.

19. Translation and Interpretation Services – FRENCH language: Can you kindly clarify if the French would be of an African dialect as opposed to a European or Canadian dialect? We will need to know the exact target language dialect(s).

Answer: UNAIDS is looking for French "European dialect"

20. Financial Proposal: The RFP is structured to provide translation rates per 1000 words or for interpretation rate per one hour. Is it acceptable to provide pricing in 1000 word minimums for translations and 1 hour minimums for interpretation?

Answer: Yes, UNAIDS will contract by 1,000 words or 1 hour tranches.

21. Key Requirements: The RFP states that "translation required with a rapid turnaround time" (page 5 of 24, point 2.) Can you define or provide some parameters for "rapid turnaround time"?

Answer: UNAIDS estimates an average workload of 1,500 words per translator per day.

22. Key Requirements: The RFP states that "translation required with a rapid turnaround time and without subsequent revision by another translator." However, under the "Financial Proposal" portion of the RFP, LSP contractors are asked to price separately for:

- a. Translation of Source language text to Target language text
- b. Revision of the translated text
- c. Proofreading and Corrections of translated text

Can you please clarify the services or workflow you require for translations? It appears you are requesting Translation, Edit, & Proof WITHOUT a 3rd Party Review? Perhaps a matter of semantics, but your confirmation on this point is critical. At OmniLingua, we will always use a unique or different linguist to Edit and/or Proof the work of the initial translator. Please advise your desired process: "Full Translation" = Translation/Edit/Proof (TEP) or "Raw Translation" = Translation/Edit



(TE)? Or, will this specific service workflow depend on the type of project submitted? Kindly comment.

Answer: UNAIDS is looking for translation without the need of a 3rd party review.

23. File Types: There is no mention in the RFP as to how the source translation documents will be provided. For example, Word, PDF, InDesign, etc. OmniLingua offers a secure FTP and/or web portal for communication/file transfer purposes.

Answer: Most of the translation requests will be provided in MS-Word files (or MS-Word compatible). Only a minority of works would be requested with a different file type as source translation document.

24. Target Audience: Can you please advise the proposed target audiences of translation documents? Perhaps this will vary depend on the type of document (“legal, commercial, technical, scientific, or literary” (page 5 of 24, point 3)). If you can provide a listing of the possible audiences involved, that information would be appreciated.

Answer: Given that the translation services are requested for a number of different UN Agencies in Burundi, the target audiences vary, however the following are examples: Different associations and organizations of the civil society implicated in the AIDS response, parliamentarians, refugees, lawyers, and members of government.

25. Proposal Submission Format: Do you prefer this format to be a WORD or EXCEL document? Kindly advise your preference.

Answer: MS-Word or PDF formats

26. Pricing Structure – Leveraging Discounts: With regard to your requested pricing format, please comment if it is acceptable to offer LEVERAGING rates for NEW words, FUZZY matches, REPTITIONS, etc.? Based on the statement within your RFP, “Send input to improve the terminology database.” (page 5 of 24, point 7.), it is inferred that UNAIDS has the objective of creating a Translation Memory (TM) for future project leveraging to reduce per word expenditures. Kindly confirm how you anticipate integrating this leveraging option into your requested pricing format.

Answer: UNAIDS HQ maintains a Translation Memory, but since this RFP is launched to cover the needs of the indicated UN agencies in Burundi, the use of the TM will not always apply since different agencies may or may not have a TM. Please indicate your offer without the potential leveraging of TM technology



27. Pricing Structure – Hourly Rates: Our company also regularly provides discounts based on the volume of words provided on a per project basis. Finally, we apply several hourly charges based on each client’s needs for File Formatting, Desk Top Publishing, Glossary Development, etc. In essence, our company provides a MENU of service options so that we can service each client uniquely to meet their project specifications. If UNAIDS prefers that pricing rates entered into your format are considered ALL-INCLUSIVE per 1000 words, then these rates will be risk-adjusted to provide for a wide-range of possible specification workflows. For your easy reference, below please find a SAMPLE pricing grid that is commonly used by us. Can you confirm it is acceptable to provide the Per Word Rates per 1000 words along with a grid (like that shown below) to capture additional discounts (leveraging) and charges for a la carte services? (<UNAIDS Procurement>: Question and table edited to respect the identity of the potential bidder).

SAMPLE PRICE LIST				1/31/2013	
Leveraging Description	Leveraging Rate (% of new word)	Volume Discount Volume Discount Levels (off new word rate)		Other Charges	Rate
100% Identical Content Matches	N/A	<1,000		Translation Memory	\$
Context TM	10%	1,001 - 10,000		Linguistic Services (hourly)	\$
Repetitions	30%	10,001 - 20,000		Desktop Publishing (hourly)	\$
100% Match	30%	20,001 - 50,000	\$0.	Glossary Development (hourly)	\$.
95% - 99%	60%	50,001 - 100,000	\$0.	File Preparation (hourly, basic formats)	\$.
85% - 94%	60%	100,001 - 500,000	\$0.	File Engineering (hourly, non-basic formats)	\$
75% - 84%	60%	500,001 - 1,000,000	\$0.	Project Management Fee (all projects)	..%
50% - 74%	100%	1,000,001 - 2,000,000	\$0	Other (hourly)	\$
No Match	100%	>2,000,000	Contract	Minimum Project Charge	\$

Answer: UNAIDS appreciates the range of services provided, however for the purposes of this RFP we request the bidders to offer the best and final offer to the services as described. If bidders wish to offer additional services these can be indicated in their offer and additional to the core services requested.

28. Pre-Editing of Documents: Under Point 4. (page 5 of 24) it is requested that the LSP conduct a pre-editing of received documents. There is a wide array of services that can be included in a preparatory/pre-editing process. Noted below are a few examples of some of these services (which are generally added as hourly charges on an “as required by specification basis”:

- Do you require proofreading of the source content?
- Do you want revisions from source document to utilize plain language or text reduction?
- Do you require terminology validation?
- Do you require harmonization of style?

Can you advise the specific types of “pre-editing” services that would be required for this project?

Answer: UNAIDS is requesting an all-inclusive rate for 1,000 words including the type of pre-editing as indicated in item 4 of section 1.3.1 in the RFP document. Additional specialized services can be quoted separately.



29. "Please could you let me know if the bidders are expected to be able to provide all services or if they can only offer some of them? I mean can they offer translation services from English into French only?"

Answer: Bidders are allowed to bid for only certain services which fall within their established expertise.

END OF DOCUMENT